



# DAILY NETWORK PERFORMANCE REPORT

Saturday, 23<sup>rd</sup> November, 2024

Period 9 ~ Week 2 ~ Day 7

### Senior Operating Officer's Summary

Leaf fall rail conditions across the network were very poor / extreme today. In consequence, mitigations were implemented across several lines including a planned part suspension of Piccadilly line services on the Uxbridge branch, overlays and reduced brake rates across the Northern line (resulting in a 40% reduction of train service throughput). The Central line maintained similar mitigations to protect against flats / loss of fleet availability. Separately, our Network Wind Event Plan remained stood up with Day 1 activities implemented across the network due to gusts of 40-50 mph seen across the capital.

Overground services on the Windrush line were disrupted in the mid-morning due to a builder's bag obstructing the track at Norwood Junction. In the early afternoon, Central line services between Marble Arch and White City were suspended due to water ingress in the eastbound tunnel resulting in a signal track circuit failure. A loss of power to sump pumps identified as the root cause. In the afternoon, Wimbledon bound customer journeys were impacted on the District line due to a signal failure at Fulham Broadway. The failure cleared prior to technical intervention, reoccurring later in the evening. As a result, 58B points were secured to protect through running were the failure to occur once again prior to Close of Traffic. (RKP)

Percentage of Timetabled Services Operated	% Good Service Advised	
<b>Data corrupted</b>	Bakerloo line	100.0
	C&H lines	96.0
	Central line	43.7
	District line	45.4
	Jubilee line	34.5
	Metropolitan line	100.0
	Northern line	55.9
	Piccadilly line	100.0
	Victoria line	63.5
	W&C line	
	Network	73.9

Top Five Highest Lost Customer Hours Incidents						
Time	Line	Location	Reason	Delay	LCH	Owner
12:46	Central	Shepherd's Bush	Signal track circuit failure	249	N/A	Asset Performance
16:06	District	Fulham Broadway	Signal failure	39+66	N/A	Asset Performance



Bakerloo line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in <b>bold</b> )	
<b>Unplanned:</b>	<b>Wembley Central (03)</b> start of traffic until close of traffic (Day 57) Elephant & Castle (05) 16:55 until 22:45 <b>Harrow &amp; Wealdstone (all)</b> 22:22 until close of traffic
<b>Planned:</b>	
<b>Escalator assets unavailable for use</b>	
Oxford Circus (09) start of traffic until close of traffic (Day 86) Oxford Circus (04) start of traffic until close of traffic (Day 2) Oxford Circus (03) 20:15 until close of traffic	
<b>Operational Issues:</b>	
Stations:	
<b>Edgware Road station</b> remained closed from the start of traffic until 06:29, due to the unavailability of station staff. <b>North Wembley station</b> closed from 23:51 until close of traffic due to a local power failure.	
Trains and Service Control:	

Central line	
Waterloo & City line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in <b>bold</b> )	
<b>Unplanned:</b>	
<b>Planned:</b>	
<b>Escalator assets unavailable for use</b>	
Bank (03) start of traffic until close of traffic (Day 3) Bank (02) start of traffic until close of traffic (Day 3) Bank (01), (travelator) start of traffic until close of traffic Bank (02), (travelator) start of traffic until close of traffic Bank (15) ERoS March 2025	
<b>Operational Issues:</b>	
Stations:	
<b>St. Paul's station</b> was closed from 11:15 until 11:42 due to a power fault. <b>Lancaster Gate station</b> was closed from 14:45 until 17:02 due to unavailability of station staff.	
Trains and Service Control:	

12:46 – Shepherd's Bush – signal track circuit failure – severe delays		Category One	Owner – Asset Performance	LU SAFE 050
Summary	2809 track circuit down, trains authorised through area.			
Impact	13:57 – Severe delays between White City and Ealing Broadway / West Ruislip 14:26 – No service between White City and Marble Arch			
Indicative LCH	<b>No data available</b>			
Stalled Trains	Eastbound train 102 approaching Shepherd's Bush, from 12:48 until 12:55 Eastbound train 215 approaching Shepherd's Bush, from 12:49 until 12:59			
Response and Resolution	Network Incident Response Manager (NIRM), Duty Reliability Manager (DRM), Response Technical Officer (RTO), Emergency Response Unit (ERU), Pumps tasked. DRM rode through section and identified an area of flooding in a dip approaching Shepherd's Bush. The RTO began investigations in the Signalling Equipment Room (SER) identifying a faulty RX unit. A replacement was sourced from Marble Arch. A further cab ride through the area revealed the sump pump was not functioning as designed. At 14:11 traction current was switched off to facilitate track access for ERU who confirmed that they were unable to reset the pump or find any obvious blockage. The water level was reported to be touching the negative traction rail and the service was part-suspended in consequence. Traction current was further switched off at 14:38 as a precaution. At 15:18 LU Pumps attended the pump room and reported there was a loss of power. At 15:35 it was confirmed the on site pump had begun to function with the water level decreasing. At 16:15 the RTOs commenced checks trackside, reporting that the track voltage was stable and the RX unit was changed in the SER. Traction current was switched on and the service resumed.			
Recovery	16:35 – Severe delays for the entire line. 00:22 - Minor delays for the entire line. 01:30 – Good service.			

Circle line	
Hammersmith & City line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in <b>bold</b> )	
<b>Unplanned:</b>	
<b>Planned:</b>	
<b>Escalator assets unavailable for use</b>	
<b>Operational Issues:</b>	
Stations:	
Trains and Service Control:	

District line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Wimbledon Park (all)</b> 21:07 until 21:46
<b>Planned:</b>	
<b>Operational Issues:</b>	
Stations:	
<b>Tower Hill station</b> was closed from 07:15 until 07:37, due to unavailability of station staff.	
Trains and Service Control:	
The line advertised severe delays between Barking and Upminster, from 08:25 until 08:53 due to a train being delayed due to wheel slip at Becontree.	

15:56 – Fulham Broadway – signal failure – partial line suspension		Category Two	Owner – Asset Performance	LU SAFE 071
Summary	Signal number WF1 failing to clear			
Impact	No service between Parsons Green and Earl's Court			
Indicative LCH	No data available			
Stalled Trains	Nil			
Response and Resolution	Duty Reliability Manager (DRM), Response Technical Officer tasked. At 16:39 the RTO was confirmed as on site and testing in the Interlocking Machine Room. At 16:41 the track picked up without technical intervention. The root cause remained unknown. Failure reoccurred at 19:43, with DRM and Response Technical Officer tasked. At 20:13 the track picked up without technical intervention. At 20:42 points were secured by the DRM, with services resuming to severe delays.			
Recovery	16:50 – Severe delays between Wimbledon and Edgware Road. 17:53 – Good service. 19:50 – No service between Earl's Court and Wimbledon. 20:49 – Severe delays between Wimbledon and Edgware Road. 21:44 – Minor delays Wimbledon to Earl's Court. 22:43 – Good service.			

Docklands Light Railway	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Pontoon Dock (01)</b> start of traffic until close of traffic ( <b>Day 78</b> ) <b>Woolwich Arsenal (02)</b> start of traffic until close of traffic ( <b>Day 3</b> )
<b>Planned:</b>	<b>King George V (01 &amp; 02)</b> ERoS December 2024 <b>Abbey Road (01)</b> ERoS unknown <b>Canning Town (platform 1 &amp; 2)</b> ERoS December 2024 <b>Custom House (02)</b> ERoS unknown <b>London City Airport (01)</b> ERoS unknown
<b>Operational Issues:</b>	
Stations:	
Services Status Changes:	
No service between Prince Regent and Beckton due to planned engineering work.	

Elizabeth line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Abbey Wood (platform 1 &amp; 2)</b> Start of traffic until close of traffic ( <b>Day 3</b> ) <b>Ealing Broadway (platform 4)</b> Start of traffic until close of traffic ( <b>Day 2</b> ) <b>Hayes &amp; Harlington (platforms 2 and 3)</b> Start of traffic until 08:30 <b>Taplow (01)</b> 09:28 until close of traffic <b>Maryland (platform 1)</b> 16:24 until close of traffic <b>Forest Gate (02)</b> 18:49 until close of traffic
<b>Planned:</b>	<b>Moorgate (02)</b> ERoS December 2024 <b>Moorgate (05)</b> ERoS December 2024
<b>Operational Issues:</b>	
Stations:	
Services Status Changes:	

Jubilee line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>West Ham (05)</b> 18:05 until close of traffic <b>West Ham (01)</b> 19:26 until 23:19
<b>Planned:</b>	<b>West Ham (01)</b> ERoS unknown <b>Canning Town (03)</b> ERoS December 2024 <b>Canning Town (01)</b> ERoS March 2025
<b>Operational Issues:</b>	
Stations:	
<b>Southwark station</b> was closed all day due to planned maintenance. <b>Bond Street station</b> was closed from 21:36 until 21:59 due to a fire alert.	
Trains and Service Control:	
The line advertised delays at various times throughout the day, due to the unavailability of Train Operators.	

London Overground	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Willesden Junction (platforms 1,2,3)</b> start of traffic until close of traffic ( <b>Day 10</b> ) <b>Edmonton Green (01)</b> start of traffic until close of traffic ( <b>Day 5</b> ) <b>Canonbury (all platforms)</b> 15:18 until 16:52
<b>Planned:</b>	
<b>Operational Issues:</b>	
Stations:	
Services Status Changes:	
<b>Windrush line – Norwood Junction – obstruction on the track</b> 08:43 – Severe delays between West Croydon and Sydenham. 09:19 – Good service.	

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

Metropolitan line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Liverpool Street (NR)</b> 21:47 until close of traffic
<b>Planned:</b>	
<b>Escalator assets unavailable for use</b>	
<b>Operational Issues:</b>	
Stations:	
Trains and Service Control:	

Northern line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Goodge Street (01)</b> start of traffic until 01:03 ( <b>Day 2</b> ) <b>Golders Green (02)</b> 09:38 until close of traffic <b>Tottenham Court Road (01)</b> 10:57 until 00:48 <b>Tottenham Court Road (10)</b> 14:20 until 00:59
<b>Planned:</b>	
<b>Escalator assets unavailable for use</b>	
<b>Operational Issues:</b>	
Stations:	
<b>Goodge Street station</b> closed at 22:51 and remained closed due to the unavailability of station staff. <b>Oval station</b> closed from 00:01 until 01:39 due to faulty escalators.	
Trains and Service Control:	
The line advertised severe delays between Camden Town and Battersea Power Station from 16:15 until 17:50 due to multiple customer incidents.	

Piccadilly line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Oakwood (all)</b> 06:46 until 15:13 <b>Osterley (all)</b> 21:05 until 21:29
<b>Planned:</b>	<b>Holloway Road (02)</b> ERoS February 2025 <b>Hounslow East (02)</b> ERoS January 2025
<b>Escalator assets unavailable for use</b>	
<b>Operational Issues:</b>	
Stations:	
Trains and Service Control:	
Due to leaf fall conditions and the implementation of the Wheel Protection Plan, no service between Rayners Lane and Uxbridge all day.	
No service between Hammersmith and King's Cross St. Pancras due to planned engineering work.	

Victoria line	
<b>Lifts assets unavailable for use</b> (step free routes are indicated in bold)	
<b>Unplanned:</b>	<b>Walthamstow Central (01)</b> 00:26 until close of traffic
<b>Planned:</b>	
<b>Escalator assets unavailable for use</b>	
<b>Operational Issues:</b>	
Stations:	
Trains and Service Control:	
Stockwell (02) ERoS April 2025 Vauxhall (02) ERoS November 2024	

## Significant Network Events

Day One of Strong Wind Warning (Risk).

### 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.