

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.

Since 01/04/2021 data has also been manually adjusted where there is an impact of three hours or more due to one of the following:

- System issues causing a loss of data, or inaccurate reporting
- Industrial action
- Force majeure – such as a terrorist incident
- Unplanned events

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)

The data available on the TFL website is:

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

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.

Manual adjustments to the data have been used since 01/04/2021, but previous years have not been adjusted in this way. This is because the metric was only introduced in 2020/21.

Due to a cyber incident in September 2024, there is a data hole between 12 September 6pm and 18 October 8am and no actual or schedule data is included for these dates. Period 6 and Period 8 2024-25 data are partial results and Period 7 cannot be provided.

Time Periods Available

Service Operated data has been made available by financial year and TFL reporting period, showing the percentage for each individual period, as well as the year to date figure at that time. Data is available from 2018/19 onwards.

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.

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.