



DAILY NETWORK PERFORMANCE REPORT

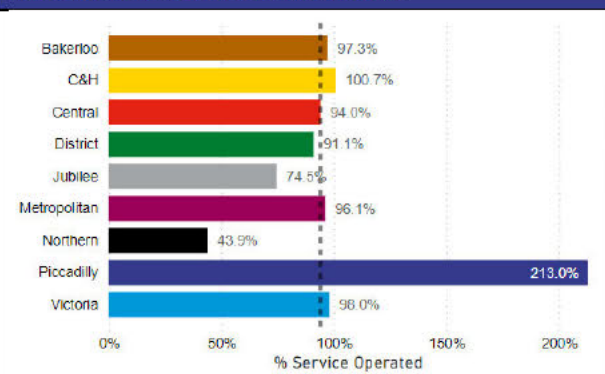
Sunday, 24th November, 2024

Period 9 ~ Week 3 ~ Day 1

Senior Operating Officer's Summary

A points failure at Gloucester Road saw early morning Circle line services disrupted. Compacted leaves and foliage were removed from the switch allowing services to resume 46 minutes later. A suspected faulty point lever motor associated with 29 points at Uxbridge part suspended Metropolitan line services west of Ruislip in the morning. An issue with a train entering Parsons Green sidings part suspended services to Wimbledon in the early afternoon whilst Victoria line afternoon services were impacted following an individual, suffering a suspected mental health crisis, climbing on top of a berthed train at Highbury & Islington prior to being assisted down by an off-duty Police officer. A power failure within the mainline complex at Euston NR station saw the LU station closed for c2 hours. Overground services saw disruptions across several lines including the Weaver, Mildmay and Suffragette today with weather related events the primary root cause of delays. Finally, very poor/extreme leaf fall related rail conditions saw mitigations introduced across several lines today, with corresponding reductions in train service advertised in consequence. National rail mainline services were heavily disrupted today as a result of Storm Bert. (RKP).

Percentage of Timetabled Services Operated



Timeband	% Service Operated
Early	98.2%
AM Peak	95.7%
Interpeak	83.4%
PM Peak	83.9%
Evening	82.0%
Night Tube	119.2%
Total	85.2%

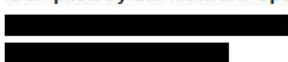
Line	24/11/2024
Bakerloo	97.3%
C&H	100.7%
Central	94.0%
District	91.1%
Jubilee	74.5%
Metropolitan	96.1%
Northern	43.9%
Piccadilly	213.0%
Victoria	98.0%
Network	85.2%

% Good Service Advertised

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	N/A
Network	73.9

Top Five Highest Lost Customer Hours Incidents

Time	Line	Location	Reason	Delay	LCH	Owner
07:30	District	Gloucester Road	Points failure	46	N/A	Asset Performance
09:18	Metropolitan	Uxbridge	Points failure	43	N/A	Asset Performance
12:05	District	Parsons Green	Faulty train	22	N/A	Asset Performance
16:12	Victoria	Highbury & Islington	Customer action	5	N/A	Customer Operations
17:59	Piccadilly	Cockfosters	Points failure	22	N/A	Asset Performance
20:40	Central	Snaresbrook	Low rail adhesion	34	N/A	Asset Performance



Bakerloo line	
Lifts assets unavailable for use (step free routes are indicated in bold)	
Unplanned:	Wembley Central (03) start of traffic until close of traffic (Day 58) Harrow & Wealdstone (all) start of traffic until 06:51 (Day 2)
Planned:	
Escalator assets unavailable for use	
Oxford Circus (09) start of traffic until close of traffic (Day 87) Oxford Circus (04) start of traffic until close of traffic (Day 3) Oxford Circus (03) start of traffic until close of traffic (Day 2) Charing Cross (01) 12:56 until 14:36	
Operational Issues:	
Stations: North Wembley station reopened at start of traffic following a local power failure.	
Trains and Service Control:	

Central line	
Waterloo & City line	
Lifts assets unavailable for use (step free routes are indicated in bold)	
Unplanned:	Hainault (02) 15:05 until 17:26
Planned:	
Escalator assets unavailable for use	
Bank (03) start of traffic until close of traffic (Day 4) Bank (02) start of traffic until close of traffic (Day 4) Bank (01, travelator) start of traffic until close of traffic (Day 2) Bank (02, travelator) start of traffic until close of traffic (Day 2) Bank (15) ERoS March 2025	
Operational Issues:	
Stations: Buckhurst Hill station was closed from 06:30 until 09:42, due to a power fault. Queensway station was closed from 08:53 until 11:08, due to the unavailability of station staff. Leytonstone station closed from 19:05 until 19:47, due to a fire alert. Holland Park station closed from 19:24 until close of traffic due to the unavailability of station staff.	
Trains and Service Control:	

20:40 – Snaresbrook – low rail adhesion – partial line suspension		Category Two	Owner – Asset Performance	LU SAFE 013
Summary	Report of low rail adhesion on the eastbound road, and multiple other locations at the east end of the line.			
Impact	No service between Leytonstone and Epping.			
Indicative LCH	No data available			
Stalled Trains	Nil.			
Response and Resolution	The Rail Adhesion Train (RAT) departed Hainault depot at 20:51, subsequently traversing Snaresbrook on the eastbound where the lowest adhesion was reported. At 21:36 eastbound train 026 was pathed behind the RAT and ran empty in a manual mode to assess adhesion conditions. On reporting good levels of adhesion, the train service resumed with severe delays at 21:41.			
Recovery	21:41 - Severe delays between Leytonstone and Epping until close of traffic.			

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

District line

Lifts assets unavailable for use (step free routes are indicated in bold)		Escalator assets unavailable for use
Unplanned:		
Planned:		
Operational Issues:		
Stations:		
Trains and Service Control:		
The line advertised delays at various times throughout the day, due to the unavailability of Train Operators.		

07:30 – Gloucester Road – points failure – partial line suspension		Category Two	Owner – Asset Performance	LU SAFE 041
Summary	Number 224 points non-movable			
Impact	Circle line - No service on the outer rail. District line – Good service.			
Indicative LCH	No data available			
Stalled Trains	Nil			
Response and Resolution	Response Technical Officer (RTO) tasked. RTO on site at 07:45. Traction current switched off at 07:52 to facilitate track access. RTO cleared compacted leaves from points and point detection returned. Traction current switched on at 08:08 allowing the Circle line service to resume.			
Recovery	08:16 – Circle line severe delays Outer Rail. 09:01 – Good service.			

12:05 – Parson Green – faulty train – partial line suspension		Category Two	Owner – Asset Performance	LU SAFE 082
Summary	Train 033 unable to fully berth into the sidings			
Impact	No service between Earl's Court and Wimbledon			
Indicative LCH	No data available			
Stalled Trains	Westbound train 070 approaching Parsons Green, from 12:07 until 12:30.			
Response and Resolution	The Train Operator changed ends and was able obtain power to fully berth the train back into the platform where they changed ends again and was able to fully berth the train in the sidings allowing through services to resume. The cause was thought to be a traction issue.			
Recovery	13:42 – Good service.			

Docklands Light Railway

Lifts assets unavailable for use (step free routes are indicated in bold)	
Unplanned:	Pontoon Dock (01) start of traffic until close of traffic (Day 79) Woolwich Arsenal (02) start of traffic until close of traffic (Day 4) Tower Gateway (01) 07:42 until close of traffic
Planned:	King George V (01 & 02) ERoS December 2024 Abbey Road (01) ERoS unknown Canning Town (platform 1 & 2) ERoS December 2024
Operational Issues:	
Stations:	
Services Status Changes:	
No service between Prince Regent and Beckton due to planned engineering work.	

Elizabeth line

Lifts assets unavailable for use (step free routes are indicated in bold)	
Unplanned:	Abbey Wood (platform 1 & 2) Start of traffic until close of traffic (Day 4) Ealing Broadway (platform 4) Start of traffic until close of traffic (Day 3) Taplow (01) start of traffic until close of traffic (Day 2) Maryland (platform 1) start of traffic until 07:43 (Day 2) Forest Gate (02) start of traffic until 07:45 (Day 2)
Planned:	Moorgate (02) ERoS December 2024 Moorgate (05) ERoS December 2024
Operational Issues:	
Stations:	
Woolwich station closed from 19:59 until 20:56 due to faulty escalators.	
Services Status Changes:	
No service between Paddington and Slough due to planned engineering work.	

Jubilee line		
Lifts assets unavailable for use (step free routes are indicated in bold)		Escalator assets unavailable for use
Unplanned:	West Ham (05) start of traffic until close of traffic (Day 2) Waterloo (02) 19:02 until 22:00	
Planned:		West Ham (01) ERoS unknown Canning Town (03) ERoS December 2024 Canning Town (01) ERoS March 2025
Operational Issues:		
Stations:		
Southwark station remained closed all day due to planned maintenance.		
Trains and Service Control:		
The line advertised delays at various times throughout the day, due to the unavailability of Train Operators.		

London Overground		
Lifts assets unavailable for use (step free routes are indicated in bold)		
Unplanned:	Willesden Junction (platforms 1,2,3) start of traffic until close of traffic (Day 11) Edmonton Green (01) start of traffic until close of traffic (Day 6) Canonbury (Platform 1, 2, 3) 07:46 until close of traffic Shepherd's Bush (platform 1) 09:48 until close of traffic Caledonian Road & Barnsbury (platform 1) 09:09 until close of traffic Imperial Wharf (platform 1) 16:30 until close of traffic Forest Hill (platform 2) 22:41 until close of traffic	
Planned:		
Operational Issues:		
Stations:		
Services Status Changes:		
Planned Engineering Work		
No service between Surrey Quays and Clapham Junction. No service between Woodgrange Park and Barking Riverside No service between Liverpool Street and Cheshunt and Enfield Town, until 10:15. No service between Liverpool Street and Chingford, until 14:15. No service between Gospel Oak and Woodgrange Park, until 13:15. No service between Euston and Kilburn High Road, until 12:00 and after 20:30. No service between Camden Road and Stratford, after 22:15.		
Weaver Line		
Edmonton Green – power fault. 09:33 – No service between Liverpool Street and Cheshunt and Enfield Town until close of traffic		
Mildmay line		
Clapham Junction – fire alert 09:34 - No service between Willesden Junction and Clapham Junction 10:20 – good service		
Hackney Wick – train fault 11:21 – Severe delays between Richmond and Clapham Junction <i>Further service information under South Acton item below.</i>		
South Acton – obstruction on the track 11:55 – No service between Richmond and South Acton, severe delays between Stratford and South Acton / Clapham Junction 15:54 – Minor delays between Richmond and Stratford / Clapham Junction 18:46 – Severe delays between Richmond and Stratford / Clapham Junction until close of traffic		
Suffragette line		
Blackhorse Road – obstruction on the track 13:16 – No service between Gospel Oak and Woodgrange Park 16:30 – Severe delays between Gospel Oak and Woodgrange Park 17:28 – Good service		

London Trams		
Operational Issues:		
Tram Stops:		
Services Status Changes:		

Metropolitan line	
Lifts assets unavailable for use (step free routes are indicated in bold)	
Unplanned:	Liverpool Street (NR) start of traffic until close of traffic (Day 2)
Planned:	
Operational Issues:	
Stations:	
Trains and Service Control:	

09:18 – Uxbridge – points failure – partial line suspension		Category One	Owner – Asset Performance	LU SAFE 054
Summary	Number 29 points failing to normalise			
Impact	No service between Uxbridge and Ruislip			
Indicative LCH	No data available			
Stalled Trains	Westbound train 444 between Hillingdon and Uxbridge, from 09:12 until 09:43.			
Response and Resolution	Response Technical Officer (RTO), Duty Reliability Manager (DRM) tasked. Full release taken but unable to clear any routes. RTO on site investigating in the Interlocking Machine Room (IMR). At 09:41 the wrong direction move of stalled train 444 commenced to Hillingdon station and was completed and detrained by 09:44 with no issues. At 09:55 the RTO confirmed that all levers were back in the frame and through running could resume. Further testing on MW59 continued due to an underlying issue that was not service affecting. A failure of a similar nature occurred at 13:50 with the DRM and RTO tasked from Harrow-on-the-Hill. Services suspended from Uxbridge to Ruislip in consequence. Following RTO intervention in the IMR, clear signals obtained and the train service resumed. The RTO remained in the IMR assisting the lever over. The root cause was suspected to be a faulty point lever motor.			
Recovery	10:01 – Minor delays between Harrow-on-the-Hill and Uxbridge. 10:38 – Good service. 14:30 – Minor delays between Harrow-on-the-Hill and Uxbridge. 15:19 – Good service			

Northern line	
Lifts assets unavailable for use (step free routes are indicated in bold)	
Unplanned:	Golders Green (02) start of traffic until close of traffic (Day 2)
Planned:	
Operational Issues:	
Stations:	
Goodge Street station was closed from 03:00 until 07:05 due to the unavailability of station staff. Clapham South station was closed from 09:01 until 09:42 due the unavailability of station staff.	
Trains and Service Control:	
Delays were advertised at various times of the day due to difficult track conditions caused by significant leaf fall.	

Piccadilly line	
Lifts assets unavailable for use (step free routes are indicated in bold)	
Unplanned:	Caledonian Road (04) 20:55 until close of traffic <i>Four customers trapped for 10 minutes</i>
Planned:	Holloway Road (02) ERoS February 2025 Hounslow East (02) ERoS January 2025
Operational Issues:	
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.	

17:59 – Cockfosters – points failure – partial line suspension		Category One	Owner – Asset Performance	LU SAFE 118
Summary	Report of a loss of indication on number 17 points.			
Impact	No service between Oakwood and Cockfosters.			
Indicative LCH	No data available			
Stalled Trains	Eastbound train 345 from 17:50 until 18:11.			
Response and Resolution	Response Technical Officer (RTO) tasked to site. At 18:08 route selected from platform 3 at Cockfosters to depot, with number 17 points reversing and the associated signal clearing. Subsequently, normal indications returned on number 17 points and train 345 was recovered to the platform at Cockfosters at 18:11. The service resumed with further technical inspection planned overnight.			
Recovery	18:17 – Good service.			

Victoria line	
Lifts assets unavailable for use (step free routes are indicated in bold)	Escalator assets unavailable for use
Unplanned:	
Planned:	Stockwell (02) ERoS April 2025 Vauxhall (02) ERoS November 2024
Operational Issues:	
Stations:	
Euston LU station was exit only from 16:43 until 18:43, due to a power fault in the National Rail station.	
Trains and Service Control:	

16:12 – Highbury & Islington – customer action – severe delays	Category One	Owner – Customer Operations	LU SAFE 108
Summary	Male passenger reported to have climbed on top of southbound train 231 fully berthed in platform.		
Impact	No change of service status.		
Indicative LCH	No data available		
Stalled Trains	Southbound train 236 approaching Highbury & Islington, from 16:16 until 16:24.		
Response and Resolution	Network Incident Response Team (NIRT), Duty Reliability Manager (DRM) tasked. British Transport Police (BTP) requested. Traction current switched off at 16:15. Off duty police officers apprehended the male on the platform. Traction current switched on at 16:20 with trains running through area at caution speed. NIRT on site at 16:25. Male removed from platform to a place of safety allowing the train service to resume at normal line speed.		
Recovery	Line remained advertising a good service		

16:33 – Euston – power failure – station closure	Category Two	Owner – Network Rail	LU SAFE 144
Summary	Due to a power failure on the Network Rail station, Euston Underground station was closed.		
Impact	Station closed		
Indicative LCH	No data available		
Stalled Trains	Nil		
Response and Resolution	Emergency Response Unit requested to attend with emergency lighting. At 16:43, the Station Manager of Euston Network Rail station confirmed at the top of the escalator between the two stations was in complete darkness. At 18:40, Euston Network Rail station had their power restored.		
Recovery	18:44 – Euston Underground station reopened.		

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.