Cause Factor	Total
Asset Performance Power; energy supply	3
Connect/Prestige; London Underground's passenger ticketing/fare collection system and infrastructure.	1
COVID-19 -Staff Unavailability for Trains or Stations.	274
Customer – AIOT; Accidental Item on Track, such as a mobile phone dropped on the track.	9
Customer - Anti Social behaviour	33
Customer - Boarding/Alighting	4
Customer - Criminal Behaviour	15
Customer - Crowding	1
Customer - Illness/Accident	16
Customer - Inappropriate Alarm Operation, including use of Passenger Emergency Alarm (PEA)	14
Customer - Litter	11
Customer - Miscellaneous	14
Customer - Trespass	11
Customer - Vandalism	19
Extreme Weather	1
Fleet – (DIS=Defective in Service) - Air System	1
Fleet - DIS – ATC - Automatic Train Control.	27
Fleet - DIS - Auxiliary Systems	3
Fleet - DIS - Brakes	4
Fleet - DIS - Carriage Body	5

Fleet - DIS – Comms (Communications)	8
Fleet - DIS - Doors	13
Fleet - DIS – Electrical Distribution	2
Fleet - DIS – (FR) Fault Recording; equipment that records and monitors the health of the train.	1
Fleet - DIS - Heat & Vent	1
Fleet - DIS – Miscellaneous	5
Fleet - DIS – Traction - The train's Traction Motors.	6
Fleet – No OK Stock- Refers to the number of 'No OK Stocks' from a depot or rail siding; when a train is unavailable for a timetabled duty due to being worked on in the depot or stabled there with a defect.	33
Fleet - Staff Error	38
Operations Other - Fleet	1
Safety & Security Incident	9
Signals - Non-Vital	3
Signals - Points Cables	1
Signals - Points Indication	1
Signals - Points Mechanical Linkage	2
Signals - Points Motor	1
Signals - Relays	1
Signals - Train Detection	5
Staff - Error - Control Staff	2
Staff - Error - Trains - Driving Technique	2
Staff - Error - Trains - Equipment Operation	9

Staff - Error - Trains - Miscellaneous	5
Staff - Error - Trains - Not in Position	36
Staff - Error - Trains - Platform Duties	7
Staff - Error - Trains Manager	18
Staff - Miscellaneous	7
Staff - Operational Reasons	26
Staff - Unavailable – Miscellaneous	3
Staff - Unavailable - Trains Late for Duty	24
Staff - Unavailable - Trains Over Hours	1
Staff - Unavailable – PNR; Physical Needs Relief. When a Train Operator requests a break in their duty to attend the toilet, for example.	3
Staff - Unavailable - Trains Taxi Late. When one of the networks of taxis which transport Train Operators around when public transport is not running for an early shift start or to home from late finishes is late or does not turn up for the booked slot.	2
Stations - Escalators - Component Failure	103
Stations - Fire Equipment	2
Stations - Other Infrastructure	2
Stations - Pumps Civils; when a pump has stopped working, which has led to flooding.	1
Stations Infrastructure - Staff Error	1
Third Party Incident	3
Track & Civils - Environmental	1
Track & Civils - Junction Work	1

Track & Civils - Plain Line; track which does not have a set of points or crossing between tracks in it.	3
Total:	859