

TfL Rail East

Service Status MINOR DELAYS			
Trains between Liverpool Street and Shenfield			
FACTORS	Core Times in Peak Direction	Contra - Peak Direction	Off Peak
Headways	N/A	N/A	If there is a 20 minute gap in service or if 2 trains are cancelled one after the other in the same direction
Trains Moving Slowly	6 trains in the peak direction running with 6 to 15 minutes of delay	8 trains running with 6 to 15 minutes of delay	3 trains or more running with 16 to 29 minutes delay
Stoppage / Sit Down	9 minutes or more	9 minutes or more	15 minutes or more
Number of cancellations			2 trains in either direction

Service Status SEVERE DELAYS			
Trains between Liverpool Street and Shenfield			
FACTORS	Core Times in Peak Direction	Contra - Peak Direction	Off Peak
Headways	N/A	N/A	If there is a 30 minute gap in service or if 3 trains are cancelled one after the other in the same direction
Trains Moving Slowly	6 trains or more in the peak direction with 15 minute or more delay	8 trains or more with 30 minute delay.	3 train in either each direction with a delay of 30 minutes or more
Stoppage / Sit Down	15 minutes or more	15 minutes or more	30 minutes or more
Number of cancellations			3 trains in either each direction

Service Status PART SUSPENDED	
FACTORS	Declared when no movement of trains for 30mins or more between two locations

Service Status SUSPENDED	
FACTORS	No movement of any trains on whole line

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

NOTES: CORE TIMES are **weekdays** between 0700-1000 and 1600-1900

CEC will ensure good service is restored, as soon as below minor delay thresholds