

Date: 25 July 2023

Item: Elizabeth Line Operations and Programme Completion Update

This paper will be considered in public

1 Summary

- 1.1 This paper provides an update on Elizabeth line operations, including the final transition to an integrated railway on 21 May 2023 that marked 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 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 website¹. Available reports are uploaded to correspond to the meeting of this Committee.
- 1.3 A paper is included on the Part 2 agenda which contains supplementary information that is exempt from publication by virtue of paragraph 3 of Schedule 12A of the Local Government Act 1972 in that it contains information relating to the business affairs of TfL and other parties. Any discussion of that exempt information must take place after the press and public have been excluded from the meeting.

2 Recommendation

- 2.1 **The Committee is asked to note the paper and the supplementary information on Part 2 of the agenda.**

3 Operations and Programme update

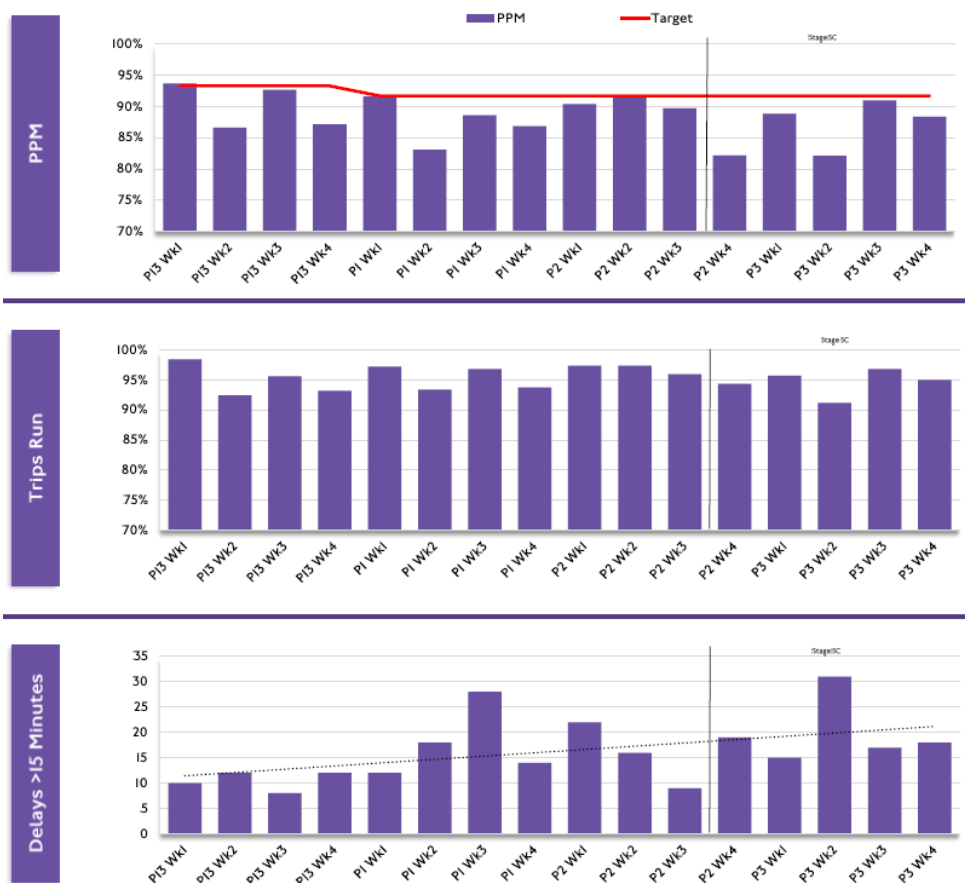
- 3.1 The latest Elizabeth line timetable was introduced on Sunday 21 May 2023. This timetable change sees the railway move to a peak service of 24 trains per hour in the central section, an increase from the current 22 trains per hour, and also increases connectivity and reduces journey times.
- 3.2 The introduction of this timetable change marked the end of the Crossrail project.
- 3.3 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.

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

- 3.4 A paper is provided in Part 2 to provide an update on the project completion and the status of the close out discussions with the Department for Transport (DfT) as joint Sponsor of the Crossrail programme.
- 3.5 After final completion, bespoke Crossrail Programme governance is no longer required, with Elizabeth line reporting integrating into TfL operational governance.
- 3.6 Customer scores and operational performance will be reported to the Customer Service and Operational Performance Panel, safety issues will 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 will 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.

4 Performance and Reliability

- 4.1 Since the introduction of the new timetable on 21 May 2023 focus has remained on improving performance and reliability, working collaboratively with Network Rail on our joint infrastructure.
- 4.2 The overall Public Performance Measure (PPM) scores on the Elizabeth line for Period 1 (1 April – 29 April 2023) was 87.8 per cent, Period 2 (30 April – 27 May 2023) was 88.3 per cent and Period 3 (28 May – 24 June 2023) 87.5 per cent.
- 4.3 Charts showing Elizabeth line PPM, trips run and delays over 15 minutes (data date 5 March – 24 June 2023).



4.4 The key issues in terms of reliability have been:

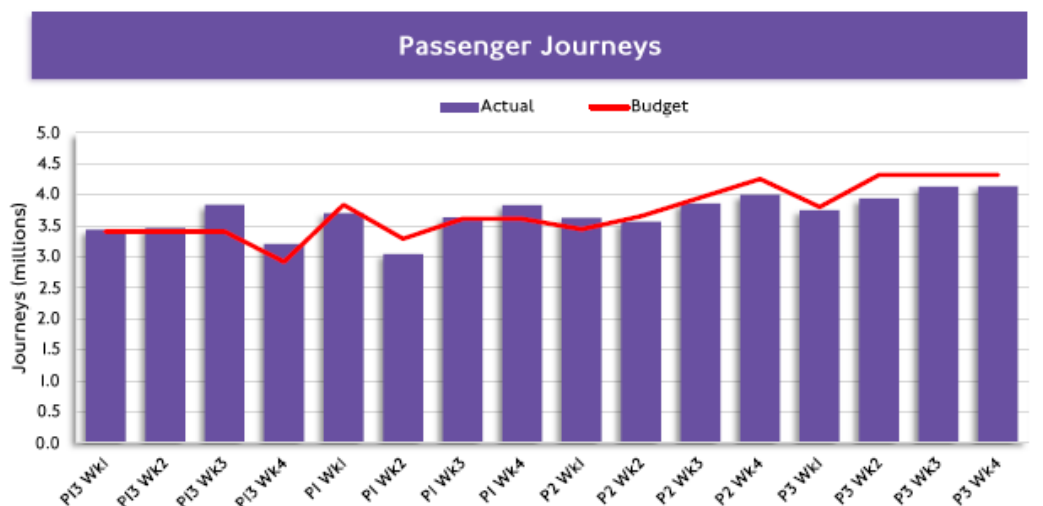
- (a) The reliability of the class 345 trains. Software upgrades have been rolled out and loaded onto the fleet which has improved reliability with further upgrades planned in July and August;
- (b) performance affecting regressions ('bugs') following the ELR400 signalling update. A programme of patch releases were delivered between May and early July to improve reliability; and
- (c) Network Rail infrastructure, where failures in both the East and West have disrupted services

5 Customer Experience

5.1 Passenger journeys continue to increase on the line, with an average of 600,000 journeys made each day.

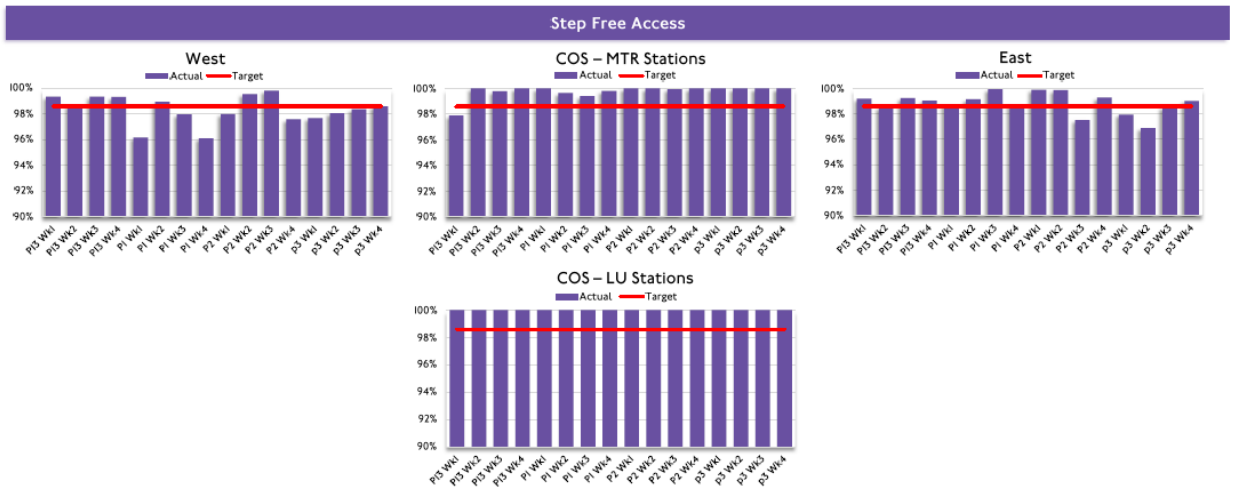
5.2 The week ending 17 June 2023 saw a record number of passenger journeys, with a total of 4.1million with Thursday 15 June 2023 seeing 685,000 passenger journeys, the highest overall daily number since opening.

5.3 The chart below showing weekly passenger journeys in millions vs budget: (data date 5 March – 24 June 2023). Revenue was ahead of budget due to a higher than expected yield following the commencement of full through running.



5.4 Step-free access availability was above target for the first quarter of the year. At MTR stations it was 98.6 per cent in Period 1, 99.2 per cent in period 2 and 98.5 per cent in period 3. London Underground central stations had 100 per cent availability across the three periods.

5.5 Chart showing weekly step-free access availability by section / operator (data date 5 March – 24 June 2023):



5.6 Customer satisfaction remains high on the Elizabeth line with the Customer Satisfaction Survey score in Quarter 4 at 82.

List of appendices to this report:

Exempt supplemental information is contained in a paper on Part 2 of the agenda.

List of Background Papers:

None

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