

Date: 29 September 2022

Item: Crossrail Programme Completion

This paper will be considered in public

1 Summary

- 1.1 This paper provides an update on the status of the Crossrail project.
- 1.2 Following the initial phase of transition, the Elizabeth Line Delivery Group (ELDG) was formed to ensure appropriate oversight of the delivery of the Elizabeth line by Crossrail and the Transport for London (TfL) Executive. The ELDG is chaired by the Commissioner. In line with the commitments made by the Mayor for greater transparency of the Crossrail project, the minutes and actions from ELDG are available on our website¹. Available reports will be uploaded to correspond to the meeting of this Committee.
- 1.3 A paper is included on the Part 2 agenda which contains supplementary information that is exempt from publication by virtue of paragraph 3 of Schedule 12A of the Local Government Act 1972 in that it contains information relating to the business affairs of TfL. Any discussion of that exempt information must take place after the press and public have been excluded from this meeting.

2 Recommendation

- 2.1 **The Committee is asked to note the paper and the supplementary information on Part 2 of the agenda.**

3 Programme Update

- 3.1 On 23 August 2022, four months on from the opening of the Elizabeth line's Central Operation Section (COS), Crossrail and TfL announced that the Elizabeth line would commence through-running services on the railway from Sunday 6 November 2022, with Sunday services also being introduced from this date.
- 3.2 This next stage of the transformational Elizabeth line, beginning in November 2022, will mean passengers benefit from a full seven-day service with trains running directly from Reading and Heathrow in the west to Abbey Wood, and from Shenfield in the East through to Paddington as the surface railways connect with the tunnels in the central section (known as Stage 5b minus).
- 3.3 At this point, train frequency will also increase significantly, with 22 trains per hour (tph) between Paddington and Whitechapel at peak times and 16 tph off-peak, up from the current 12 tph. Passengers will also benefit from shorter engineering

¹ <https://tfl.gov.uk/corporate/publications-and-reports/elizabeth-line-delivery-group>

hours, meaning services will run in the COS until around 23:30 at night, rather than finishing at around 22:30 as they have done to date.

- 3.4 The brand-new Bond Street Elizabeth line station, offering step-free access and increased capacity at the heart of London's West End, is also set to provide another boost to London's recovery from the pandemic. This follows two critical targets (the start of staff familiarisation and completion of fire safety testing) being delivered by the team at the end of August 2022.
- 3.5 Passengers are already benefitting from earlier start times along the Elizabeth line. Since 5 September 2022, customers have been able to access services from around 05:30 – an hour earlier than when opened in May 2022.
- 3.6 ELR210 train software was installed over the weekend of 30/31 July 2022, successfully eliminating 18 out of 19 operational restrictions on signalling. Rollout of a further ELR211 update, to fix a bug in this iteration of the software, took place over a two-week period from the end of August 2022.
- 3.7 Preparation for ELR300 is also well underway, with plans for a rollout over the Christmas 2022 period. This update is intended to deliver auto-reverse functionality, critical to the final 24 tph configuration of the railway. However, there will be no further changes to the Elizabeth line timetable until May 2023. This is due to the proximity any December 2022 change would have had to the 6 November 2022, 5b minus-linked, timetable change.
- 3.8 While most passengers travelling on the Elizabeth line will see significant enhancements to service frequency, connectivity and journey times from November 2022, there are a few stations where the new timetable will entail a temporary impact on travel time.
- 3.9 Off-peak service frequencies at some western stations will increase, but at a loss of direct services from Iver to Taplow, Twyford and Reading, while some trains will have a timetable allowance to pause for up to seven minutes outside Paddington to regularise the service from the west through to the central section. Passengers travelling from stations between Canary Wharf and Abbey Wood will see wait times slightly increase with the Stage 5b minus timetable (from five minutes between services currently, to six minutes at peak and seven and a half off-peak) but will improve again once the railway is in its final configuration. Overall, as noted in the previous paragraph, there are significant benefits to customers from introducing this timetable change compared to the previous plan, which would not have provided a through service from the west into the central section until May 2023.
- 3.10 Timetable trial days remain key to the successful delivery of through running and high frequency services, with two trials taking place on Sundays in September 2022, and a further one on 23 October 2022. Trial days have been key to growing confidence in the infrastructure and will also help the control teams to practice their operational response to incidents – similar to during the trial operations which ran prior to the opening of the COS.
- 3.11 On the surface, major works at both Ilford and Romford stations have now been completed, marking the completion of major station upgrade work by Network Rail

across the Elizabeth line. These extensive station upgrades include new and refurbished entrances and ticket halls, new lifts, platform extensions, new and refurbished footbridges, a bay platform at Shenfield, and a complete rebuild of the station at Abbey Wood in southeast London.

- 3.12 Works at Romford station were completed on 25 August 2022, which followed the opening of the passenger lift from the main ticket hall earlier in the month. This has delivered step-free access, alongside the new ground-floor ticket office, spacious ticket hall, and the addition of a new entrance on the northern side of the station.
- 3.13 Ilford station's new entrance building on Cranbrook Road opened on 1 September 2022, after a launch event that celebrated the benefits that the new Elizabeth line will deliver for all Ilford passengers. The launch event was attended by Local MP Sam Tarry, Redbridge Council members and local business leaders, together with representatives from Network Rail, Crossrail Limited, TfL and the operator, MTR.
- 3.14 The new modern station entrance features a bright and spacious ticket hall with an improved gateline, allowing for ease of movement into and out of the station and delivering accessibility from street to platform via three new lifts.
- 3.15 The opening of the new entrance at Ilford marks the moment that all stations on the Elizabeth line have step-free access from street to platform. This was a crucial part of the commitment made by the Department for Transport and TfL in November 2014, to make all Elizabeth line stations accessible, following a dedicated campaign led by Transport for All.

List of appendices to this report:

Exempt supplementary information is contained in a paper on Part 2 of the agenda

List of Background Papers:

None

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