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Dear Sian,

I am writing to you with the latest update on the Crossrail project.

I must first express our sadness at the passing of Her Majesty Queen Elizabeth II. We had the great pleasure of being able to welcome Her Majesty to the line that bears her name on two occasions, in 2016 and 2022. Her visit in May of this year to officially open the line is now all the more poignant.

On 23 August, four months on from the opening of the Central Operating Section (COS), TfL announced the Elizabeth line would commence through-running services on the railway from Sunday 6 November, with Sunday services also being introduced from this date.

Trains will run directly from Reading and Heathrow in the west to Abbey Wood, and from Shenfield in the east through to Paddington as the surface railways connect with the central tunnels. This will be of significant value to passengers on services in and out of central London who will generally no longer need to change trains at Paddington or Liverpool Street when travelling to or from stations in the central section.

At the same time, train frequency will increase significantly, with up to 22 trains per hour between Paddington and Whitechapel at peak times and 16 trains per hour off-peak, increasing from the current 12 trains per hour. Engineering hours will shorten overnight, meaning trains will run later in the evening.

Since 5 September, the Elizabeth line has also been offering around an hour of additional services to passengers in the morning.

Following the timetable changes on 6 November, most passengers travelling on the Elizabeth line will see significant enhancements to service frequency, connectivity and journey times. However, there are a few occasions where the new schedule, which connects the western section to the tunnel at an earlier stage than originally planned, will have a small temporary impact on travel time as some services will pause outside Paddington for a few minutes to fit with train paths in the central section. This will cease when the final timetable is introduced in May next year.

I am pleased to be able to confirm the brand-new Bond Street Elizabeth line station, offering step-free access and increased capacity at the heart of London's West End, will open on Monday 24 October, providing a further boost to London's recovery from the pandemic, and the night-time economy. We look forward to welcoming customers to this fantastic new station.

We are proud of the team for their hard work and delivery, but also for their continuing focus on safety – the site recently passed the milestone of one million work hours with no Lost Time Injuries (those resulting in someone needing to take time off) or RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reportable incidents.

### **Delivering full Elizabeth line services**

A schedule for carrying out all remaining works on the Elizabeth line is now in place and the final timetable is due to be implemented before the end of May 2023 – linked to the National Rail timetable change taking place that month.

This is expected to be the final timetable configuration delivering 24 trains per hour between Paddington and Whitechapel in the peaks, including direct trains to Heathrow from Shenfield as well as Abbey Wood.

TfL welcomes the additional capital funding made available to Crossrail as part of the Government and TfL's 30 August 2022 Funding Agreement, allowing the project financial headroom for the completion of remaining works. Nonetheless, constant emphasis remains on driving down costs relating to the completion of the programme.

### **Safety**

The long-term positive trend in operational safety has continued into this final phase of works on the Elizabeth line. A slight rise in 'Close-Calls' which are reports of circumstances in which incidents could potentially have occurred, reflects a further renewed emphasis on reporting, and work to improve health and safety communications across all staff locations.

## **Operational Performance**

The Public Performance Measure (PPM) for the overall Elizabeth line during Period 5 (24 July – 20 August 2022) was 94.6 per cent – a better than target figure and a best-in-industry performance for the third period in a row. The average PPM in the Central Section has remained steadily above 95 per cent since entry into revenue service demonstrating that inherent ‘background’ reliability is high. Nonetheless, the team continues to work on improved resilience, and faster response and recovery times.

The main challenge in terms of reliability in recent months has been the performance of services on the surface section between Paddington and Reading. We continue to work with Network Rail and with our Concessionaire, MTR Elizabeth line, to address the issues that have occurred.

National Rail industrial action will, unavoidably, continue to cause some disruption to Elizabeth line services that operate on both Great Eastern and Great Western railway infrastructure due to that infrastructure being owned, maintained and signalled by Network Rail, however we will continue to do all we can to mitigate the impact on customers.

## **Ridership**

Millions of passengers are already using the Elizabeth line with 45 million journeys being made across the whole line, since the railway opened in May this year. Around half of those journeys were carried out in the Central Section between Paddington and Abbey Wood, and Thursday 22 September saw 276,000 journeys completed in the central section, the highest number to date.

## **Surface Stations**

Network Rail surface station enhancements are now largely complete across the 41 Elizabeth line stations, although final step-free accessibility improvements, and some snagging works continue in a small number of locations.

In early August, Network Rail opened brand new lift facilities at Romford, and the new and spacious ground level ticket hall followed on 25 August.

At Ilford, the repairs to the concrete bridge slab were completed and the new station building and entrance were brought into use at the start of September. A launch event was held on the 30 August bringing together local stakeholders. Whilst some works remain, step-free access is now available at every station along the Elizabeth line.

## **Focus and Challenges**

Works at Bond Street are nearing completion, and the team is working hard on the remaining finishes ahead of opening to customers on 24 October. This will remain a key area of oversight for the executive until that date.

Maintaining the reliability and resilience of Elizabeth line services is a constant focus and will also be critical to the successful launch of the new timetable from 6 November. Timetable trial days will continue through October and have been key to growing confidence in the infrastructure necessary for through running and helping control teams to practice their operational response to incidents – similarly to during the trial operations which ran prior to the opening of the central section.

Crossrail is focussed on retaining the skilled team it needs to deliver the final part of the project, as it has been for a number of months. Naturally this challenge will continue until all works have been completed.

The remaining works to be carried out will require some closures over the Festive period, which will be published as part of Transport for London's wider service changes for the season.

Yours sincerely,

A solid black rectangular box used to redact the signature of Howard Smith.

**Howard Smith**