

London Underground Limited

Managing Director's Performance Report to the Underground Advisory Panel



To period 10 ended 5 January 2008

5 February 2008

**London Underground Period Performance Report
To Period 10 2007/08
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LONDON UNDERGROUND LIMITED
Managing Director's Performance Report to the
Underground Advisory Panel
To period 10 2007/08, ended 5 January 2008

Introduction

This report covers London Underground's operational and service performance, financial results, asset performance, and PPP contract performance over the first ten periods of 2007/08, with particular emphasis on performance since the mid-year report was presented to the Panel on 6 November 2007.

Customer Satisfaction

The first quarter's overall evaluation score rose by one point, its third successive one point rise, and met the target of 78. Although the score for the second quarter fell by one point, it was much better than in the second quarter of last year when there was a larger than usual seasonal decline. The most recent result, for Quarter 3, showed a further 1 point fall and as a consequence the year to date figure has fallen to 77, one point below the target. However the target for the year can still be achieved if a score of 78 can be achieved in Quarter 4. Crowding appears to be the main reason for the decline this quarter, with customer perceptions of train crowding deteriorating by 3 points reflecting the record passenger numbers carried during the third quarter.

Demand

Year-on-year growth has continued although the rate has slowed a little recently. Passenger journeys to date at 832 million are almost 8% higher than over the equivalent periods of last year and are forecast to reach almost 1.1

billion for the year. A new record demand was established on Friday 7 December when an estimated 4.17 million journeys were made on the Underground.

Journey Time

Excess journey time for the year to date averages 7.76 minutes, or 7.61 minutes excluding the effect of the Metronet strike, compared with the 7.47 minute target. Key influences on journey time since mid-year have been record passenger numbers and rolling stock shortages (see below) which combined to cause increases in station congestion, average runtimes and on-train crowding levels

Train kilometres and percentage of schedule

The percentage of schedule operated to date is 94.5% which is 0.6% below the budget. As described in the mid-year review, the largest single incident affecting performance was industrial action by Metronet staff in September which was estimated to have caused the loss of some 244,000 train kilometres, equivalent to 0.4% cent of the scheduled service for periods 1-10.

The Northern line has maintained its record of being the only line to have met its percentage of schedule target in every period. On average over the year to date the Victoria, Metropolitan, East London and Waterloo & City lines have achieved their targets and the District line has also met target if its losses due to the Metronet strike are excluded.

The East London line closed on 22 December, having achieved 98.8% of its scheduled kilometres (or 99.5% if Metronet strike losses are excluded) since the beginning of the financial year. Good performance was maintained to the

end, with 99.7% of schedule operated in the two weeks of period 10 up to closure.

Poor rolling stock availability has been the main cause of the Central line's recent below budget performance. This was mainly due to an increase in the number of flashed over traction motors and to a lesser extent a backlog of overdue wheel sets. Work is under way to identify the root cause of the motor problems and to develop proposals for improving the performance of the stock.

Passenger loadings were particularly heavy on the Piccadilly line in the run up to Christmas. The resultant increase in station dwell times added to lateness caused by various infrastructure and customer incidents and frequently resulted in cancellations, reformations and short tripping in order to maintain headways and bring the service back to timetable.

Disruption to the Victoria line due to track and signalling incidents has reduced significantly since the first half of the year, and the line's cumulative performance is consequently back in line with target. Early closure of the line on Mondays to Thursdays for upgrade work continued through to 22 November 2007 and recommenced from 4 February 2008.

Circle & Hammersmith line performance remains below 90% with rolling stock and staff shortages continuing to be the most persistent causes of service losses. The stock position is expected to improve over the coming months as repaired units are returned to service. Line management is working closely with Occupational Health to address the issue of train operators who are on alternative duties for medical reasons and who are consequently not available to drive trains.

Safety

There have been no accidental customer fatalities to date this year. The total of 104 customer major injuries to date is less than in the equivalent period of 2006/07 and means that the target rate of 0.14 major injuries per million passenger journeys is being achieved.

Financial Results

The financial forecast shows a reduction of £90 million in net activity cost compared with the budget. The main causes of this variance are reduced performance payments to Infracos reflecting the Metronet strike, other availability abatements and delays in Metronet's stations programme. Savings in traction power costs and release of unallocated risk provision have also contributed to the reduced cost.

Asset Performance

Rolling stock mean distance between failures (MDBF) has on average shown little change compared with last year. The Piccadilly line has the best performing fleet, averaging almost 16,000 km between failures. Jubilee line rolling stock MDBF has shown a recent downward trend, believed to be partly a consequence of the conversion work currently ongoing in connection with the upgrade, although its average over the year shows an improvement on 2006/07. Northern line MDBF remains stubbornly low, as does the Circle & Hammersmith, both averaging around 6,000 km between failures.

The average number of delays per period caused by Signal or Points failures has been lower over 2007/08 to date than for the year 2006/07. All the JNP and SSL lines show improvements, in contrast to the BCV lines which have all

seen increases. Comparisons of track related delays are distorted by the high number on SSL in early summer 2006 due to the rail de-stressing issue. The JNP lines all show a year-on-year increase with the Northern line in particular showing an upward trend.

Excluding planned works, escalator and lift availabilities have averaged 98.7% and 98.8% respectively over the year to date. Bank station continues to suffer reduced escalator availability, with customers being reminded by way of posters and announcements to avoid interchanging there.

PPP Contract Performance

Total Lost Customer Hours (LCH) attributed to Infracos to date are above sum of the availability benchmarks in the PPP Contracts although if the LCH due to the Metronet strike are excluded the total for the year to date is only marginally higher than the sum of the benchmarks.

Based on agreed LCH (i.e. excluding incidents where attribution is still subject to contractual agreement) and excluding the effects of the Metronet strike, the Victoria line's LCH are 28% worse than benchmark due to track and signalling faults earlier in the year although a recent improvement has seen the agreed values fall below benchmark in the last 4 periods. The Northern, District and Waterloo & City lines are also worse than benchmark while the Central line is only marginally worse despite disruption caused by the derailment in July. The East London line recorded 60% better than benchmark performance, while the Piccadilly and Metropolitan, Circle & Hammersmith lines have bettered their benchmarks by over 50%.

Engineering overruns continue to average 3 per week this year compared with an average of around 4 per week over the previous two years.

Tube Lines reached the half-way point in their stations programme earlier this year with the completion of a further 16 station enhancements in addition to the 31 delivered by 31 March 2007. In contrast Metronet had only completed 28 out of 55 stations contractually due by 31 March 2007. This year another 10 have been delivered to date and a further 5 have been declared complete by Metronet and are awaiting LU sign-off. The programme has experienced further delays because of the difficulty of addressing contractual issues with suppliers while Metronet is in administration, meaning that work at a number of stations has slowed or temporarily stopped. Following a review of the programme it has been agreed that that all the stations where work is in progress will be completed as soon as possible and a number of other key stations currently in the design and planning stages will also proceed but the remainder will be deferred. The plans will be revisited after the transfer of Metronet to TfL has been completed and there is a clearer picture of the financial situation and the capability of the organisation.

Employee Attendance

The good start to the year reported previously has been maintained with the overall LU staff attendance rate remaining on target at 95.9%. This is the best sustained performance for at least 10 years.

London Underground Period Performance Report
Performance Scorecard - Period 10 2007/08

2006/07 Actual	Measures	Reporting Frequency	Unit	Year to date			Annual Target	Year Forecast
				Actual	Budget	Variance		
Customer Service								
76	CSS Overall Evaluation	Quarterly	Score	77	78	(1)	78	
8.06	Excess Journey Time (Weighted)	Period	Minutes	7.76	7.47	(0.29)	7.47	
0.1	% Peak Train Cancellations due to ONAs	Period	%	0.1	0.6	0.5	0.6	
69,766	Kilometres Operated	Period	000's	53,961	54,549	(589)	71,336	70,747
94.5	% of Schedule Operated	Period	%	94.5	95.1	(0.6)	95.1	94.6
Safety & Security								
0.15	Customer Major Injuries per million journeys	Period	No.	0.13	0.14	0.01	0.14	
17.2	Notifiable Crimes per million journeys	Period	No.	14.2	17.0	2.8	17.0	
Infrastructure								
83	Project Delivery Milestones	Period	%	82	85	(3)	85	85
13.96	PPP Lost Customer Hours	Period	Million	14.58	12.04	(2.54)	15.64	
Commercial								
1,014.3	Passenger Journeys	Period	Million	831.9	797.5	34.4	1,048.0	1,096.2
77.9	Efficiencies	Quarterly	£m	71.7	59.0	12.7	80.5	93.3
1,128.8	Net Cost of Activities	Period	£m	840.7	943.7	(103.0)	1,228.6	1,139.0
1.2	Forecast Accuracy - Operating Expenditure	Annual	%				2.5	
10.6	Forecast Accuracy - Capital Expenditure	Annual	%				5.0	
People								
95.2	Attendance	Period	%	95.9	95.9		95.9	
63	ESS (People Index)	Annual	Index	69	64	5	64	
14,000	Headcount (FTE)	Period	No.	14,450	14,419	(32)	14,287	14,661
320	Temporary Staff > 12 months	Period	No.	269	317	48	317	282
19.5	Workforce Composition (Women)	Period	%	20.0	19.6	0.4	19.8	20.0
Stakeholder								
-2	Brand Tracker - Net Advocacy (Weighted)	Quarterly	Index	10	0	10	0	

Section 1

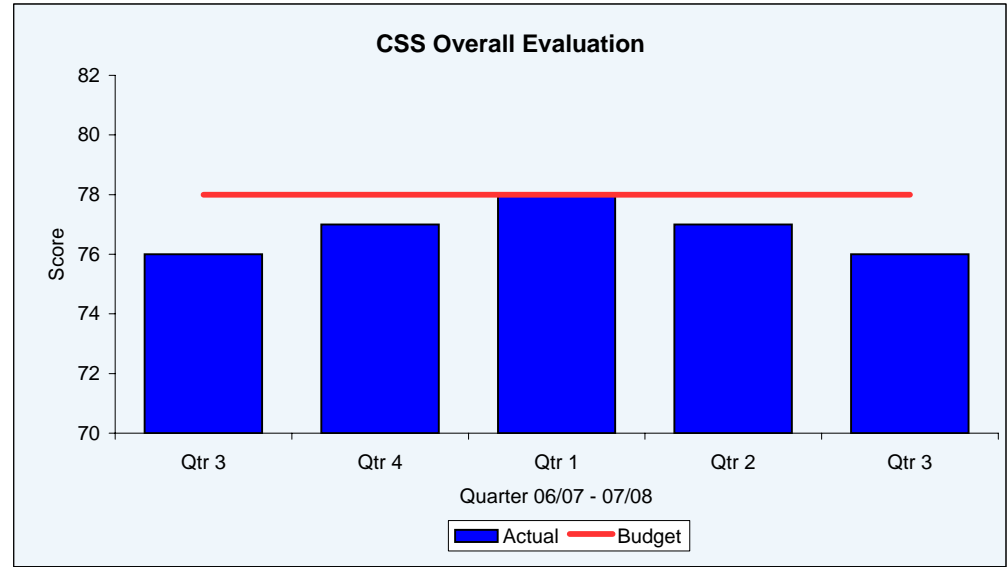
Service Performance

**London Underground Period Performance Report
To Period 10 2007/08
Customer Satisfaction**

The Overall Evaluation score fell by 1 point to 76 in Quarter 3 and as a consequence the year to date figure has fallen to 77, one point below the target. However the target for the year can still be achieved if a score of 78 can be achieved in Quarter 4.

Crowding appears to be the main reason for the decline, with customer perceptions of train crowding deteriorating by 3 points reflecting the record passenger numbers carried during this quarter.

There has been an improvement in satisfaction with Train Operators' PA announcements, which reassure customers and can improve perceptions of journey time during delays.



Customer Satisfaction Survey: System Service Group Scores

	2006/07 Qtr 3	2006/07 Qtr 4	2007/08 Qtr 1	2007/08 Qtr 2	2007/08 Qtr 3
Train Service	75	76	77	76	75
Safety & Security	80	80	81	81	81
Staff Helpfulness & Availability	76	75	77	77	75
Cleanliness	73	73	73	73	72
Information	79	79	79	80	80

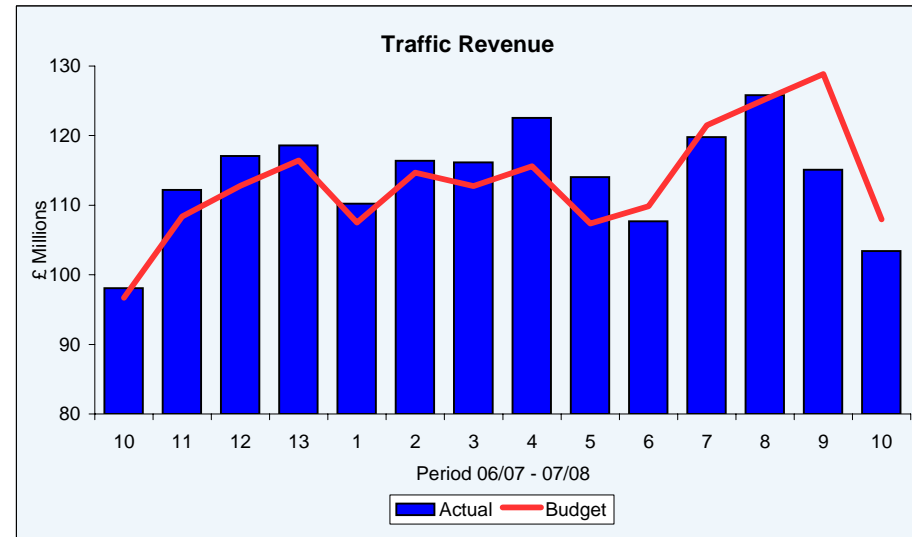
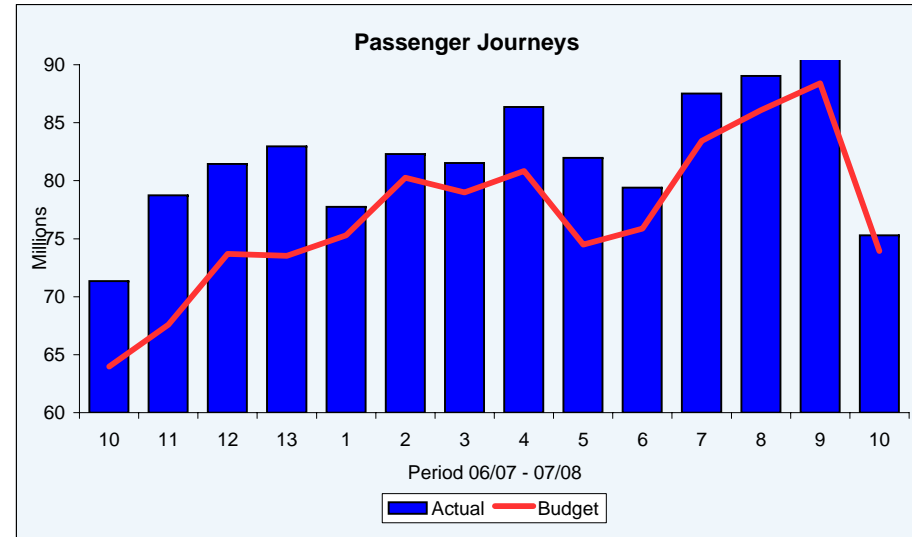
**London Underground Period Performance Report
To Period 10 2007/08
Demand and Revenue**

Passenger Journeys for the period are reported at 75.3 million which is 1.4 million (1.9%) above the budget. The forecast for the year is just under 1.1 billion, 4.6% above the budget and an increase of 8.1% on 2006/07.

Traffic Revenue for the period was £103.4 million, £4.6 million below budget and £1.5 million below forecast. The revenue figure represents 5% growth compared to the same period last year, which was lower than forecast, however the Christmas and New Year period is volatile. The full year forecast is unchanged at £1530 million.

By ticket product, Ordinary & Oyster PAYG dropped during the Christmas and New Year period in line with expectations (PAYG recorded its lowest weekly figure since the beginning of this financial year).

For products used predominantly by discretionary users (One & Three Day Off-Peak Travelcards), demand remained at fairly constant levels. Peak travelcards and travelcard seasons reflected the anticipated seasonal fall in demand.



**London Underground Period Performance Report
To Period 10 2007/08
Journey Time**

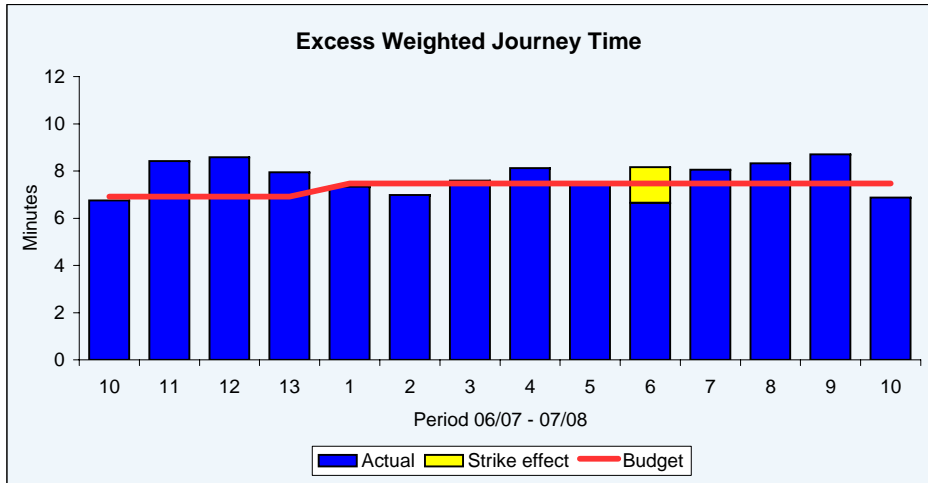
Excess journey time improved by 1.84 minutes this period compared to last. This was primarily due to sharp fall in passenger demand levels over the Christmas period which reduced station congestion and on train crowding leading to a corresponding improvement in excess AEI and trains time performance.

Train's excess improved by 1.81 minutes. The seasonal fall in demand coupled with a reduction in fleet and customer related disruption resulted in a 0.37 minute improvement in platform wait time, a 0.29 minute reduction in runtimes and a 1.15 minute reduction in excess due to on train crowding.

Ticket purchase time improved for the fourth successive Period and, at 0.28 minutes, is the best performance on record. The C&H was the only line to record an increase and this was due to a sharp rise in queue times at King's Cross (C&H). The number of tickets sold at the windows in the C&H ticket office has virtually tripled since Eurostar and Thameslink services were re-routed into St. Pancras.

Closures increased by 0.22 minutes this period compared to last and consisted of a 0.18 minute rise in planned closures and a 0.04 minute increase in unplanned closures. Even with the low demand over the Christmas period the lengthy closure of the Victoria line platforms at Victoria station accounted for 0.27 minutes of this period's 0.42 minute planned closure total. The periodic rise in the impact of unplanned closures was caused by fleet related problems on the Central line and a person under train incident on the Northern line.

The scheduled journey time improved slightly following the resumption of Victoria line services (post 22:00hrs Mon – Thurs) for the full period.



Excess Journey Time by Element (minutes)

	Period 9	Period 10	YTD
Trains	5.90	4.08	4.79
Stations	2.47	2.22	2.29
Closures	0.34	0.57	0.69
Total	8.71	6.87	7.76

Scheduled Journey Time	Period 9	Period 10
	36.69	36.68

Excess Journey Time by Line (minutes)

	Period 9	Period 10	YTD	Budget	Variance
Bakerloo	5.88	5.17	5.34	5.10	(0.24)
Central	6.29	5.60	6.19	5.25	(0.94)
Victoria	6.36	4.61	5.82	5.55	(0.27)
Waterloo & City	2.06	1.11	2.09	1.88	(0.21)
District	6.53	4.11	5.70	5.65	(0.05)
Metropolitan	9.25	6.79	7.58	7.62	0.04
Circle & Hammersmith	8.70	7.17	7.31	6.60	(0.71)
East London	0.91	1.31	1.09	1.29	0.20
Jubilee	6.12	4.70	5.60	5.25	(0.35)
Northern	6.39	4.82	5.94	6.04	0.10
Piccadilly	8.14	6.35	6.57	6.03	(0.54)
Network	8.71	6.87	7.76	7.47	(0.29)

**London Underground Period Performance Report
To Period 10 2007/08
Trains in Peak Customer Service**

The overall percentage of peak trains fell to 96.5% this period (96.7% excluding “non attributable” cancellations).

Despite the reduced demands on the fleet over the Christmas & New Year period, the number of peak cancellations on the Central line due to unavailable or defective stock rose in period 10, with 121 cancellations due to no OK stock, 6 defective in depot and 75 defective in service. Poor ‘C’ stock availability continued to depress performance on the Circle and Hammersmith & City lines.

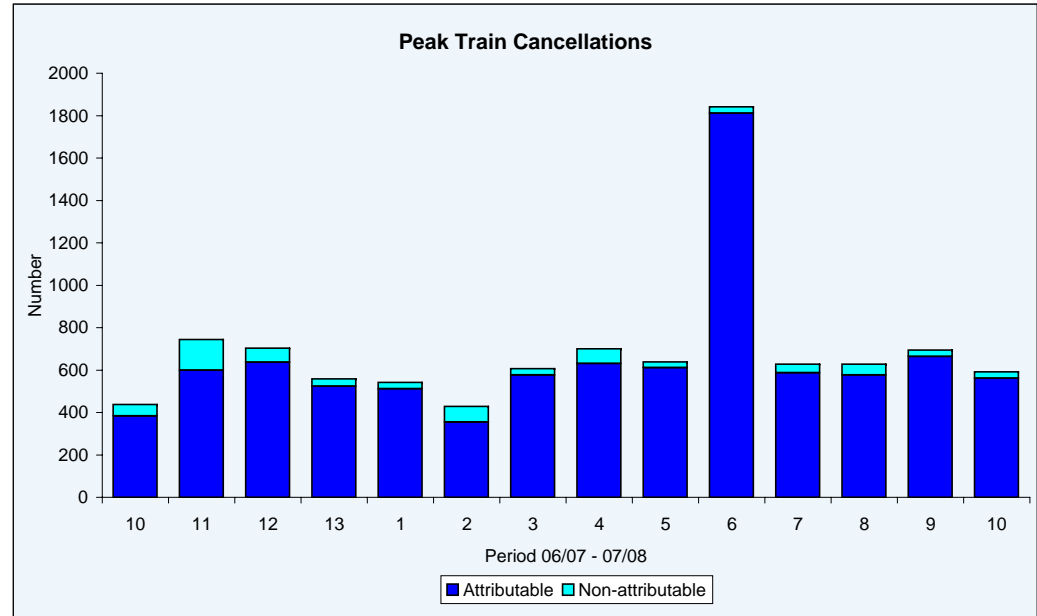
Cancellations due to signal failures decreased to 101. The most significant incidents were at Hammersmith on 19 December (Piccadilly line) and at Holborn and Shepherds Bush on 12 and 14 December respectively (Central Line). Other notable incidents were at Camden Town on 17 December (Northern line) and at Stratford on 20 December (Jubilee line),

‘Other’ cancellations on the Jubilee line were due to a combination of train radio failures and service requirements due to late running. The Piccadilly line also required some trains to be cancelled to aid service recovery, whilst the attendance of the London Fire Brigade following a report of a track fire approaching Stratford on the Central line resulted in the cancellation of 9 morning peak trains on 21 December.

Operator Not Available (ONA) cancellations rose from 10 to 27 this period with operator non-availability on the Circle and Hammersmith & City lines resulting in the cancellation of 9 and 13 peak trains respectively.

The number of track related peak cancellations fell to the lowest level for 2 years.

The principal “non attributable” incident affecting peak services was a person under a train at Tooting Broadway (Northern line).



Peak Train Cancellations by Cause - Period 10

	Attributable					Non Attrib.	Total	% Run
	ONA	Stock	Signals	Track	Other			
Bakerloo	2	6	0	0	2	1	11	98.9
Central	0	202	39	0	9	2	252	89.9
Victoria	0	8	7	0	0	0	15	98.7
Waterloo & City	0	2	0	0	0	0	2	98.7
District	0	39	3	0	0	7	49	98.0
Metropolitan	0	0	0	0	2	5	7	99.5
Circle	9	54	4	0	5	1	73	84.5
Hammersmith & City	13	16	3	0	2	2	36	93.0
East London	0	0	1	0	0	0	1	99.2
Jubilee	3	11	8	1	26	0	49	96.9
Northern	0	15	9	0	0	10	34	98.8
Piccadilly	0	7	27	4	22	2	62	97.5
Network	27	360	101	5	68	30	591	96.5

**London Underground Period Performance Report
To Period 10 2007/08
Train Kilometres and Percentage of Schedule**

The percentage of schedule averaged 94.9% over the period but there was a marked contrast between weeks 1&2 (average 93.4%) and weeks 3&4 – Christmas and New Year – when performance averaged 96.8%.

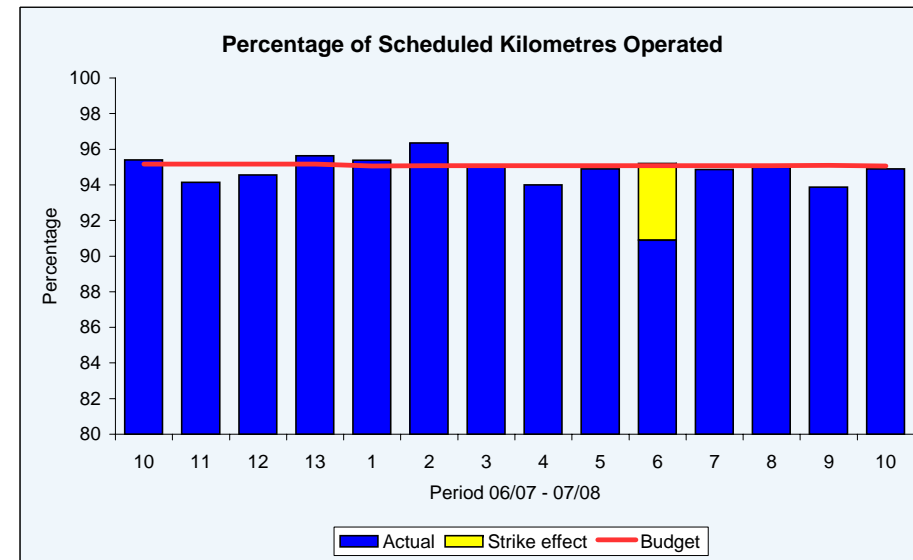
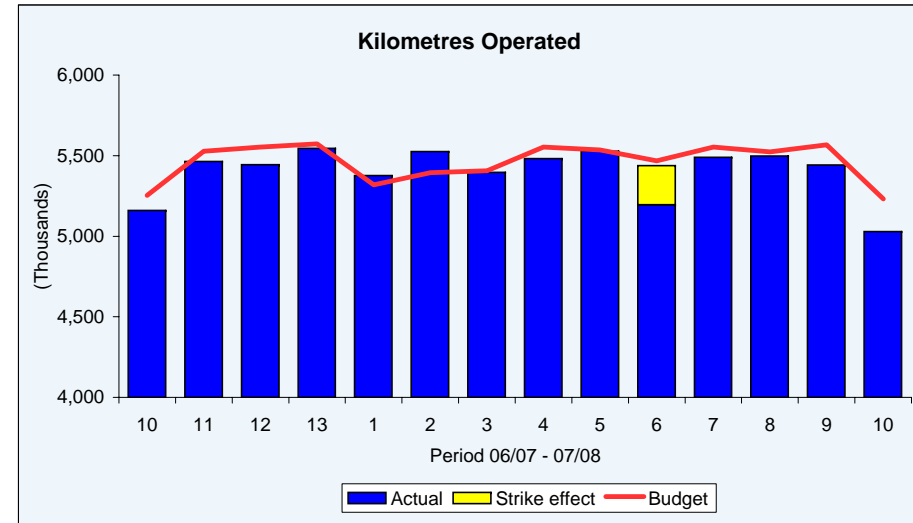
Unavailable or defective rolling stock again depressed Central line performance. Incidents that further disrupted services on the line included 3 signal track circuit failures, at Tottenham Court Road, Holborn and Holland Park, a smoke under car incident at Liverpool Street believed to have been caused by a flashed over motor, a track fire near Stratford and a loss of signalling control at White City.

A series of infrastructure and customer incidents including signal failures at Cockfosters, Hatton Cross, Hammersmith and Arnos Grove, trespassers on the track at Arnos Grove and a person under a train at Ravenscourt Park caused a reduction in the Piccadilly line's percentage of schedule to below 90% over the first two weeks of the period. In contrast, the line operated 97% of its schedule in Christmas week.

Stock and staff shortages remained the principal cause of lost service on the Circle & Hammersmith line, persisting throughout the period.

Incidents that disrupted services on the Jubilee line included 4 possession overruns, a track circuit failure at West Ham and a train radio failure on 4 January which caused a 1 hour full line suspension. Defective trains also continued to cause service losses.

The shortfall in total kms operated was due to the budget making insufficient allowance for reduced schedules and engineering works over Christmas.



Percentage of Schedule by Line

	Period 9	Period 10	YTD	Budget	YTD Var
Bakerloo	96.3	95.5	93.7	95.3	(1.6)
Central	95.2	93.8	95.2	96.6	(1.4)
Victoria	97.9	97.1	95.6	95.6	0.0
Circle & Hammersmith	86.2	87.4	86.9	90.5	(3.6)
District	94.8	97.1	95.4	96.0	(0.6)
East London	99.8	99.7	98.8	98.5	0.3
Metropolitan	96.1	98.1	96.4	96.0	0.4
Waterloo & City	92.5	94.6	95.8	95.7	0.1
Jubilee	94.8	95.0	95.3	96.4	(1.1)
Northern	95.7	96.3	95.2	93.5	1.7
Piccadilly	87.8	92.0	92.8	94.0	(1.2)
Network	93.9	94.9	94.5	95.1	(0.6)

Section 2

Safety

**London Underground Period Performance Report
Safety Scorecard - Period 10 2007/08**

Measures	Reporting Frequency	Unit	Period 10			Year to Date			Annual Target
			Actual	Budget	Variance	Actual	Budget	Variance	
Audits - Station Operations	Period	%	n/a	70	n/a	71	70	1	70
Audits - Train Operations	Period	%	69	69	0	68	69	(1)	69
Confirmed Fires	Period	No.	15	16	1	125	159	34	206
Customer Fatalities	Period	No.	0	n/a	n/a	0	n/a	n/a	n/a
Customer Major Injuries	Period	No.	6	n/a	n/a	104	n/a	n/a	n/a
Derailments in service	Period	No.	0	0	0	1	0	(1)	0
Employee Major Injuries	Period	No.	0	n/a	n/a	16	n/a	n/a	n/a
Employee/Contractor Fatalities	Period	No.	0	0	0	0	0	0	0
LCH due to safety related issues	Quarter	%	42	n/a	n/a	40	n/a	n/a	n/a
Lost Time Injuries (LTI)	Period	No.	34	48	14	442	481	39	625
LUSATS - Overdue Actions	Period	No.	2	0	(2)	2	0	(2)	0
Platform Train Incidents (PTI)	Period	No.	52	47	(5)	537	471	(66)	612
Regulatory Notices issued by HMRI	Period	No.	0	0	0	1	0	(1)	0
Section 12 Contraventions	Period	No.	0	0	0	4	0	(4)	0
Workplace & Work-Related Violence	Period	No.	115	n/a	n/a	1,433	n/a	n/a	n/a

London Underground Safety Action Tracking System (LUSATS) Overdue Actions

Two actions remain outstanding from periods 8 and 9 respectively. One action relates to the commissioning of OPO/PTI equipment at Acton Town and is being held at red until the programme is completed in February 2008. The second action relates to non compliance by Connect to an Engineering Regulatory Notice requiring the appropriate procedures to be followed for accessing and working in signal control rooms at New Cross. Further investigation has shown that this issue applies at many other locations and the Regulatory Notice is being reissued and extended to reflect this. As a result further time is needed to achieve full compliance.

PTI Incidents

This measure is likely to be exceeded for the remainder of the year. Investigation into the root causes of this adverse trend continues.

Section 3

Financial Results

London Underground Period Performance Report
Financial Summary to Period 10 2007/08

2006/07 Actual £m	Activity	Year to Date			Forecast £m	Full Year		Quarter 2 Forecast £m	Var from Q2 Fcast £m	
		Actual £m	Budget £m	Variance £m		Budget £m	Variance £m			
(1,414.7)	Traffic Revenue	(1,151.1)	(1,151.2)	0.2	(1,530.0)	(1,517.0)	(13.0)	(1,570.0)	40.0	
(102.6)	Secondary Revenue	(90.3)	(102.7)	12.4	(116.9)	(132.4)	15.6	(120.0)	3.1	
497.8	Operations Customer Services	406.9	400.8	6.1	535.5	527.4	8.1	536.6	(1.1)	
46.6	BT Police	37.3	37.8	(0.4)	49.1	49.1	(0.0)	49.0	0.1	
45.0	Operational Support	35.1	36.1	(1.0)	46.8	46.8	(0.0)	47.1	(0.4)	
6.5	Operational Upgrades	11.5	11.0	0.5	15.7	14.3	1.4	16.7	(1.0)	
1.6	Improvements	0.8	4.7	(3.8)	2.1	6.2	(4.0)	1.7	0.4	
597.5	Programmes	491.6	490.4	1.3	649.3	643.8	5.4	651.2	(2.0)	
1,251.2		PPP	970.5	1,020.2	(49.7)	1,261.5	1,327.1	(65.7)	1,242.4	19.1
218.7		PFI	109.3	114.0	(4.8)	146.3	147.0	(0.7)	144.9	1.4
64.3		Traction & Utilities	43.1	52.1	(9.0)	57.7	74.5	(16.8)	57.7	0.0
7.6		NRA Expenditure	6.1	6.4	(0.3)	7.6	8.3	(0.7)	7.6	(0.0)
38.1		Management	27.4	26.5	0.9	35.4	34.0	1.4	36.1	(0.7)
3.7	Improvements	4.2	2.4	1.8	5.1	3.8	1.2	5.1	0.0	
1,583.6	Central Services	1,160.5	1,221.6	(61.0)	1,513.4	1,594.7	(81.3)	1,493.7	19.7	
67.8		Support Directorates	61.2	65.5	(4.3)	89.7	88.0	1.7	90.2	(0.5)
40.5		Finance & Support Offices	19.4	18.2	1.2	25.6	24.1	1.5	26.0	(0.4)
122.9		Central Expenses	112.4	132.3	(20.0)	164.1	170.4	(6.3)	161.9	2.2
10.1	Improvements	7.3	7.8	(0.5)	11.0	10.5	0.5	19.6	(8.6)	
241.3	Risk	200.3	223.9	(23.6)	290.4	292.9	(2.6)	297.7	(7.4)	
48.2		44.5	65.2	(20.8)	55.1	85.0	(29.9)	52.4	2.6	
(13.7)	Capital	(30.6)	(40.8)	10.1	(36.3)	(52.3)	15.9	(64.6)	28.3	
321.8		Expenditure	291.9	315.9	(23.9)	418.6	418.6	0.0	418.0	0.7
(132.6)	Recoveries	(76.2)	(78.5)	2.3	(104.5)	(104.8)	0.3	(103.8)	(0.7)	
175.5		185.1	196.6	(11.5)	277.8	261.6	16.2	249.5	28.3	
1,128.8	TOTAL NET ACTIVITY COST	840.7	943.7	(103.0)	1,139.0	1,228.6	(89.6)	1,054.7	84.3	
(18.46)	Traffic Revenue per Passenger Kilometre (p)	(18.18)	(18.68)	0.50	(18.23)	(18.72)	0.48	(19.15)	0.92	
29.37	Operating Cost per Train Kilometre (£)	27.93	29.71	(1.78)	28.32	29.73	(1.41)	28.79	(0.47)	

Key

- Net Cost Variance >=15% below or above budget OR >=£5m below or above budget; Revenue >= 3% below budget
- Net Cost Variance is 5-15% below or above budget OR £1m to £5m below or above budget; Revenue up to 3% below budget
- Net Cost Variance <= 5% below or above budget OR <= £1m below or above budget; Revenue on or above budget

**London Underground Period Performance Report
To Period 10 2007/08
Financial Results - Comments on Variances**

The overall net activity cost is £103 million less than budget to date and is forecast to be £90 million under budget by year end. However this variance is significantly less than the reduction in overall budget requirement that had been anticipated at Quarter 2. Compared with that forecast, retrospective apportionment adjustments have led to a reduction of £40 million in forecast **traffic revenue** and further rephasing of **property sales** between this year and next, notably sale of land adjacent to Hammersmith H&C station, has reduced this year's expected sale proceeds. For costs, the only significant change is in **PPP costs** as recent agreement of changes to Metronet's stations programme has led to a reduction in the forecast Infrastructure Service Charge abatement for the year.

Other variances from budget are little changed from those reported at mid-year, as follows:

Secondary revenue is below budget; income from the CBS advertising contract is lower than budget because of lower than predicted market growth and delays in installation of digital advertising equipment.

PPP costs reflect:

- poor availability performance on the Victoria line due to signal failures earlier in the year; signal failures and speed restrictions on the District line
- changes to Tube Lines' cleaning regime resulting in increased service point abatements
- speed restrictions on the Metronet-maintained section of the Piccadilly line
- the Central line derailment
- the Metronet strike
- Delays to the Metronet stations programme

Substantial savings have been made in **traction power** costs through a flexible procurement strategy and favourable market conditions.

In **central expenses** there are savings in bank charges, bad debts, ticket commissions, insurance and other costs.

The **risk** budget is phased evenly but only drawn down as risks materialise. The forecast is fully allocated against known risks.

Capital expenditure is below budget to date but the shortfall is forecast to be recovered by year end. This is largely due to rephasing of expenditure on the power, congestion relief, accessibility, operational accommodation and information technology programmes. In total the forecast is unchanged from the second quarter.

Section 4

Asset Performance

**London Underground Period Performance Report
To Period 10 2007/08
Rolling Stock Mean Distance Between Failures**

Note that MDBF figures are reported a period in arrears by which time very few incidents remain attributed to the Infracos but not agreed. Each graph expresses MDBF per car km on the LH axis and per train km on the RH axis.

The Bakerloo Line's reliability has fallen after the slight improvement seen over the last two periods. This fleet has suffered during period 9 from a problem with the workmanship of pneumatic pipe fittings resulting in air leaks. All units potentially affected will be examined by the end of January and rectified if necessary.

In-service reliability of the Central line fleet rose in period 9 despite it being a very poor period for stock availability and motor flashovers. The fleet experienced no brake failures and a reduction in DTS faults. A significant amount of work is being carried out by both LU and Metronet in planning to bring the traction motors back under control and improve availability.

Performance of the Victoria line is gently climbing with improvements in a number of different systems. This period the ATC system showed a good improvement and failures were much reduced.

The performance and problems experienced on the Metropolitan line in period 9 are very similar to period 8. Failures of the brakes system continued to be higher than normally experienced, though for a number of different reasons. Improvements in reliability are forecast next period based on reliability improvement plans.

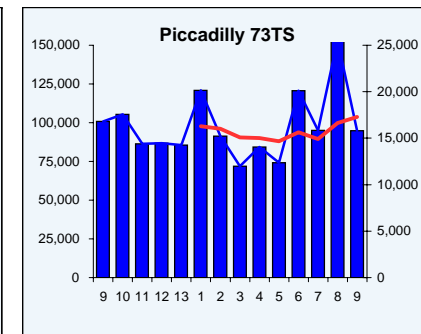
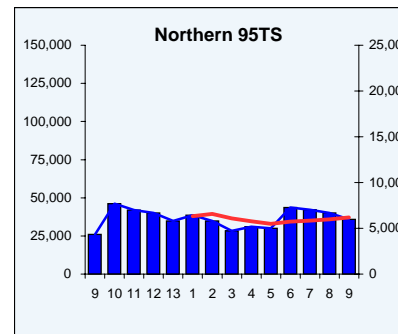
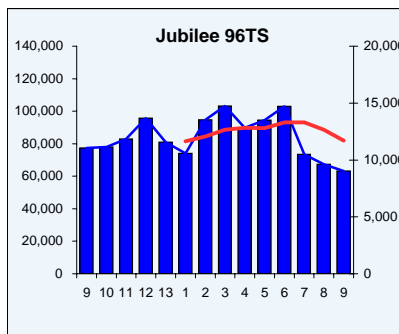
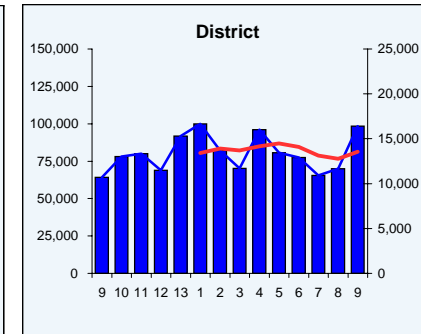
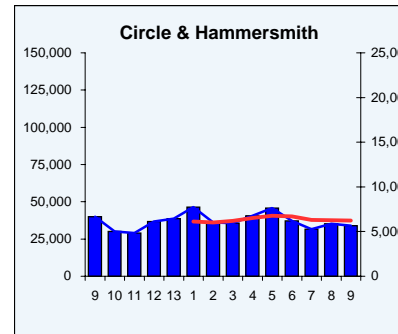
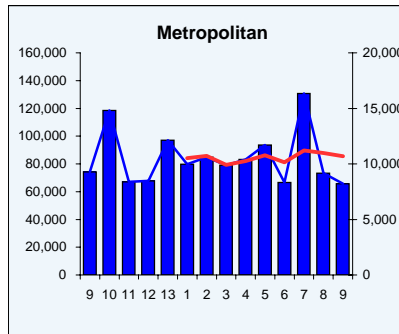
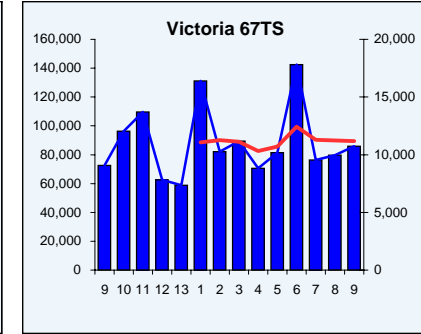
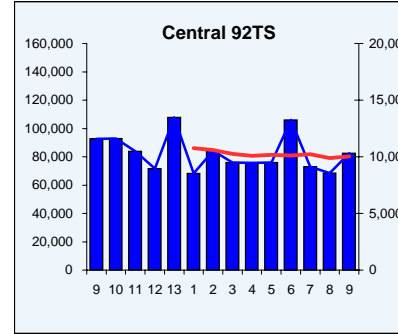
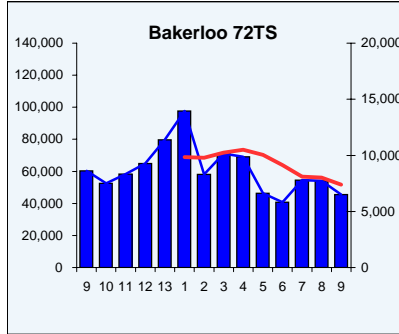
Reliability of the H&C line continues to be level with no significant changes in the last few periods. Failure of the traction system was the highest area of failures and also the highest increase in failures.

The District line performed well this period. This was primarily due to a reduction in door failures although the fleet suffered from an increase in battery and motor alternator defects.

After a year of good performance and improving reliability the Jubilee line's MDBF is below 10,000km for the third consecutive period. The fleet continues to suffer problems with the OPO-CCTV system. This is more of an interface issue rather than pure equipment failure. Increases in failures were also experienced with the Low Voltage Equipment and the Air Systems.

Northern line reliability has declined, continuing the trend experienced over the previous three months. The step improvement followed by a gradual decline is characteristic of the cycle of door mitigation work. These was also a rise in the number of TMS faults due to software faults incorrectly reporting faults associated with the compressors. TLL are addressing this through their reliability improvement work and have met with the OEM to discuss improvements.

The Piccadilly line continues to perform well. The main issue with this fleet during the period concerning the resetting of Tripcocks did not have too great an impact on MDBF figures. Through a "once-round" maintenance of the tripcock reset valve the issue was resolved and additional maintenance implemented to avoid recurrence.



Actual per Car Km
 6 Period Moving Average
 Actual per train Km (RH axis)

London Underground Period Performance Report To Period 10 2007/08 Signals & Points Related Delays > 2 minutes

The Signals graphs report one period in arrears. This aligns with the Asset Performance Review Meeting (APRM) reports as well as giving a more accurate reflection on performance due to the correct attribution of causes of delays.

BCV

Central - higher than period 8 according to CuPID - due to an increase in point failures and "No Defect found" failures. Review of the APRM report for period 9 shows an increase in failures for the 3rd consecutive period - primarily control systems, interlocking systems and points failures - some of which are classified No Cause found. Within the Interlocking failure category Q relays are also highlighted. The Central Line Reliability Growth Plans reports on initiatives to improve reliability in these areas.

Victoria - Review of the APRM report shows increases in relays and interlocking failures - and the Victoria Line Reliability Growth Plan (RGP) shows an initiative to improve reliability of co-incidence circuits to which relay failures are a key contributor. In addition ED are also waiting to see the effect of an improved method of programme machine maintenance which has yet to be rolled out across the line. This should improve control system performance.

SSL

Metropolitan - slight decrease according to CuPID - although there are 5 failures in period 8 and in period 9 that have not yet been "agreed" in CuPID and therefore these may disappear from the graphs.

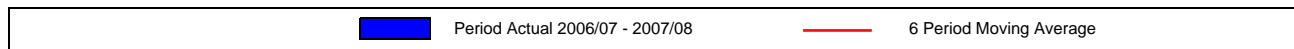
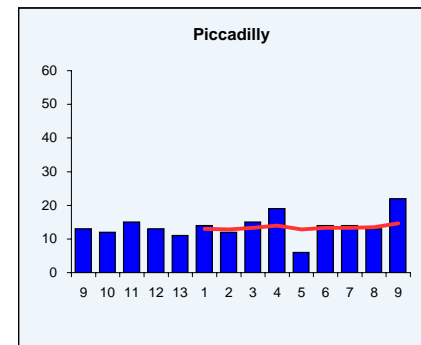
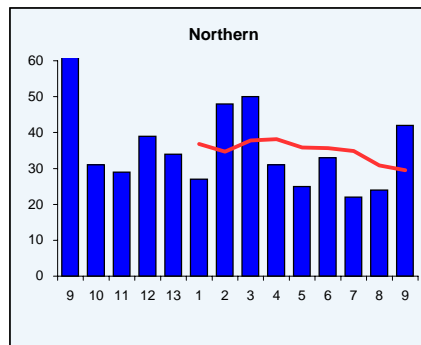
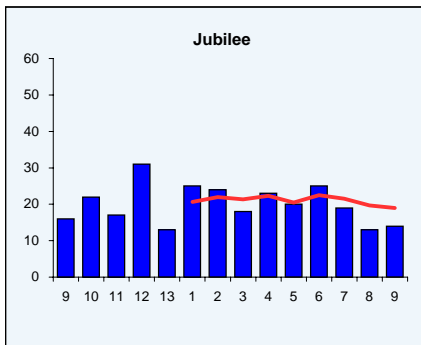
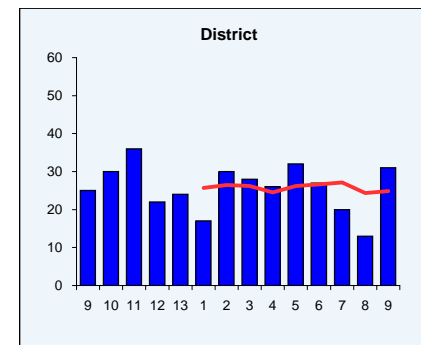
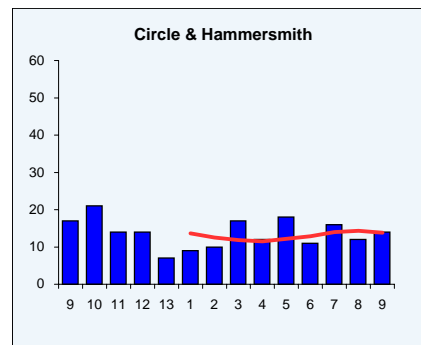
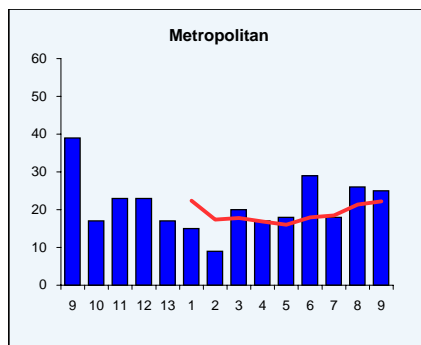
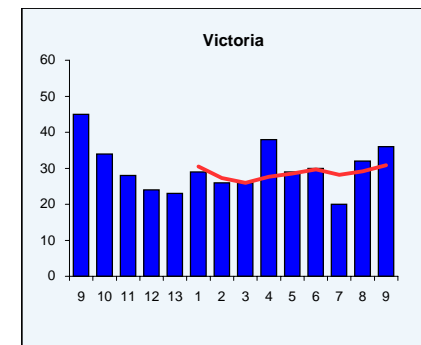
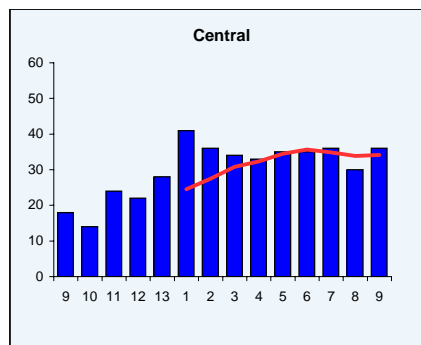
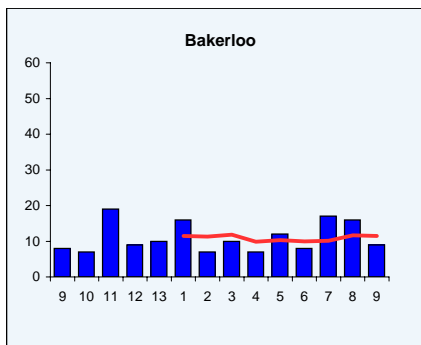
C&H - slight increase according to CuPID - train detection failures; APRM report agrees with this. No specific initiative in the RGP.

District - significant increase according to CuPID although 7 failures are not yet "agreed". Increases in relay and train detection failures. District Line RGP details a "track wire replacement programme" which should address the train detection failures.

JNP

Northern - significant increase according to CuPID due to increases in No Defect Found and Interlocking. Tube Lines reports agree with the increases but claim that there were a large number of "one offs" at different sites which have been difficult to reproduce and may be caused by Operator Error. The Northern Line reliability improvement plan has yet to be reviewed by ED Engineers but it is noted that this period's performance is significantly worse than the last 5 consecutive periods of improved performance.

Piccadilly - increase over previous 12 periods according to CuPID - however 8 of the failures are yet to be "agreed" so the flat trend may continue. The APRM report noted increases in control system failures and no defect found failures. The control system problem (related to the East End Computers) is a known concern and has been reviewed although a business case for replacement of the system has not yet been made. The Piccadilly Line reliability improvement plan has yet to be reviewed by ED Engineers to determine whether it is adequate.



Note: Figures reflect the number of service disruptions of 2 minutes or more attributable to Infracos

London Underground Period Performance Report To Period 10 2007/08 Track Related Delays > 2 minutes

Note that the Track Graphs report one period in arrears. This aligns with the APRM reports as well as giving a more accurate reflection on performance due to the correct attribution of causes of delays.

Central line - there were 6 TSRs imposed, 1 due to rough ride and 5 due to ultrasonically detected defects. There was also 1 train delay and 1 cancellation following the failure of 70 points at Ruislip Depot.

Victoria line - 2 incidents this period, one being a partial line suspension following a smouldering pot south of Oxford Circus, the other being a train delay following a moving object striking a train approaching Victoria.

Metropolitan line - 8 incidents this period, 5 of them due to defective rails including 3 cracked wing rails. There were 2 train delays caused by 214 points at Harrow North Junction failing to normalise and a train being rear-tripped at Wembley Park possibly due to high ballast, and finally there was a partial line suspension due to 7 points at Baker Street failing to normalise.

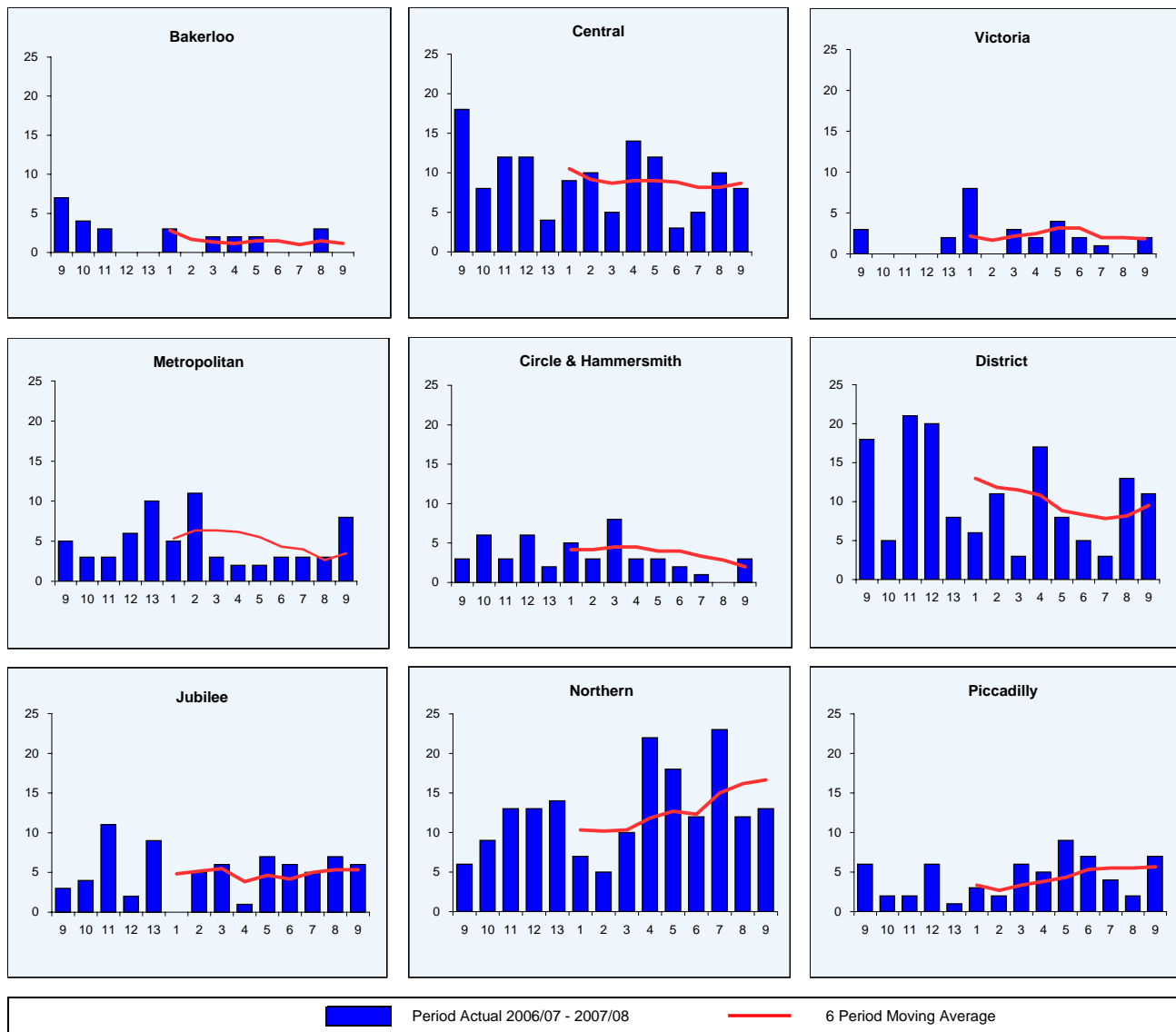
Circle & Hammersmith lines - there were 2 TSRs imposed following a rail defect and a track defect, and there was a train delay between King's Cross and Farringdon due to a length of scaling bridging the positive rail and the cable brackets causing the cable run to glow.

District line - there were 10 incidents this period, 7 TSRs, 1 train delay, 1 train cancellation and 1 partial line suspension. The TSRs were imposed due to 6 rail defects and the replacement of a crossing nose at Wimbledon. The train delay was attributed to 12A points failing to normalise at West Kensington, the train cancellation was due to a broken rail at West Brompton and the partial line suspension was due to a broken rail on the diamond crossover at Wimbledon Park.

Jubilee line - 5 track incidents this period including 3 TSRs, 1 train cancellation and a delay. The TSRs were imposed due to a broken wing rail at Canons Park, continued deterioration of No. 5 points at Westminster and a defective rail at Queensbury. The cancellation followed a positive earth at Stratford Market Depot and delays occurred at Finchley Road due to scaling on a block joint causing a signal failure.

Northern line - 11 track incidents this period, 10 TSRs and 1 train delay following a glowing pot. Of the 10 TSRs 7 were due to defective rails, 2 were due to track geometry defects and 1 was due to remedial works being required on 6A points at Colliers Wood.

Piccadilly line - 8 incidents this period, 3 being TSRs imposed due to 2 cases of poor rail adhesion and 1 as a result of a cracked wing rail at 5A points Hounslow Central. 1 train was withdrawn following the adhesion problems in the Sudbury area, there were 2 train delays, 1 due to a glowing pot at Arnos Grove and 1 due to ERU carrying out emergency engineering work at Bounds Green. There was a partial line suspension whilst a track problem was being investigated at Ealing Common and finally there was a block joint problem causing a signal failure at South Kensington.



Note: Figures reflect the number of service disruptions of 2 minutes or more attributable to Infracos. Temporary Speed Restrictions are now included.

London Underground Period Performance Report To Period 10 2007/08 Escalator Availability

Availability averaged 98% this period. Planned works accounted for a loss of 1.3% of service hours.

BCV

Bank station continues to suffer reduced escalator availability, with customers being reminded by way of posters and announcements to avoid interchanging there. Nos 9 and 11 were out of service undergoing planned extension of life works, a hand rail drive fault reduced availability of no 3 to 47% and four "stopped in service" faults limited availability of no 10 to 93%. However no 7 returned to service in the first week of the period after work to realign steps and skirting.

JNP

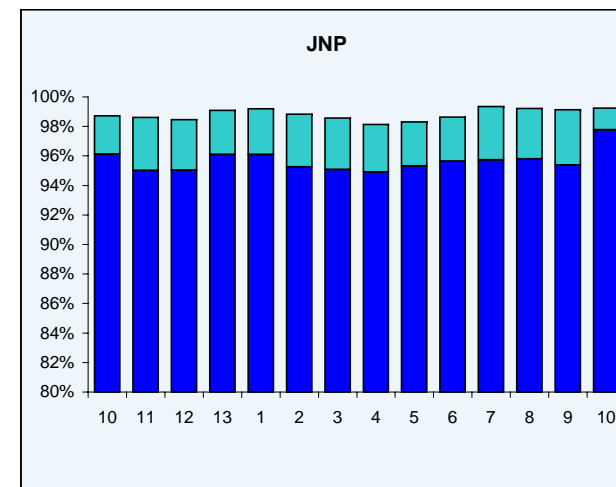
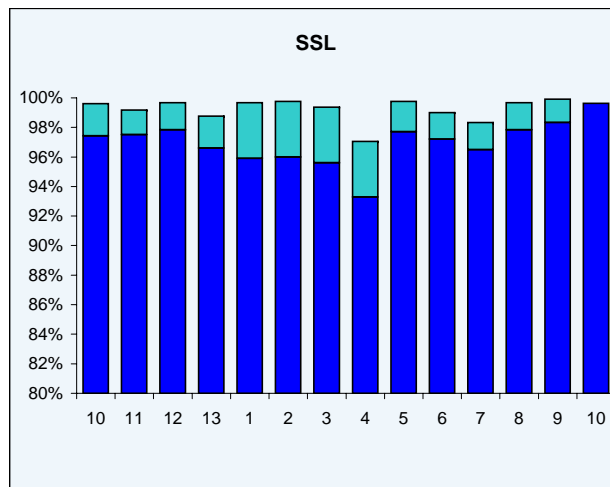
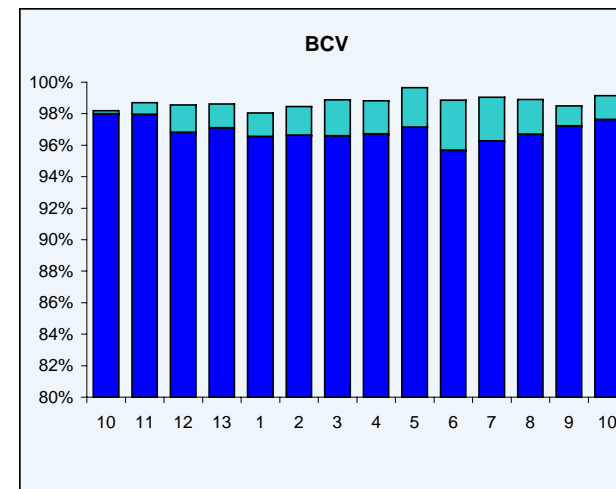
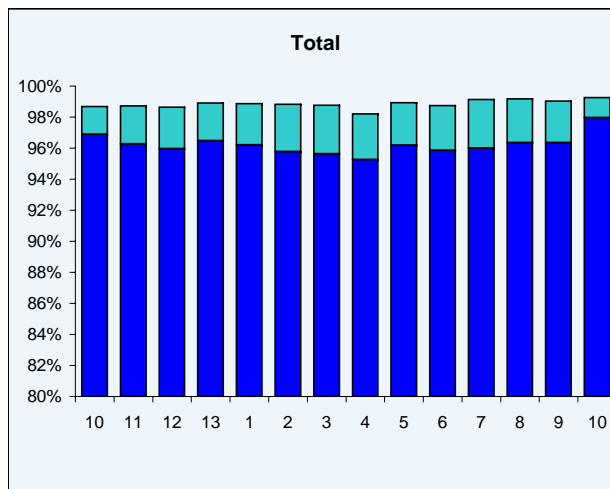
During the period 'Module 3' refurbishment was completed on Waterloo no 16, continued on Southwark no 7 and commenced on London Bridge no 22. 'Module 1' maintenance commenced on Canning Town no 6.

Refurbishment of Stockwell no 2 and Clapham Common no 1 was completed. Work continued on Tooting Broadway no 2 and commenced on Clapham South no 3.

Machines that recorded less than 90% availability due to faults included Wood Green no 1 (newel bearing), Tooting Broadway no 1 (steps) and Southgate no 3 (bottom shaft bearing).

SSL

MRSSL reported no major breakdowns or planned works this period.



London Underground Period Performance Report To Period 10 2007/08 Lift Availability

Availability averaged 97.4% in the period. Planned works accounted for a loss of 1.2% of service hours.

BCV

Bank lift no 2 was taken out of service for planned re-roping.

JNP

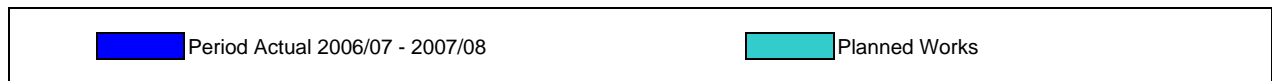
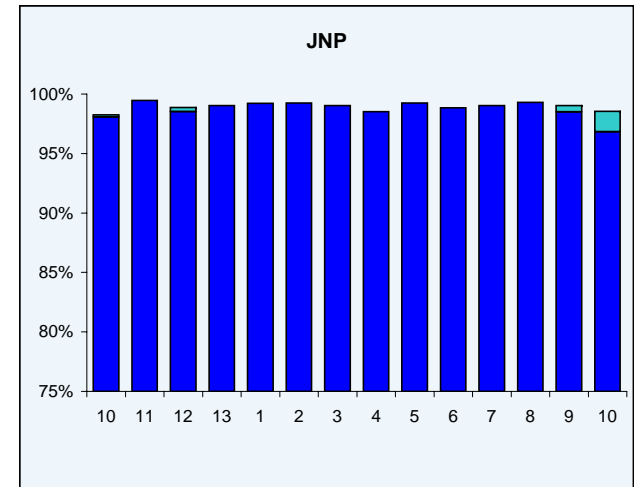
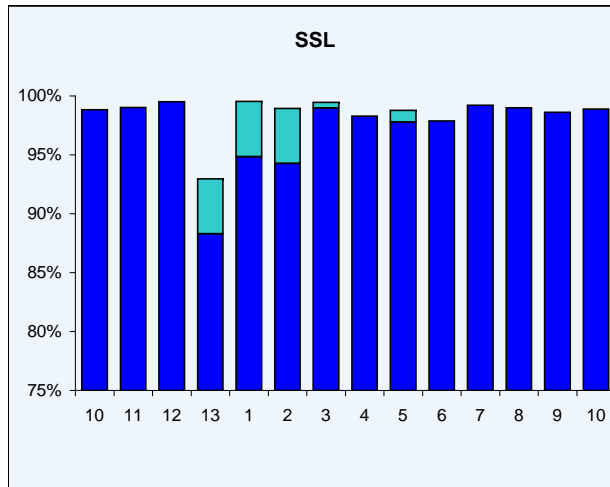
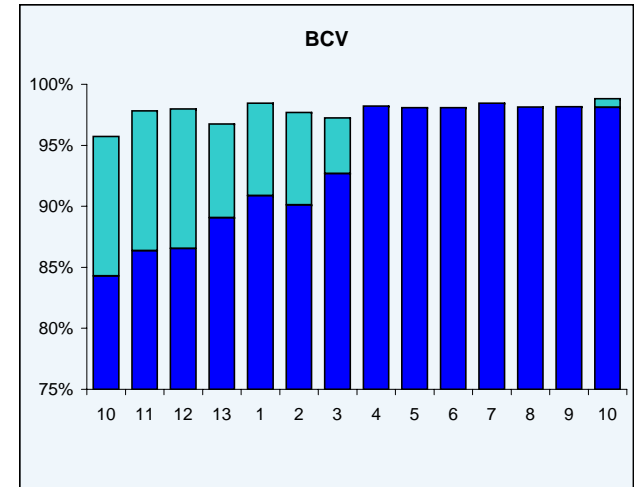
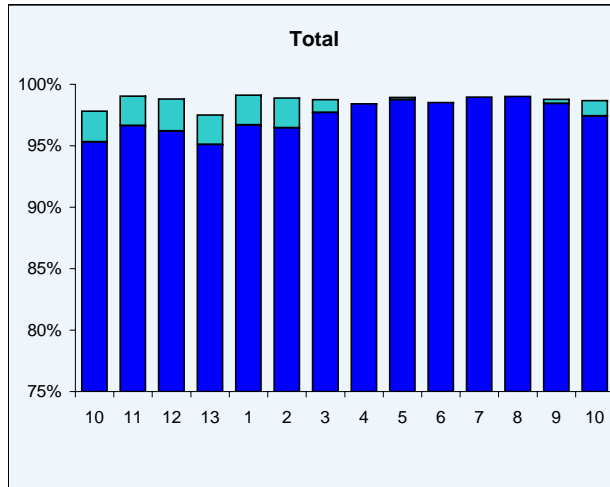
Planned replacement of Belsize Park no 3 main drive sheave and hoist ropes was undertaken between 11 – 21 December.

Hampstead no. 3 was removed from service on 28 December 2007 due to defective travelling cable; work to replace the cables continued beyond the end of the period. Several faults reduced availability of no 4 at the same station to 87%

Refurbishment of Borough no 1 continued.

SSL

Wapping no 2 (5 faults) and Earls Court no 3 (8 faults) each recorded availability of roundly 94%.



Section 5

PPP Contract Performance

London Underground Period Performance Report To Period 10 2007/08 PPP Performance vs Availability Benchmark

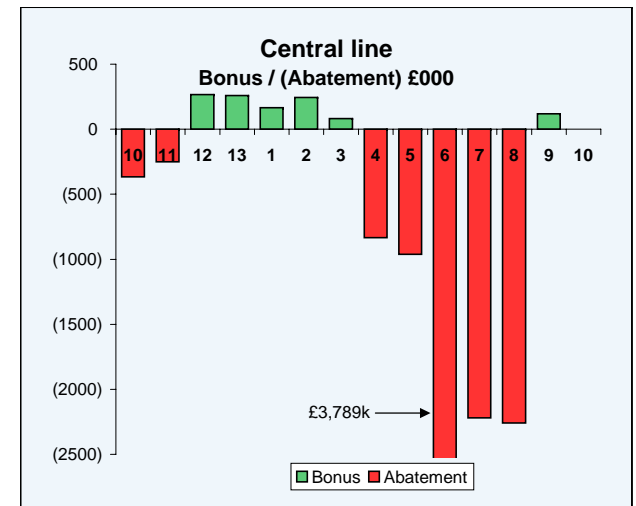
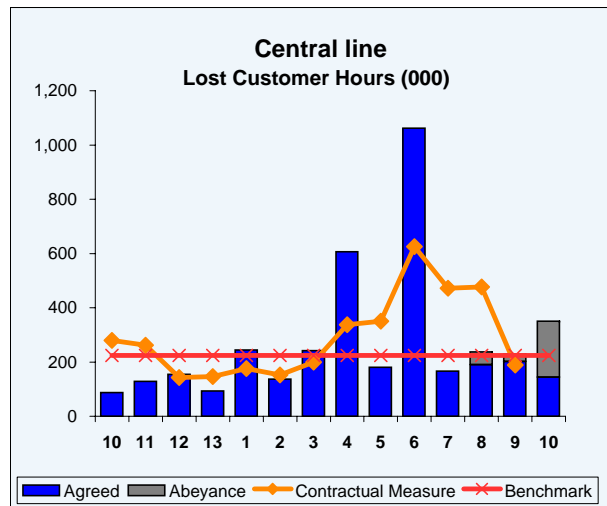
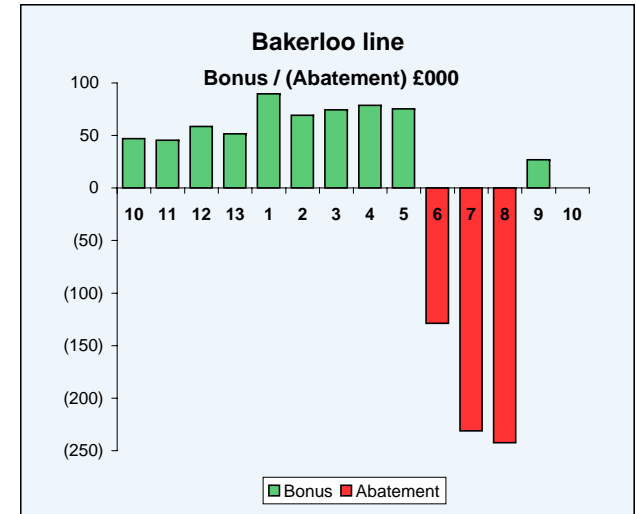
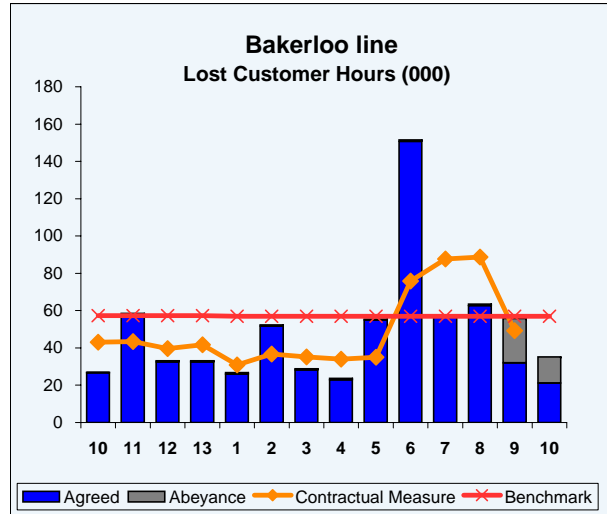
Metronet BCV

Bakerloo line

In 2006/07 agreed availability was 10.8% better than benchmark. In 2007/08 agreed YTD availability is 11.2% better than benchmark. The period 6 peak is due to full line suspensions arising from MR BCV industrial action. In period 8, the largest agreed item is an escalator downtime at Piccadilly Circus (£8k). In period 10, the largest agreed item is a train delay due to track fire at Waterloo (£16k), while the large item in abeyance is a train withdrawal at Regents Park (£3k).

Central line

In 2006/07 agreed availability was 13.3% better than benchmark. In 2007/08 agreed YTD availability is 41.7% worse than benchmark. The largest agreed item in period 4 was the Mile End derailment. In period 6, the large agreed value is a Full Line Suspension due to industrial action by Metronet staff. In period 10 the largest agreed item was a Partial Line Suspension due to track fire at Leytonstone (£87k), while the largest item in abeyance is a Signal Failure at Holborn (£126k).



London Underground Period Performance Report To Period 10 2007/08 PPP Performance vs Availability Benchmark

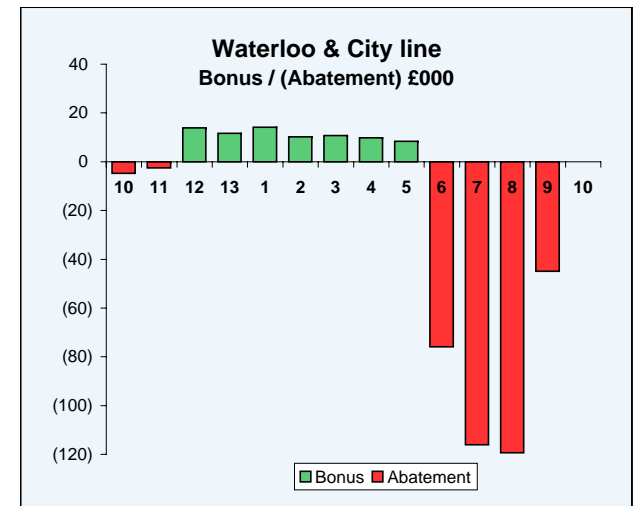
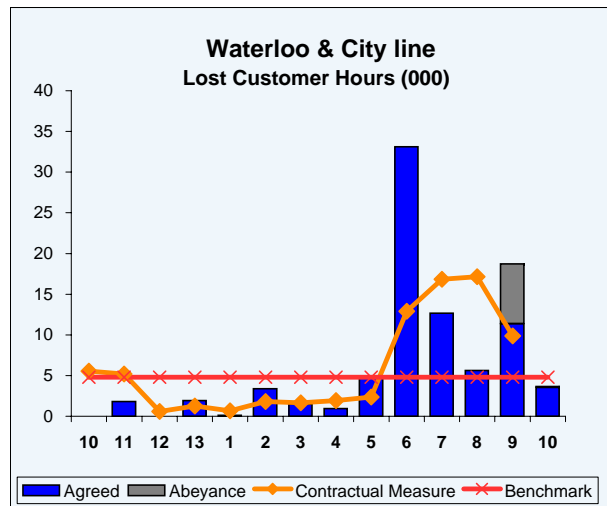
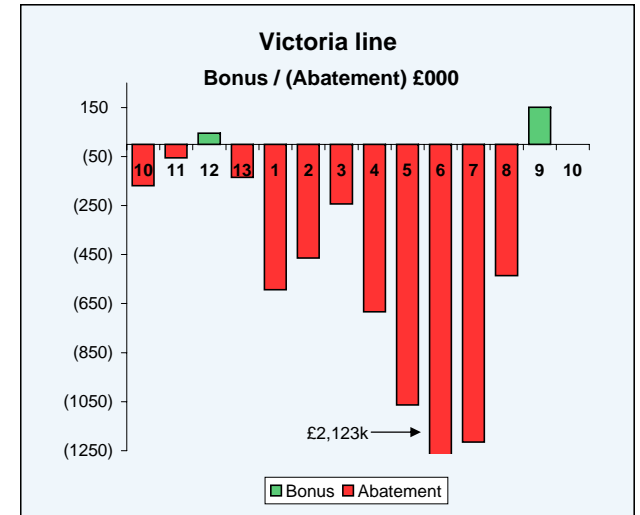
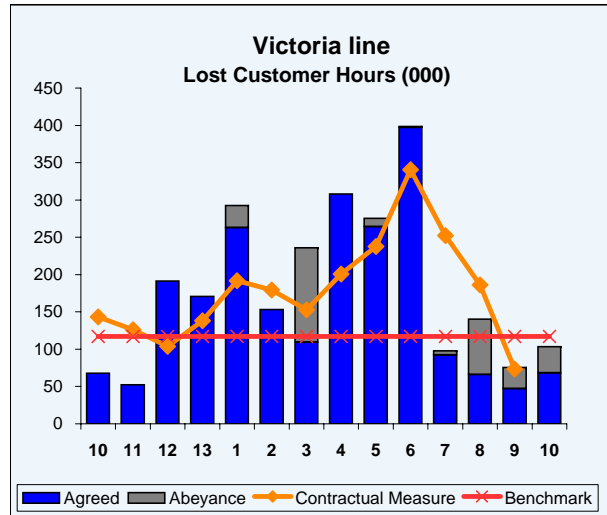
Metronet BCV

Victoria line

In 2006/07 agreed availability was 26.7% worse than benchmark. The peak in period 12 was a partial line suspension due to signal failure at Oxford Circus. In 2007/08 agreed YTD availability is 50.9% worse than benchmark. In period 1, the largest item agreed was a signal failure at Brixton. In abeyance in period 3 is a signal failure at Seven Sisters while signal failures at Oxford Circus and Victoria were the largest agreed incidents in periods 4 and 5 respectively. In period 6, a full line suspension due to Metronet industrial action is the large agreed value. In period 10 the largest item agreed is a signal failure at Pimlico (£74k) and the largest in abeyance is a train withdrawal at Finsbury Park (£21k).

Waterloo & City line

In 2006/07 agreed availability was 29.2% worse than benchmark. In 2007/08 agreed YTD availability is 60.2% worse than benchmark. In period 6, the largest agreed item is a Full Line Suspension due to Metronet industrial action. The agreed items in periods 7 and 8 are Partial Line Suspensions due to signal failures. Train cancellations account for the largest agreed items in periods 9 (£5k) and 10 (£6k). The largest item in abeyance in period 9 is a signal failure (£19k), while in period 10 there are no items of note in abeyance.



**London Underground Period Performance Report
To Period 10 2007/08
PPP Performance vs Availability Benchmark**

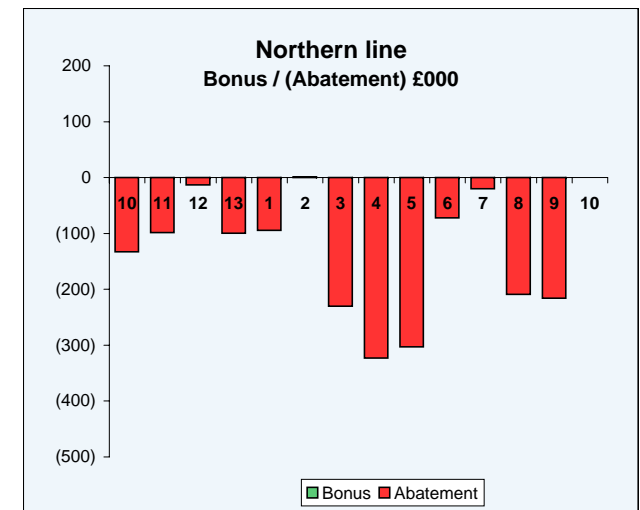
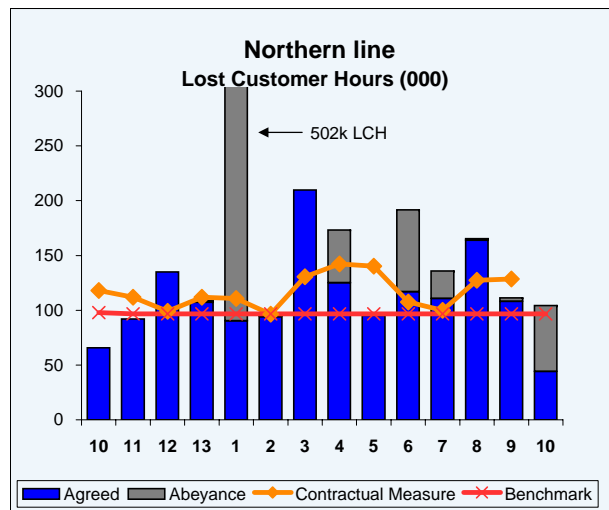
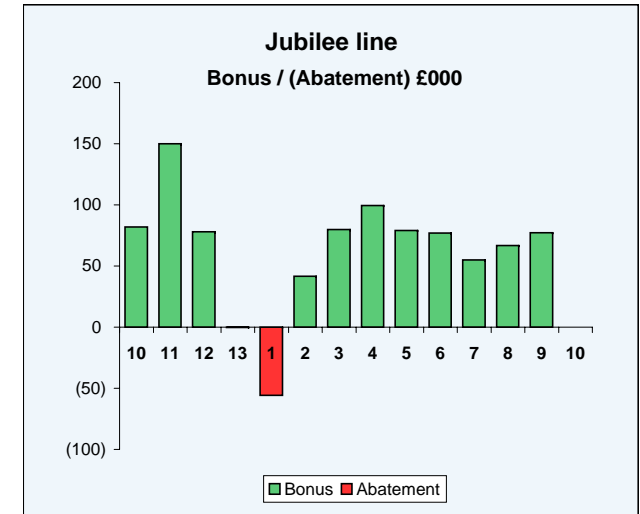
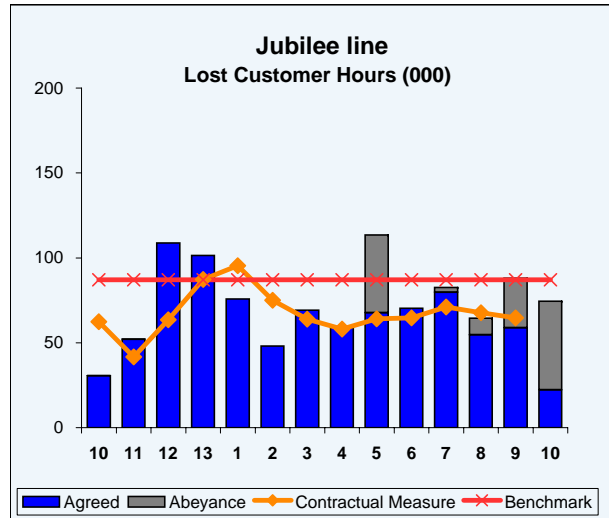
Tube Lines JNP

Jubilee line

In 2006/07 agreed availability was 22% better than benchmark. The peak in period 12 was caused by an overrun of planned escalator installation work at North Greenwich (£230k). In 2007/08 agreed availability is 31% better than benchmark. The peak in period 5 is caused by a partial suspension of service between Waterloo and Finchley Road following a series of signal failures in the Green Park area (£169k) currently at Level C in the attribution process. The largest agreed incident in period 10 was as a result of a track failure at West Ham (£13k) and largest incident in abeyance was as a result of a train failure at St Johns Wood (£38k).

Northern line

In 2006/07 agreed availability was 23% worse than benchmark. In 2007/08 agreed availability is 20% worse than benchmark. The high value in abeyance in period 1 is caused by multiple signal failures in the Camden Town area over 3 days (£4m). Tube Lines are disputing the quantum. This is at Contract Managers level in the dispute process. In period 10 the largest agreed incident was a train failure at Clapham Common (£59k) and the largest incident in abeyance was as a result of a partial suspension of service following a signal failure at Camden (£192k).

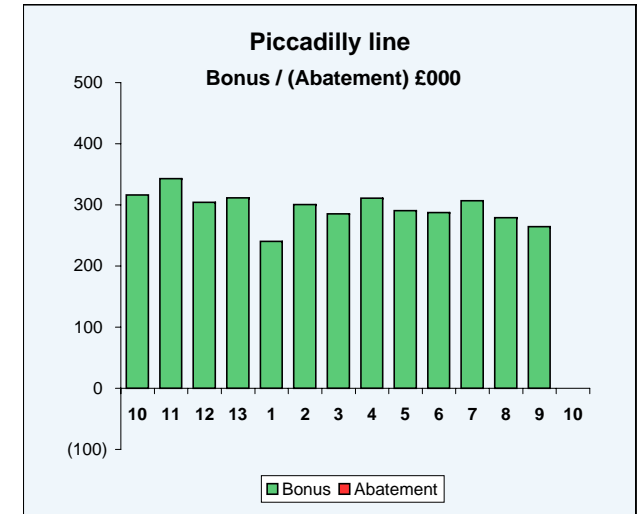
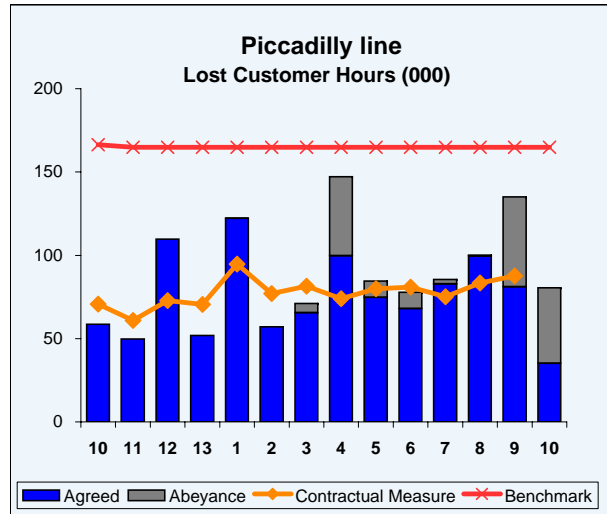


London Underground Period Performance Report To Period 10 2007/08 PPP Performance vs Availability Benchmark

Tube Lines JNP

Piccadilly line

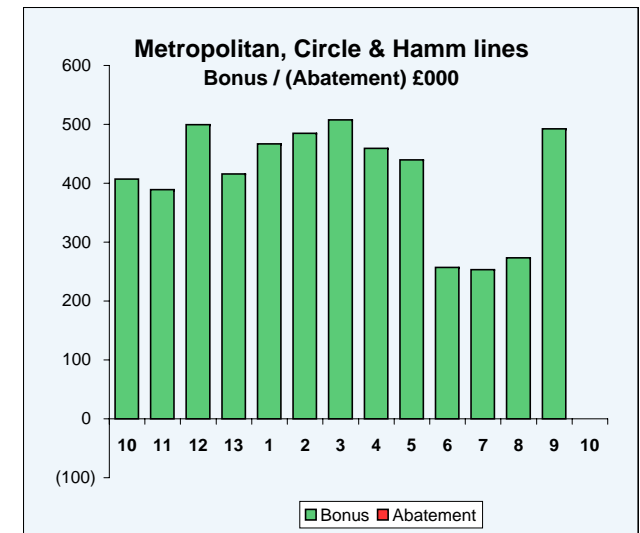
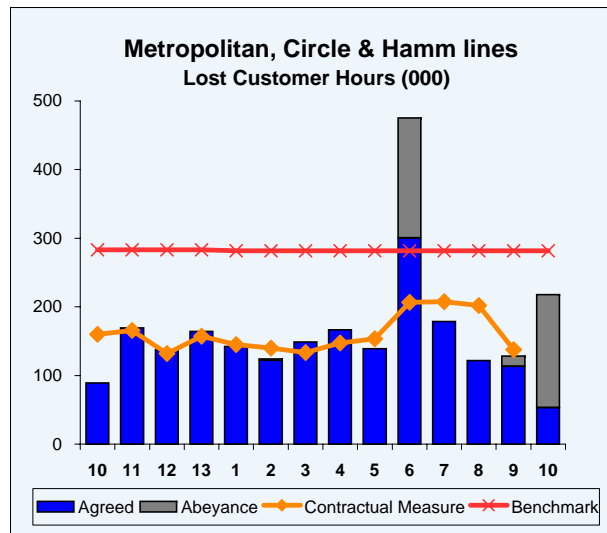
In 2006/07 agreed availability was 50% better than benchmark. The peak in period 12 was caused due to a train withdrawal at Barons Court. In 2007/08 agreed availability is 51% better than benchmark. The peak in period 1 was caused by a track failure in the South Kensington area (£60k). The peak in period 4 was caused by a Signal Failure at Earl's Court (£20k) at Level B in the attribution process. The peak in period 9 was a Signal Failure at South Kensington (£163k). In period 10 the largest incident agreed was a points failure at Arnos Grove (£10k). The largest incident in abeyance is a signal failure at Hammersmith (£22k).



Metronet SSL

Metropolitan, Circle & Hammersmith lines

In 2006/07 agreed availability was 37% better than benchmark while the current 2007/08 YTD figure is 47% better than benchmark. Full line suspensions across the Metropolitan, Circle and H&C Lines due to Metronet industrial action on 3 and 4 September (period 6) have been agreed to MRSSL and suspensions on 5 September, shown in abeyance on the graph, have since been agreed on a 50/50 joint attribution. The largest incidents agreed by MRSSL in period 10 were two cancellations, one on the District and the other on H&C Lines at Hammersmith depot due to stock non-availability (£10k). The largest incident in abeyance for period 10 is a delay and a withdrawal on the District and Circle Lines at Edgware road due to door engine failure (£13k).



London Underground Period Performance Report To Period 10 2007/08 PPP Performance vs Availability Benchmark

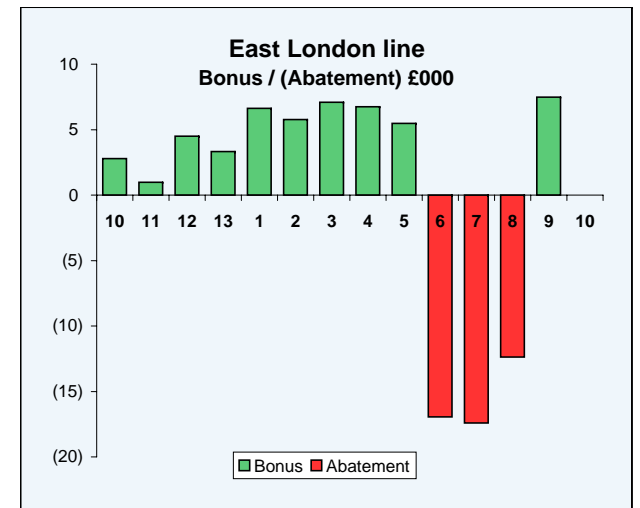
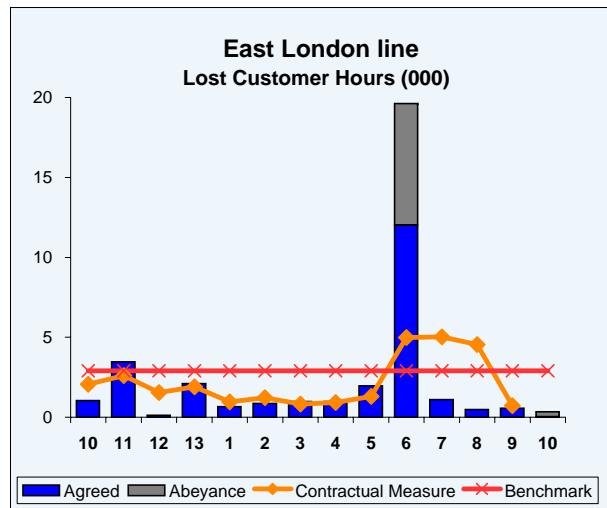
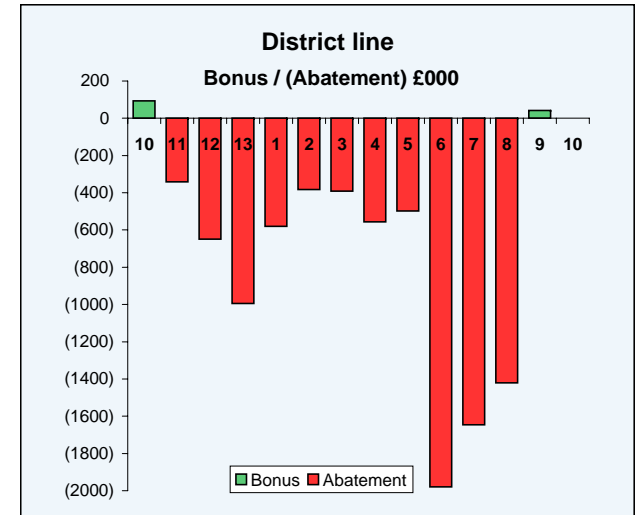
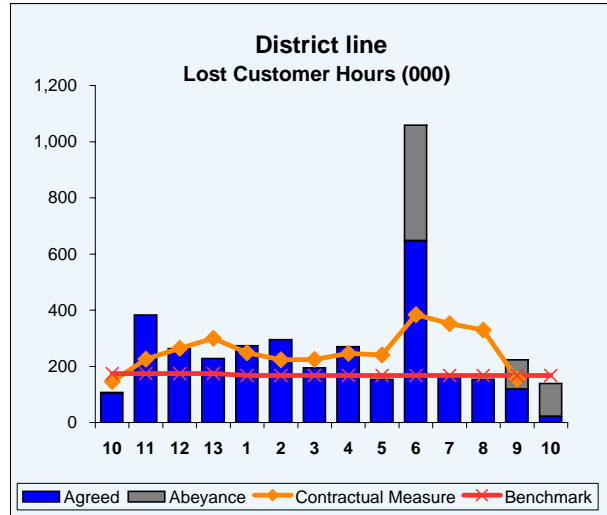
Metronet SSL

District line

In 2006/07 agreed availability was 19% worse than benchmark while the current 2007/08 YTD figure is 38% worse than benchmark. The peaks in periods 2 and 4 of 2007/08 were due to speed restrictions between Embankment and Temple and at Gloucester Road respectively. Full line suspensions on 3 and 4 September (period 6) have been agreed to MRSSL and suspensions on 5 September, shown in abeyance on the graph, have since been agreed on a 50/50 joint attribution. The largest incident agreed by MRSSL in period 10 was a delay and withdrawal at Sloane Square due to loss of indication (£9K). The largest incident currently in abeyance for period 10 is escalator downtime at Embankment (£129K).

East London line

In 2006/07 agreed availability was 29% better than benchmark. In 2007/08, full line suspensions due to Metronet industrial action on 3 and 4 September (period 6) have been agreed to MRSSL and suspensions on 5 September, shown in abeyance on the graph, have since been agreed on a 50/50 joint attribution. All incidents up to line closure on 22 December have now been agreed.

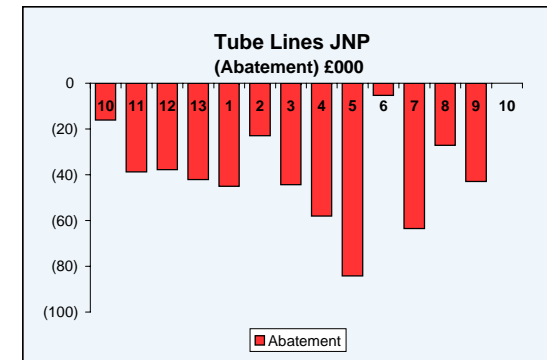
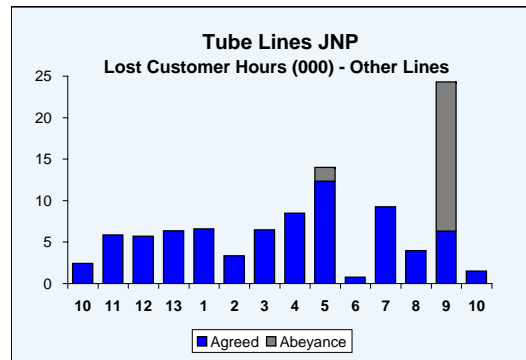
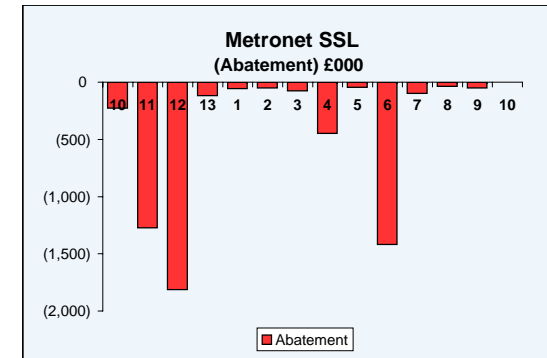
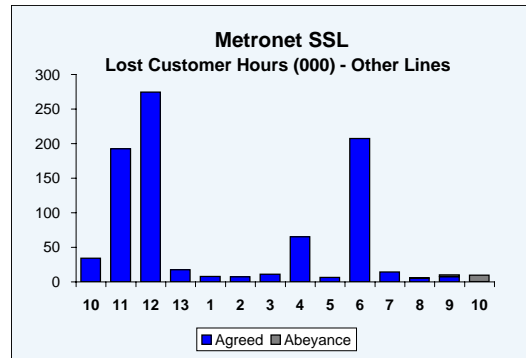
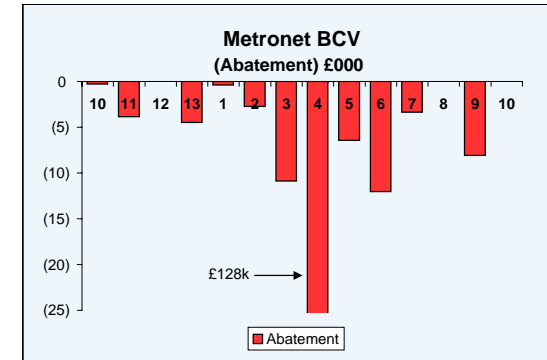
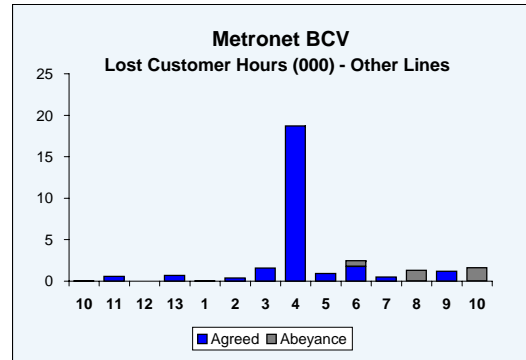


**London Underground Period Performance Report
To Period 10 2007/08
PPP Availability - Other Lines**

Period 4 includes District line platform closures at Victoria due to flooding and closure of the District line platforms at Mile End following the Central line derailment.

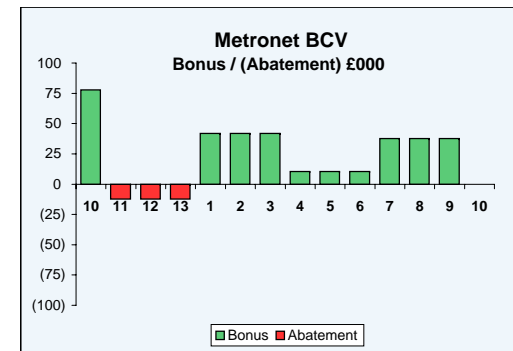
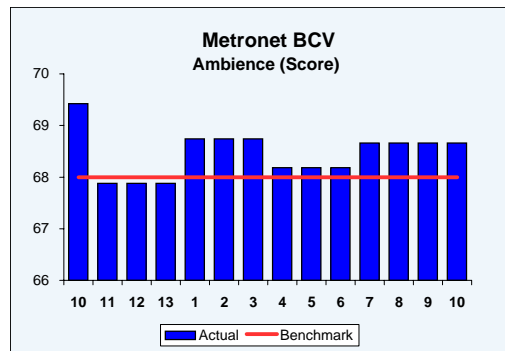
The peaks in periods 11 and 12 of 2006/07 are due to a temporary speed restriction between Barons Court and Hammersmith. The high agreed value in period 6 2007/08 reflects disruption to the Piccadilly line as a consequence of industrial action by Metronet staff. There are no incidents agreed by MRSSL in period 10 2007/08. The largest incident currently in abeyance is a points failure on the Piccadilly line at Hammersmith (£9k).

In 2007/08 the peak in period 5 was caused by a signal failure at Wembley Park (£31k). The peak in period 9 was caused by a Metropolitan line train being delayed at Finchley Road (£98k). In period 10 the largest incident agreed was a Metropolitan Line track failure at Finchley Road (£6k).

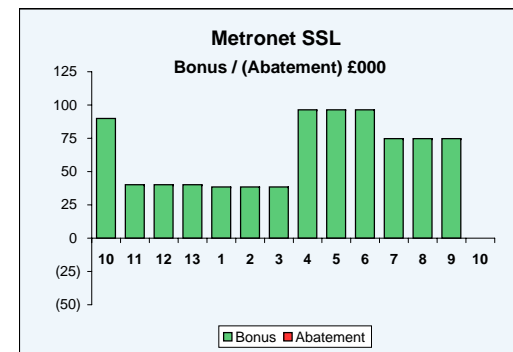
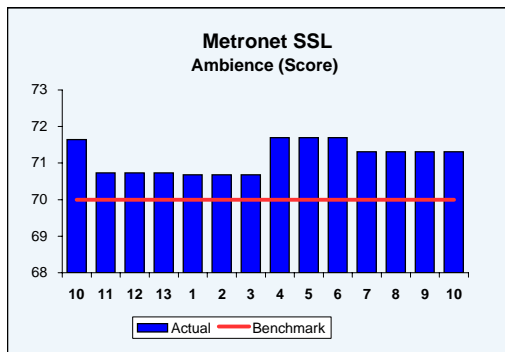


London Underground Period Performance Report To Period 10 2007/08 PPP Performance vs Ambience Benchmarks

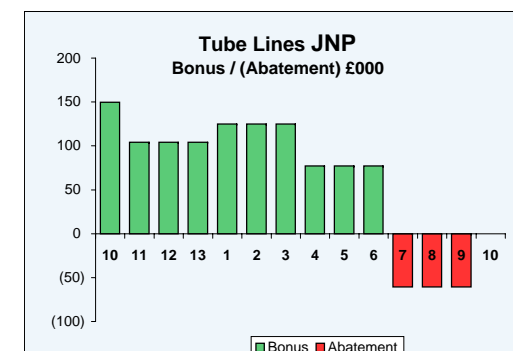
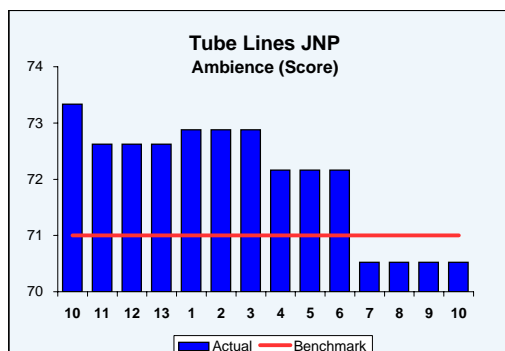
BCV aggregate ambience MSS score for Quarter 2 2007/8 is 68.7, an improvement of 0.5 against the previous quarter score, and remaining 0.7 points above the Benchmark. Aggregate train scores have deteriorated very slightly in the period - the aggregate improvement has been driven by gains in the station scores across all lines. Both station attributes, cleanliness and condition, show improvement at the aggregate level, whilst improvement in the technical train tests (driven by PA audibility) have been offset by worsening train cleanliness scores. The Central line is the only line to have improved at aggregate line level. 18 stations remain below the contractual station minimum targets.



SSL Q1 2007-08 results (Q4 MSS) were very similar to the previous Quarter and had similar stations and train scores. A more striking comparison is between Q1 06-07 and Q1 07-08 when the overall score fell from 72.2% to 70.7%. This was mainly due to poorer 'A' stock scores for both condition and cleanliness attributes. The Q2 07-08 results increased from 70.7% to 71.7%, mainly due to a four per cent increase in the D stock score of as a result of the continuing refurbishments. The slight fall to the current score of 71.4% is mainly due to declining scores for stations and trains cleaning attributes. The main concern is the scores for previously refurbished stations not meeting targets, although this is balanced by the continuing strong D stock score.



JNP Ambience performance in 2006/07 was generally good with above benchmark performance throughout the year but with a small decline in scores towards the end of the year. There has been a fall in 2007/8 Q2's scores (which apply for Periods 7-10) to 70.52 and this is now worse than benchmark. For trains there is a mixed performance with litter declining on all lines while condition has generally improved. Cleanliness scores have fallen for all lines and there is a variable performance on scratch and non scratch graffiti with the Piccadilly showing an improvement for the former while the Jubilee Line has improved for non scratch graffiti. On stations there are improvements for condition on the Jubilee Line together with cleanliness and graffiti. On the Northern Line there are declines in most attributes although condition scores are broadly static and graffiti has improved. On the Piccadilly line all attributes have shown a decline. A common theme with trains is the across the board reduction in litter scores and this together with cleanliness on trains has caused the decline in the aggregate score.



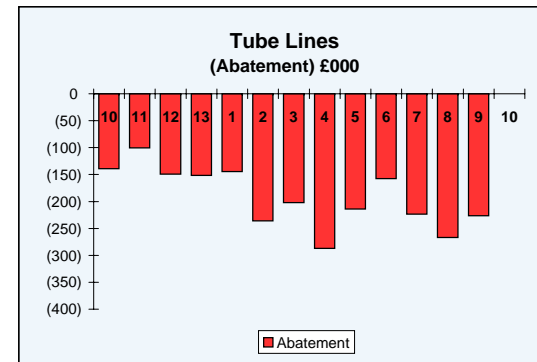
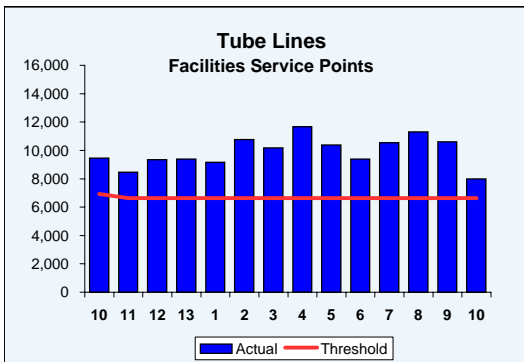
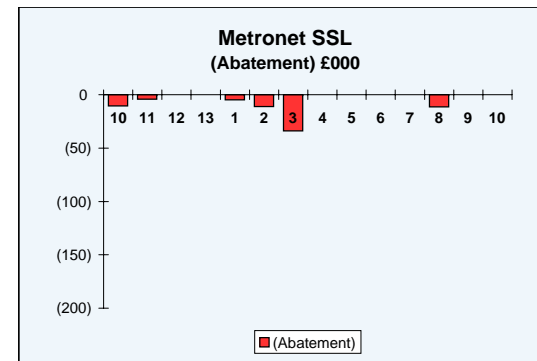
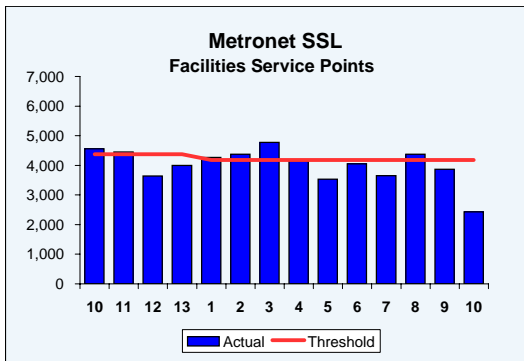
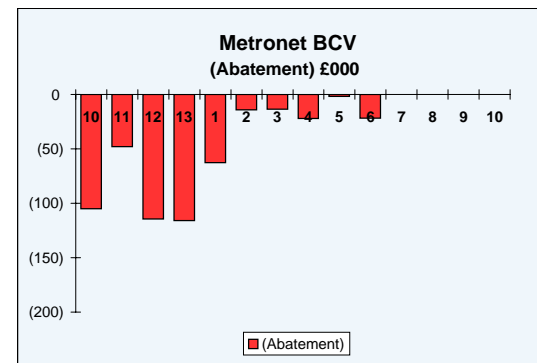
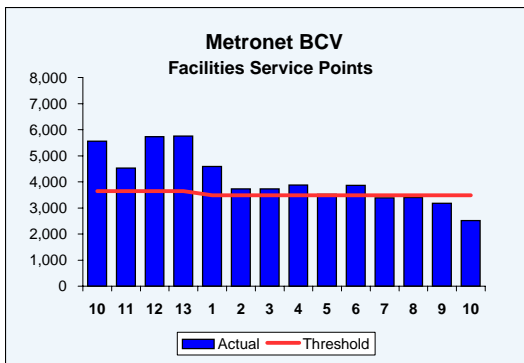
Note: The Quarter 2 2007-08 MSS scores determine the ambience bonuses or abatements for Quarter 3 2007-08 (Periods 7 - 10)

**London Underground Period Performance Report
To Period 10 2007/08
PPP Performance vs Facilities Service Point Thresholds**

Performance for 2006/07 was 58% worse than threshold. Current 2007/08 performance is showing 15% under threshold but this is likely to change going forward as faults are entered into CuPID. The highest agreed incident in period 10 related to clocks displaying the incorrect time at Bond Street.

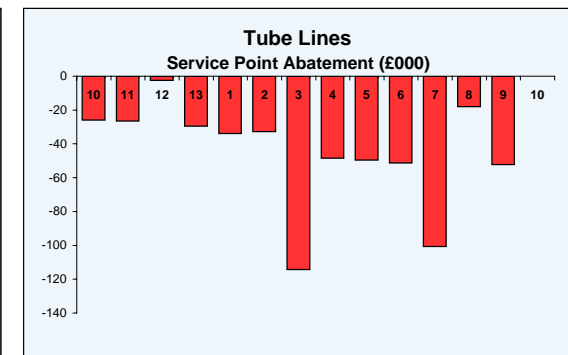
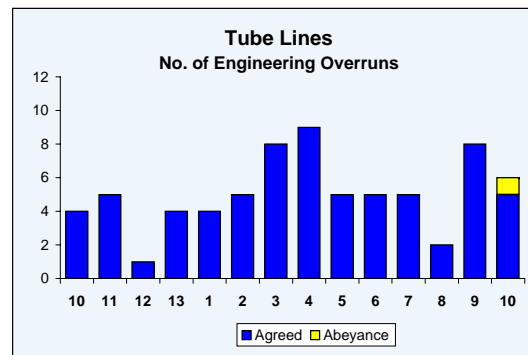
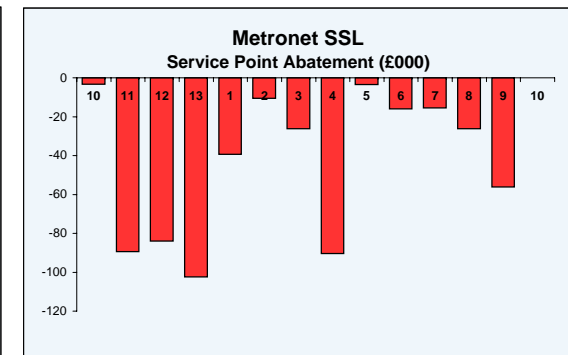
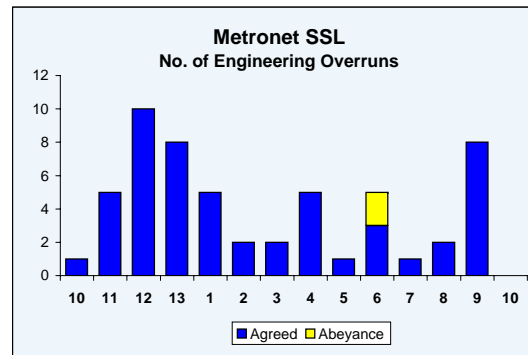
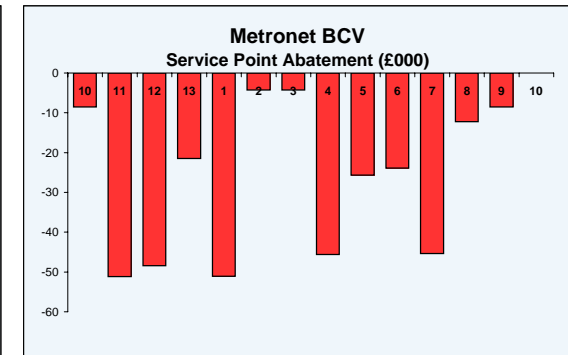
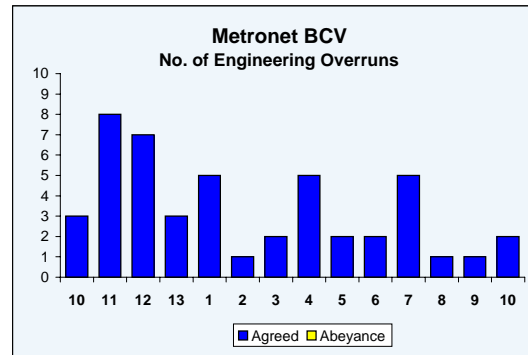
Performance for 2006/07 was 4% worse than threshold. Performance in 2007/08 is currently 6% better than the tougher 2007/08 threshold, although this is likely to worsen after all incidents in period 10 have been agreed. The largest agreed incident in period 10 was DMI fault at Embankment.

Performance in 2006/07 was 53% worse than threshold. YTD performance in 2007/08 is also 53% worse than threshold. In period 10 performance is better than Period 9. The volume of service points has risen for Clocks, Dot Matrix Indicators, Mobility Impaired Lifts and Toilets. There was a reduction in service points for CCTV, Cleaning Audits, Help Points, Public Address Systems and Platform Edge Doors. Fault volumes have risen for Clocks, Dot Matrix Indicators and Mobility Impaired Lifts. There are no service points or faults for Train Service Management Information Systems in Period 10.



London Underground Period Performance Report To Period 10 2007/08 Engineering Overruns

Current Period Details (Incidents where attribution has not been agreed are highlighted in yellow)						
Line	Location	SD Cat	Start	End	SPs	LCH
VIC	SEVEN SISTERS	PLS	13/12 05:20	13/12 06:56	480	3296
VIC	SEVEN SISTERS	PLS	18/12 05:20	18/12 05:31	55	186
Line	Location	SD Cat	Start	End	SPs	LCH
Line	Location	SD Cat	Start	End	SPs	LCH
JUB/MET	WEMBLEY PARK	PLS	16/12 06:40	16/12 07:38	580	181
NOR	MORDEN	PLS	16/12 06:47	16/12 07:34	235	87
JUB	STANMORE	PLS	12/12 05:16	12/12 06:06	250	175
NOR	EDGWARE	PLS	18/12 05:00	18/12 06:30	450	3574
JUB	STRATFORD DEPOT (Jubilee)	TCN	19/12 04:23	19/12 04:36	65	0
NOR	LONDON BRIDGE	TDL	28/12 05:46	28/12 06:28	210	158



SD Cat = Service Disruption category: PLS = Partial Line Suspension; TDL = Train Delay; TCN = Train Cancellation; DLS = Depot Late Start; FSC = Full Station Closure; FLS = Full Line Suspension
Lost Customer Hours due to Engineering Overruns are included in Availability