

General Information - all lines

Determining service status

Core Times

Mon – Fri: 0700 - 0930

Mon – Fri: 1630 - 1900

Events

Where an event (e.g. football, concert) is taking place which will result in increased traffic on a given line, it should be treated as a core time.

FIRST TRAINS

Should a first train be cancelled / delayed we would:

- (a) if delay is <15mins - broadcast a BBMS to staff and issue a Connect message advising that the first train in a given direction will be XX minutes late
- (b) if delay is >15mins and we are within 30 minutes of start of traffic - issue the appropriate suspension message for that line.

LAST TRAINS

Should the last train (or up to three last trains) be delayed we would:

- (a) if delay is <15mins - broadcast a BBMS to staff and issue a Connect message advising that the last train(s) in a given direction will be XX minutes late
- (b) if delay is >15mins - issue the appropriate suspension message for that line. Additionally, the message would include advice to customers not to wait and to make use of the arranged ticket acceptance on alternative routes

Bakerloo line

Service Status MINOR DELAYS				
FACTORS	Trains between Queen's Park - Elephant & Castle		Trains between Queen's Park - Harrow & Wealdstone	
	Core Times	Other Times	Core Times	Other Times
Headways	3x normal lasting >10 mins	4x normal lasting >15 mins	2x normal (not consecutive cancellations)	2x normal (not consecutive cancellations)
Trains Moving Slowly	>10 mins of blocking back with 3x normal headway	>10 mins of blocking back with 3x normal headway	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination
Stoppage / Sit Down	Between 5-10 mins	Between 10-15 mins	Sit-down <15 mins: advise minor delays until gap regulated	Sit-down <15 mins: advise minor delays until gap regulated
% of Scheduled Trains In Service	Between 75–85%	Between 70–85%	Between 75–85%	Between 70–85%

Service Status SEVERE DELAYS				
FACTORS	Trains between Queen's Park - Elephant & Castle		Trains between Queen's Park - Harrow & Wealdstone	
	Core Times	Other Times	Core Times	Other Times
Headways	4x normal lasting >15 mins	5x normal lasting >20 mins	3x normal or >2 consecutive cancellations	3x normal or >2 consecutive cancellations
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early (or shuttle service introduced) and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early (or shuttle service introduced) and/or trains working platform-to-platform
Stoppage / Sit Down	>10 mins	>15 mins	> 20 mins	> 20 mins
% of Scheduled Trains In Service	<75%	<70%	<70%	<70%

Service Status SUSPENDED OR PART SUSPENDED	
FACTORS	Declared when no movement of trains for 15mins or more

Service Status GOOD SERVICE	
FACTORS	Declared when none of the factors are affected

NOTES: CORE TIMES are **weekdays** between 0700-0930 and 1630-1900 (also during the times an event is taking place which results in increased customer flow eg football, concert)

Central line

Service Status	MINOR DELAYS				
FACTORS	Trains between White City - Leytonstone		Trains between Leytonstone - Epp/Hai or W City - W Ruislip/E Broadway		HAI to Woo
	Core Times	Other Times	Core Times	Other Times	All times
Headways	2x normal lasting >10 mins	3x normal lasting >10 mins	2x normal (not consecutive cancellations)	3x normal (not consecutive cancellations)	1x train cancelled
Trains Moving Slowly	>10 mins of blocking back with 2x normal headway	>10 mins of blocking back with 3x normal headway	>15 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled	
Stoppage / Sit Down	Between 5-10 mins	Between 5-10 mins	Sit-down >10 mins: advise minor delays until gap regulated	Sit-down >15 mins: advise minor delays until gap regulated	
% of Scheduled Trains In Service	Between 80–90%	Between 75–85%	Between 80–90%	Between 75–85%	

Service Status	SEVERE DELAYS				
FACTORS	Trains between White City - Leytonstone		Trains between Leytonstone - Epp/Hai or W City - W Ruislip/E Broadway		HAI to Woo
	Core Times	Other Times	Core Times	Other Times	All times
Headways	3x normal lasting >10 mins	4x normal lasting >10 mins	3x normal or there are >3 consecutive cancellations	4x normal or there are >3 consecutive cancellations	2x trains cancelled
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early (or shuttle service introduced) and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early (or shuttle service introduced) and/or trains working platform-to-platform	
Stoppage / Sit Down	>10 mins	>10 mins	> 20 mins	> 20 mins	
% of Scheduled Trains In Service	<80%	<75%	<80%	<75%	

Service Status	SUSPENDED OR PART SUSPENDED
FACTORS	Declared when no movement of trains for 15mins or more

Service Status	GOOD SERVICE
FACTORS	Declared when none of the factors are affected

NOTES: CORE TIMES are **weekdays** between 0700-0930 and 1630-1900 (also during the times an event is taking place which results in increased customer flow eg football, concert)

Jubilee line Service Status Matrix

Where advertised, delays will be limited to the sections shown below where possible. Peak times: 0700 - 0930 and 1630 - 1900, Monday - Friday or other time with major event on line. Off-Peak - all other times

Stanmore - Wembley Park	Wembley Park - Green Park	Green Park - North Greenwich	North Greenwich - Stratford	
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For incidents which cause the train service to stop

	Peak times			
	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
Predicted Length of stoppage	5 mins or less	Between six and ten minutes	Between 11 and 15 minutes	Any stoppage greater than 15 minutes

	Off-Peak times			
	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
Predicted Length of stoppage	8 mins or less	Between 8 and 12 minutes	Between 13 and 15 minutes	Any stoppage greater than 15 minutes

For incidents which cause the train service to move more slowly than usual (track failure, defective train in RM, etc)

	No message	Minor Delays	Severe Delays	Suspended / Part Suspended
Increase in journey time between stations*	Up to twice scheduled journey time	Twice the scheduled journey time	Three times the scheduled journey time	Consider if over four times or more than scheduled journey time

* When a failure occurs, determine the increase in journey time by using Tracknet to determine the journey time. The train should be tracked from the point where it departs the station two stations

Gaps in service - may be a result of fewer trains in service or because the controller is turning trains short, there may be extended intervals on a particular section of the line

	Peak Times		Off Peak Times	
	Minor Delays	Severe Delays	Minor Delays	Severe Delays
Headway	5 - 10 minutes	Greater than 10 minutes	9 - 15 minutes	Greater than 15 mins

Where a delay is declared, the line status must be reviewed no less than every fifteen minutes.

Piccadilly line

Service Status MINOR DELAYS				
FACTORS	Trains between Heathrow Airport - Arnos Grove		Trains between Acton Town - Uxbridge and Arnos Grove - Cockfosters	
	Core Times	Other Times	Core Times	Other Times
Headways	3x normal lasting >10 mins for more than one train	4x normal lasting >15 mins for more than one train	2x normal (not consecutive cancellations)	2x normal (not consecutive cancellations)
Trains Moving Slowly	>10 mins of blocking back with 3x normal headway for more than one train	>10 mins of blocking back with 3x normal headway for more than one train	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination
Stoppage / Sit Down	Between 10-15 mins	Between 15-20 mins	Sit-down <15 mins: advise minor delays until gap regulated	Sit-down <15 mins: advise minor delays until gap regulated
% of Scheduled Trains In Service	Between 75–85%	Between 70–85%	Between 75–85%	Between 70–85%

Service Status SEVERE DELAYS				
FACTORS	Trains between Heathrow Airport - Arnos Grove		Trains between Acton Town - Uxbridge and Arnos Grove - Cockfosters	
	Core Times	Other Times	Core Times	Other Times
Headways	4x normal lasting >15 mins for more than one train	5x normal lasting >20 mins for more than one train	3x normal or there are >2 consecutive cancellations	3x normal or there are >2 consecutive cancellations
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early	>20 mins of blocking back and/or trains being terminated early	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform
Stoppage / Sit Down	>15 mins gap for more than one station	>20 mins gap for more than one station	> 15 mins	> 15 mins
% of Scheduled Trains In Service	<75%	<70%	<70%	<70%

Service Status SUSPENDED OR PART SUSPENDED	
FACTORS	Declared when no movement of trains for 15mins or more

Service Status GOOD SERVICE	
FACTORS	Declared when none of the factors are affected

NOTES: CORE TIMES are **weekdays** between 0700-0930 and 1630-1900 (also during the times an event is taking place which results in increased customer flow eg football, concert)

District line

Service Status MINOR DELAYS				
FACTORS	Trains between Earl's Court - Barking		Trains between E Court - E Broadway/Rich/Wimb and Barking - Upminster	
	Core Times	Other Times	Core Times	Other Times
Headways	3x normal lasting >10 mins	4x normal lasting >15 mins	2x normal or 2x consecutive cancellations	2x normal or 2x consecutive cancellations
Trains Moving Slowly	>10 mins of blocking back with 3x normal headway	>10 mins of blocking back with 3x normal headway	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination
Stoppage / Sit Down	Between 5-10 mins	Between 10-15 mins	Sit-down <15 mins: advise minor delays until gap regulated	Sit-down <15 mins: advise minor delays until gap regulated
% of Scheduled Trains In Service	Between 75–85%	Between 70–85%	Between 75–85%	Between 70–85%

Service Status SEVERE DELAYS				
FACTORS	Trains between Earl's Court - Barking		Trains between E Court - E Broadway/Rich/Wimb and Barking - Upminster	
	Core Times	Other Times	Core Times	Other Times
Headways	4x normal lasting >15 mins	5x normal lasting >20mins	3x normal or there are >3 consecutive cancellations	3x normal or there are >3 consecutive cancellations
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early	>20 mins of blocking back and/or trains being terminated early	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform
Stoppage / Sit Down	>10 mins	>15 mins	Between 15 - 20 mins	Between 15 - 20 mins
% of Scheduled Trains In Service	<75%	<70%	<70%	<70%

Service Status SUSPENDED OR PART SUSPENDED	
FACTORS	Declared when no movement of trains for 15mins or more

Service Status GOOD SERVICE	
FACTORS	Declared when none of the factors are affected

NOTES: CORE TIMES are **weekdays** between 0700-0930 and 1630-1900 (also during the times an event is taking place which results in increased customer flow eg football, concert)

Metropolitan line

Service Status MINOR DELAYS				
FACTORS	Trains between Harrow-on-the-Hill - Baker Street		Branches	
	Core Times	Other Times	Uxbridge and Watford branches	Chesham and Amersham branches
Headways	3x normal lasting >10 mins	4x normal lasting >15 mins	2x normal or 2x consecutive cancellations	Up to 1.5x normal
Trains Moving Slowly	>10 mins of blocking back with 3x normal headway	>10 mins of blocking back with 3x normal headway	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination	>20 mins of trains moving slowly in an area but trains are not being terminated short of scheduled destination
Stoppage / Sit Down	Between 5-10 mins	Between 10-15 mins	Sit-down <15 mins: advise minor delays until gap regulated	Sit-down <15 mins: advise minor delays until gap regulated
% of Scheduled Trains In Service	Between 75–85%	Between 70–85%	Between 75–85%	Between 70–85%

Service Status SEVERE DELAYS				
FACTORS	Trains between Harrow-on-the-Hill - Baker Street		Branches	
	Core Times	Other Times	Uxbridge and Watford branches	Chesham and Amersham branches
Headways	4x normal lasting >15 mins	5x normal lasting >20 mins	3x normal or there are >3 consecutive cancellations	2x normal or 1x cancellation
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early	>20 mins of blocking back and/or trains being terminated early	>20 mins of blocking back and/or trains being terminated early and/or trains working platform-to-platform	Up to 20 mins or more in progress of train between Harrow and Chesham / Watford
Stoppage / Sit Down	>10 mins	>15 mins	Between 15 - 20 mins	Up to 20 mins
% of Scheduled Trains In Service	<75%	<70%	<70%	<70%

Service Status SUSPENDED OR PART SUSPENDED	
FACTORS	Declared when no movement of trains for 15mins or more

Service Status GOOD SERVICE	
FACTORS	Declared when none of the factors are affected

NOTES: CORE TIMES are **weekdays** between 0700-0930 and 1630-1900 (also during the times an event is taking place which results in increased customer flow eg football, concert)

Circle and Hammersmith & City lines

Service Status MINOR DELAYS		
FACTORS	Circle line	Hammersmith & City line
	All Times	All Times
Headways	2x Consecutive cancellation	2x Consecutive cancellation
Trains Moving Slowly	3x normal headway	3x normal headway
Stoppage / Sit Down	Between 10-15 mins	Between 10-15 mins
% of Scheduled Trains In Service	Between 70–85%	Between 70–85%

Service Status SEVERE DELAYS		
FACTORS	Circle line	Hammersmith & City line
	All Times	All Times
Headways	3 x consecutive cancellations	3 x consecutive cancellations
Trains Moving Slowly	>4x normal headway	>4x normal headway
Stoppage / Sit Down	Between 15-20 mins (if suspension not declared)	Between 15-20 mins (if suspension not declared)
% of Scheduled Trains In Service	<70%	<70%

Service Status SUSPENDED OR PART SUSPENDED	
FACTORS	Declared when no movement of trains for 15mins or more

Service Status GOOD SERVICE	
FACTORS	Declared when none of the factors are affected

NOTES: CORE TIMES are **weekdays** between 0700-0930 and 1630-1900 (also during the times an event is taking place which results in increased customer flow eg football, concert)

Northern line

Service Status			MINOR DELAYS	
FACTORS	All section of the line		Finchley Central - Mill Hill East	
	All Times		All Times	
Headways	10min Gaps		20min gap	
Trains Moving Slowly	>10 mins of blocking back		Trains moving slowly on the branch	
Stoppage / Sit Down	5-10 mins		>10 mins	
% of Scheduled Trains In Service	Between 75–85%		Between 70–85%	
Service Status			SEVERE DELAYS	
FACTORS	All section of the line		Finchley Central - Mill Hill East	
	All Times		All Times	
Headways	15 Min gaps		25 min gap	
Trains Moving Slowly	>15 mins of blocking back and/or trains being terminated early or routed to other branches		Trains moving slowly on the branch	
Stoppage / Sit Down	>10 mins		>15 mins	
% of Scheduled Trains In Service	<75%		<70%	
Service Status			SUSPENDED OR PART SUSPENDED	
FACTORS	Declared when no movement of trains for 15mins or more			
Service Status			GOOD SERVICE	
FACTORS	Declared when none of the factors are affected			

NOTE: CORE TIMES are weekdays between 0700-0930 and 1630-1900 (also during the times an event is taking place which results in increased customer flow eg football, concert)

Victoria line Service Status Matrix

Effective 23 July 2012

Where advertised, delays will be limited to the sections below wherever possible. Peak times: 0700 - 0930, Mon - Fri.

Walthamstow Central - Seven Sisters	Seven Sisters - Victoria	Victoria - Brixton
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For incidents which cause the train service to stop

	Peak Times			
	No message	Minor Delays	Severe Delays	Part Suspended / Suspended
Predicted Length of Stoppage	5 mins or less	Between 6 and 10 minutes	Between 11 and 15 minutes	Any stoppage greater than 15 minutes
	Off Peak Times			
	No message	Minor Delays	Severe Delays	Part Suspended / Suspended
Predicted Length of Stoppage	8 mins or less	Between 8 and 12 minutes	Between 13 and 15 minutes	Any stoppage greater than 15 minutes

For incidents which cause the train service to move more slowly than usual (Track Failure, Defective train, Loss of ATO/ATP)

	Peak Times			
An Increase in Journey Time	No message	Minor Delays	Severe Delays	Part Suspended / Suspended
Between Stations	Up to twice normal journey time	2 - 3 times the normal journey time	4 - 8 times the normal journey time	9 or greater will consider
	Off Peak Times			
An Increase in Journey Time	No message	Minor Delays	Severe Delays	Part Suspended / Suspended
Between Stations	2 - 3 times the normal journey time	4 - 6 times the normal journey time	7 - 10 times the normal journey time	9 or greater will consider

Where a delay is declared, the line status must be reviewed once the predicted "stoppage" time has elapsed. If the problem has not been resolved, you should consider if it is appropriate to go to the next level of delay. For example, if the predicted stoppage time is 5 minutes and movement has not been achieved after 6 minutes, escalate to minor delays. If the incident continues escalate to severe delays after 11 minutes, and suspension after 15 minutes. Wherever possible, delay messages should be confined to the section and direction affected. Use the sections listed above as a guide. During peak times, a stoppage of 5 minutes is likely to cause trains to come to a stand at all stations behind, so the delay may well be on the whole North or Southbound

Where a delay is declared, the line status must be reviewed no less than every 15 minutes

* For all our Customers, Minor Delays should be interpreted as "our service will get you to your destination but with minimal delays", and Severe Delays means, "please seek alternative routes".

Waterloo & City line

Service Status MINOR DELAYS		
FACTORS	Core Times	Other Times
% of Scheduled Trains In Service	3x trains in service	2x trains in service

Service Status SEVERE DELAYS		
FACTORS	Core Times	Other Times
% of Scheduled Trains In Service	2x trains in service	1x train in service

Service Status SUSPENDED	
FACTORS	Declared when no movement of trains for 15mins or more

Service Status GOOD SERVICE	
FACTORS	Declared when none of the factors are affected

NOTE: CORE TIMES are weekdays between 0700-0930 and 1630-1900 (also during the times an event is taking place which results in increased customer flow eg football, concert)