

Date: 5 December 2023

Item: Elizabeth Line Performance

This paper will be considered in public

1 Summary

- 1.1 The final meeting of the Elizabeth line Committee was held on 25 July 2023. It was agreed updates on the performance of the Elizabeth line would be submitted to this Panel. This is the second update on Elizabeth line operational performance and covers Period 6 (20 August – 16 September 2023); Period 7 (17 September – 14 October 2023), and Period 8 (15 October - 11 November 2023).
- 1.2 Quarterly performance data is also provided in the Customer Service and Operational Performance Report.

2 Recommendation

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

3 Performance and Reliability

- 3.1 Monday 6 November 2023 marked one year since the lines from Reading, Heathrow and Shenfield connected with the central tunnels of the Elizabeth line. ‘Through running’ has meant that new, direct journeys from Reading, Heathrow and Shenfield to central London stations have been possible without the need to change at Paddington and Liverpool Street mainline stations. From May 2023 some services from Shenfield also extended to Heathrow Airport for the first time.
- 3.2 Since opening in May 2022, the Elizabeth line has carried more than 250 million passengers, with around 4.3 million passenger journeys now taking place each week. The busiest single day on the Elizabeth line since it has opened was Thursday 9 November 2023 which saw 766,000 journeys made.
- 3.3 The periods since through running began have seen some very busy and high performing days, and the timetable itself is generally robust. Over the summer months since introducing the 24 trains-per-hour service, we have seen many weeks of good reliable performance with the notable exception of the Network Rail (NR) datalink (signalling) issue in July 2023 that caused considerable disruption and was the largest single incident in NR’s five-year Control Period.
- 3.4 The Elizabeth line performance is measured by two separate metrics: Rail Journey Time Metric (JTM) and Public Performance Measure (PPM).

- 3.5 JTM is a demand-weighted average of all Elizabeth line customer journey times and comprises wait time and in-vehicle time. Actual (clock) times are weighted by customers' perceived values for waiting on platforms, platform crowding, on-train crowding, being unable to board (left behind), and on-train delays. In period 6, JTM was 24.9 minutes, in period 7 it was 24.9 minutes and in period 8 it was 25.9 minutes, all performing better than the target of 26.4 minutes. PPM is a long-standing measure, also used by Network Rail (NR) and Train Operating Companies. This measure shows the percentage of trains that arrive at their final destination within the PPM threshold, combining figures for punctuality and reliability into a single measure. The PPM score for the Elizabeth line for Period 6 was 86.3 per cent, for Period 7 it was 89.9 per cent and for Period 8 it was 83.2 per cent, which is below expected levels.
- 3.6 NR infrastructure in the west, has been the key reliability challenge where failures of points, axle counters (part of the signalling system) and problems with the Overhead Line Electrification on the western surface section have continued to disrupt services. NR has several initiatives underway to mitigate and manage these failures including:
- (a) a four-week axle counter sprint which analysed service affecting failure trends to help identify root causes and strategy going forward;
 - (b) monitoring devices being added to points to identify and anticipate failures;
 - (c) improving response to incidents with additional staff; and
 - (d) measures being taken to reduce trespass incidents.
- 3.7 Train reliability, while improving, continues to be affected by software issues. Two planned software releases in late November and December 2023 (Siemens ELR410 and Alstom H7.51) are expected to clear a large number of the current issues.
- 3.8 There is also a wayside signalling release (ELR500) being tested and delivered in the first half of 2024. This includes additional time for testing 'live' in the Central Operating Section.
- 3.9 While any disruption is to be avoided, most incidents only affect a relatively small proportion of services, with trains outside the affected area continuing to operate normally. This is reflected in the TfL JTM where the Elizabeth line exceeds its target.
- 3.10 The December 2023 NR timetable change brings small but targeted improvements to the Elizabeth line, including: improved services during the morning peak at Acton Main Line where eastbound services will increase from four to six trains between 08:00 and 09:00; the existing 06:45 departure from Gidea Park which previously terminated at Liverpool Street high level is now extended via central London to Paddington; and on Saturdays, customers travelling westbound between Abbey Wood and Paddington to Ealing Broadway, Southall, Hayes, West Drayton, Iver, Langley, Slough and Maidenhead now have a later last train (arriving at Maidenhead at 00:56).

3.11 To further assist customers and passenger loading in the west, additional staff have been provided at Heathrow Airport until January 2024 during morning peaks. They will encourage customers to move along the platforms and to use the full length of the train when boarding services, to allow passengers at intermediate eastbound stations to board more easily. A review of the initiative will take place in the new year.

4 Customer Experience

4.1 Customer satisfaction remains high on the Elizabeth line with the Customer Satisfaction score of 82 in Quarter 2. This is the fifth consecutive quarter with a score of 82 or over.

4.2 A full breakdown of the survey results for customer experience, including those affecting customers travelling outside of London can be found in Appendix 1.

4.3 The eastern section continues to score slightly higher at 84 for overall satisfaction score versus 82 on the central and western sections.

4.4 Customers on the east were most satisfied with their journey time scoring 84, this is compared to 82 in the central section and 80 in the west.

4.5 Step-free access availability at Elizabeth line stations was 98.7 per cent in Period 6, 99.3 per cent in Period 7 and 98.5 per cent in Period 8.

4.6 MTR ambassadors from our operating concessioner have been assisting on the network with several initiatives including a return to school station presence at stations with high footfalls of students.

4.7 A further initiative based on the first-year experience since though running is to revise customer information displays in the central sections to represent journey opportunities to Heathrow more clearly and highlight station stopping patterns in the west.

List of appendices to this report:

Appendix 1 – Elizabeth line Quarter 2 Customer Satisfaction results

List of Background Papers:

None

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