

User Guide for the presentation of Service updates

Bakerloo	Good service
Central	Good service
Circle	Good service
District	Good service
DLR	Good service
H'smith & City	Good service
Jubilee	Good service
Metropolitan	Good service
Northern	Good service
Overground	Good service
Piccadilly	Good service
Victoria	Good service
Waterloo & City	Good service

Introduction

The Service updates board is a table which displays service update information for the Tube, DLR and Overground. It is important that it is presented consistently to help communicate clearly.

This style guide has been created to show you how TfL displays live travel information and give guidance on how you can replicate this so that customers using your service recognise and are familiar with the information they are consuming.

It is not mandatory that you use this style guide, although we hope that you will recognise the benefits of using the same terminology, colours, and style.

Colours

Our colours are chosen to be as high contrast ratio as possible against the coloured background while still maintaining clarity of the line colour.

The hexadecimal values for foreground text on background colour can be seen in the image to the right and the table below.

Colours	Foreground	Background
Bakerloo	#FFFFFF	#AE6118
Central	#FFFFFF	#E41F1F
Circle	#113B92	#F8D42D
District	#FFFFFF	#007229
DLR	#FFFFFF	#00BBB4
H'smith & City	#113B92	#E899A8
Jubilee	#FFFFFF	#686E72
Metropolitan	#FFFFFF	#893267
Northern	#FFFFFF	#000000
Overground	#FFFFFF	#F86C00
Piccadilly	#FFFFFF	#0450A1
Victoria	#FFFFFF	#009FE0
Waterloo & City	#113B92	#70C3CE

Line	Foreground	Background
Bakerloo	#FFFFFF	#AE6118
Central	#FFFFFF	#E41F1F
Circle	#113B92	#F8D42D
District	#FFFFFF	#007229
DLR	#FFFFFF	#00BBB4
Hammersmith & City	#113B92	#E899A8
Jubilee	#FFFFFF	#686E72
Metropolitan	#FFFFFF	#893267
Northern	#FFFFFF	#000000
Overground	#FFFFFF	#F86C00
Piccadilly	#FFFFFF	#0450A1
Victoria	#FFFFFF	#009FE0
Waterloo & City	#113B92	#70C3CE

Delays rules

If a line (Tube, DLR or Overground) has multiple delay instances, show the top two delays.

Use the following order for disruption messages that apply to the same line (sorted according to severity), to ensure consistency for customers.

- Suspended
- Part Suspended
- Planned Closure
- Part Closure
- Severe Delays
- Reduced Service
- Bus Service
- Minor Delays
- Good Service

You should always display line status and use the same wording of statuses where possible.

Good service and minor delays only

Lines are laid out alphabetically. No specific styling is required for Minor Delay status when it is the only type of delay occurring.

Delays other than minor

Lines which are delayed (other than Minor Delays) go to the top of the board listed in alphabetical order.

The status is bolded to draw attention to them. This group of delayed lines is followed by any Good Service and Minor Delays, also in alphabetical order.

Multiple delays including minor delays

If there are multiple delays on a line which include both minor and other delays, the top two delays will go to the top of the board – this may include a minor delay.

Delay rules

Good service and minor delays only

Bakerloo	Good service	Bakerloo	Good service
Central	Minor delays	Central	Good service
Circle	Good service	Circle	Good service
District	Good service	District	Good service
DLR	Good service	DLR	Good service
H'smith & City	Good service	H'smith & City	Good service
Jubilee	Good service	Jubilee	Good service
Metropolitan	Good service	Metropolitan	Good service
Northern	Good service	Northern	Good service
Overground	Good service	Overground	Good service
Piccadilly	Good service	Piccadilly	Good service
Victoria	Good service	Victoria	Good service
Waterloo & City	Good service	Waterloo & City	Good service

Delays other than minor

Bakerloo	Special service
Central	Special service
Circle	Suspended
District	Special service
DLR	Part closure
H'smith & City	Special service
Jubilee	Special service
Northern	Special service
Overground	Planned closure
Piccadilly	Special service
Victoria	Special service
Waterloo & City	Planned closure
Metropolitan	Good service

Multiple delays, including minor

Bakerloo	Severe delays, Minor delays
Central	Good service
Circle	Good service
District	Good service
DLR	Good service
H'smith & City	Good service
Jubilee	Good service
Metropolitan	Good service
Northern	Good service
Overground	Minor delays
Piccadilly	Good service
Victoria	Good service
Waterloo & City	Good service