

This paper will be considered in public

1 Summary

- 1.1 This paper provides the status update of the Elizabeth line operations and on the readiness for further opening stages of the Elizabeth line railway including the remaining work on the Crossrail project.

2 Recommendation

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

3 Performance of Operational Service

- 3.1 More than 45 million journeys have been made across the Elizabeth line, since the railway opened in May this year. Around half of those journeys were carried out in the Central Section between Paddington and Abbey Wood. Thursday 29 September 2022 saw 290,000 journeys completed in the Central section, the highest number to date.
- 3.2 Performance on the Elizabeth line has remained high throughout Periods 4 and 5, reflecting the underlying reliability of the railway, particularly the Central section.
- 3.3 The Public Performance Measure (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 average PPM in the Central Section has remained steadily above 95 per cent since entry into revenue service. Nonetheless, the team continues to work on improved resilience, and faster response and recovery times to ensure maximum reliability ahead of the introduction of through running services on 6 November 2022.
- 3.4 The main challenge in terms of reliability in recent months has been the performance of services on the surface section between Paddington and Reading. We continue to work with Network Rail and with our Concessionaire, MTR Elizabeth line, to address the issues and offer the very best possible service to customers.
- 3.5 Planned National Rail industrial action will, unavoidably, continue to cause some disruption to Elizabeth line services that operate on the surface sections of the railway infrastructure, which is maintained and signalled by Network Rail, however, we will continue to do all we can to mitigate the impact on customers.

4 Update on Further Opening Stages

- 4.1 On 23 August 2022, four months on from the opening of the Elizabeth line's Central Operation Section (COS), we 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.
- 4.2 This next stage of the Elizabeth line 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. 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 longer hours in the evenings, 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. Since 5 September 2022, the Elizabeth line has already been offering around an hour of additional services to passengers in the morning.
- 4.3 Maintaining the reliability and resilience of Elizabeth line services is a constant focus and will also be critical to the successful launch of the new timetable from 6 November 2022. The integration of services from the east and west with the COS will be challenging as overall performance and reliability are dependent on surface infrastructure where our services will interface with those of other operators. Timetable trial days continue and have been key to growing the confidence necessary for through running and helping control teams to practice their operational response to incidents – similarly to the trial operations which ran prior to the opening of the Central Section.
- 4.4 Bond Street Elizabeth line station, offering step-free access and increased capacity at the heart of London's West End will open on Monday 24 October 2022.
- 4.5 A schedule for carrying out all remaining works on the Elizabeth line is in place and the step up to 24 tph operation and integration of end-to-end services is due to be implemented in May 2023 – linked to the National Rail timetable change taking place that month.
- 4.6 In early August 2022, Network Rail opened brand new lift facilities at Romford, and the new and spacious ground level ticket hall followed on 25 August 2022. At Ilford, the new station building, and entrance were brought into use at the start of September 2022.
- 4.7 Network Rail surface station enhancements are now largely complete across the 41 Elizabeth line stations, although final step-free accessibility improvements, and some snagging works continue in a small number of locations.

List of Appendices:

None

List of Background Papers:

None

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