

Date: 10 July 2024

Item: Elizabeth line Performance

This paper will be considered in public

1 Summary

- 1.1 This is the fourth update on Elizabeth line operational performance and covers Period 12 (4 February to 2 March 2024), Period 13 (3 March to 31 March 2024), Period 1 (1 April to 27 April 2024) and Period 2 (28 April to 25 May 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 Performance and reliability on the Elizabeth line has seen a positive trend over the past four periods.
- 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.
- 3.3 In both Period 12 and Period 13, JTM was 24.9 minutes, performing better than the target of 26.4 minutes. In Period 1 JTM was 28.4 minutes and in Period 2 it was 28.2 minutes, again performing better than the financial year 2024/25 target of 29.3 minutes.
- 3.4 We also monitor our performance against the long-standing Public Performance Measure (PPM), also used by Network Rail 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.
- 3.5 The PPM score for the Elizabeth line for Period 12 was 92.3 per cent, Period 13 was 91.5 per cent, Period 1 was 92.7 per cent and in Period 2 92.4 against a target of 91.7 per cent.

- 3.6 The upturn in the PPM score coincided with the continued improvement in train reliability since the train software upgrade was loaded in February.
- 3.7 The PPM score also reflects the works that have been taking place as part of the Thames Valley Improvement works on Network Rail infrastructure on the western section of the line. Network Rail Great Western's Performance Improvement plan is split into three key stages. It is currently in the first stage where its primary aim is to stabilise performance.

4 Customer Experience

- 4.1 Customer satisfaction remains high on the Elizabeth line with the Customer Satisfaction score of 81 in Quarter 4 of 2023/24 (10 December 2023 to 31 March 2024).
- 4.2 There was a significant increase in customers reporting that they felt in control of their journeys which was up 2.3 points on the Quarter 3 score. The same increase was also reported of feeling valued as a customer.
- 4.3 The most positive increase in scores was seen in information during disruption. This increased by 3.4 points in Quarter 4. This is a result of a number of initiatives that have been implemented by us and our concessionaire MTREL.
- 4.4 Mentoring of the Customer Experience Controllers has seen customers receive quicker and more accurate updates during periods of disruption.
- 4.5 We are also now able to send remote messages to the onboard train passenger information screens. This enables customers to see live updates on disruption or closures as they are travelling.
- 4.6 A full breakdown of the survey results for customer experience, including those affecting customers travelling outside of London can be found in Appendix 1.
- 4.7 Step-free access availability at Elizabeth line stations was 97.52 per cent in Period 12, 98.1 per cent in Period 13, 98.6 per cent in Period 1 and in Period 2 98.8 per cent against a target of 98.6 per cent.
- 4.8 The line celebrated its second-year anniversary with a series of colleague events held including a celebration at Harold Wood station attended by Director, Elizabeth line, Network Rail and MTR.

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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