

DAILY OPERATIONAL PERFORMANCE REVIEW

Wednesday, 22nd March, 2017

Period 13 Week 3 Day 4

SENIOR OPERATING OFFICER'S SUMMARY

Following the morning peak Canning Town station was closed owing to a fire alert. In the early afternoon a brief loss of signal mains and a resultant SPAD on the District line caused severe delays and the Metropolitan line was suspended south of Wembley Park owing to a loss of signalling control at Finchley Road. A security alert outside Westminster resulted in the station being closed with it opening for interchange only once the situation had stabilised. In the evening peak a suspicious vehicle outside Canning Town result in a further closure of the station, the Piccadilly line had severe delays owing to a train with doors failing to close at Turnpike Lane and a PIOT at Westminster resulted in severe delays on the Jubilee line. In the late evening North Greenwich station was briefly closed owing to an unattended item on a bus outside. (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	9	17	3	3	6	8	26	35	65	25	127				
Target excess Platform Wait Time	10	12	7	7	8	12	18	29	-	21	17				
Headway proxy (%)	98.0	96.7	99.0	99.6	97.6	98.9	94.4	94.8	95.9	94.8	84.5				
Advertised good service (%)	100	100	100	100	94.8	100	72.6	100	100	97.0	77.1				
UNSCHEDULED TRAIN CANCELLATIONS – SNAPSHOTS															
06:00							1St	1St				2 / 286	99.3		
07:00		1St					3St					4 / 457	99.1		
08:00	2R	1R					3St	1St				7 / 529	98.7		
09:00		2R					2St	1St			1C	6 / 541	98.9		
12:00		1R					2St					3 / 455	99.3		
15:00		2R					2St	1S			3S	8 / 460	98.3		
17:00		5R			2R		1St	2S			9S	19 / 527	96.4		
18:00		5R			2R			2S			7S	16 / 542	97.0		
19:00		4R					3St				6S	13 / 528	97.5		
21:00	1St						6R	1St				8 / 462	98.3		
24:00	1St	1St					5R	1St				8 / 347	97.7		
% trains across snapshots (per line)	98.6	96.9	100	100	99.3	100	96.3	97.2	100	94.3		94 / 5134 - 98.2			

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:

Incident LCH past 24 hours	34,421	Aggregate for this Week	259,576	Aggregate for this Period	1,294,262
Underlying LCH past 24 hours	42,754				
Total LCH for past 24 hours	77,175	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
14:30	District	Barking	Signal mains failure – severe delays	22	6,953	Power
14:43	Metropolitan	Finchley Road	Loss of signalling control – partial suspension	62	3,942	AP JNP
14:50	Jubilee	Westminster	Police request – station closure	610	12,571	Operations
18:55	Piccadilly	Turnpike Lane	Defective train – severe delays	11	3,163	AP JNP
19:15	Jubilee	Westminster	Person taken ill on a train – severe delays	23	5,844	Operations

Operations Unit BCV

BAKERLOO LINE	No of passenger comments received by CSC:	1	Timetable in operation :	WTT 41
Trains Per Hour	Oxford Circus southbound - AM Target 21:	20	PM Target 22:	22
	Oxford Circus northbound - AM Target 21:	20	PM Target 22:	24
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
<i>Unplanned:</i>	Edgware Road (2) stalled, 15:55 – 17:15			
<i>Planned:</i>				
Comments/Other business Issues:				

CENTRAL LINE	No of passenger comments received by CSC:	2	Timetable in operation :	WTT 69
WATERLOO & CITY LINE	No of passenger comments received by CSC:	Nil	Timetable in operation :	WTT 6
Trains Per Hour	Shepherd's Bush eastbound - AM Target 27:	25	Shepherds Bush eastbound - PM Target 30:	27
	Leyton westbound - AM Target 30:	31	Leyton westbound - PM Target 27:	27
	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		
<i>Unplanned:</i>				
<i>Planned:</i>	Lancaster Gate (1 & 2) ERoS July 2017 – station closed	Chancery Lane (3) ERoS April 2017 Holborn (3) ERoS 17 th May 2017 Holborn (4) ERoS 1 st June 2017		
Comments/Other business Issues:				
Lancaster Gate station closed until July 2017 due to lift refurbishment work.				

VICTORIA LINE	No of passenger comments received by CSC:	2	Timetable in operation :	TTC2
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		
<i>Unplanned:</i>				
<i>Planned:</i>	Euston (6) ERoS July 2017 Vauxhall (2) ERoS 01 May 2017			
Comments/Other business Issues:				

Operations Unit JNP

JUBILEE LINE	No of passenger comments received by CSC:	3	Timetable in operation :	TTN 52
Trains Per Hour	Waterloo eastbound – AM Target 30:		30	PM Target 30: 30
	Waterloo westbound – AM Target 30:		30	PM Target 30: 30
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
<i>Unplanned:</i>			Canary Wharf (4) handrail defect, 19:12 – 21:05	
<i>Planned:</i>			North Greenwich (7) EROs 22nd April 2017 Waterloo (4 & 6) EROs November 2018	
Comments/Other business Issues:				

09.59 – Canning Town – fire alert – station closed		Owner – Operations
Summary	FCP activated with a smoke detector in room 1/761	
Impact	Jubilee line trains non stopping the station	
Indicative LCH	315	
Stalled trains	Nil	
Response	CSM, LFB, BTP and Engineer dispatched 10.03 – Fire Alarm activation in room 1/761 10.06 – Fire Brigade on site and investigating. Room checked, nothing untoward found save for unusual smell. LFB to remain on site to monitor. 10.10 – Engineer en route ETA 10.45. 10.18 – Station open. 10.21 – Activation confirmed as coming from the Bus station, a false alarm following road works.	
Recovery	10.18 – Station open	
Immediate cause & resolution	Operation of fire alarm in adjacent bus station. Confirmed false alarm and station open.	

14.50 – Westminster – security alert – station closed		Owner – Operations
Summary	The station was closed following a request from police due to an incident outside the station.	
Impact	Station closed.	
Indicative LCH	Total = 12,571 Full station closure, 14:50 to 18:35 = 11,744 + Interchange only, 18:35 to 01:00 = 827	
Stalled trains	Nil	
Response	DRM, CSM and NIRM sent to site to monitor. Cat 1 incident declared. 18.35 – Station open for interchange only. 20.57 – Cat 1 withdrawn.	
Recovery	18.35 – Station open for interchange only.	
Immediate cause & resolution	Station closed, following a police request, due to an incident outside the station.	
Subsequent Actions	See security report for full details.	

17.41 – Canning Town – security alert – station closed		Owner – Operations
Summary	The station was closed following a request from police due to an incident outside the station.	
Impact	Station closed.	
Indicative LCH	1500	
Stalled trains	Nil	
Response	BTP and Metpol attending site. 18.15 – Police issue an all clear.	
Recovery	18.19 – Station open.	
Immediate cause & resolution	Station closed, following a police request, due to an incident outside the station.	
Subsequent Actions	See security report for full details.	

19.15 – Westminster – PIOT – severe delays		Owner – Operations
Summary	Eastbound train 304 reported a male customer suffering a seizure.	
Impact	Severe delays advertised on the whole line.	
Indicative LCH	5844	
Stalled trains	Eastbound train 330 was stalled on the approach to Westminster from 19.18 until 19.30.	
Response	DRM and BTP officers sent from the ticket hall to assist. Ambulance requested. 19.30 – Train sent forward to Southwark with the causality in situ with staff, to be attended to by the BTP medic. Ambulance diverted in consequence. 19.36 – Train 304 arrives at Southwark, BTP medic on site. 19.38 – Person removed from the train to await the Ambulance service.	
Recovery	20.10 – Minor delays advertised. 20.30 – Good service advertised.	
Immediate cause & resolution	A male customer suffered a seizure on train 304. Train was sent forward and the person removed by a police medic.	

23:03 – North Greenwich – security alert – station closed		Owner – Operations
Summary	Unattended item found aboard a bus in the bus station, deemed as suspicious by bus staff.	
Impact	Station closed.	
Indicative LCH	133	
Stalled trains	Nil	
Response	British Transport Police and Metropolitan Police tasked to attend. 23:14 – Police issued an all clear.	
Recovery	23:17 – Station re-opened.	
Immediate cause & resolution	The station was closed when an unattended item was found aboard a bus in the bus station and was deemed as suspicious by bus staff. The station re-opened following an all clear from the police who cleared it as lost property.	

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:	Belsize Park (3) door fault, 11:15 – 16:30	Warren Street (6) failed to start, SoT – EoT (Day 4) – AP BCV Asset		
Planned:	Edgware (1) ERoS 25 th April 2017 Mornington Crescent (1) ERoS April 2017	Angel (3) ERoS 12 th April 2017		
Comments/Other business Issues:				

PICCADILLY LINE	No of passenger comments received by CSC:	1	Timetable in operation :	WTT 57
Trains Per Hour	Leicester Square eastbound - AM Target 24:		21	PM Target 24: 21
	Leicester Square westbound - AM Target 24:		24	PM Target 24: 24
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
<i>Unplanned:</i>				
<i>Planned:</i>	Caledonian Road (4) ERoS August 2017			
Comments/Other business Issues:				

18.55 – Turnpike Lane – defective train – severe delays		Owner – AP JNP
Summary	Eastbound train 342 was withdrawn from service with doors failing to close.	
Impact	Severe delays advertised Kings Cross to Cockfosters both. Minor delays to the rest of the line.	
Indicative LCH	3163	
Stalled trains	Nil	
Response	Train operator attempted to get a doors closed visual but to no avail. 19.05 – Member of station staff positioned on the train by the defective door. 19.11 – Train departs empty in slow speed. 19.33 – Train arrives at Arnos Grove and is met by the train technician. Departs in full speed.	
Recovery	21:47 – Minor delays, whole line. 00:03 – Good service, whole line.	
Immediate cause & resolution	Door failing to fully close on the 4 th car. Member of staff placed in the car and train departed empty to depot empty.	
Subsequent Actions	Full depot investigation to take place.	

Operations Unit SSL

DISTRICT LINE	No of passenger comments received by CSC:	5	Timetable in operation :	WTT 148
Trains Per Hour	Westminster eastbound - AM Target 22:		21	PM Target 22: 25
	Westminster westbound - AM Target 22:		24	PM Target 22: 23
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:				

14.30 – Barking – signal mains failure – severe delays		Owner – Power
Summary	Westbound District line train 012 passed signal FF3 at danger without prior authority when the signal returned to danger on the train's immediate approach, due to a loss of the signal main.	
Impact	Severe delays advertised.	
Indicative LCH	6,953	
Stalled trains	Nil	
Response	The train operator confirmed that the train was more than 1 car past the signal and authorised to perform a wrong direction move back behind the signal. 14.32 - The signal main were reset resulting in normal signalling. 14.49 – WDM complete. Train operator returning to leading cab. 14.52 – Train 012 proceeds westbound.	
Recovery	15.17 – Good service advertised.	
Immediate cause & resolution	The signal main dropped out resulting in signal FF3 returning to danger. Train 012 was subentry tripped in consequence. The train was authorised to proceed.	
Subsequent Actions	Investigation into the reason the signal main dropped out to be under taken.	

CIRCLE & HAMMERSMITH LINE	No of passenger comments received by CSC:	3	Timetable in operation :	TTN 51
Trains Per Hour	Great Portland Street outer rail - AM Target 13:	13	PM Target 12:	11
	Great Portland Street inner rail - AM Target 13:	11	PM Target 13:	11
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
Unplanned:				
Planned:				
Comments/Other business Issues:				

METROPOLITAN LINE	No of passenger comments received by CSC:	4	Timetable in operation :	TTN 50
Trains Per Hour	Finchley Road southbound - AM Target 22:	21	PM Target 23:	17
	Finchley Road 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:				
Planned:	King's Cross St. Pancras (1 & 2) ERoS July 2017	Baker Street (2) ERoS 7 th April 2017		
Comments/Other business Issues:				

14.43 – Finchley Road – loss of signalling control - suspended		Owner – AP JNP
Summary	The signalling control computer went off line resulting in a loss of signalling control.	
Impact	Metropolitan line part suspended Wembley Park to Aldgate.	
Indicative LCH	3,942	
Stalled trains	Nil	
Response	DRM and Technical officers sent to site. 15.30 – Technical officers on site. 15.43 - Area put into through running, whilst investigations ongoing. 16.10 – Site computers now back on line.	
Recovery	15.45 – Service restored to all destinations with severe delays advertised. 17.14 – Minor delays advertised. 19.25 – Good service advertised.	
Immediate cause & resolution	A power fluctuation tripped out the site computers at Finchley Road. The local MCBs on the UPS were reset by the Technical officer and the site computer restored.	
Subsequent Actions	Full night time investigations planned.	

OTHER NETWORK BUSINESS ISSUES / TODAY'S WEATHER

There were twenty-four instances of ambulances requested to attend London Underground premises, including one for a member of staff. Of these, none resulted in ORR notification.
A lightning risk was issued for the network from 12:00 until 18:00.

TODAY'S SIGNIFICANT EXTERNAL EVENTS

TYPE	EVENT	LOCATION	START TIME	FINISH TIME	ATTENDANCE	NEAREST STATIONS	CAT
Event	Project Challenge	Olympia	10.00	18.00	1,000	Kensington (Olympia)	
Exhibition	International Food & Drink	Excel	11.00	17.00	8,000	Canning Town	
Event	WE Day	Wembley Arena	TBA	TBA	Up to 10,000	Wembley Park, Wembley Central	

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.