



DAILY NETWORK PERFORMANCE REPORT

Thursday, 1st March, 2018

Period 12 Week 4 Day 5

SENIOR OPERATING OFFICER SUMMARY

There were a number of incidents across the network today with The four most significant in terms of LCH were 1x defective train on the Northern line (15.5K LCH), 1x Signal failure on the Metropolitan line (14K), 1x gapped train on the Piccadilly line (6.6K) and 1x defective train on the Jubilee line (3.6K)
 At 0626 at Cockfoster train 312 E/B became gapped exiting the depot. CAT 1 declared. Isolations failed to gain movement. RGJL were used and train moved to the depot at 0801.
 At 0707 at Stratford train 337 E/B became non-communicating due to a disturbed Axle Counter Block. Following sweep train picked up. ACB repaired during EH.
 At 0750 at Kilburn a signal failure (dual aspect) of A845 S/B. RTO identified and cleared snow from under the trainstop, restoring clear signals.
 At 0812 at Hendon Central train 120 S/B reported no forward movement. A train Tech supported the T/Op via phone and forward movement was obtained. Fleet investigating root cause
 PM

	P	V	N	J	C	W&C	B	M	D	H&C	C	Network Totals	Network % (Trains in Service)
PROVISIONAL EXCESS JOURNEY TIME / DELAY HOURS													
Provisional Trains EJT (Decimal Minutes)	13.53	1.12	5.71	5.44	5.85	0.94	1.69	14.28	6.61	7.07		8.96	
Target Trains (Decimal Minutes)	3.47	1.26	1.36	1.30	2.73	1.87	1.74	2.16	3.51	3.19		3.16	
Total Delay Hours	147k	12k	79k	59k	79k	1k	10k	58k	77k	45k		566k	
Advertised good service (%)	2.2	100	83.8	80.0	88.2	100	86.8	42.5	94.6	94.8	79.9	77.1	

UNSCHEDULED TRAIN CANCELLATIONS – SNAPSHOTS

06:00				2R					1R			3 / 286	99.0
07:00	8R		3R	1St14R	8R		3R3St	7S	1R	1R1C		31 / 458	93.2
08:00	10R		3R	1St14R	8R		3R4St	7S	1R	1R1C		53 / 531	90.0
09:00	13R		3R	1St15R	12R		4R2St	8S	2R	1R1C		62 / 543	88.5
12:00	11O		1R	7R	4R		1R	14O		2O		40 / 455	91.2
15:00	2O 1R		1R	3O	4R 1O		1St	6O		2O		21 / 460	95.4
17:00			1R		3O 1R		1R 1St	7O	2R	3O		23 / 533	95.6
18:00			1R	3O 1S	2R 3O		2R	2O 1R	2R	2R		18 / 543	96.7
19:00			1R	3O 1R	8O			3O	1R	2O		19 / 540	96.4
21:00		1St			1R 8O			2O		2O		14 / 465	96.9
24:00					6O					2O		8 / 359	97.7
% trains across snapshots (per line)	94.1	99.7	98.6	88.7	90.9	100	91.1	89.3	98.6	94.3		292 / 2173 - 94.36	

Attribution: 'T' = Track / 'R' = Rolling Stock / 'S' = Signalling / 'O' = Other Asset / 'C' = Customer or External / 'St' = Staff
 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:

Service Control Pre-SoT signalling checks completed?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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Incident LCH past 24 hours	60,963	Aggregate for this Week	658,380	Aggregate for this Period	1,913,907
Underlying LCH past 24 hours	123,322	Weekly Target	371,150	Period Target	1,484,600
Total LCH for past 24 hours	184,285	Week-day Target = 66,426	Target for Sat = 24,901	Target for Sun = 14,119	

TODAY'S TOP FIVE INCIDENTS

Time	Line	Location	Reason	Delay	Indicative LCH	Owner
06:26	Piccadilly	Cockfosters	Gapped train	98	6,636	Asset Operations
07:07	Jubilee	Stratford	Faulty train	15	3,628	Asset Operations
07:50	Metropolitan	Kilburn	Signal failure	58	13,942	Asset Operations
08:12	Northern	Hendon Central	Faulty train	66	15,523	Asset Operations
13:32	Metropolitan	Finchley Road	Faulty train	33	1,858	Asset Operations

Line Performance

PICCADILLY LINE	No of passenger comments received by CSC:	5	Timetable in operation :	WTT 58
Trains Per Hour	Leicester Square eastbound - AM Target 24:		15	PM Target 24: 18
	Leicester Square westbound - AM Target 24:		10	PM Target 24: 21
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use	
Unplanned:	Covent Garden (4) stalled in shaft, 10.20 – 12.17			
Planned:				
Comments/O ther business Issues:				
Tumpike Lane closed due to a fire alarm activation 11.52 – 12.34 LCH 247				

06.26 – Cockfosters – gapped train – part suspension		Owner – Asset Operations
Summary	Eastbound train 312 become gapped exiting the depot. Trains could still be sent out of the depot from the west end.	
Impact	Service suspended between Oakwood and Cockfosters.	
Indicative LCH	6,637	
Stalled trains	Nil	
Response	<p>DRM dispatched from Arnos Grove by car. 06.30 – ERU requested. 06.45 – No power from the leading cab. 06.47 – Special taxi booked for the Train Maintainer from Arnos Grove. 06.49 – DRM accessed the track and walking to the train. 06.54 – DRM advises that there is power on the train. 07.07 – Isolations made the train and air building up on half the train. Brakes to be released. 07.26 – Train Maintainer on the train. 07.34 – Brakes now released but motors not engaging on any position. 07.42 – No movement from the East end preparations made to use Rail Gap Jumper Leads. 07.53 – Train on the move. 08.01 – Train in the Depot.</p>	
Recovery	<p>08.12 – Service resumed to severe delays between Arnos Grove to Cockfosters, minor Arnos Grove to Acton Town, good the rest. 15:00 – Severe delays west of Acton Town, minor the rest.</p>	
Immediate cause & resolution	Southbound 120 became stalled reporting no forward movement. RGJ leads utilised and movement obtained.	

18.40 – Barons Court – signal failure – severe delays		Owner – Asset Operations
Summary	Signal WD32C failing to clear.	
Impact	Severe delays advertised entire line. 19.50 – Service suspended Kings Cross to Acton Town.	
Indicative LCH	17,834	
Stalled trains	Several trains stalled between Hammersmith and Knightsbridge. No train stalled for over one hour.	
Response	<p>19.00 - Technical Officer, ERU, NIRM, DRM tasked to site. 19.40 – NIRM on site. 19.44 – ERU on site at Hammersmith. 19.45 – Signal WD35r2 failed to clear. 19.46 – Category 1 declared. 19.52 – DRM and NIRM tasked to secure route. 20.04 – Route now secured with scotch and clips and staff clearing the track. 20.08 – Trains moving through area under clear signals</p>	
Recovery	18.56 – Signals clear without intervention	

	20.08 – Service resumed to severe delays across the whole line.
Immediate cause & resolution	Investigations into failure ongoing.

VICTORIA LINE	No of passenger comments received by CSC:	4	Timetable in operation :	WTT 41
Trains Per Hour	Oxford Circus southbound - AM Target 36:	36	PM Target 36:	36
	Oxford Circus northbound - AM Target 36:	36	PM Target 36:	36
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
Unplanned:				
Planned:	Brixton (1&2) EROS 22 nd August 2018			
Comments/O her business Issues:				

NORTHERN LINE	No of passenger comments received by CSC:	5	Timetable in operation :	WTT 57
Trains Per Hour	Euston (CHX) southbound - AM Target 25:	24	Euston (CHX) northbound - PM Target 26:	26
	Elephant & Castle northbound - AM Target 26:	24	Euston (Bank) northbound – PM Target 25:	25
Lifts assets unavailable for use (Step Free Routes indicated in bold)		Escalator assets unavailable for use		
Unplanned:				
Planned:	Goodge Street (1&2) Eros 23 April 2018			
Comments/O her business Issues:				
AM TPH northbound missed due to a NCT train at Morden. Goodge street closed due to faulty lifts 20.00 – 21:34. LCH = 127				

08.12 – Hendon Central – defective train – part suspension		Owner – Asset Operations
Summary	Southbound train 120 became stalled reporting no forward movement.	
Impact	08.26 – Minor delays advertised on the Edgware Branch. 08.42 - Service suspended from Golders Green to Hampstead. Severe delays Golders Green to Camden Town, minor Charing Cross branch.	
Indicative LCH	15,523	
Stalled trains	Southbound train 055 approaching Hendon Central stalled from 08.12 until 08.45. Southbound train 057 approaching Burnt Oak stalled from 08.16 until 08.32.	
Response	08.24 – LUCC notified of incident. 08.40 – Nearest train maintainer was at Moorgate. Train expert within the control room in Highgate talked through the failure with the Train Operator. 08.41 – An emergency brake application activated, unable to rectify the fault. 08.42 –Category one incident declared with the Service Manger as silver. 08.43 – Incident train 120 on the move in restricted manual to the depot. 09.16 – Defective train now in the depot. Category one incident withdrawn.	
Recovery	09.16 – Service resumed to minor delays Camden Town to Kennington via Charing Cross, minor the rest. 09.43 – Minor delays to all destinations. 10.33 – Good service.	
Immediate cause & resolution	Southbound 120 became stalled reporting no forward movement. Empty to depot pending fleet investigation to establish root cause.	

JUBILEE LINE	No of passenger comments received by CSC:	11	Timetable in operation :	WTT 14
Trains Per Hour	Waterloo eastbound – AM Target 31:		19	PM Target 30: 29
	Waterloo westbound – AM Target 30:		21	PM Target 30: 26
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use	
<i>Unplanned:</i>	Canada Water (2) out of alignment 06.30-11.09			
<i>Planned:</i>	Canada Water (1) EROs 3 rd May 2018 Canning Town (1) EROs 31 st March 2018 Canning Town (2) EROs 5 th June 2018		Canada Water (4) EROs 13 th March 2018 North Greenwich (3) 28 th March 2018 Westminster (8) EROs 13 th March 2018	
Comments/O her business Issues:				

07.07 – Stratford – defective train – severe delays		Owner – Asset Operations
Summary	Eastbound train 337 became non-communicating, suspected low air. Ten trains were cancelled at the time for stock issues.	
Impact	Severe delays advertised between Green Park and Stratford. 08.21 – Minor delays Stanmore to Finchley Road (cancelled trains Stanmore). 08.25 – Severe delays Stanmore to Finchley Road.	
Indicative LCH	3,628	
Stalled trains	Nil	
Response	07.20 – Train 337 in the platform. 07.29 – Due to 337 NCT, axle counter blocks became disturbed. Sweep of section carried out. 07.35 – Defective train back to depot. 07.50 – Train 337 re-entered service at West Ham and subsequently became NCT for a second time. 07.52 – Train into RM and carried out the driving in RM procedure to Canning Town where it gained full ATO.	
Recovery	09.49 – Minor delays to all destinations. 11.20 – Good service.	
Immediate cause & resolution	Eastbound train 337 became non-communicating, suspected low air. Ten trains were cancelled at the time for stock issues therefore train was checked and deemed fit for service. Subsequently went NCT at West Ham obtaining full ATO at Canning Town.	

CENTRAL LINE	No of passenger comments received by CSC:	7	Timetable in operation :	WTT 69
WATERLOO & CITY LINE	No of passenger comments received by CSC:	Nil	Timetable in operation :	WTT 7
Trains Per Hour	Shepherds Bush eastbound - AM Target 27:		20	Shepherds Bush eastbound - PM Target 30: 20
	Leyton westbound - AM Target 30:		26	Leyton westbound - PM Target 27: 23
	Waterloo eastbound – AM Target 21:		21	PM Target 22: 22
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use	
<i>Unplanned:</i>				
<i>Planned:</i>	Bank / Monument (4&5) EROs 6th April 2018		Bank / Monument (4&5) EROs 6th April 2018	
Comments/O her business Issues:				

BAKERLOO LINE	No of passenger comments received by CSC:	4	Timetable in operation :	WTT43
Trains Per Hour	Oxford Circus southbound - AM Target 22:		19	PM Target 22: 22
	Oxford Circus northbound - AM Target 22:		20	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>	Charing Cross (12) EROs 26th April 2018			
Comments/O her business Issues:				

METROPOLITAN LINE	No of passenger comments received by CSC:	6	Timetable in operation :	WTT 340
Trains Per Hour	Finchley Road southbound - AM Target 22:		7	PM Target 22: 20
	Finchley Road northbound - AM Target 22:		14	PM Target 22: 19
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use	
<i>Unplanned:</i>	King's Cross (7) – doors failing 11.48 – 13.28			
<i>Planned:</i>				
Comments/O ther business Issues:				

07.50 – Kilburn – signal failure – part suspension		Owner – Asset Operations
Summary	A dual aspect was reported on southbound signal A845 between Kilburn and West Hampstead.	
Impact	08.34 - Service was suspended from Wembley Park to Aldgate.	
Indicative LCH	13,942	
Stalled trains	Nil	
Response	08.15 – Technical Officer checked in the IMR, issues trackside. 08.18 – Trains being cancelled to prepare for track access. 08.26 – Train 416 needs to gain Finchley Road platform before traction current can recharged. Plan for five minute access. 08.41 – Train 416 at Finchley Road. Traction current discharged Willesden Green to Finchley Road southbound. 08.51 – Technical Officer reported snow under the trainstop and clearing now. 09.02 – Traction current recharged.	
Recovery	09.22 – Severe delays advertised to all destinations. <i>Service Recovery hampered by a point failure at Wembley Park on No52 points which required track access and a defective train at Finchley Road (see below commentary for details).</i>	
Immediate cause & resolution	A dual aspect was reported on southbound signal A845 between Kilburn and West Hampstead. RTO attended and snow under the trainstop identified and cleared.	

13.32 – Finchley Road – Defective Train – part suspension		Owner – Asset Operations
Summary	Train Operator of N/B 406 reports low main line air.	
Impact	Suspended Wembley Park to Aldgate.	
Indicative LCH	2,698	
Stalled trains	Nil	
Response	Train Operator going through checks. 13.40 – DRM and Train Technician tasked. 13.45 – Northbound train 407 at Baker Street being detrained and has an I/O (Instructor Operator). 13.49 – DRM at Finchley Road. 13.46 – Cat 1 with Service Manager as Silver Control. 13.50 – LAS tasked to Finchley Road as a precaution. 13.57 – Train Operator now has air on leading unit. 13.59 – Incident train depart to Finchley Road into platform at 14.05. 14.00 – Second DRM now on site. 14.05 – Incident train detrained and departs empty to depot. 14.22 – Cat 1 withdrawn.	
Recovery	14.25 – Service resumes with severe delays whole line. 17.21 – Minor delays operating across the whole line. 19.00 – A good service operating across the whole line. <i>Service Recovery hampered by a point failure at Wembley Park on No52 points which required track access.</i>	
Immediate cause & resolution	Train Operator of N/B 406 reported low main line air. Once checks carried out T/Op reported air has built up, train worked into Finchley Road platform and detrained and worked empty to depot for fleet examination.	

DISTRICT LINE	No of passenger comments received by CSC:	10	Timetable in operation :	WTT 149
Trains Per Hour	Westminster eastbound - AM Target 22:		20	PM Target 22: 25
	Westminster westbound - AM Target 22:		21	PM Target 22: 21
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use	
Unplanned:	East Ham (1) alarm sounding, 21:15 – EoT			
Planned:				
Comments/O her business Issues:				
20:20 – Becontree Trains non stopped on the eastbound until 22:22 due to water ingress. LCH = 150				

16.20 – Acton Town – Signal failure – severe delays		Owner – Asset Operations
Summary	40 points failing preventing WL23r2 signal from clearing.	
Impact	Severe delays 18.00 – Piccadilly line severe delays advertised Acton Town to Heathrow & Uxbridge.	
Indicative LCH	259	
Stalled trains	Nil.	
Response	Technical Officer and DRM tasked to site. 16.23 – Technical Officer on site investigating. 16.27 – DRM on site. 16.35 – Technical Officer and DRM clear ice from within the points allowing the train service to resume.	
Recovery	16.35 - Service resumed to severe delays Turnham Green to Ealing Broadway. 16.47 – Good service operating across the whole line.	
Immediate cause & resolution	Ice in points preventing them from moving. Ice cleared allowing the points to move.	

CIRCLE & HAMMERSMITH LINE	No of passenger comments received by CSC:	3	Timetable in operation :	WTT 35
Trains Per Hour	Great Portland Street outer rail - AM Target 12:		11	PM Target 12: 13
	Great Portland Street inner rail - AM Target 12:		9	PM Target 12: 12
Lifts assets unavailable for use (Step Free Routes indicated in bold)			Escalator assets unavailable for use	
Unplanned:				
Planned:				
Comments/O her business Issues:				

SoT – Westbourne Park – local power failure – station closure		Owner – Network Delivery
Summary	There had been an ongoing local power supply issue from yesterday.	
Impact	The station closed and trains non-stopped.	
Indicative LCH	442	
Stalled trains	Nil	
Response	03.47 – Cable had been repaired but blew up when power restored. A generator was requested from UKPN. 07.24 – Generator installed until cable fixed. 07.46 – Generator stopped working and station closed. 08.01 – UKPN engineer re-dispatched. 08.10 – Station reopened with some equipment without power supply.	
Recovery	07.24 – Station reopened. 08.10 – Station reopened.	
Immediate cause & resolution	Ongoing local power supply issue from yesterday. UKPN continue to work on the cable with a generator being utilised as a temporary measure.	

Network Issues

<<<< Upgrades / Power / TAC / Connect / Ticketing / Fatalities on LU Premises / Other >>>>

There were **14** instances of ambulances requested to attend LU premises, including **1** for a member of staff
Of these, **none** resulted in ORR notification.

Day 1 of the winter weather plan in force.

TODAY'S SIGNIFICANT EXTERNAL EVENTS

TYPE	EVENT	LOCATION	START TIME	FINISH TIME	ATTENDANCE	NEAREST STATIONS
Exhibition	Knitting & Stitching Show	Olympia	10.00	19.00	5,000	Kensington (Olympia)
Concert	Imagine Dragons	O2 Arena	18.30	23.00	17,000	North Greenwich
Concert	Morrissey	O2 Academy	19.00	22.30	4,000	Brixton
Football	Arsenal v Manchester City	Emirates Stadium	19.45	21.45	Ground Capacity 60,000	Arsenal, Finsbury Park, Highbury & Islington

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.