

# Service Operated Guidance Notes

Service operated compares the actual number of train trips versus the scheduled number of train trips over time using a predetermined set of measuring points.

The schedule is based on the current working timetables, and includes adjustments for planned closures, weekend engineering works, and timetable notices.

The following measuring points are used to provide a proxy for overall network performance:

- Bakerloo: Kilburn Park (SB) and Waterloo (NB)
- Central: Shepherds Bush (EB) and Leyton (WB)
- Circle & Hammersmith: Great Portland Street (EB/WB)
- District: Embankment (EB/WB)
- Jubilee: Finchley Road (SB) and Canada Water (NB)
- Metropolitan: Finchley Road (SB/NB)
- Piccadilly: Hammersmith (EB) and Caledonian Road (WB)
- Northern: Warren Street (SB), Waterloo (NB) and Elephant & Castle (NB)
- Victoria: Finsbury Park (SB) and Stockwell (NB)

Note: The measure does not include the Waterloo & City or Night Tube which are not in operation at this time.

The data available on the TFL website is:

- Service operated % by weekdays (Monday – Friday)
- Service operated % by weekends (Saturday and Sunday)

## Limitations of the data

Data is taken from the signalling system. Small incidents of over or under reporting can occur if there is a problem with the data feed.

## Time Periods Available

Service operated is a new metric that was introduced by London Underground in 2020/21. Previously published data on the TFL website did not take into account planned closures and weekend engineering works. Because of this the data is currently only available from 18/10/2020. This is the start of London Underground reporting period 8 for 2020/21.

London Underground reports results using a reporting week that runs from Sunday – Saturday. Each financial year is split into 13 periods, with each period containing 4 weeks.

Year to date figures for 2020/21 are based on London Undergrounds H2 scorecard which runs from 2020/21 period 8 until the end of period 13.

Note: Because of how results are reported it is not uncommon for the first and/or last week of the year to be more / less than the regular 7 days.