

## Metropolitan line

Service Status		MINOR DELAYS		Branches	
FACTORS		Trains between Harrow-on-the-Hill - Baker Street		Chesham and Amersham branches	
		Core Times	Other Times	Uxbridge and Watford branches	
Headways	3x normal lasting >10 mins	4x normal lasting >15 mins	2x normal or 2x consecutive cancellations	Up to 1.5x normal	
Trains Moving Slowly	>10 mins of blocking back with 3x normal headway	>10 mins of blocking back with 3x normal headway	>20 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 10-15 mins	Sit-down <15 mins: advise minor delays until gap regulated	Sit-down <15 mins: advise minor delays until gap regulated	
% of Scheduled Trains In Service	Between 75-85%	Between 70-85%	Between 75-85%	Between 70-85%	
Service Status		SEVERE DELAYS		Branches	
FACTORS		Trains between Harrow-on-the-Hill - Baker Street		Chesham and Amersham branches	
		Core Times	Other Times	Uxbridge and Watford branches	
Headways	4x normal lasting >15 mins	5x normal lasting >20 mins	3x normal or there are >3 consecutive cancellations	2x normal or 1x cancellation	
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early	>20 mins of blocking back and/or trains being terminated early	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	Up to 20 mins or more in progress of train between Harrow and Chesham / Watford	
Stoppage / Sit Down	>10 mins	>15 mins	Between 15 - 20 mins	Up to 20 mins	
% of Scheduled Trains In Service	<75%	<70%	<70%	<70%	
Service Status		SUSPENDED OR PART SUSPENDED		Declared when no movement of trains for 15mins or more	
FACTORS		GOOD SERVICE		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>Exceptionally, an ISA may be allowed to run for up to 15 minutes on the Amersham and Chesham branches only. The NIM and LIS will agree if this is appropriate.</p>				

NOTES: CORE TIMES are weekdays between 0700-0930 and 1630-1900 (also during the times an event is taking place which results in increased customer flow eg football concert)