

Date: 29 September 2022

Item: Elizabeth Line Operational Performance

This paper will be considered in public

1 Summary

- 1.1 Performance on the Elizabeth line has remained high throughout Periods 4 and 5, reflecting the underlying reliability of the railway. Public Performance Measure (PPM) for this period was above target, and also represented a best-in-industry figure.
- 1.2 Work continues to ensure maximum reliability ahead of the introduction of through running services on 6 November 2022.

2 Recommendation

- 2.1 **The Committee is asked to note the paper.**

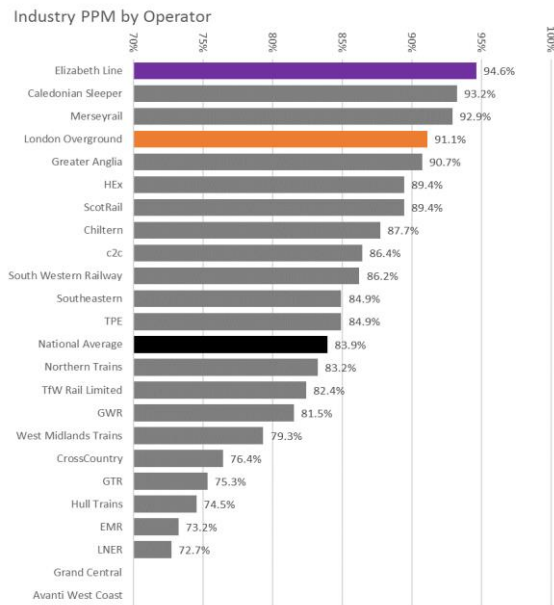
3 Operational service

- 3.1 Throughout Periods 4 and 5, the Elizabeth line has continued to run 12 trains per hour, Monday to Saturday, from approximately 06:30 to 22:30. The schedule has been designed to build in additional engineering hours, allowing work to continue towards completion, while opening the railway to passengers.
- 3.2 All service-affecting, operational, system and asset events are followed up through the daily, weekly and periodic performance processes to ensure lessons are learnt and improving response and recovery following these types of delay or failure events is key to ensure performance remains intact.
- 3.3 MTR Elizabeth Line and Rail for London Infrastructure operational teams are also working hard to ensure processes and procedures are in place to keep wheels moving. For example, part of improving resilience along the line includes reviewing driver availability at key locations.

4 Reliability

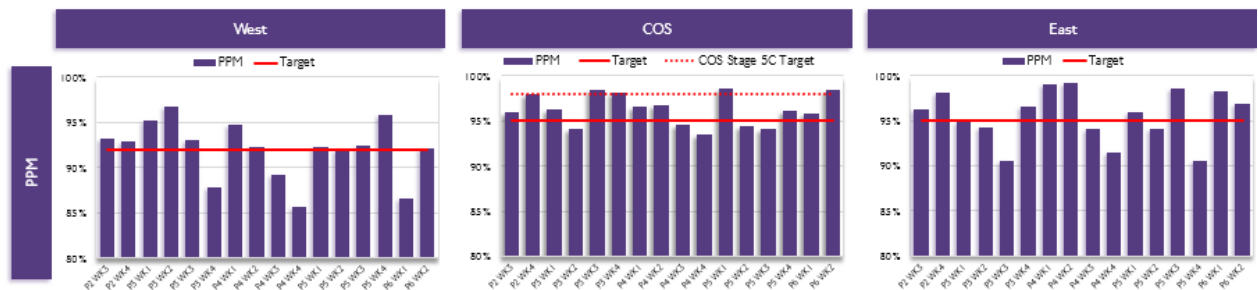
- 4.1 The PPM for the overall Elizabeth line during Period 5 (24 July – 20 August 2022) was 94.6 per cent – a better than target figure and a best-in-industry performance for the third Period in a row. The figure now incorporates performance on the Elizabeth line’s high-performing Central Operating Section (COS).

4.2 Chart showing industry PPM by operator



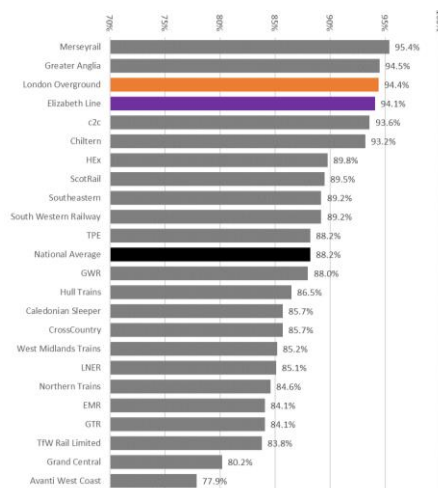
4.3 The average PPM in the COS has remained steadily above 95 per cent since entry into Revenue Service demonstrating that inherent ‘background’ reliability is high. There is no single major contributing factor or systemic issue impacting PPM, however the team continue to work to improve resilience, driving down response and recovery times to one-off events.

4.4 Charts showing weekly breakdown of PPM on the line



4.5 The Moving Annual Average performance is now at 94.1 per cent (Period 5), fourth best in the sector and likely to continue rising as opening of the central section drives up performance.

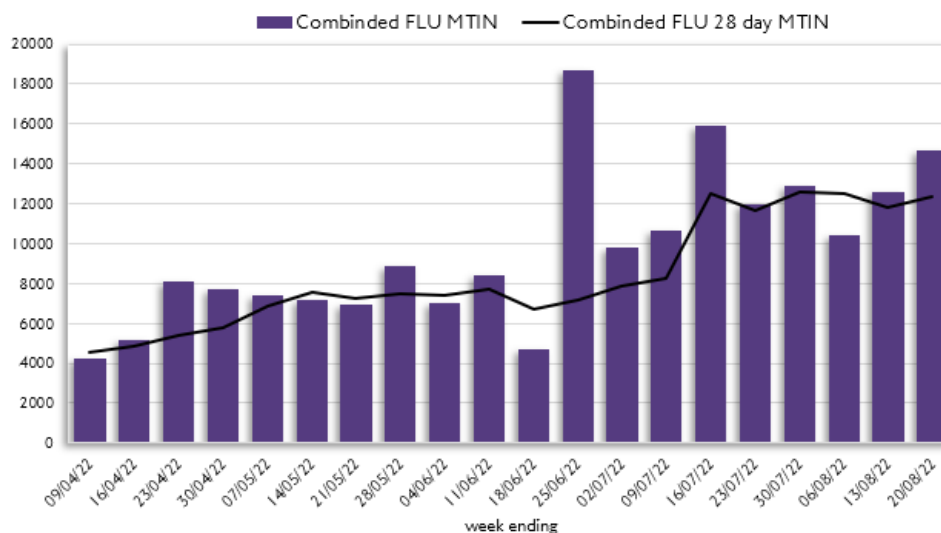
4.6 Chart showing industry PPM by operator (MAA)



4.7 Platform screen doors (PSDs) have occasionally impacted PPM, with the main cause being the way customers have interacted with the feature. Attempts to free luggage stuck in closing PSDs have resulted in several instances of rubber safety edges on the doors becoming partially dislodged, ultimately leading to delays. A promising modification to retain the rubber safety edges more securely is being developed.

4.8 The MTIN (Miles per Technical Incident Number) is used to measure the mean distance in miles between (service affecting) faults of three or more minutes. The combined Operation Train MTIN has been in general above the target of 10,000 miles.

4.9 Chart showing combined Operation train MTIN

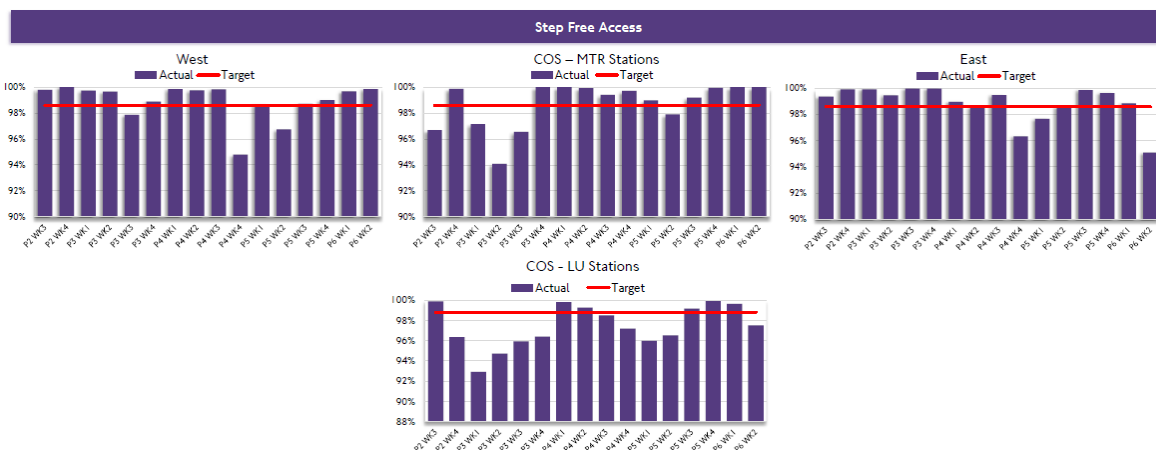


5 Customer Satisfaction

- 5.1 In the most recent Customer Satisfaction Survey, the COS received an overall score of 87.5 per cent – the highest ever score across all modes of transport. Since the section was open for only part of the quarter, leading to a small sample size, the figures were not incorporated into the overall score.
- 5.2 Customer satisfaction on the Elizabeth line east and west sections was at 77 per cent for Quarter 1. There were notable improvements in overall satisfaction on the eastern section – driven by better information during disruption – and to the cleanliness scores on the western section. Customer information, especially directional signage is one area where further improvement is possible.

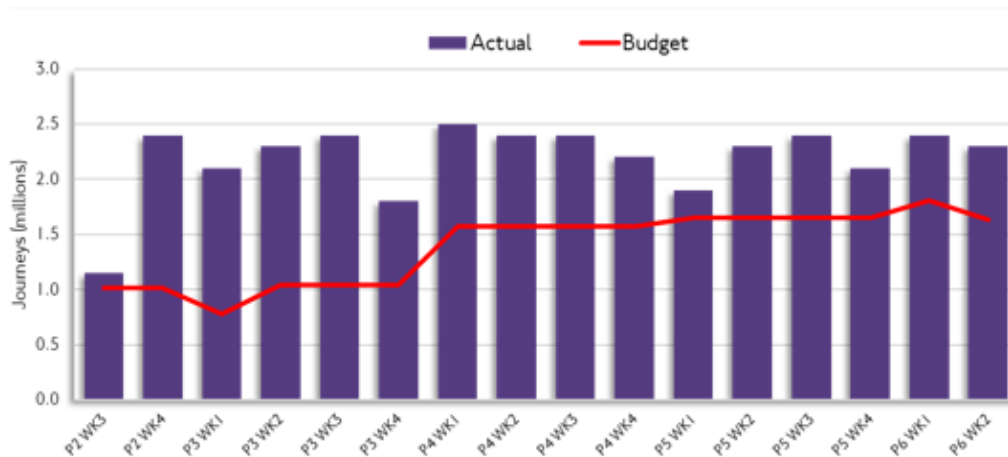
6 Step-free Access

- 6.1 Following the completion of works at Romford on 25 August 2022 and the opening of the new entrance at Ilford on 1 September 2022, all stations along the Elizabeth line now offer step-free access from pavement to platform.
- 6.2 In the COS, reliability and availability of key customer facing assets, such as lifts and escalators, has been high since entry into revenue service. Step Free Access scores, which are consistently above target, reflect the availability of these assets across the central section. This is also reflected in the customer satisfaction surveys with scores for Quarter 1 also exceeding targets.
- 6.3 Step-free access remains above target overall despite the extreme heat during Period 4 which led to multiple lift failures and a backlog of engineering visits during aspell of unprecedented hot weather.
- 6.4 Charts showing weekly step-free access availability by section.



7 Passenger Numbers

- 7.1 Passenger numbers on the Elizabeth line are consistently higher than budgeted for, and excepting strike action, regularly exceed two million per week. For example, during the week ending 20 August 2022 there were 2.1 million passenger journeys for the whole line.
- 7.2 Passenger numbers across Period 4 (26 June – 23 July) reached 4.5 million on the east and west, and 5.1 million passengers travelled in the central section.
- 7.3 Chart showing weekly passenger journeys in millions



List of Appendices:

None

List of Background Papers:

None

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