

Alert level	Advice	When to use – West Route	When to use – rest of railway	How often to repeat
Good Service	No noticeable impact on your journey	When there are no delays	When there are no delays	Every 10 minutes
Minor Delays	Noticeably longer journey time - however, stay with your planned route	Any interval between trains is 5 to 9 minutes above service frequency Journey times for multiple trains extended by 5 to 9 minutes Unplanned change of train is necessary	Any interval between trains is 10 to 14 minutes above service frequency Journey times for multiple trains extended by 10 to 14 minutes Unplanned change of train is necessary	Every 4 minutes
Severe Delays	Significantly longer journey time - consider using another route	Any interval between trains is 10 to 14 minutes above service frequency Journey times for multiple trains extended by 10 to 14 minutes More than one unplanned change of train necessary	Any interval between trains is 15 to 19 minutes above service frequency Journey times for multiple trains extended by 15 to 19 minutes More than one unplanned change of train necessary	Every 4 minutes
Suspended or Part-suspended	Your planned route is unavailable - please use another route or mode of transport	No movement of trains for 15 minutes over any section of line	No movement of trains for 20 minutes over any section of line	Every 4 minutes