

Four Line Modernisation (4LM)	Four Line Modernisation involves the upgrading of trains, signalling, and power across the Metropolitan, District, Circle, and Hammersmith & City lines. These incidents are related to the upgrade work.
Customer Service	Incidents involving customers such as a train being delayed due to an ill customer being taken off the train, or a train being stopped short due to a member of station staff using a track retrieval device to pick up a customers dropped mobile phone from the track.
Fleet	Any incident involving a train being delayed, withdrawn or cancelled due to a defect on the train.
Line Operations	Refers to incidents predominantly involving train operators such as a train being cancelled due to lack of available train operators.
Other	This is used to capture other categories including delays due to: <ul style="list-style-type: none"> • Network Rail infrastructure such as non London Underground signalling; • Safety and security – such as police asking a station to be closed due to a criminal offence taking place outside the station; • Extreme weather related incidents – one off events. • Power failures due to UK Power Network
Power	Any incident involving a power failure where the power supply is provided by London Underground (not UK Power Network)
Renewals & Enhancements (R&E)	Incidents associated with upgrade work. For example upgrade work is completed overnight during engineering hours, but the track is handed back to the operational teams 15 minutes late, meaning there is a delay to the start up of services on the line.
Signals	Any incident due to some form of signalling issue.
Stations	Any incident due to a Stations Infrastructure fault. This could include lifts and escalators being out of service, or a fire alarm malfunctioning.
Track	Any incident due to some form of track issue – this also includes delays caused by track obstructions and vegetation.