

Guidelines for declaring service status

Determining service status

Core Times are specified on each line's matrix. These are the periods on a given line when a stoppage or delay will have greatest impact to our customers and to station operations (crowd control, lack of spare capacity on other routes, etc).

General information for all lines

Events

Where an event (e.g. football, concert) is taking place which will result in increased traffic on a given line, it should be treated as a core time.

First trains

Should a first train be cancelled / delayed we would:

- (a) if delay is <15mins - issue a Connect radio broadcast (BBMS / ITG 30) to staff and issue a Connect text message advising that the first train in a given direction will be XX minutes late
- (b) if delay is >15mins and we are within 30 minutes of start of traffic - issue the appropriate suspension message for that line.

Last trains

Should the last train (or up to three last trains) be delayed we would:

- (a) if delay is <15mins - issue a Connect radio broadcast (BBMS / ITG 30) to staff and issue a Connect text message advising that the last train(s) in a given direction will be XX minutes late
- (b) if delay is >15mins - issue the appropriate suspension message for that line. Additionally, the message would include advice to customers not to wait and to make use of the arranged ticket acceptance on alternative routes

Initial Service Alert

When an incident occurs that results in the service coming to a stand for a period that is likely to be five minutes or less, an initial service alert (ISA) may be issued. Where an ISA is issued, minor delays will be declared automatically if there is no train movement after the five minutes has elapsed. The start time of an ISA is wheel-stop time or incident start time.

Bakerloo line

Service Status MINOR DELAYS				
FACTORS	Trains between Queen's Park - Elephant & Castle		Trains between Queen's Park - Harrow & Wealdstone	
	Core Times	Other Times	Core Times	Other Times
Headways	3x normal lasting >10 mins	4x normal lasting >15 mins	2x normal (not consecutive cancellations)	2x normal (not consecutive cancellations)
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				
FACTORS	Trains between Queen's Park - Elephant & Castle		Trains between Queen's Park - Harrow & Wealdstone	
	Core Times	Other Times	Core Times	Other Times
Headways	4x normal lasting >15 mins	5x normal lasting >20 mins	3x normal or >2 consecutive cancellations	3x normal or >2 consecutive cancellations
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	>15 mins	> 20 mins	> 20 mins
% of Scheduled Trains In Service	<75%	<70%	<70%	<70%

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

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

Service Status INITIAL SERVICE ALERT	
ISA	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.

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)

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	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 <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>				

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	<i>Minor delays are not declared on branch lines: gaps in service of up to 39 minutes are advertised as good service.</i>	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

Circle and Hammersmith & City lines

Service Status			MINOR DELAYS	
FACTORS	Circle line		Hammersmith & City line	
	All Times		All Times	
Headways	2 x consecutive cancellations		2 x consecutive cancellations	
Trains Moving Slowly	3 x normal headway		3 x normal headway	
Stoppage / Sit Down	Between 10-15 mins		Between 10-15 mins	
% of Scheduled Trains In Service	Between 70–85%		Between 70–85%	

Service Status			SEVERE DELAYS	
FACTORS	Circle line		Hammersmith & City line	
	All Times		All Times	
Headways	3 x consecutive cancellations		3 x consecutive cancellations	
Trains Moving Slowly	>4 x normal headway		>4 x normal headway	
Stoppage / Sit Down	Between 15-20 mins (if suspension not declared)		Between 15-20 mins (if suspension not declared)	
% of Scheduled Trains In Service	<70%		<70%	

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

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

Service Status		INITIAL SERVICE ALERT
ISA	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.	

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)

District line

Service Status		MINOR DELAYS			
FACTORS	Trains between Earl's Court - Barking		Trains between E Court - E Broadway/Rich/Wimb and Barking - Upminster		
	Core Times	Other Times	Core Times	Other Times	
Headways	3x normal lasting >10 mins	4x normal lasting >15 mins	2x normal or 2x consecutive cancellations	2x normal or 2x consecutive cancellations	
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			
FACTORS	Trains between Earl's Court - Barking		Trains between E Court - E Broadway/Rich/Wimb and Barking - Upminster		
	Core Times	Other Times	Core Times	Other Times	
Headways	4x normal lasting >15 mins	5x normal lasting >20mins	3x normal or there are >3 consecutive cancellations	3x normal or there are >3 consecutive cancellations	
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	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	
Stoppage / Sit Down	>10 mins	>15 mins	Between 15 - 20 mins	Between 15 - 20 mins	
% of Scheduled Trains In Service	<75%	<70%	<70%	<70%	

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

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

Service Status		INITIAL SERVICE ALERT
ISA	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.	

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)

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	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	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.)

NORMAL OPERATIONS Increase in journey time between stations*	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
	Up to twice scheduled journey time	Up to twice scheduled journey time	Twice the scheduled journey time	Three times the scheduled journey time

* When a failure occurs, determine the increase in journey time by using Trackemet 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	5 - 10 minutes	Greater than 10 minutes	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.

Metropolitan line

Service Status MINOR DELAYS				
FACTORS	Trains between Harrow-on-the-Hill - Baker Street		Branches	
	Core Times	Other Times	Uxbridge and Watford branches	Chesham and Amersham 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				
FACTORS	Trains between Harrow-on-the-Hill - Baker Street		Branches	
	Core Times	Other Times	Uxbridge and Watford branches	Chesham and Amersham 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	
FACTORS	Declared when no movement of trains for 15mins 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 Amersham and Chesham branches only. The NIM and LIS will agree if this is appropriate.</i></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)

Northern line

Service Status	MINOR DELAYS	
FACTORS	All sections of the line other than Finchley Central - Mill Hill East	Finchley Central - Mill Hill East
Headways	10min Gaps	20min gap
Trains Moving Slowly	>10 mins of blocking back	Trains moving slowly on the branch
Stoppage / Sit Down	5-10 mins	>10 mins
% of Scheduled Trains In Service	Between 75–85%	Between 70–85%


Service Status	SEVERE DELAYS	
FACTORS	All sections of the line other than Finchley Central - Mill Hill East	Finchley Central - Mill Hill East
Headways	15 Min gaps	25 min gap
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early or routed to other branches	Trains moving slowly on the branch
Stoppage / Sit Down	>10 mins	>15 mins
% of Scheduled Trains In Service	<75%	<70%

Service Status	SUSPENDED OR PART SUSPENDED
FACTORS	Declared when no movement of trains for 15mins 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 Mill Hill East branch only. The NIM and LIS will agree if this is appropriate.</i></p>

Night Tube Services

	Minor Delays	Severe Delays	Suspended / Part Suspended
CORE: Camden Town - Morden			
 Train(s) at a stand	Trains at a stand for over 15 minutes	Trains at a stand for over 25 minutes	Trains at a stand for over 35 minutes
Gap in service	Gap in service over 15 mins	Gap in service over 25 mins	Gap in service over 35 mins
Cancellation(s) - Full or part	--	2 consecutive trains cancelled through core	3 consecutive trains cancelled through core
BRANCHES: Camden Town - High Barnet and Camden Town - Edgware			
Train(s) at a stand	Trains at a stand for over 30 minutes	Trains at a stand for over 40 minutes	Trains at a stand for over 60 minutes
Gap in service	Gap in service over 30 mins	Gap in service over 40 mins	Gap in service over 60 mins
Cancellation(s) - Full or part	1 train cancelled on branch	2 consecutive trains cancelled on branch	4 consecutive trains cancelled on branch

NOTES

NIGHT TUBE STATUS applies between 00:45 - 05:15 Friday night, 00:45 - 06:45 Saturday night

Piccadilly line

Service Status		MINOR DELAYS			
FACTORS	Trains between Heathrow Airport - Arnos Grove		Trains between Acton Town - Uxbridge and Arnos Grove - Cockfosters		
	Core Times	Other Times	Core Times	Other Times	
Headways	3x normal lasting >10 mins for more than one train	4x normal lasting >15 mins for more than one train	2x normal (not consecutive cancellations)	2x normal (not consecutive cancellations)	
Trains Moving Slowly	>10 mins of blocking back with 3x normal headway for more than one train	>10 mins of blocking back with 3x normal headway for more than one train	>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 10-15 mins	Between 15-20 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			
FACTORS	Trains between Heathrow Airport - Arnos Grove		Trains between Acton Town - Uxbridge and Arnos Grove - Cockfosters		
	Core Times	Other Times	Core Times	Other Times	
Headways	4x normal lasting >15 mins for more than one train	5x normal lasting >20 mins for more than one train	3x normal or there are >2 consecutive cancellations	3x normal or there are >2 consecutive cancellations	
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	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	
Stoppage / Sit Down	>15 mins gap for more than one station	>20 mins gap for more than one station	> 15 mins	> 15 mins	
% of Scheduled Trains In Service	<75%	<70%	<70%	<70%	

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

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

Service Status		INITIAL SERVICE ALERT	
ISA	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 30 minutes	Trains at a stand for over 45 minutes	Trains at a stand for over 60 minutes
Gap in service	Gap in service over 30 mins	Gap in service over 45 mins	Gap in service over 60 mins
Cancellation(s) - Full or part	2 consecutive trains cancelled	3 consecutive trains cancelled	4 consecutive trains cancelled

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 e.g. football, concert)
NIGHT TUBE STATUS applies between 00:45 - 05:15 Friday night, 00:45 - 06:45 Saturday night

Victoria line

Core times: 0700 - 0930 and 1630 - 1900 weekdays, Night Tube: 0045 - 0515 Friday night / 0045 - 0645 Saturday night, Other times - all other times

Service Status MINOR DELAYS

	Core Times	Other Times
Headways	3x normal lasting >10 mins	4x normal lasting >15 mins
Trains Moving Slowly	>10 mins of blocking back with 3x normal headway	>10 mins of blocking back with 3x normal headway
Stoppage / Sit Down	Up to 5 mins	Up to 10 mins
% of Scheduled Trains In Service	Between 75-85%	Between 70-85%

Service Status SEVERE DELAYS

	Core Times	Other Times
Headways	4x normal lasting >15 mins	5x normal lasting >20 mins
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
Stoppage / Sit Down	Between 5-10 mins	Between 10-15 mins
% of Scheduled Trains In Service	<75%	<70%

Service Status SUSPENDED OR PART SUSPENDED

At all times
Declared when no movement of trains for 15 minutes


Service Status GOOD SERVICE

At all times
Declared when none of the factors are affected

Service Status INITIAL SERVICE ALERT

At all times
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 15 minutes

Waterloo & City line

Service Status **MINOR DELAYS**

Core Time (08.00 - 09.00 and 17.30 - 18.30, Mon - Fri only)	Other Times
1 x cancellation	2 x cancellations

Service Status **SEVERE DELAYS**

Core Time (08.00 - 09.00 and 17.30 - 18.30, Mon - Fri only)	Other Times
2 x cancellations	3 x cancellations

Service Status **SUSPENDED**

At all times, anywhere across the line
Declared immediately when: Person under a train No movement for 15 mins or more Derailment on running line

Service Status **GOOD SERVICE**

FACTORS	Declared when none of the factors are affected
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Service Status **INITIAL SERVICE ALERT**

ISA	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.
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