

Date: 5 March 2024

Item: Elizabeth line Performance

This paper will be considered in public

1 Summary

- 1.1 This is the third update on Elizabeth line operational performance and covers Period 9 (12 November to 9 December 2023), Period 10 (10 December 2023 to 6 January 2024) and Period 11 (7 January to 3 February 2024).
- 1.2 Quarterly performance data is also provided in the Customer Service and Operational Performance Report on the agenda for this meeting.

2 Recommendation

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

3 Performance and Reliability

- 3.1 By the end of January 2024, the Elizabeth line had carried more than 300 million passengers since its opening in May 2022. On average, 4.3 million passenger journeys take place each week. The busiest single day on the Elizabeth line since it opened was Thursday 14 December 2023 which saw 777,000 journeys made.
- 3.2 The Elizabeth line performance is measured by two separate metrics: Rail Journey Time Metric (JTM) which 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 9 JTM was 25.9 minutes, in Period 10 it was 25.3 minutes and in Period 11 it was 25.0 minutes, performing better than the target of 26.4 minutes in all three periods.
- 3.3 We also monitor our performance against the long-standing Public Performance Measure (PPM), also used by Network Rail (NR) and other Train Operating Companies. This measure shows the percentage of trains that arrive at their destination within the PPM threshold, combining figures for punctuality and reliability into a single measure.
- 3.4 The PPM score for the Elizabeth line for Period 9 was 81.4 per cent, Period 10 was 87.3 per cent and Period 11 was 88.8 per cent, against a target of 91.7 per cent, which is below expected levels.

- 3.5 While the Elizabeth line does continue to perform well overall, a number of actions are being taken to improve performance. Services to and from Abbey Wood run through to Heathrow, Maidenhead and Reading and have been disproportionately affected by recent problems on NR's Western Route. NR have put in place significant plans for recovery and improvement, focused on increased resources, better process, and work to address underlying weaknesses in the infrastructure on the lines out of Paddington.
- 3.6 Thursday 7 December 2023 saw major disruption in the evening after a Great Western train struck part of the overhead line equipment at Ladbroke Grove on NR's Western Route. This resulted in a loss of power and seven stranded trains. Over 3,000 passengers were ultimately safely evacuated but with considerable delay. A Significant Performance Incident Review was completed by NR and a TfL sponsored customer evacuation and service review was also conducted. Key actions include:
- (a) changing electrical isolation processes to reduce the area without power;
 - (b) greater immediate focus on stranded trains;
 - (c) ensuring more staff are available to assist with swifter evacuation;
 - (d) repositioning equipment to assist evacuation;
 - (e) better plans for onward travel for stranded customers; and
 - (f) joined up customer service response, assistance and refund policies.
- 3.7 Improvements continue to be made to train software. The latest upgrade finished loading to all 70 Elizabeth trains on 10 February 2024 and is already bringing benefits in terms of reliability.
- 3.8 We continue to work with our concession operator, MTREL, to reduce the impact of other incidents including further training for drivers in technical procedures and training of station teams to further improve the response to passengers taken ill on trains.
- 3.9 Testing continues on the wayside signalling release scheduled to be delivered in the first half of 2024. Over and Back testing where software is temporarily switched on, tested and then removed again successfully took place during a planned closure in January 2024.
- 3.10 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.

4 Customer Experience

- 4.1 Customer satisfaction remains high on the Elizabeth line with the Customer Satisfaction score of 81 in Quarter 3 of 2023/24 (17 September to 9 December 2023).

- 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 We and our concession operator, MTREL considers the Customer Satisfaction scores (CSS) when setting customer service priorities and there are active workstreams in place to tackle various issues identified in the survey. CSS is also used alongside other contractual regimes to understand what the concession operator's performance. If scores fall below a certain target, then contractually the operator must identify improvement plans intended to drive the score back up to an agreed level.
- 4.4 Step-free access availability at Elizabeth line stations was 98.5 per cent in Period 9, 98.7 per cent in Period 10 and 98.3 per cent in Period 11, against a target of 98.6 per cent.
- 4.5 A new 'megawall' extra-large screen has been installed at the Ealing Broadway station entrance, replacing the small customer information screen previously in its place. The screen has multiple displays, showing Elizabeth line departure times, Central and District lines service information, the TfL service status board along with two screens displaying customer behaviour and marketing information such as the 'stand behind the yellow line' safety creatives.



Before and after pictures of the Ealing 'megawall'

- 4.6 For the first time on the line, end to end services ran overnight on New Year's Eve. Patronage was strong with customers welcoming the frequency and journey options the service provided for their travel home after the festivities.

List of appendices to this report:

Appendix 1 – Elizabeth line Customer Satisfaction Scores – East, West and Central Sections

List of Background Papers:

None

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