London Underground: Lost Customer Hours Incident Data Guidance Notes

Delays are recorded by London Underground by Service Control teams, before being investigated further to establish a root cause and allocate them to a specific London Underground business function (department).

Limitations of the data

The data in the associated file represents a snapshot of the data set at the time it was extracted. It is not uncommon for the incident details to change as further investigations are carried out. At times it may not be possible to establish a confirmed root cause, in these situations a default root cause maybe used to ensure consistency.

Definitions

The following gives definitions for the data headings used in the associated Excel file.

Line

The London Underground line (e.g. Victoria line) on which customers were delayed by an incident.

Date

Date the incident occurred.

Time

Time the incident initially occurred at.

Location

Location the incident occurred at based on where customers were delayed.
Note: Not all incidents occur at a specific station, with some delays occurring when a train is in between stations. In these scenarios, depending on exactly where the train is in the section the incident may be booked to the station the train is departing from, or the station the train is delayed arriving to.

Initial Delay

The number of minutes the train service is initially delayed for due to an incident.

Example: A customer is taken ill on a train and is helped off by station staff. The train is delayed departing by three minutes, and therefore the initial delay is three minutes.

Total Duration

Whilst initial delay only captures the initial delay to the train service, the total duration captures the full extent of an incident if it is more than a simple train stop / train start.

The total duration could reflect:
- The total time a train is missing from service after being withdrawn, with the time a replacement train enters service being the time the duration finishes.
- The total time a signal fault took place over, with the time the signal is fixed and returned to normal operations the time the duration ends.

Example 1: A train is withdrawn from service due to a defect at 20:00. The initial delay to the train service is five minutes, but the train itself is taken out of service for three hours whilst the fault is fixed/train replaced, re-entering service at 23:00. The total duration is based on the time between the initial incident occurring, and the train re-entering service. In this example the duration would be 180 minutes.

Example 2: A signal failure occurs at 13:00 causing a five minute initial delay to the first train. However the signal continues to fail and is not fixed until 14:00. In this example the duration would be 60 minutes.

Cause Factor

The following Customer Service Cause Factors have been supplied:

- Alarm Operation
- Anti Social Behaviour
- Criminal Behaviour
- Trespass
- Vandalism