

Time period: 01/09/2024 to 01/11/2024 (due to a cyber incident, there is an unrecoverable loss of data from Netmis 12/09/24 6pm to 18/10/24 8am inclusive).

**Service Operated notes:**

Service Operated % is defined as the percentage of trains that have passed through a measuring point compared with the scheduled timetable.  
If there is no service scheduled on a section of the line on a particular day (for example due to engineering works), the date will not appear in the report.  
Actual trains are measured from proxy locations.  
Netmis system can have issues with the data feed from the signalling system meaning that trains can be over or under counted on occasion.  
Issues with the feed can also result in data being lost.  
Figures should be used as a guide, and not taken as exact.  
Schedule data is based on the data loaded into iCart system.

**Measuring locations used:**

Putney Bridge, which covers the Putney Bridge to Parsons Green section of the track.

**Service Status Messages notes:**

The messages relate to the Train Service only.  
There can be multiple rows relating to the same disruption.  
Every time the service status message is updated another row is created.  
There may be different status messages for different sections of a line at the same time.  
A separate row will be created for each level of service status, meaning you can have overlapping messages for the same time period. Therefore the sum of disruption minutes will result in some double counting.  
The Status Message Details are based on what was reported on the station Electronic Service Update Board (ESUB) screens.  
The status message is based on an assessment of the level of service being offered at the time compared to set criteria guidelines.  
If an incident spans multiple traffic days, a new record could be created for each day. Therefore the same incident could have multiple records if it goes across multiple days.