

This paper will be considered in public

1 Summary

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

2 Recommendation

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

3 Performance of Operational Service

- 3.1 The Elizabeth line is the fourth most reliable railway in the country on the basis of the moving annual average performance which in Period 12 (5 February to 4 March 2023) was 92.6 per cent Public Performance Measure (PPM). This is compared to the national average PPM of 87.9 per cent. The only operators with greater reliability than the Elizabeth line were Merseyrail, London Overground and Greater Anglia.
- 3.2 The overall PPM scores on the Elizabeth line for Period 11 (8 January to 4 February 2023) and Period 12 were 91.3 per cent and 90.2 per cent.
- 3.3 Period 12 saw three of the highest performing days since through running began with Wednesday 22 February recording 99.3 per cent PPM, Wednesday 1 March 98.1 per cent PPM and Friday 17 February 97.9 per cent PPM.
- 3.4 However, we have also suffered some days of poor reliability, primarily due to points and signalling failures on the western route and faults on the train. Network Rail has an urgent plan to address the infrastructure issues and a programme of upgrades delivered by the train manufacturer, Alstom, is already seeing train reliability improve. We will continue to work with all the parties involved to increase reliability for our customers.
- 3.5 Step-free access was better than target in Period 11 at 99.07 per cent. For Period 12 it was 99.3 per cent.
- 3.6 Customer satisfaction for the line remains high, with the Elizabeth line scoring 82 in the Quarter 3 Customer Satisfaction Survey. This was down one point from Quarter 2 but remains the highest scoring mode across TfL services.

4 Project completion update

- 4.1 We are now into the final stage of the Crossrail project, which is on track to be fully transitioned to TfL by the end of May 2023.
- 4.2 The May 2023 timetable was released by Network Rail on 30 January 2023. This timetable change sees the railway move to a peak service of 24 trains per hour in the central section, an increase from the current 22 trains per hour. Other benefits include:
- (a) more frequent services to Heathrow;
 - (b) additional peak services to and from Liverpool Street National Rail station;
 - (c) a small increase in peak services from Reading, trains which were previously operated by Great Western Railway; and
 - (d) the removal of any significant dwell times for trains between Paddington and Acton Main Line, which have been in place since November 2022. This will mean faster running times between Reading and Paddington and improved journey times for customers travelling from the west into central London.
- 4.3 The timetable change in May 2023 represents a further significant step up in terms of the operation of the Elizabeth line and a series of T-Minus reviews are taking place to check readiness. These are attended by various parts of TfL as well as Network Rail and the concession operator MTREL. The focus is on tracking the delivery of the necessary additional functions in the train and signalling systems and also reliability, particularly right time arrivals at the transitions to the central tunnel section.
- 4.4 The Elizabeth line's central operating section between Paddington and Abbey Wood will be closed from Friday 7 April to Monday 10 April 2023. The blockade will be used to rollout both the ELR 400 Software upgrade and the CMS 33.X upgrade to the communications system over the Easter weekend. This upgrade will remove 21 Operational Restrictions, close 194 minor issues with the software and deliver 13 further functional improvements.

List of appendices to this report:

None

List of Background Papers:

None

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