

DAILY NETWORK PERFORMANCE REPORT

Friday, 24th November, 2017

Period 9 Week 2 Day 6

SENIOR OPERATING OFFICER SUMMARY

At 05:15, a signal failure within Hainault Depot prevented any trains entering service. RTO responded and one route was available from 05:23 with full signal functionality restored at 05:55. At 16:39, a security alert in the Oxford Street area led to the closure of Oxford Circus and Bond Street stations. Both stations were open by 17:44. At 17:10, a defective Jubilee line train led to severe delays being advertised on the line. The train was moved to Willesden Green siding by 17:42. At 20:37, Newbury Park station closed following reports of customers attacking staff. The station reopened at 20:40 after police arrived. No injuries to staff were reported. [REDACTED] suspension of the District and Circle lines. Eastbound services resumed at 00:24 with westbound services resuming at 00:54. 1S

	P	V	N	J	C	W&C	B	M	D	H&C	C	Network Totals	Network % (Trains in Service)
PROVISIONAL EXCESS PLATFORM WAIT TIME / HEADWAY / ADVERTISED GOOD SERVICE													
Provisional excess Platform Wait Time	45	4	12	21	25	7	28	15	24	20	78		
Target excess Platform Wait Time	23	6	12	7	15	7	11	18	22	32	-		
Headway proxy (%)	90	98.7	97.2	93.5	93.6	99.3	93.9	95.6	95	95.9	95.5		
Advertised good service (%)	62	100	100	81	84	96	75	100	95	100	89		

UNSCHEDULED TRAIN CANCELLATIONS – SNAPSHOTS

06:00					1S			1St		10	3 / 284	98.8
07:00	1S			1St				1St	1R		4 / 456	99.1
08:00	4S				1S			1St	1R		7 / 529	98.7
09:00	3R		1R		1S			1St			6 / 541	98.9
12:00							1St1R			2St	4 / 456	99.1
15:00					4St			1St			5 / 461	99.8
17:00	3C		1St		3St			1R		10	9 / 527	98.3
18:00	3C		2R	9R1S	3St			1R2C 1St		10	23 / 543	95.8
19:00	2C			11R	1St			1R2C 1St		10	19 / 528	96.4
21:00	2C 1St			4R	1St			2St			10 / 463	97.8
24:00				2R	1R 1St	1St		2St			7 / 358	98

Night tube snapshot data [below] is not included in daily percentage figures

02:00	1St											
04:00	1St		1St									

% trains across snapshots (per line)	97.5	100	99.6	95	97.7	94.5	99.1	99.1	99.2	99.2	98.1
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Attribution: 'T' = Track / 'R' = Rolling Stock / 'S' = Signalling / 'O' = Other Asset / 'C' = Customer or External / 'St' = Staff

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:

Jubilee – 18.00 & 19.00 – cancellations attributed to defective train 315 at Neasden, with the exception of one ONA.

Service Control Pre-SoT signalling checks completed?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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Incident LCH past 24 hours	56,460	Aggregate for this Week	509,989	Aggregate for this Period	1,734,862
Underlying LCH past 24 hours	79,416				
Total LCH for past 24 hours	135,876	Weekly Target	371,150	Period Target	1,484,600
Week-day Target = 66,426		Target for Sat = 24,901		Target for Sun = 14,119	

TODAY'S TOP FIVE INCIDENTS

Time	Line	Location	Reason	Delay	Indicative LCH	Owner
05:15	Central	Hainault Depot	Signal failure	80	29	Asset Operations
16:39	Bakerloo	Oxford Circus	Security Alert	70	16,751	Customer Operations
17:10	Jubilee	Neasden	Defective train	31	38,730	Asset Operations
20:27	Central	Newbury Park	Customer action	13	24	Customer Operations
23:55	District			56	926	Customer Operations

Line Performance

PICCADILLY LINE		No of passenger comments received by CSC:	5	Timetable in operation :	TTN 175
Trains Per Hour	Leicester Square eastbound - AM Target 24:		22	PM Target 24:	18
	Leicester Square westbound - AM Target 24:		17	PM Target 23:	19
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use		
Unplanned:					
Planned:	Heathrow Terminals 1,2,3 (02) ERoS 25 th November 2017				
Comments/Other business Issues:					
<p>18.21 – Kings Cross – SPAD – eastbound train 300 passed signal L11 at danger. The correct procedure was applied and a delay of 10 minutes was incurred, The line advertised minor delays until 21.34 when they advertised severe delays between Acton Town to Heathrow / Uxbridge and Arnos Grove to Cockfosters, with minor on the trunk. At 23.32 the severe delays were reduced to the west end branches only. At 23.56 minor delays were advertised between Acton Town and Heathrow, good the rest. LCH = 3,037</p> <p>AM Westbound TPH missed, the reason for this is not evident from reports. PM TPH targets missed due to the SPAD at Kings Cross.</p>					

VICTORIA LINE		No of passenger comments received by CSC:	2	Timetable in operation :	WTT 41
Trains Per Hour	Oxford Circus southbound - AM Target 36:		36	PM Target 36:	36
	Oxford Circus northbound - AM Target 36:		36	PM Target 36:	36
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use		
Unplanned:					
Planned:					
Comments/Other business Issues:					

NORTHERN LINE		No of passenger comments received by CSC:	4	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:	Chalk Farm (1) – power supply fault. 05.50 – 07.28 - Station exit only until 07.01 Edgware (2) unresponsive 09.30 – 13:00		Highgate (3) carriage tension switch fault SoT - ??? (Day 2)		
Planned:	Chalk Farm (02) ERoS 30 th January 2018 Goodge Street (01&02) ERoS 13 th March 2018		South Wimbledon (03) ERoS 31 st December 2017		
Comments/Other business Issues:					
<p>12:28 – Camden Town Station – LCH = 132. Closed due to a smoke sensor activating within a non-public area. Upon investigation, nothing was found and the station re-opened at 12:50.</p>					

JUBILEE LINE		No of passenger comments received by CSC:	6	Timetable in operation :	TTN 52
Trains Per Hour	Waterloo eastbound – AM Target 30:		30	PM Target 30:	19
	Waterloo westbound – AM Target 30:		30	PM Target 30:	18
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use		
Unplanned:					
Planned:					
Comments/Other business Issues:					
PM TPH missed due to the defective train at Neasden.					

17.10 – Neasden – defective train – severe delays		Owner – Asset Operations
Summary	S315 became defective with no forward movement (traction A mcb tripped).	
Impact	Minor delays between Stanmore and Finchley Road 17.25 – Minor delays on the line. 17.34 – Severe delays on the line.	
Indicative LCH	38,730	
Stalled trains	Nil	
Response	Train 315 continued in RM (restricted manual) to Dollis Hill, to be detrained before continuing in RM to Willesden Green, where it would be reversed into the siding. 17.42 – Train 315 now in the siding at Willesden Green.	
Recovery	18.30 – Minor delays on the line 21.00 – Good service.	
Immediate cause & resolution	Loss of traction A. Train Technician in attendance investigating.	
Subsequent Actions	Awaiting signal department report.	

CENTRAL LINE	No of passenger comments received by CSC:	5	Timetable in operation :	WTT 69
WATERLOO & CITY LINE	No of passenger comments received by CSC:	Nil	Timetable in operation :	WTT 7
Trains Per Hour	Shepherds Bush eastbound - AM Target 27:	30	Shepherds Bush eastbound - PM Target 30:	29
	Leyton westbound - AM Target 30:	30	Leyton westbound - PM Target 27:	25
	Waterloo eastbound – AM Target 21:	21	PM Target 22:	22
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
Unplanned:				
Planned:				
Comments/Other business Issues:				

05.15 – Hainault Depot – signal failure – part suspension		Owner – Asset Operations
Summary	Unable to route any trains into or out of Hainault depot.	
Impact	Part suspended Hainault to Woodford via Grange Hill.	
Indicative LCH	29	
Stalled trains	Nil	
Response	05.18 – RTO now in SCR and re-booting modem. 05.19 – Cat 1 with Service Manager as Silver Control. 05.23 – One route now available out of south out of the depot to Hainault. 05.25 – First train departs depot to Hainault. 05.36 – Grange Hill end of depot now available. 05.55 – Full functionality restored to the whole depot. 06.01 – Cat 1 withdrawn.	
Recovery	05.54 – Minor delays Hainault to Leytonstone via Newbury Park and Grange Hill.	
Immediate cause & resolution	An engineer's train, at Grange Hill awaiting access to the depot had to be moved before services could commence on the inner rail.	
Subsequent Actions	Awaiting signal department report.	

20.27 – Newbury Park – customer action – station closure		Owner – Customer Operations
Summary	A report was received of a group of about 11 youths attacking staff.	
Impact	Trains non-stopped the station	
Indicative LCH	24	
Stalled trains	Nil	
Response	Police requested to attend. Meanwhile, staff in a place of safety. 20.36 – Police on site	

Recovery	20.40 – Station open and trains stopping normally.
Immediate cause & resolution	Police attended and subsequently escorted some youth's home.

BAKERLOO LINE		No of passenger comments received by CSC:	Nil	Timetable in operation :	WTT42
Trains Per Hour	Oxford Circus southbound - AM Target 22:		22	PM Target 22:	20
	Oxford Circus northbound - AM Target 22:		22	PM Target 22:	18
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use		
Unplanned:	Elephant & Castle (6) alarm & door fault, 23.45 – 01.40				
Planned:			Charing Cross (11) ERoS 20th December 2018		
Comments/Other business Issues:					
PM northbound TPH missed due to the security alert at Oxford Circus.					

16.39 – Oxford Circus – security alert – station closure		Owner – Customer Operations
Summary	Report received of discharged of firearms on the westbound platform 1 on the station	
Impact	Station closed with trains non-stopping 17.17 – Bond Street station closed due to overcrowding	
Indicative LCH	16,751 (14,349 for Oxford Circus + 2,402 for Bond Street)	
Stalled trains	Nil	
Response	Police and NIRT attending. 16.45 – Armed Police unit on site. Cat 1 incident declared with the Bakerloo SM as Silver 16.50 – NIRM on site 17.10 – Armed Police unit departs station. 17.22 – Okay from the Police for staff to prepare to reopen station. 17.34 – Permission from Police for station to reopen.	
Recovery	17.43 – Oxford Circus station reopened. 17.44 – Bond Street reopened. 17.58 – Trains non-stopping at Oxford Circus again because customers are not being allowed out of station through the Police cordon outside. 18.00 – Oxford Circus now reopened again. 18.27 – Cat 1 withdrawn	
Immediate cause & resolution	A CCTV replay revealed an altercation between some people on platform 1 with other people later dispersing quickly from the area. As of writing, it is not know whether a gun was involved or what lead to such speculation. The incident was compounded by various differing reports of what the incident actually was.	

METROPOLITAN LINE		No of passenger comments received by CSC:	8	Timetable in operation :	TTN 102
Trains Per Hour	Finchley Road southbound - AM Target 22:		21	PM Target 22:	22
	Finchley Road northbound - AM Target 22:		22	PM Target 22:	21
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use		
Unplanned:					
Planned:					
Comments/Other business Issues:					

DISTRICT LINE		No of passenger comments received by CSC:	1	Timetable in operation :	TTN 104
Trains Per Hour	Westminster eastbound - AM Target 22:		22	PM Target 22:	17
	Westminster westbound - AM Target 22:		22	PM Target 22:	21
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use		
Unplanned:	Earl's Court (3) stalled in shaft, SoT – EoT (Day 7)				
Planned:					
Comments/Other business Issues:					
Eastbound PM TPH missed due to various incidents within that time period.					

23.55 –	part suspension	Owner – Customer Operations
Summary		
Impact	District line suspended from Tower Hill to Earl's Court. Circle line full line suspension.	
Indicative LCH	926	
Stalled trains	Westbound train 036 approaching Cannon Street from 23.55 until 00.55. Eastbound train 014 approaching Tower Hill from 23.58 until 00.27. Eastbound train 126 approaching Mansion House from 23.59 until 00.27.	
Response	[REDACTED]	
Recovery	00.31 – Eastbound services resumed to severe delays. 00.57 – Service resume to severe on the District line until the close of traffic.	
Immediate cause & resolution	[REDACTED]	

CIRCLE & HAMMERSMITH LINE	No of passenger comments received by CSC:	Nil	Timetable in operation :	WTT 35
Trains Per Hour	Great Portland Street outer rail - AM Target 12:	12	PM Target 12:	12
	Great Portland Street inner rail - AM Target 12:	11	PM Target 12:	12
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:				

Network Issues

There were **twenty-four** instances of ambulances requested to attend LU premises, including **one** for a member of staff. Of these, **two** resulted in ORR notification.

There was a small risk of rail ice forecast overnight.

TODAY'S SIGNIFICANT EXTERNAL EVENTS

TYPE	EVENT	LOCATION	START TIME	FINISH TIME	ATTENDANCE	NEAREST STATIONS
Event	Winter Wonderland	Hyde Park	10.00	22.00	50,000 over the day	Hyde Park Corner, Knightsbridge, Marble Arch
Exhibition	Ideal Home Show at Christmas	Olympia	10.00	18.00	18,000	Kensington (Olympia)
Event	Winterville	Clapham Common	11.00	22.00	Up to 5,000 at any time	Clapham Common, Clapham South, Clapham North
Concert	Wolf Alice	Alexandra Palace	18.30	23.00	10,000	Wood Green
Concert	Steps	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.