

Central line


Service Status					
MINOR DELAYS					
FACTORS	Trains between White City - Leytonstone		Trains between Leytonstone - Epping / Hainault and White City - West Ruislip / Ealing Broadway		Hainault - Woodford
	Core Times	Other Times	Core Times	Other Times	All times
Headways	2x normal lasting >10 mins	3x normal lasting >10 mins	2x normal (not consecutive cancellations)	3x normal (not consecutive cancellations)	1x train cancelled
Trains Moving Slowly	>10 mins of blocking back with 2x normal headway	>10 mins of blocking back with 3x normal headway	>15 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination	
Stoppage / Sit Down	Between 5-10 mins	Between 5-10 mins	Sit-down >10 mins: advise minor delays until gap regulated	Sit-down >15 mins: advise minor delays until gap regulated	
% of Scheduled Trains In Service	Between 80-90%	Between 75-85%	Between 80-90%	Between 75-85%	

Service Status					
SEVERE DELAYS					
FACTORS	Trains between White City - Leytonstone		Trains between Leytonstone - Epping / Hainault and White City - West Ruislip / Ealing Broadway		Hainault - Woodford
	Core Times	Other Times	Core Times	Other Times	All times
Headways	3x normal lasting >10 mins	4x normal lasting >10 mins	3x normal or there are >3 consecutive cancellations	4x normal or there are >3 consecutive cancellations	2x trains cancelled
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early (or shuttle service introduced) and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early (or shuttle service introduced) and/or trains working platform-to-platform	
Stoppage / Sit Down	>10 mins	>10 mins	> 20 mins	> 20 mins	
% of Scheduled Trains In Service	<80%	<75%	<80%	<75%	

Service Status	
SUSPENDED OR PART SUSPENDED	
FACTORS	Declared when no movement of trains for 15 mins or more

Service Status	
GOOD SERVICE	
FACTORS	Declared when none of the factors are affected

Service Status	
INITIAL SERVICE ALERT	
ISA	<p>May be issued where stoppage anticipated to last 5 mins or less</p> <p>5 mins begins at wheel-stop / incident start time; minor delays declared automatically if no movement after 5 mins</p> <p><i>Exceptionally, an ISA may be allowed to run for up to 15 minutes on the Epping branch and Hainault loop only. The NIM and LIS will agree if this is appropriate.</i></p>

Night Tube Services				
		Minor Delays	Severe Delays	Suspended / Part Suspended
CORE: White City - Leytonstone				
	Train(s) at a stand	Trains at a stand for 20 - 29 mins	Trains at a stand for 30 - 39 mins	Trains at a stand for 40 mins or more
	Gap in service	Gap in service of 20 - 29 mins	Gap in service of 30 - 39 mins	Gap in service of 40 mins or more
	Cancellation(s) - Full or part	2 consecutive trains cancelled through core	3 consecutive trains cancelled through core	4 consecutive trains cancelled through core
BRANCHES: Ealing Broadway - White City and Leytonstone - Loughton / Hainault				
Train(s) at a stand	Minor delays are not declared on branch lines: gaps in service of up to 39 minutes are advertised as 'good service'.	Trains at a stand or likely to be at a stand for 40 - 59 mins	Trains at a stand or likely to be at a stand / for 60 mins or more	
Gap in service		Gap in service or likely to be a gap in service of 40 - 59 mins	Gap in service or likely to be a gap in service of 60 mins or more	
Cancellation(s) - Full or part		2 consecutive trains cancelled on branch	3 consecutive trains cancelled on branch	

NOTES: CORE TIMES are weekdays between 0700-0930 and 1630-1900 / NIGHT TUBE STATUS applies between 00:45 - 05:15 Friday night and 00:45 - 06:45 Saturday night

Jubilee line

Where advertised, delays will be limited to the following sections where possible: Stanmore - Wembley Park | Wembley Park - Green Park | Green Park - North Greenwich | North Greenwich - Stratford
 Peak times: 0700 - 0930 and 1630 - 1900, Monday - Friday or other time with major event on line, Night Tube: 0045 - 0515 Friday nights, 0045 - 0645 Saturday nights, Off-Peak: all other times

For incidents which cause the train service to stop

Predicted Length of stoppage	Peak times			
	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
5 mins or less	Between six and ten minutes	Between 11 and 15 minutes	Any stoppage greater than 15 minutes	

Predicted Length of stoppage	Off-Peak times			
	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
8 mins or less	Between 8 and 12 minutes	Between 13 and 15 minutes	Any stoppage greater than 15 minutes	

For incidents which cause the train service to move more slowly than usual (track failure, defective train in RM, etc.)

NORMINAL OPERATIONS Increase in journey time between stations*	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
	Up to twice scheduled journey time	Twice the scheduled journey time	Three times the scheduled journey time	Consider if over four times or more than scheduled journey time

* When a failure occurs, determine the increase in journey time by using Tracknet to determine the journey time. The train should be tracked from the point where it departs the station two stations before the failure until it arrives at the second station after the failure. Compare this to the parameters above to determine the delays. (E.g. for a failure at Baker Street: measure journey time from Swiss Cottage - Green Park)

Gaps in service - may be a result of fewer trains in service or because the controller is turning trains short, there may be extended intervals on a particular section of the line


Headway	Peak Times		Off Peak Times	
	Minor Delays	Severe Delays	Minor Delays	Severe Delays
5 - 10 minutes	Greater than 10 minutes	Greater than 15 mins	9 - 15 minutes	Greater than 15 mins

Initial Service Alert

May be issued where stoppage anticipated to last 5 mins or less

5 mins begins at wheel-stop / incident start time; minor delays declared automatically if no movement after 5 mins.

Night Tube Services

	Minor Delays	Severe Delays	Suspended / Part Suspended
 Train(s) at a stand	Trains at a stand for over 20 minutes	Trains at a stand for over 30 minutes	Trains at a stand for over 40 minutes
Gap in service	Gap in service over 20 mins	Gap in service over 30 mins	Gap in service over 40 mins
Cancellation(s) - Full or part	2 consecutive trains cancelled	3 consecutive trains cancelled	4 consecutive trains cancelled

Where a delay is declared, the line status must be reviewed no less than every fifteen minutes.