Lost Customer Hours Guidance Notes

Lost Customer Hours is used to measure the customer experience of reliability. The system estimates the impact of any service disruption of two minutes or more in terms of time lost by our customers.

Delays are logged by Service Control teams, before being investigated further to establish a root cause and allocate them to a specific London Underground business function (department).

Factors that influence the value of Lost Customer Hours (the size of disruption) include:
- Day of the week
- Time of day
- Location
- Direction of travel
- Duration of the incident

Therefore a five minute train delay at Oxford Circus at 17:30 would generate a far higher Lost Customer Hours value, than a five minute delay at Epping at 23:30.

Limitations of the data

The data in the associated file represents a snapshot of the data set at the time it was extracted. It is not uncommon for details to change as further investigations are carried out. Sometimes investigations may take several weeks to complete, depending on the complexity of an incident.

Time Periods Available

Lost Customer Hours data has been made available by financial year and TFL reporting period for each individual line. Figures can be added together to give a total figure for a selected time period, with data made available from 2016/17 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.

Use of Lost Customer Hours going forward

The Lost Customer Hours metric is available up until 2019/20 period 12. This is because the modelling assumes a certain level of passenger demand. Since March 2020 these assumptions have not been accurate due to the much reduced passenger numbers following the coronavirus response.