

Central line

	White City - Leytonstone Leytonstone - Hainault White City - Ealing Broadway	Northolt - West Ruislip	North Acton - Northolt Leytonstone - Epping	Hainault - Woodford (loop)
MINOR DELAYS				
Headways	2-3 times timetable headway	PEAK: 1-2 cancellations OFF PEAK: 2 cancellations	2-3 times timetable headway	Not applicable - minor delays are not declared on Hainault loop
Blocking Back / Trains Moving Slowly	10 mins or more of blocking back		15-20 mins of trains moving slowly	
Stoppage / Sit Down	Between 5-10 minutes		Between 10-15 minutes	
SEVERE DELAYS				
Headways	4+ times timetable headway	3 cancellations	4+ times timetable headway	1 x train cancelled
Trains Moving Slowly	15-20 minutes of blocking back		>20 minutes of blocking back	
Stoppage / Sit Down	10-15 minutes		15-20 minutes	
SUSPENDED OR PART SUSPENDED				
Stoppage / Site Down	15+ minutes	4 x cancellations or 40 minute gap in service	20+ minutes	2 x trains cancelled or 40 minute gap in service
GOOD SERVICE				
	Declared when none of the above criteria are met			

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
Headway	2 times timetable headway	3 times timetable headway	4 times timetable headway

Shuttle Services: If a shuttle service is operating during service recovery advertise the appropriate delay message based on headways and include advice for customers to take the first train and change where appropriate.

The LIS should advise LUCC within 5 minutes of the start of any 'wheel-stop' incident. Where a delay is declared, the line status must be reviewed no less than every fifteen minutes. Where a terminal station is closed, the line status should show 'part suspended' between the terminal station and the station at which customers are being detrained.