

DAILY OPERATIONAL PERFORMANCE REVIEW

Friday, 24th February, 2017

Period 12 Week 3 Day 6

SENIOR OPERATING OFFICER'S SUMMARY

Jubilee line services were disrupted during the morning peak owing to a PUT at [REDACTED]. In the early afternoon a point's failure at North Acton resulted in a suspension of Central line services at the west end of the line. The points were adjusted by the Response Technical Officer and an all clear was given. In the run up to the evening peak the Jubilee line faced further disruption after issues with berthing a train in the siding at West Hampstead. During the evening the Central line suffered a further part-suspension when a train became gapped entering Hainault Depot. Rail Gap Jumper Leads were utilised by the DTSM in order to move the train and allow services to resume. (DAP)

| | B | C | V | W&C | J | N | P | H&C | C | D | M | Network Totals | Network % (Trains in Service) | | |
|--|------|------|------|-----|------|------|--------|------|--------|------|------|-------------------|-------------------------------|--|--|
| PROVISIONAL EXCESS PLATFORM WAIT TIME / HEADWAY / ADVERTISED GOOD SERVICE | | | | | | | | | | | | | | | |
| Provisional excess Platform Wait Time | 16 | 22 | 3 | 1 | 76 | 7 | 16 | 22 | 67 | 17 | 16 | | | | |
| Target excess Platform Wait Time | 10 | 12 | 7 | 7 | 8 | 12 | 18 | 29 | - | 21 | 17 | | | | |
| Headway proxy (%) | 97.2 | 95.0 | 99.6 | 100 | 81.1 | 98.9 | 95.7 | 96.1 | 96.8 | 97.5 | 96.9 | | | | |
| Advertised good service (%) | 100 | 83.5 | 100 | 100 | 45.6 | 100 | 100 | 100 | 100 | 100 | 93.6 | | | | |
| UNSCHEDULED TRAIN CANCELLATIONS – SNAPSHOTS | | | | | | | | | | | | | | | |
| 06:00 | | | | | | | | | 1St | | | 1 / 286 | 99.6 | | |
| 07:00 | | | | | | | | | 1St | 1S | | 2 / 457 | 99.6 | | |
| 08:00 | | 1R | | | 8C | | | | | | | 9 / 529 | 98.3 | | |
| 09:00 | | 1R | | | 19C | | | | 1St(p) | 1R | | 22 / 541 | 95.9 | | |
| 12:00 | | | | | 8C | | | | 2St | | 1O | 11 / 455 | 97.6 | | |
| 15:00 | 1R | 5S | 1St | | 5C | 1R | 1St | | | | | 14 / 460 | 96.9 | | |
| 17:00 | | 1St | 1R | | 8S | | 1St | | | | | 11 / 527 | 97.9 | | |
| 18:00 | | 2R | 1R | | 8S | | 1R 1St | 1St | | | | 14 / 542 | 97.4 | | |
| 19:00 | 3O | | | | 3S | | 2R 2St | 1St | | | | 11 / 528 | 97.9 | | |
| 21:00 | | | | | 1S | | 1St | 1St | | | | 3 / 462 | 99.4 | | |
| 24:00 | | 1St | | | | | 1St | 2St | | | | 4 / 362 | 98.9 | | |
| % trains across snapshots (per line) | 98.6 | 98.4 | 99.2 | 100 | 89.2 | 99.9 | 98.7 | 97.2 | 99.7 | 99.8 | | 102 / 5149 - 98.0 | | | |

Attribution: 'T' = Track / 'R' = Rolling Stock / 'S' = Signalling / 'O' = Other Asset / 'C' = Customer or External / 'St' = Staff
 District line rolling stock type (d or s) indicated where applicable. C&H staff cancellations attributed to PNRs are appended with (p)
 * Colour Key: 95.9% and below = RED between 96% and 97.9% = AMBER 98% and above = GREEN

Notes:

Central line – (15.00) – Cancellations attributed to points failure at North Acton.

Jubilee line – (08.00, 09.00, 12.00, 15.00) – Cancellations attributed to person under train at [REDACTED] (17.00, 18.00) Cancellations attributed to signal issues at West Hampstead.

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|--|---------|-------------------------|---------|---------------------------|-----------|
| Incident LCH past 24 hours | 82,572 | Aggregate for this Week | 443,728 | Aggregate for this Period | 1,783,486 |
| Underlying LCH past 24 hours | 45,731 | Weekly Target | 344,218 | Period Target | 1,376,872 |
| Total LCH for past 24 hours | 128,303 | Weekly Target | 344,218 | Period Target | 1,376,872 |
| Week-day Target = 61,741 Target for Sat = 22,660 Target for Sun = 12,853 | | | | | |

TODAY'S TOP FIVE INCIDENTS

| Time | Line | Location | Reason | Delay | Indicative LCH | Owner |
|-------|---------|----------------|----------------------|-------|----------------|--------|
| 07.13 | Jubilee | [REDACTED] | PUT | 63 | 42,653 | Op's |
| 08.59 | Central | Marble Arch | Signal Failure (PLC) | 7 | 3,246 | AP BCV |
| 13.20 | Central | North Acton | Points failure | 35 | 4,798 | AP BCV |
| 15.57 | Jubilee | West Hampstead | Signalling issues | 50 | 31,842 | AP JNP |
| 20.00 | Central | Hainault | Gapped train | 65 | 33 | AP BCV |

Operations Unit BCV

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|---|---|---|--------------------------|---------------|
| BAKERLOO LINE | No of passenger comments received by CSC: | 4 | Timetable in operation : | WTT 41 |
| Trains Per Hour | Oxford Circus southbound - AM Target 21: | 21 | PM Target 22: | 23 |
| | Oxford Circus northbound - AM Target 21: | 20 | PM Target 22: | 19 |
| Lifts assets unavailable for use (Step Free Routes indicated in bold) | | Escalator assets unavailable for use | | |
| Unplanned: | | | | |
| Planned: | | | | |
| Comments/Other business Issues: | | | | |
| TPH Target missed due to train cancellations and a number of minor incidents during the measuring period. See line DSR for details. | | | | |

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| CENTRAL LINE | No of passenger comments received by CSC: | 4 | Timetable in operation : | WTT 69 |
| WATERLOO & CITY LINE | No of passenger comments received by CSC: | Nil | Timetable in operation : | WTT 6 |
| Trains Per Hour | Shepherds Bush eastbound - AM Target 27: | 26 | Shepherds Bush eastbound - PM Target 30: | 28 |
| | Leyton westbound - AM Target 30: | 31 | Leyton westbound - PM Target 27: | 28 |
| | Waterloo eastbound – AM Target 21: | 22 | PM Target 22: | 21 |
| Lifts assets unavailable for use (Step Free Routes indicated in bold) | | Escalator assets unavailable for use | | |
| Unplanned: | Greenford (1) , stopped wont reset 06.20 – 17.03 Bank (2) defective 16.47 – EoT | | | |
| Planned: | Lancaster Gate (1&2) EROs July 2017 – station closed | | Chancery Lane (3) EROs April 2017 | |
| Comments/Other business Issues: | | | | |
| TPH Target missed due to train cancellations and a number of minor incidents during the measuring period. See line DSR for details. | | | | |
| Lancaster Gate station closed until July 2017 due to lift refurbishment work. | | | | |

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| 08.58 – Marble Arch – signal failure – local customer impact | | Owner – AP BCV |
| Summary | PLC alarm activated following the departure of eastbound train 046. | |
| Impact | A 7 minute service delay was incurred | |
| Indicative LCH | 3,246 | |
| Stalled trains | Train 005 stalled on approach from 08.59. Train 306 stalled in turn from 09.00 | |
| Response | 09.02 – Train 005 proceeding through area in RM. 09.06 – PLC reset and train 005 departs the station in full ATO. | |
| Recovery | No network message required | |
| Immediate cause & resolution | PLC (Program Logic Control) alarm on the local Westtrace signalling computer. Initial investigations suggest alarm caused by 3613 and 3615 track circuits bobbing. | |
| Subsequent Actions | The Wood Lane Duty Engineer activated the PLC 'ignore' function on the system, pending further investigation. | |

| 13.20 – North Acton – points failure – severe delays | | Owner – AP BCV |
|---|--|-----------------------|
| Summary | Points 2401 failing. | |
| Impact | Service part suspended west of White city. | |
| Indicative LCH | 2,808 + 1,990 = 4,798 | |
| Stalled trains | Train 023 held at NOA2353 13-21 – 13.44 | |
| Response | 13.20 – Technical officer and DRM tasked to site. 13.22 – Technical officer on site. 13.28 – DRM on site. 13.35 – Cat 1 introduced. 13.44 – Technical staff testing out in conjunction with the signaller. 13.46 – Wrong direction move completed to Hanger Lane for train 023. 13.50 – Fuse replaced in SCR with indications restored. 13.52 – Cat 1 withdrawn. 14.27 – Trains held for technical staff to adjust points. 14.35 – Adjustments made and further testing out commencing. 14.42 – All clear given. | |
| Recovery | 13.55 – Service resumed to minor delays west of North Acton good service the rest. 14.27 – Service further held to adjust points. 15.20 – A good service advertised across the whole line. | |
| Immediate cause & resolution | Points 2401 found to be out of gauge. Points re-gauged to good effect. | |
| Subsequent Actions | None. | |

| 20.00 – Hainault – gapped train – part suspended | | Owner – AP BCV |
|---|--|-----------------------|
| Summary | Train 073 gapped while entering Hainault depot. | |
| Impact | Service part suspended Woodford to Hainault Outer Rail only. | |
| Indicative LCH | 33 | |
| Stalled trains | 050 stalled approaching Hainault 20.02 – 21.05 | |
| Response | 20.04 – DRM, ERU, Depot staff & DTSM tasked to attend. 20.19 – DTSM about to deploy rail gap jumper leads. 20.55 – Rail gap jumper leads in, air building, preparing to move. 21.00 – Train now on current, jumper leads being removed. 21.05 – Train 073 now in depot, I/R 050 arrives at Hainault, no issues reported. | |
| Recovery | 21.05 – Service restored with minor delays advertised. 21.41 – Good service advertised. | |
| Immediate cause & resolution | Train became gapped entering the depot, moved forward following the use of rail gap jumper leads. | |

| VICTORIA LINE | | No of passenger comments received by CSC: | 3 | Timetable in operation : | WTT 40 |
|---|--|---|---------------|--------------------------|---------------|
| Trains Per Hour | Oxford Circus southbound - AM Target 34: | 34 | PM Target 34: | 34 | |
| | Oxford Circus northbound - AM Target 34: | 34 | PM Target 34: | 34 | |
| Lifts assets unavailable for use (Step Free Routes indicated in bold) | | Escalator assets unavailable for use | | | |
| Unplanned: | Walthamstow Central (2) stalled in shaft, 09.45 - EoT | | | | |
| Planned: | Seven Sisters (4) ERoS 20 th February 2017 | | | | |
| Comments/Other business Issues: | | | | | |
| Victoria line trains non stopped Euston due to overcrowding 18.16 – 18.23 LCH 61 | | | | | |

Operations Unit JNP

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|--|--|---|--------------------------|-------------------------|
| JUBILEE LINE | No of passenger comments received by CSC: | 7 | Timetable in operation : | WTT 14 |
| Trains Per Hour | Waterloo eastbound – AM Target 30: | | 20 | PM Target 30: 23 |
| | Waterloo westbound – AM Target 30: | | 24 | PM Target 30: 23 |
| Lifts assets unavailable for use (Step Free Routes indicated in bold) | | Escalator assets unavailable for use | | |
| Unplanned: | | | | |
| Planned: | Canary Wharf (4) EROS 27 th February 2017 North Greenwich (7) EROS 22 nd April 2017 | | | |
| Comments/Other business Issues: | | | | |
| TPH targets missed due to the PUT at [REDACTED] and signal issues at West Hampstead (see commentary below) | | | | |

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|--|---|---------------------------|
| 07.13 – [REDACTED] – PUT – part suspended | | Owner – Operations |
| Summary | Person reported under southbound train 312 | |
| Impact | Service suspended north of Wembley Park | |
| Indicative LCH | 42,453 + 200 = 42,653 | |
| Stalled trains | Nil – all service trains in the suspension area held in platforms | |
| Response | <p>Traction current discharged between Cannons Park and Preston Road. All emergency services requested to attend. NIRT and ERU deployed on immediate grade. 07.19 – Cat 1 declared with the Service Manager appointed Silver Control. 07.31 – Line DRM and spare Train Operator on site. 07.36 – BTP declare incident deliberate and non-suspicious from witness testimony. 07.40 – Casualty alive under the first car being stabilised by the LAS to enable movement. 07.56 – Casualty recovered to platform. 08.05 – Traction current recharged. 08.13 – Incident train moved clear. Visual inspection of track indicates no clean up requirement. 08.15 – Northbound train moved and all clear given to resume. 08.20 – All respondents stood down from CAT 1.</p> | |
| Recovery | <p>08.16 – Service resumed with severe delays throughout, station remaining closed. 08.28 – Station re-open 09.01 – Delay message downgraded to minor. 09.43 – Delay message escalated back to severe, due to crewing issues at Wembley Park 10.09 – Metropolitan line consequential minor delays. 11.26 – Good service restored on the Metropolitan line. 12.33 – Delay message downgraded to minor on the Jubilee line. 13.34 – Good service restored.</p> | |
| Immediate cause & resolution | <p>Remote access CCTV not yet available to this site. IC21 broadcast made however no respondent in the immediate vicinity to assist.</p> | |
| Subsequent Actions | Casualty subsequently removed to hospital alive by the LAS. | |

| 15.57 – West Hampstead – signal issues – part suspended | | Owner – AP JNP |
|--|---|-----------------------|
| Summary | Train 301 stopped short in sidings preventing 19 points returning to the normal position train route locked in consequence. | |
| Impact | Service part suspended Waterloo to Willesden green. | |
| Indicative LCH | 31,842 | |
| Stalled trains | Train 313 Stalled approaching West Hampstead 16.00 – 16.31 | |
| Response | Technical officer and Train technician tasked to site as a precaution. 16.07 – Train being moved forward to the correct stopping mark. 16.05 – Train goes NCT. 16.10 – Full VOBC reset and train moved in RM as far as the fixed red lights. 16.20 – Stalled train 313 completed wrong direction move to Finchley Road. 16.34 – Train 332 completed wrong direction move to Finchley Road from West Hampstead southbound platform. 16.37 – Points returned to the normal position. 16.40 – All reservations cleared. | |
| Recovery | 16.47 – Service resumed to severe delays across the whole line. 17.10 – Minor delays northbound only with severe delays on the southbound. 18.12 - Minor delays southbound only with severe delays on the northbound. 19.07 – Minor delays advertised across the whole line. 20.33 – A good service advertised across the whole line. | |
| Immediate cause & resolution | Train stopped one meter short into sidings and unable to release reservations. All trains cleared from area allowing reservations to be released and points to return to the normal position. | |
| Subsequent Actions | None. | |

| NORTHERN LINE | | No of passenger comments received by CSC: | 6 | Timetable in operation : | WTT 56 |
|--|---|--|---|--------------------------|---------------|
| Trains Per Hour | Euston (CHX) southbound - AM Target 24: | 24 | Euston (CHX) northbound - PM Target 24: | 24 | |
| | Elephant & Castle northbound - AM Target 26: | 26 | Euston (Bank) northbound – PM Target 24: | 24 | |
| Lifts assets unavailable for use (Step Free Routes indicated in bold) | | | Escalator assets unavailable for use | | |
| Unplanned: | | | | | |
| Planned: | Mornington Crescent (1) Controller replacement, ERoS April 2017 | Angel (3) ERoS 20 th March 2017 | | | |
| Comments/Other business Issues: | | | | | |

| PICCADILLY LINE | | No of passenger comments received by CSC: | Nil | Timetable in operation : | WTT 57 |
|--|---|---|---|--------------------------|---------------|
| Trains Per Hour | Leicester Square eastbound - AM Target 24: | 22 | PM Target 24: | 23 | |
| | Leicester Square westbound - AM Target 24: | 27 | PM Target 24: | 25 | |
| Lifts assets unavailable for use (Step Free Routes indicated in bold) | | | Escalator assets unavailable for use | | |
| Unplanned: | | | | | |
| Planned: | Caledonian Road (4) ERoS 19th July 2017 | | | | |
| Comments/Other business Issues: | | | | | |

Operations Unit SSL

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|--|--|----------|---|-------------------------|
| CIRCLE & HAMMERSMITH LINE | No of passenger comments received by CSC: | 5 | Timetable in operation : | TTC 4 |
| Trains Per Hour | Great Portland Street outer rail - AM Target 13: | | 12 | PM Target 12: 14 |
| | Great Portland Street inner rail - AM Target 13: | | 12 | PM Target 13: 14 |
| Lifts assets unavailable for use (Step Free Routes indicated in bold) | | | Escalator assets unavailable for use | |
| <i>Unplanned:</i> | | | | |
| <i>Planned:</i> | | | | |
| Comments/Other business Issues: | | | | |

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|---|---|----------|---|-------------------------|
| DISTRICT LINE | No of passenger comments received by CSC: | 6 | Timetable in operation : | WTT 148 |
| Trains Per Hour | Westminster eastbound - AM Target 22: | | 23 | PM Target 22: 24 |
| | Westminster westbound - AM Target 22: | | 19 | PM Target 22: 21 |
| Lifts assets unavailable for use (Step Free Routes indicated in bold) | | | Escalator assets unavailable for use | |
| <i>Unplanned:</i> | | | | |
| <i>Planned:</i> | | | | |
| Comments/Other business Issues: | | | | |
| TPH Target missed due to train cancellations and a number of minor incidents during the measuring period. See line DSR for details. | | | | |

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|---|---|----------|---|-------------------------|
| METROPOLITAN LINE | No of passenger comments received by CSC: | 5 | Timetable in operation : | WTT 339 |
| Trains Per Hour | Finchley Road southbound - AM Target 22: | | 21 | PM Target 23: 23 |
| | Finchley Road northbound - AM Target 22: | | 23 | PM Target 22: 20 |
| Lifts assets unavailable for use (Step Free Routes indicated in bold) | | | Escalator assets unavailable for use | |
| <i>Unplanned:</i> | | | | |
| <i>Planned:</i> | | | | |
| Comments/Other business Issues: | | | | |
| TPH Target missed due to train cancellations and a number of minor incidents during the measuring period. See line DSR for details. | | | | |

OTHER NETWORK BUSINESS ISSUES / TODAY'S WEATHER

There were 23 instances of ambulances requested to attend LU premises, including 1 for a member of staff
Of these, none resulted in ORR notification.

There were no weather warnings issued during the traffic day

TODAY'S SIGNIFICANT EXTERNAL EVENTS

| TYPE | EVENT | LOCATION | START TIME | FINISH TIME | ATTENDANCE | NEAREST STATIONS | CAT |
|------------|------------------|----------|------------|-------------|------------|------------------|-----|
| Exhibition | Classic Car Show | Excel | 10.00 | 17.00 | 10,000 | Canning Town | |
| Concert | Jack Whitehall | O2 Arena | 18.30 | 23.00 | 17,000 | North Greenwich | |

Notes:

Provisional Platform Wait Time – EJT Proxy measures the average time (secs) customers wait for a train over and above timetabled wait time.

Headway – % of trains that pass through a defined measuring point within two scheduled headways of the previous train.

Train Cancellations – Number of trains not in service at the time of the snapshots

Percentage Good Service – % of core traffic hours (defined as 05.30-00.45, Monday – Saturday and 07.00-00.15, Sunday) that a line is advertised to customers as operating a good service.

TPH data is obtained from the 'Network Reliability' site and may be subject to subsequent adjustment. All targets (+1/-1)

Indicative Lost Customer Hours (I-LCH) scores are an initial calculation made by the LUCC immediately after an incident and may differ from the final figure which is calculated by the Service Performance Information team.