

**Date:** 18 May 2023

**Item:** Elizabeth line Operations and Programme Completion Update

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## **This paper will be considered in public**

### **1 Summary**

- 1.1 This paper provides an update on Elizabeth line performance and 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 website<sup>1</sup>. Available reports are uploaded to correspond to the meeting of this Committee.

### **2 Recommendation**

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

### **3 Operations and Programme Update**

- 3.1 The Crossrail project is now in the final phase with the stage known as Stage 5c on track to be delivered by the end of May 2023.
- 3.2 At this point, the line will move to a peak service frequency of 24 trains per hour (tph) in the central section – up from the current 22 tph and, for the first time, direct services will run between Shenfield and Heathrow airport. This uplift will take place in line with the National Rail timetable change scheduled for 21 May 2023.
- 3.3 The Elizabeth line was closed between Paddington and Abbey Wood between 7 April and 10 April 2023, allowing for the commissioning of the ELR400 signalling software update as well as an upgrade to the Central Management System.
- 3.4 This upgrade contained the functionality to allow Auto Transition to be brought into use at Stratford from 11 April 2023, removing the temporary speed restriction which had been in place. A small number of performance affecting regressions (“bugs”) were found following the release of ELR400 and are being addressed by a series of “patch” releases due from Siemens over the coming weeks.

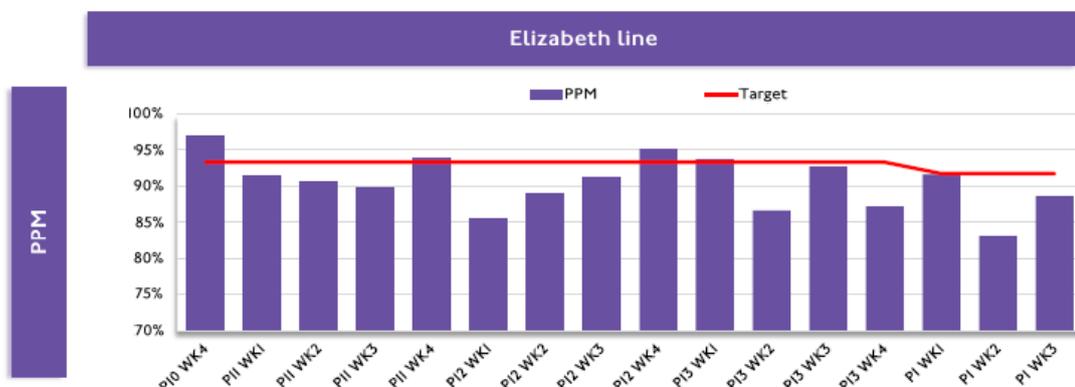
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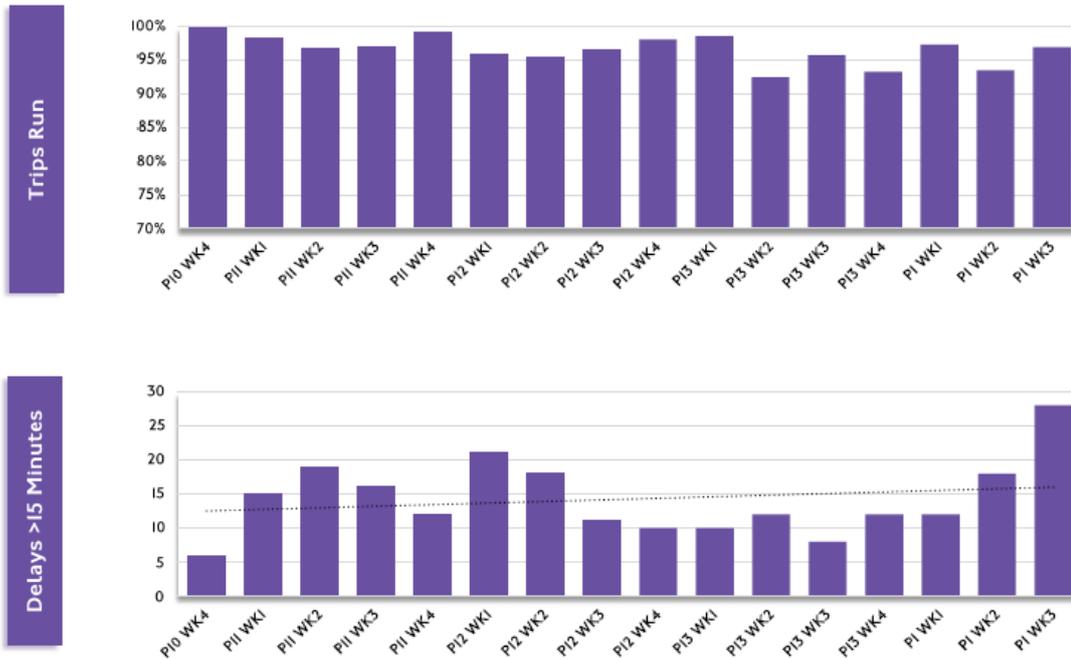
<sup>1</sup> <https://tfl.gov.uk/corporate/publications-and-reports/elizabeth-line-delivery-group>

- 3.5 The 'auto reverse' function was brought into use on 16 April 2023. The function enables trains taken into sidings at Westbourne Park to reverse themselves back onto the track while the driver walks through to the other end of the train and is a key element towards a 24 tph service.
- 3.6 The Employer's Completion Process was signed off for Bond Street station on 16 March 2023, this allowed the closure of the station's portfolio on 30 March 2023.
- 3.7 Crossrail is nearing the end of its programme lifecycle with the team closing out or transitioning activities to TfL by 26 May 2023 and declaring final completion for endorsement by Sponsors.
- 3.8 After final completion is endorsed by July 2023, it is anticipated that bespoke Crossrail Programme governance will no longer be required, with Elizabeth line reporting integrating into TfL operational governance.
- 3.9 Customer Scores and operational performance will be included in the Customer Service and Operational Performance report. Safety will be included in the quarterly Safety, Health and Environment report and the Commissioner's report to the Board will contain updates on issues of note.

## 4 Performance and Reliability

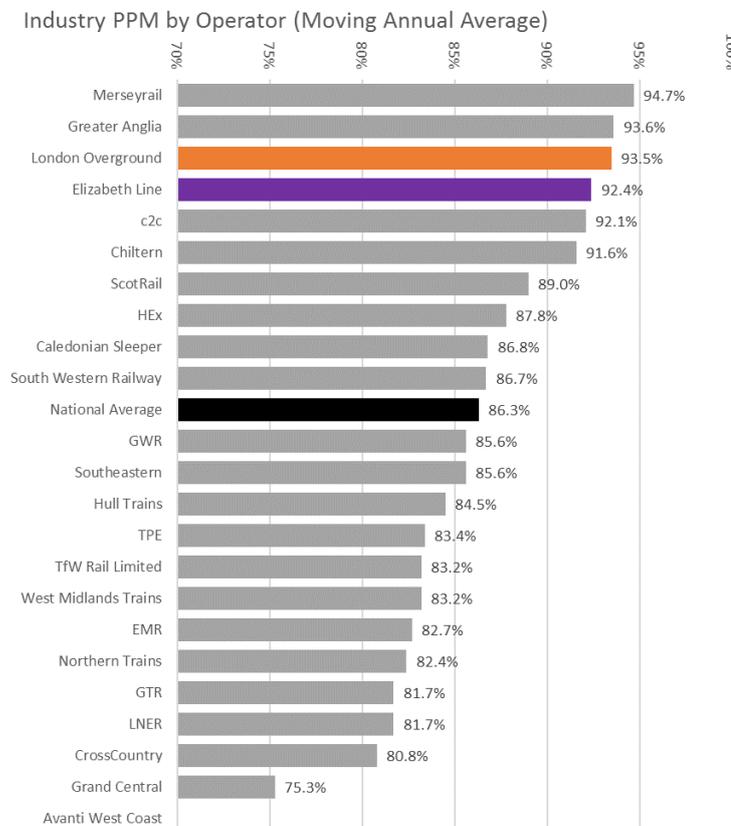
- 4.1 Although initial performance has been slightly below target in the six months since the launch of the new timetable in November 2022. The Elizabeth line continues to be one of the most reliable railways in the country. Good collaborative working with the operator, MTR Elizabeth Line and Network Rail teams on preparing for the line's launch has followed through into timetable delivery and management of incidents and we have a good process to capture learnings.
- 4.2 The overall Public Performance Measure (PPM) scores on the Elizabeth line for Periods 12 and 13 (5 February – 4 March 2023 and 5 March – 31 March 2023) were 90.2 per cent and 89.9 per cent respectively.
- 4.3 Charts showing Elizabeth line PPM, trips run and delays over 15 minutes (data date 1 January – 22 April 2023):





4.4 The Moving Annual Average (MAA) performance in Period 13 was 92.4 per cent – with the Elizabeth line the fourth best in the sector.

4.5 Chart showing industry PPM by operator – long-term performance indicator up to 31 March 2023:



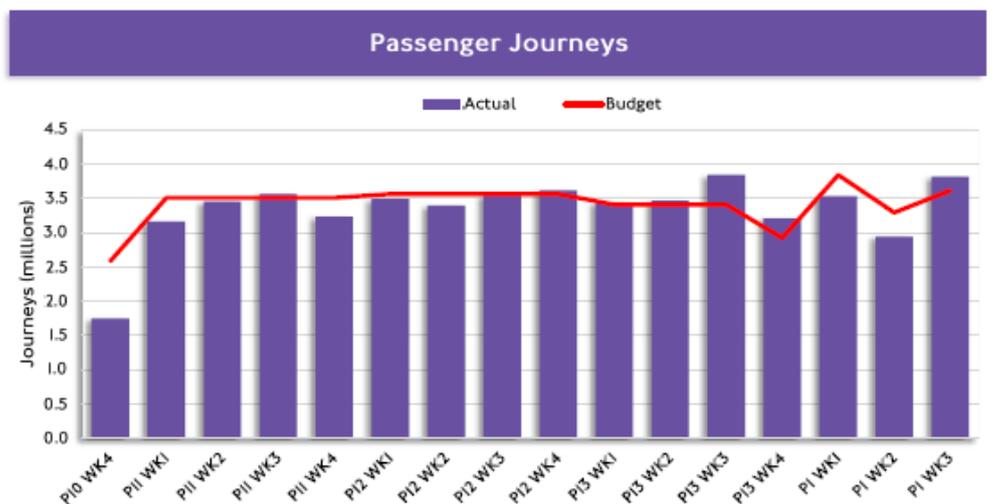
4.6 The key issues in terms of reliability have been:

- (a) Network Rail infrastructure in the West, where there have been a significant number of points failures, which are disrupting and take time to recover the service;
- (b) the reliability of the class 345 trains. A further train software upgrade to support this is being rolled out and will be fully loaded onto the fleet ahead of the 21 May 2023 timetable change; and
- (c) the performance affecting regressions in ELR400 will impact reliability until resolved in future patch releases.

## 5 Customer Experience

5.1 Passenger journeys continue to average 3.5 million per week throughout Periods 12 and 13.

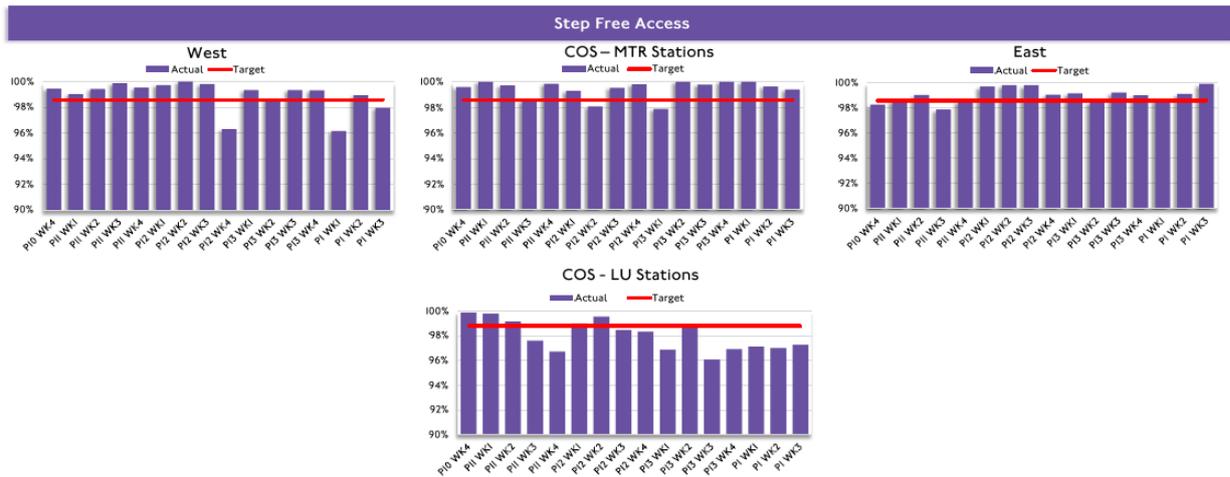
5.2 Chart showing weekly passenger journeys in millions vs budget: (data date 1 January – 22 April 2023):



5.3 Step-Free Access was better than target for Period 12 with 99.3 per cent performance.

5.4 In Period 13, step-free access was close to target at 99.15 per cent. Availability in the central London Underground stations area has been impacted by the outage of an incline lift at Liverpool Street where its energy chain and multi flex cable have been damaged. However, step-free access is maintained at the station due to the availability of alternative lifts.

5.5 Chart showing weekly step-free access availability by section / operator:



(Data date 1 January to 22 April 2023)

5.6 Customer satisfaction for the line has to date been extremely high, with the Customer Satisfaction Survey score for the Elizabeth line in both Quarters 3 and 4 was at 82 – the highest score across all TfL modes.

**List of appendices to this report:**

None

**List of Background Papers:**

None

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