

This paper will be considered in public

1 Summary

- 1.1 This paper provides a status update on Elizabeth line operations, including the final transition to an integrated railway on 21 May 2023 that marks the end of the Crossrail project. The project closed on 26 May 2023, with the team closing out or transitioning activities to TfL and declaring final completion for endorsement by the Sponsors.
- 1.2 After final completion is endorsed by July 2023, it is anticipated that bespoke Crossrail project governance will no longer be required, with Elizabeth line reporting integrating into TfL operational governance.

2 Recommendation

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

3 Performance of Operational Service

- 3.1 The Elizabeth line is the fifth most reliable railway in the country on the basis of the moving annual average performance, which in Period 1 (1 April to 29 April 2023) was 91.9 per cent Public Performance Measure (PPM). This is compared to the national average PPM of 86.2 per cent. The only operators with greater reliability than the Elizabeth line were Merseyrail, Greater Anglia, London Overground and c2c.
- 3.2 The overall PPM scores on the Elizabeth line for Period 13 (5 March to 31 March 2023) and Period 1 were 89.9 per cent and 87.8 per cent.
- 3.3 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 resolving some issues and bringing additional functionality has been rolled out and was fully loaded onto the fleet, ahead of the 21 May 2023 timetable change; and
 - (c) performance affecting regressions ‘(bugs)’ following the ELR400 signalling upgrade that will impact reliability until resolved in future patch releases, which are being delivered between May and early July.

- 3.4 Thursday 20 April 2023 saw the busiest day on the line so far with 662,000 passenger journeys recorded. Week 4 of Period 1 (23 April to 29 April 2023) was the busiest week with 3.94 million passenger journeys. The Elizabeth line has now carried over 155 million passengers since opening in May 2022.
- 3.5 Step-free access was 99.1 per cent in Period 13 and 97.0 per cent in Period 1. 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 were damaged. However, step-free access was maintained at the station due to the availability of alternative lifts.
- 3.6 Customer satisfaction for the line remains high, with the Elizabeth line scoring 82 in the Quarter 4 Customer Satisfaction Survey.
- 3.7 Notification was received on 9 May 2023 of planned strike action and action short of a strike by some members of the Transport Salaried Staffs' Association union.

4 Project completion update

- 4.1 The latest Elizabeth line timetable was introduced on Sunday 21 May 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, and also increases connectivity and reduces journey times.
- 4.2 The introduction of this timetable change marked the end of the Crossrail project.
- 4.3 The project closed on 26 May 2023, with the team closing out or transitioning activities to TfL and declaring final completion for endorsement by the Sponsors.
- 4.4 After final completion is endorsed by July 2023, it is anticipated that bespoke Crossrail project governance will no longer be required, with Elizabeth line reporting integrating into TfL operational governance.
- 4.5 Customer scores and operational performance would be reported to the Customer Service and Operational Performance Panel, safety issues would be included in the quarterly Safety, Health and Environment reports to the Safety, Sustainability and Human Resources Panel and the Commissioner's report to the Board would also contain updates on issues of note. The new Investment Programme Structure, approved by the Programmes and Investment Committee on 17 May 2023, includes an Elizabeth Line Programme for future investment approvals.

List of appendices to this report:

None

List of Background Papers:

None

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