

Reason	Number of Incidents	Total Delay Minutes
Train cancelled at FOC request or planned not to run	11090	562698
Delays un-investigated	81424	202455.25
Driver	23544	131029.17
Technical failures below the sole-bar	15619	105974.624
Track circuit failure	17023	103260.25
Traincrew rostering problem	7926	100502.782
Fatalities or injuries caused by being hit by train (including non-intentional)	9389	92815.8
Broken/cracked/twisted/buckled/flawed rail	15057	91952.8
Technical failures above the Sole-bar	12136	85265.06
Brake and brake systems faults; including wheel flats where no other cause had been identified	8841	71607.07
Points failure	10542	70070.15
NZ Pumps T	38749	69702.865
Severe flooding beyond that which could be mitigated on Network	5855	67663.9
Rail infrastructure		
External power supply failure NR Infrastructure	6584	56781.7

Reason	Number of Incidents	Total Delay Minutes
Track defects (other than rail defects) inc. fish plates, wet beds etc.	10832	52100.44
Unexplained loss in running	19478	51901.1
(Senior) Conductor/Train Manager	6397	49365
Overhead line/third rail defect	5586	48001.65
Leaf fall Neutral	26598	45980.555
Door and Door system faults	7951	43775.03
Trespass (including non-intentional)	7169	41738.34
Signal failure	7548	40769.87
Diesel Loco failure, defect, attention	4769	40115.92
Depot operating problem	7317	38210.612
Signalling lineside cable fault	3827	33631.33
Signaller, including wrong routing and wrong ETCS/ERTMS instruction	8088	32991.66
Waiting Customers traffic including documentation	2259	31151.3
BRIDGE HIT	4442	29855.7
Passenger taken ill on train	4977	29769.82
Train De-scriber/Panel/ARS/SSI/TDM	4185	28772
Remote Control failure		

Reason	Number of Incidents	Total Delay Minutes
Rail / wheel interface, adhesion problems (including ice on the running rail)	13393	28453.83
Delays not properly investigated by Network Rail	4469	28090.3
Train crew not available	3174	27255.5
Passengers joining/alighting	9264	26613.68
Delays incurred on non-Network Rail running lines incl. LT causes (except T&RS)	6448	25261.5
Confirmed train cab based safety system fault (including GSMR)	3895	25199.97
Waiting acceptance into off Network Rail network Terminal or Yard	2326	24981.5
Late start/yard overtime not explained by Operator	3509	23890
Other Passenger Train Operating Company causes	5772	23571.97
Planned underpowered or short-formed service and or vehicle, incl. exam set swaps	3931	21679.7
Msc items (inc.trees) causing obstructions not result T&V, weather or fallen/thrown from trains	3275	20570.4

Reason	Number of Incidents	Total Delay Minutes
Possession over-run from planned work	2889	20386.81
Disorder/drunks or trespass	3851	20360.79
Wagons, coaches and parcel vehicle faults	1803	20170.75
Train schedule/STP Process including erroneous simplifiers	4461	19603.5
Axle Counter Failure	3244	19158.8
Telecom equipment failure	2037	17336.3
Waiting Train preparation or completion of TOPS list/RT3973	1839	16604.5
Delay believed to be due to Operator but no information available from Operato	6037	16558.744
Special working for leaf-fall track circuit operation	2865	16152.8
Delayed by signaller not applying applicable regulating policy	4015	15796.08
Adhesion problems due to leaf contamination	1978	15490.54
Severe weather not snow affecting infrastructure the responsibility of Network Rail	2072	15153.6
Delay in running believed due to Operator but no info available from Operator	4293	15019.6

Reason	Number of Incidents	Total Delay Minutes
WTT schedule and or LTP Process including erroneous simplifiers	2194	14404.5
Electric Loco failure, defect, attention	1595	14003
Communication cord or emergency train alarm operated	3087	13925.3
Signalling Functional Power Supply Failure	2062	13815.55
Other FOC causes incl. FOC control directive, cause to be specified, including mishaps	1957	13728.5
Takeback Pumps	6809	13399.365
Reactionary Delay to "P" coded TSRs	4756	12988.1
Level crossing failure incl. barrow/foot crossings & crossing treadles	2572	12908.6
Vandalism or theft (including the placing of objects on the line)	2037	12819.33
Freight train driver	1528	12241.7
Level Crossing Incidents including misuse	2068	11973.3
Train-crew/loco/stock/unit diagram issues	1830	11462.94
NR staff oversight or error (Maint / Infrastructure)	2050	11436.1

Reason	Number of Incidents	Total Delay Minutes
Cautioning due to railhead leaf contamination	1698	10295.94
Coupler and Coupler system faults	1730	10260.8
Structures -	1929	9989
Bridges/tunnels/buildings/embankments (not bridge strikes)		
Congestion in off Network Rail network Terminal or Yard	951	9681
External trees, buildings or objects encroaching onto Network Rail infrastructure (not due to weather or vandalism)	1201	9290.544
OTM DAMAGE	1615	9159.85
Power Supply And Distribution System Failure	1675	8792.2
Confirmed Pantograph ADD, shoe beam or assoc. system faults incl. positive PANCHEX activations	1182	8660.86
Block failure	432	8308.1
Flooding not due to exceptional weather	951	8012.5
Reported fleet equipment defect - no fault found	1315	7944.48

Reason	Number of Incidents	Total Delay Minutes
Customer or off Network Rail network yard equipment breakdown/reduced capacity	304	7645
Late start or delay to Railhead Conditioning Train (RHC) including any reactionary delay to other trains	3701	7514.422
AC/DC trip	889	7473.8
Gas/water mains/overhead power lines	1208	7431.6
Delay at unstaffed station to non-DOO train	2145	7422
Unexplained station overtime	3315	7374
Other Station Operating causes	2295	7329.3
Failure to maintain vegetation within network boundaries in accordance with prevailing Network Rail standards	1703	7261
Earthslip/subsidence/breached sea defences (not the result of severe weather on the day of failure)	3246	7102.4
Other Network Rail operating causes	2571	6975.1
Condition of Track TSR outside the Timetable Planning Rules	4276	6944

Reason	Number of Incidents	Total Delay Minutes
Vandalism or theft	1098	6692.67
Animal Strike or incursion not within the control of Network Rail	1075	6216.5
Bumps reported - cause not known	624	5972.03
re-booked assistance for a person with reduced mobility joining/alighting,	1805	5958.5
Off Network Rail network Terminal or Yard staff shortage including reactionary congestion caused by shortage	457	5930.6
Technical failure associated with a Railhead conditioning train	1234	5725.4
Failure to lay Sandite or operate Railhead Conditioning train as programmed	1784	5594.5
Other Infrastructure causes	1277	5566.6
Fatalities and or injuries sustained on platform result of struck by train or falling from a train	1345	5533.7
Confirmed train borne safety system faults (not cab based)	873	5358.31
Engineers on-track equipment failure outside possession	2032	5283

Reason	Number of Incidents	Total Delay Minutes
ARS software problem (excluding scheduling issues and technical failures)	1358	5249
ESR/TSR Work not comp/canx pssn (restriction did not exist prior to pssn)	2311	5168.58
TSR speeds for Track-work outside the Rules of the Route	4199	5033
Telecom radio failures	868	4773.6
IVRS/GSM-R		
lanning issues including loco diagrams or RT3973 restriction not requested	478	4522
Delays a result of track patrolling blocks	1066	4442.1
OHLE/third rail power supply failure or reduction	499	4323.9
Station delays due to special events e.g. sports fixtures	1048	4202.8
Station staff error - e.g wrong announcements misdirection	902	4110.8
Fires starting on Network Rail Infrastructure	540	4010
Train diverted/re-routed at FOC request	329	3982.5
Other passenger or external causes the responsibility of TOC	735	3973.47

Reason	Number of Incidents	Total Delay Minutes
Weather - effect on T&RS equipment	499	3619.84
Waiting connections from other transport modes	604	3613.42
Station Staff unavailable - missing or uncovered	871	3592.08
Train striking bird (pheasant or smaller)	477	3480.035
Late presentation from the continent	345	3402
Freight train running at lower class or speed than planned classification or overweight	686	3279
Police searching train	612	3201.5
VSTP Schedule/ VSTP Process (TSI created schedule)	851	3118
Un-booked assistance for a person with reduced mobility joining/alighting,	900	2917.5
Engineers train late or failed in possession	1209	2749.5
Mishap-Train Operating Company cause	349	2680.5
Trackside sign blown down, missing, defective, mis-placed	577	2645.5

Reason	Number of Incidents	Total Delay Minutes
Road related - excl bridge strikes/level crossing incident	421	2643.5
AWS/ATP/TPWS/Train stop/On track equipment failure	673	2596.1
Train cancelled or delayed at Train Operators request	421	2421
Failure of off network infrastructure (FOC or private)	307	2285
Animal Strike or Incursion within the control of Network Rail	382	2277
Security alert affecting stations and depots	319	2153.75
Late TRTS given by station staff	619	1912.5
Blanket speed restriction for extreme heat or high wind in accordance with the Group Standards	360	1883
Ticket irregularities or refusals to pay	437	1834
Non severe weather - snow/ice/frost affecting infrastructure equipment	153	1729
Wagon load incident including adjusting loads or open door	112	1661
Other Freight Operating Company cause, to be specified, in off network terminals or yards	121	1646.5

Reason	Number of Incidents	Total Delay Minutes
Delayed as a result of Route Control decision or directive	373	1622.5
Driver adhering to company professional driving standards or policy	418	1594.37
Signal Box not open during booked hours	171	1525
Points failure caused by snow or frost where heaters are not fitted	249	1452
Regulation Decision Made With Best Endeavours	354	1426
Sanders and scrubber faults	134	1370.2
Fire external to railway infrastructure	236	1318.222
HABD/PANCHEX/WILD Failure (no fault found/wrong detection)	204	1278
Incorrect train dispatch by station staff	321	1208.5
Attaching/detaching/shunter/watering	259	1192
Other external causes the responsibility of Network Rail	297	1183.5
Sunlight on signal or dispatch equipment	324	1180
Telecom equipment failures legacy (inc.NRN/CSR/RETB link)	72	1111
Train held at FOC request	69	1062

Reason	Number of Incidents	Total Delay Minutes
Visability in semaphore signalled areas, or special workings for fog and falling snow implemented by Network Rail - in all signa	288	1018
On train TASS/TILT failure	312	982.5
Security alert affecting Network Rail	150	976.25
Delay caused by Operating staff oversight, issues or absence (excluding signallers and Control)	124	942.5
Incorrect route taken or route wrongly challenged by driver incl SPADs	119	899
Planned engineering work - diversion/SLW not timetabled (outside the Timetable Planning Rules)	255	874.5
Severe snow affecting infrastructure the responsibility of Network Rail	88	873
Technical Fleet Holding Code	216	835.15
Train Operating Company Directive	333	828.7
Customer Information system failure	168	686
Late presentation from Europe	64	685
Unexplained late start	296	662

Reason	Number of Incidents	Total Delay Minutes
Severe weather affecting passenger Fleet equipment including follwogin company standards/policies or Rule book instructions	111	631
Mishap - Station Operating causes	110	622
Cable vandalism or theft	89	588.91
Station staff split responsibility - unable to cover all duties	155	490
Loading or unloading un-reserved bicycles	179	481
Passengers taken ill on platform	118	462.77
Incorrect simplifier	123	462.5
Unattributed Cancellations	30	441.3
Passenger dropped object whilst boarding/alighting from train and train delayed at TOC request	118	426
Locating lost luggage	103	422
Lightning Strike - damage to protected systems	95	409
Driver adhering to company professional driving standards or policies during severe weather that are not fleet related	112	324.5

Reason	Number of Incidents	Total Delay Minutes
Waiting connections from other transport modes	49	311.5
Network Rail staff oversight or error (Maintenance / Infrastructure)	80	306
Swing bridge open for river or canal traffic	34	297
Token Equipment Failure	26	292
Train catering staff (including Contractors)	44	268
Waiting connections - not authorised by TOC Control	78	258
Conn held where the prime incident causing delay to the incoming train is a FOC owned incident & serv is more freq than hourly	48	255
Lift/escalator defect/failure	55	248
Driver adhering to company professional driving standards or policy	37	243
Delay accepted by Network Rail as part of commercial agreement where no substansive delay reason is identified	92	200.5
Ice on conductor rail/OHLE	30	185
Special Stop Orders	51	179

Reason	Number of Incidents	Total Delay Minutes
Tail lamp or headlamp missing, not lit or wrongly displayed	32	160
Loading or unloading reserved bicycles	56	155
Special Stop Orders - authorised by TOC Control (including any delay at point of issue)	44	152
Infrastructure Fault Report Proven To Be Mistaken	32	142
Points failure due snow/frost where heaters fitted but not operative or defectiv	25	140
Tail lamp/head lamp out or incorrectly shown	13	125
Steam locomotive failure/defect/attention	71	120.5
Loading excessive luggage	33	103
Dangerous Goods incident	9	97
Preventative Maintenance to the infrastructure in response to a Remote Condition Monitoring Alert	29	88
Station evacuated due to fire alarm	27	83
International/Channel Tunnel locomotive failure/defect/attention	4	67

Reason	Number of Incidents	Total Delay Minutes
ETCS/ERTMS Equipment Failure (excl. communications link and balises)	17	64
Fire in station building/platform affecting operators not booked to call at that stations	14	56
Police searching the line	10	54
Failure of TRUST or SMART system preventing recording and investigation of delay	11	52
Waiting passenger connections authorised by TOC but outwith TOC/Network Rail connection policy	11	46
Infrastructure Safety Issue Reported by Member of the Public - No Fault Found	11	40
Fire caused by vandalism	4	38.5
Loading Supplies (including catering)	10	37
Connection authorised by TOC but outwith Connection Policy	5	17
Passenger charter excludable events occurring on the LUL or other non NR running lines	5	16
Infrastructure Balise Failure	11	15.5

Reason	Number of Incidents	Total Delay Minutes
Reactionary Delay to 'P' coded Possession	6	13
Delay due to ETCS/ERTMS on-board overriding driver command	290	13
Special stop orders - not authorised by TOC Control	3	11
Delay in running due to the incorrect operation of the on-board ETCS/ERTMS equipment - i.e. wrong input by driver	1	0
Total	619806	3523705.25