Incident Data Guidance Note

Limitations of the data

The data in the associated file represents a snapshot of the data set at the time it was extracted.

It is not uncommon for the incident details to change as further investigations are carried out. Sometimes investigations may take several weeks to complete, depending on the complexity of the incident.

Definitions

The following gives definitions for the data headings used in the associated file.

Line
The London Underground line (e.g. Victoria line) on which customers were delayed by an incident.

Date
Date incident occurred.

Time
Time the incident initially occurred at.

Day
Day of the week.

Location
Location the incident occurred at based on where customers were delayed.
Note: Not all incidents occur at a specific station, with some delays occurring when a train is in between stations. In these scenarios, depending on exactly where the train is in the section the incident may be booked to the station the train is departing from, or the station the train is delayed arriving to.

Direction
The direction the train was travelling in when an incident occurred.
Note: This field only applies to trains in passenger service on the running line. Therefore if a train has been cancelled in the train depot without entering service this field will show as "N/A". Similarly if the incident refers to the business function of "Stations" involving assets such as lifts or escalators the direction will also show as "N/A".

Initial Delay
The number of minutes the train service is initially delayed for due to an incident.

Example: A customer is taken ill on a train and is helped off by station staff. The train is delayed departing by three minutes, and therefore the initial delay is three minutes.

Total Duration

Whilst initial delay only captures the initial delay to the train service, the total duration captures the full extent of an incident if it is more than a simple stop / start.

The total duration could reflect:

- The total time a train is missing from service after being withdrawn, with the time a replacement train enters service being the time the duration finishes.
- The total time a signal fault took place over, with the time the signal is fixed and returning to normal operations the time the duration ends.

Example 1: A train is withdrawn from service due to a defect at 20:00. The initial delay to the train service is five minutes, but the train itself is taken out of service for three hours whilst the fault is fixed, re-entering service at 23:00. The total duration is based on the time between the initial incident occurring, and the train re-entering service. In this example the duration would be 180 minutes.

Example 2: A signal failure occurs at 13:00 causing a five minute initial delay to the first train. However the signal continues to fail and is not fixed until 14:00. In this example the duration would be 60 minutes.

Example 3: If multiple trains are missing from service for the same reason the disruption maybe booked as multiple cancellations under one incident. This has been used regularly for lack of train operators due to COVID19. These incidents will appear with an initial delay of 0, but often a high figure for the duration. If 10 trains are missing from service for 10 hours each, this would be shown by a duration of 6000 minutes (based on 10 trains x 600 minutes).

Business function

Business function is used to describe the different departments in London Underground. Each incident is assigned a business function based on the root cause responsible for the train being delayed, withdrawn or cancelled. A brief summary of these is explained below:

Business Function	Description
Four Line Modernisation (4LM)	Four Line Modernisation involves the upgrading of trains, signalling, and power across the Metropolitan, District, Circle, and Hammersmith & City lines. These incidents are related to the upgrade work.
Customer Service	Incidents involving customers such as a train being delayed due to an ill customer being taken off the train, or a train being stopped short due to a member of station staff using a track retrieval device to pick up a customers dropped mobile phone from the track.
Fleet	Any incident involving a train being delayed, withdrawn or cancelled due to a defect on the train.
Line Operations	Refers to incidents predominantly involving train operators such as a train being cancelled due to lack of available train operators.
Other	This is used to capture other categories including delays due to: • Network Rail infrastructure such as non London Underground signalling; • Safety and security – such as police asking a station to be closed due to a criminal offence taking place outside the station; • Extreme weather related incidents – one off events. • Power failures due to UK Power Network
Power	Any incident involving a power failure where the power supply is provided by London Underground (not UK Power Network)
Renewals & Enhancements (R&E)	Incidents associated with upgrade work. For example upgrade work is completed overnight during engineering hours, but the track is handed back to the operational teams 15 minutes late, meaning there is a delay to the start up of services on the line.
Signals	Any incident due to some form of signalling issue.
Stations	Any incident due to a Stations Infrastructure fault. This could include lifts and escalators being out of service, or a fire alarm malfunctioning.
Track	Any incident due to some form of track issue – this also includes delays caused by track obstructions and vegetation.
COVID19	Incidents related to COV19 – examples include lack of operational staff due to isolating, looking after others, or deep cleaning of equipment/premises.