

Board

Date: 18 October 2023

Item: Report of the Meeting of the Elizabeth Line Committee held on 25 July 2023

This paper will be considered in public

1 Summary

- 1.1 This paper provides a summary of the items considered by the Elizabeth Line Committee at its final meeting on 25 July 2023.

2 Recommendation

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

3 Committee Agenda and Summary

- 3.1 The papers for the meeting of the Committee held on 25 July 2023 were published on 17 July 2023 and are available on the [TfL website](#) with a link to the video recording of the meeting on [TfL's YouTube channel](#).
- 3.2 The main matters considered by the Committee were:
- (a) Safety Update;
 - (b) Crossrail Complaints and Claims;
 - (c) Elizabeth Line Operations and Programme Completion Update;
 - (d) Finance and Risk Update;
 - (c) Elizabeth Line Programme Assurance Update;
 - (d) Elizabeth Line Passenger Usage Update; and
 - (e) Update on Measuring Benefits and Impacts.
- 3.3 A summary of the items considered is provided below.
- 3.4 As this was the final meeting of the Committee, the Chair thanked the Committee and the assurance teams for their support in providing oversight of the delivery of the Crossrail project and delivery of all stages of the Elizabeth line into service. She also thanked all the staff and contractors that had contributed to the project.

4 Issues Discussed

Safety Update

- 4.1 The Committee noted the safety performance update for the Infrastructure Manager, Rail for London (Infrastructure) Limited (RfL(I)), and the Crossrail Programme for Periods 1, 2, and 3 of 2023/24.
- 4.2 On operational safety, all RfL(I) Safety Key Performance Indicators remained better than target, with no RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reportable incidents, and no fatalities or serious workforce injuries. The one Lost Time Injury (LTI) reported during Period 3 was the first LTI reported since Period 12 of 2021/22.
- 4.3 There was an ongoing focus on proactive safety management including the reporting of Close Calls. Safety of the Crossrail project remained strong up until the project closed on 26 May 2023, with no significant incidents reported during the last nine periods of the project. All remaining residual works had transferred to Capital Works under RfL(I).
- 4.4 The Safety, Health and Environment Business Partnering team continue to support the business on a day to day basis while implementing a rolling programme to align the management of safety, health and environment within RfL(I) with the wider TfL business.

Crossrail Complaints and Claims

- 4.5 The Committee noted the final update on the close-out of the three cases identified by the Crossrail Complaints Commissioner that remained when the Crossrail Complaints Committee was concluded in August 2022. The Committee had been kept informed on the status of these cases, and as no further correspondence relating to these complaints had been received and there was no change to the position last reported, the cases had been closed.
- 4.6 In addition to the cases identified by the Crossrail Complaints Commissioner, the Committee was updated during the exempt discussion on an ongoing business interruption compensation claim.

Elizabeth Line Operations and Programme Completion Update

- 4.7 The Committee noted 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 Elizabeth line timetable, introduced on 21 May 2023, saw the railway move to a peak service of 24 trains per hour in the central section with increased connectivity and reduced journey times.
- 4.8 With the introduction of the new timetable the focus remained on improving performance and reliability, working collaboratively with Network Rail on our joint infrastructure. While the Public Performance Measure for Quarter 1 of 2023/24 remained good, reliability had been impacted by: rolling stock performance, with software upgrades being rolled out to address this;

performance affecting regressions ('bugs') following the ELR400 signalling update, which was being addressed by patch releases; and Network Rail infrastructure, where failures in both the East and West had disrupted services. Reliability would be kept under review by the Customer Service and Operational Performance Panel.

- 4.9 Passenger numbers had continued to increase and customer satisfaction remained high.
- 4.10 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. The Committee noted the future reporting arrangements.

Finance and Risk Update

- 4.11 The Committee noted the update on financial performance at the end of Period 3 of 2023/24 (1 April to 24 June 2023) and on risk management progress.
- 4.12 The Elizabeth line remained on forecast to achieve operational break even in the financial year 2023/24.

Elizabeth Line Programme Assurance Update

- 4.13 The Committee noted progress with programme assurance activity across the Elizabeth line Three Lines of Defence Integrated Assurance Framework.
- 4.14 In general, the overall assurance framework for the Elizabeth line had continued to operate effectively. The Committee noted the assurance work undertaken on the close-out of the project and the transition to business-as-usual.

Elizabeth Line Passenger Usage Update

- 4.15 The Committee noted an insight into passenger usage patterns on the Elizabeth line and their impact on other transport modes in London throughout the first full year of operation.

Update on Measuring Benefits and Impacts

- 4.16 The Committee noted an update on activities to implement the Elizabeth line benefits framework published by TfL in partnership with the Department for Transport, as Crossrail Joint Sponsors.
- 4.17 Further analysis would report the impacts of Stage 5c, which started operation on 21 May 2023, and beyond.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Elizabeth Line Committee on 25 July 2023

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