



# DAILY NETWORK PERFORMANCE REPORT

Saturday, 24<sup>th</sup> August, 2024

Period 6 ~ Week 1 ~ Day 7

## Senior Operating Officer's Summary

As we transitioned from engineering hours to traffic hours, Circle line services were part suspended due to over-running engineering works at Tower Hill. In the evening, a defective train at Royal Oak resulted in delays on the Circle and Hammersmith & City lines.

Caledonian Road and Chancery Lane stations opened late and Barbican station closed early, all due to staff shortages. Canada Water closed for 20 minutes, due to a fire alert.

## Train Cancellations

Snapshot Times	B	C	C	H&C	D	J	M	N	P	V	W&C	Network Totals	% of Trains in Service
06:00			4St		1R	1St		1St				7 / 263	97.3
09:00		2R 3St	2St		4St	2St	2St		2R			17 / 401	95.8
12:00		3St	1St		4St	3St	1St		1St			13 / 408	96.8
15:00	1St	3St	2St	1St	8St	1C 5St	4St		4St			29 / 413	93.0
18:00	4St	1R 2St	6St	1St	8St	4St	8St		4St			38 / 411	90.8
21:00	2St	2St	7St	4St	9St	1St	4St		5St			34 / 410	91.7
24:00	1O 1St	2St	2O 5St	3St	4St	1St	1C 5St		4R 1St			30 / 329	90.9
% trains across snapshots by line	94.6	95.1	86.6	97.8	87.2	92.4	95.1	99.6	89.5			168 / 2,635	93.6

"C", customer or external; "O", other asset; "R" rolling stock; "S" signalling; "St" Staff; "T" track.

RED: <95.9%

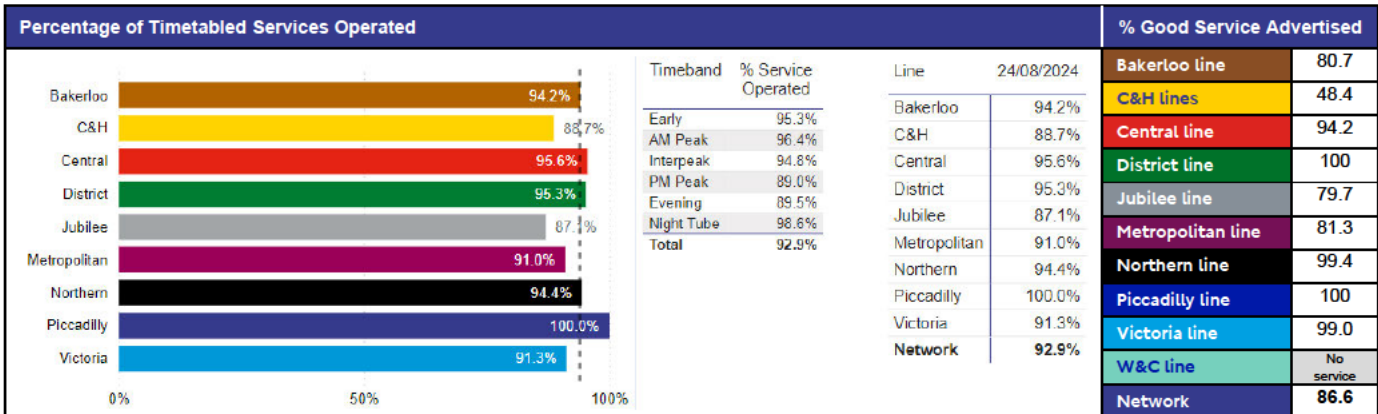
AMBER: 96% < >97.9%

GREEN: 98% <

GREY: No service

## Night Tube Train Cancellations ~ This data is not included in any percentage calculations on this report

02:00													
04:00													



## Top Five Highest Lost Customer Hours Incidents

Time	Line	Location	Reason	Delay	LCH	Owner
05:00	District	Tower Hill	Late surrender of protection	19	105	Asset Performance
13:34	Jubilee	Canada Water	Fire alert	22	294	Asset Performance
17:19	Bakerloo	Kensal Green	Signal passed at danger	18	1,745	Customer Operations
18:17	C&H	Royal Oak	Defective train	16	525	Asset Performance
21:49	Victoria	Tottenham Hale	Faulty train	18	1,200	Asset Performance



Bakerloo line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Wembley Central (01)</b> 11:50 until close of traffic (1x customer entrapped for 5 minutes)
<b>Planned:</b>	
<b>Operational Issues:</b>	
Stations:	
Trains and Service Control:	
The line advertised delays at various times during the day, due to the unavailability of Train Operators.	

17:19 – Kensal Green – signal passed at danger – severe delays		Category Two	Owner – Customer Operations	LU SAFE 078
Summary	Report of signal WS14 passed at danger by southbound train 224.			
Impact	Severe delays advertised between Queen's Park and Harrow & Wealdstone with minor delays advertised for the rest of the line.			
Indicative LCH	<b>1,745.</b>			
Stalled Trains	Several trains were stalled because of this.			
Response and Resolution	Train Operator was authorised to carry out the necessary procedure following passing a signal at danger without authority. The Train Operator was subsequently relieved at Queen's Park.			
Recovery	21:00 – Good service advertised.			

Central line	
Waterloo & City line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Escalator assets unavailable for use</b> Chancery Lane (03) 12 :19 until 13:05
<b>Planned:</b>	
<b>Operational Issues:</b>	
Stations:	
<b>Chancery Lane</b> station remained closed from start of traffic until 07:20, due to the unavailability of station staff. <b>LCH 106.</b>	
Trains and Service Control:	

Circle line	
Hammersmith & City line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Escalator assets unavailable for use</b>
<b>Planned:</b>	Paddington (NR asset) ERoS September 2024 Liverpool Street (07, 08, 09) ERoS October 2024
<b>Operational Issues:</b>	
Stations:	
<b>Barbican</b> station was closed from 22:00 until end of traffic, due to the unavailability of station staff. <b>LCH 103.</b>	
Trains and Service Control:	
Both lines advertised delays at various times during the day and for various parts of the line, due to the unavailability of Train Operators.	
<b>05:00 – Tower Hill – late surrender of protection – part suspension (see District line summary for details).</b>	

18:17 – Royal Oak – defective train – severe delays		Category Two	Owner – Asset Performance	LU SAFE 084
Summary	Report of doors failing to close on eastbound train 271.			
Impact	Severe delays advertised for outer rail, Circle line services and eastbound Hammersmith & City line services.			
Indicative LCH	<b>525</b>			
Stalled Trains	Nil.			
Response and Resolution	Train Operator carried out the necessary checks but was unable to resolve the fault. The train was detrained and a member of station staff was tasked to travel in the affected car, to prevent any unauthorised entry into the train with the doors open, as the train was worked through to the depot. Train 271 departed at 18:33.			
Recovery	20:12 – Good service advertised for both the circle and Hammersmith & City lines.			

District line		Escalator assets unavailable for use
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)		
<b>Unplanned:</b>	<b>Barking (NR lift)</b> start of traffic until close of traffic ( <b>Day 6</b> ) <b>West Brompton (02)</b> start of traffic until close of traffic ( <b>Day 2</b> )	
<b>Planned:</b>		
<b>Operational Issues:</b>		
Stations:		
Trains and Service Control:		

05:00 – Tower Hill – late surrender of protection – part suspension		Category Two	Owner – Asset Performance	LU SAFE 014
Summary	Report of overrun of engineering work to replace defective stretcher bar on 8A points.			
Impact	Circle line outer rail part suspended.			
Indicative LCH	105.			
Stalled Trains	Nil.			
Response and Resolution	The work party requested additional time beyond the call back time of 05:00, to enable them to complete the work. District line services were run to and held at the buffer zone boundary, awaiting the hand back of the work site.  The site was handed back to the Track Access Controller at 05:29 and subsequently handed back to the line. Circle line services resumed to all destinations at 05:36, with severe delays advertised for outer rail services.			
Recovery	06:05 – Delay message attributed to the unavailability of Train Operators.			

Docklands Light Railway	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Langdon Park (01)</b> start of traffic until 06:31 ( <b>Day 2</b> )
<b>Planned:</b>	King George V (01) ERoS unknown King George V (02) ERoS unknown London City Airport (02) ERoS unknown Prince Regent (02) ERoS unknown Abbey Road (02) ERoS unknown
<b>Operational Issues:</b>	
Stations:	
Services Status Changes:	

Elizabeth line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Canary Wharf (A)</b> start of traffic until 07:26 ( <b>Day 2</b> ) <b>Hayes &amp; Harlington (platform 2 &amp; 3)</b> start of traffic until close of traffic ( <b>Day 2</b> ) <b>Iver (platform 4)</b> 05:29 until 08:1 <b>Iver (Platform 3&amp;4)</b> 12:31 until 16:07
<b>Planned:</b>	<b>M Maidenhead (platform 2 &amp; 3)</b> ERoS unknown
<b>Operational Issues:</b>	
Stations:	
Services Status Changes:	

Jubilee line		Escalator assets unavailable for use
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)		
<b>Unplanned:</b>	<b>Kingsbury (all)</b> start of traffic until 06:55 ( <b>Day 2</b> ) <b>Canning Town (all)</b> 07:07 until 12:02	
<b>Planned:</b>	<b>Stratford (06)</b> returned to service <b>Bermondsey (01)</b> ERoS September 2024	London Bridge (19) ERoS October 2024 Canning Town (04) ERoS August 2024
<b>Operational Issues:</b>		
Stations:		
Trains and Service Control:		
The line advertised delays at various times during the day, due to the unavailability of Train Operators.		

13:34 – Canada Water – fire alert – station closure		Category Two	Owner – Asset Performance	LU SAFE 060
Summary	Report of a fire alarm activated within a secure room.			
Impact	Station closed			
Indicative LCH	294			
Stalled Trains	Nil			
Response and Resolution	London Fire Brigade (LFB) requested. Duty Reliability Manager (DRM) tasked. LFB arrived on site at 13:43 and DRM arrived on site at 13:50. Initial investigations were carried out using thermal imaging equipment. All alarms were reset at and LFB gave all clear for station to open at 13:54.			
Recovery	13:57 – Station re-opened.			

<b>London Overground</b>	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Honor Oak (platform 2)</b> start of traffic until close of traffic ( <b>Day 6</b> )
<b>Planned:</b>	
<b>Operational Issues:</b>	
Stations:	
Services Status Changes:	
<b>Southbury – Power fault</b>	
12:23 – No service between Hackney Downs and Cheshunt / Enfield Town.	
13:31 – Severe delays between Hackney Downs and Cheshunt / Enfield Town.	
13:58 – Good service.	
No service between Sydenham and Crystal Palace due to planned engineering work.	

<b>London Trams</b>	
<b>Operational Issues:</b>	
Tram Stops:	
Services Status Changes:	

<b>Metropolitan line</b>	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Pinner (02)</b> start of traffic until close of traffic ( <b>Day 5</b> ) <b>Ickenham (all)</b> 17:09 until 17:33
<b>Planned:</b>	
<b>Operational Issues:</b>	
Stations:	
Trains and Service Control:	
The line advertised delays at various times during the day, due to the unavailability of Train Operators.	

<b>Northern line</b>	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Mill Hill East (01)</b> 10:32 until 11:42
<b>Planned:</b>	
<b>Operational Issues:</b>	
Stations:	
Trains and Service Control:	

Piccadilly line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	<b>Escalator assets unavailable for use</b>
<b>Unplanned:</b>	Heathrow Terminals 123 (06) start of traffic until close of traffic ( <b>ongoing</b> )
<b>Planned:</b>	Holloway Road (02) ERoS February 2025 Hounslow East (02) ERoS January 2025
<b>Operational Issues:</b>	
Stations:	
Caledonian Road station remained closed from start of traffic until 07:04, due to the unavailability of station staff. LCH 104.	
Trains and Service Control:	
No service between Wood Green and Cockfosters and between Rayners Lane and Uxbridge due to planned engineering work.	

Victoria line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	<b>Escalator assets unavailable for use</b>
<b>Unplanned:</b>	Vauxhall (02) 10:38 until 12:44 Finsbury Park (03) 19:00 until 21:38
<b>Planned:</b>	Green Park (01) ERoS November 2024 Stockwell (04) ERoS April 2025
<b>Operational Issues:</b>	
Stations:	
Trains and Service Control:	

21:49 – Tottenham Hale – faulty train – minor delays		Category Two	Owner – Asset Performance	LU SAFE 103
Summary	Report of sensitive edge activation on southbound train 253.			
Impact	Minor delays advertised for the entire line.			
Indicative LCH	1,200.			
Stalled Trains	Southbound train 235 stalled approaching Tottenham Hale, from 21:51 until 22:08.			
Response and Resolution	Train Operator and station staff attended and carried out the necessary checks following which the Train Operator was able to resolve the fault. Train 253 was on the move at 22:07.			
Recovery	22:15 – Good service advertised.			

Significant Network Events
There was a forecast of small risk of heavy rain (accumulations) and a small risk of lightning for the network.

**Notes:**

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

**Percentage of Services Operated** – The actual number of trips operated compared to the Working Timetables as measured at core monitoring points.

**% Good Service Advertised** – The percentage of the day (05:30 until 00:45 on all lines) for which a good service was advertised on electronic service update boards.

**Thresholds for inclusion on this report (London Underground)** – Any category one incident. Any incident which results in an LCH of 7,500 or more. Any incident which results in a wheel stop of fifteen minutes or more. Any incident which results in a part suspension or severe delay message being advertised. Any closure of a 'Destination' or 'Gateway' station. Any closure of a 'Metro' station which has an interchange with another London Underground line, TfL mode or National Rail service.

**Thresholds for inclusion on this report (TfL Modes)** – Any incident which results in a part suspension or severe delay message being advertised. Any closure of a station which has an interchange with a London Underground line, other TfL mode or National Rail service.