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Dear Sian,

On Tuesday 24 May 2022, the Elizabeth line opened to an incredible reception from Londoners and transport enthusiasts from around the world. Over one million passengers used the central section in the first five days of operation, travelling through the heart of London from Paddington to Abbey Wood. The opening of the railway was achieved within the committed window of the first half of 2022.

As you know, the line will initially operate as three separate railways, in the east, west and through central London. Services from Reading, Heathrow and Shenfield are expected to connect with the central tunnels from autumn this year.

Her Majesty The Queen visited Paddington Elizabeth line station on 17 May to mark the completion of the railway ahead of its opening to passengers on 24 May. During the Royal visit, Her Majesty unveiled a plaque to celebrate the completion of the line named in her honour. The plaque will be permanently mounted at Paddington station, celebrating the Queen's connection with the railway for generations to come. Accompanied by His Royal Highness The Earl of Wessex, Her Majesty also met with staff who have been key to the Crossrail project as well as Elizabeth line staff who will be running the railway including apprentices, drivers and station staff.

The new line is an historic, once-in-a-generation addition to London's transport network that will be crucial to London's recovery from the pandemic, helping avoid a car-led recovery by providing new journey options, supporting regeneration across the capital, and adding an estimated £42bn to the UK economy.

After the successful launch of the railway, Mark Wild has, as planned, stepped down as CEO and the Crossrail organisation has slimmed down. Jim Crawford, Crossrail Chief Programme Officer, will lead the completion of the remaining programme works, including Bond Street station and as Elizabeth line Director, I will continue to be accountable for the railway reporting to Andy Lord, TfL's Chief Operating Officer.

Safety

Delivering the railway safely has always been a priority and this is reflected in the overall safety indicators that have remained within those set by the programme, since the last update was provided.

Elizabeth line opening (Stage 3)

ELR200 signalling software that was successfully commissioned over the Easter period achieved its main objective of improving reliability and removing operational restrictions, which supported the opening of the railway. The SCADA communications system is now at the revenue service configuration, and we have rolled out the latest train software throughout the train fleet.

The start of revenue service on 24 May saw the TfL Commissioner and the Mayor of London visiting Paddington station and travelling on the first eastbound train. Initially the service will operate 12 trains per hour (a train every five minutes) in each direction between Paddington and Abbey Wood from 06:30 to 23:00 Monday to Saturday. There will be no Sunday services from Paddington to Abbey Wood until later in the year. Services between Liverpool Street and Shenfield, and Paddington to Heathrow and Reading will continue to operate on Sundays as they do now aside from any planned closures

Work will continue in engineering hours and on Sundays to allow a series of testing and software updates in preparation for more intensive services later this year. There have been three Saturdays identified where we need the full weekend to complete works. By using Sundays and some Saturdays, we anticipate that the next phase of the Elizabeth line will be complete this Autumn, thereby enabling a much earlier near doubling of train service through the central section and direct journeys from the east and west through the central tunnels. One full weekend closure took place on 11/12 June, with two additional closures scheduled for 30/31 July and 29/30 October.

All Elizabeth line stations will be staffed from the first to the last train, with a 'turn up and go' service offered to anyone needing assistance. Step-free access is in place from street to train across all stations between Paddington and Woolwich.

Full Elizabeth line services

Services from Reading, Heathrow and Shenfield are anticipated to connect with the central tunnels in autumn, at which point frequencies will also be increased to 22 trains per hour in the peak and 16 trains per hour off-peak between Paddington and Whitechapel. The full Elizabeth line timetable with up to 24 trains per hour at peak between Paddington and Whitechapel and 20 trains per hour off-peak is planned for May 2023.

Preparation for the next stage of the programme (connecting Reading, Heathrow and Shenfield to the central section) is progressing. A successful timetable trial for 20 trains per hour was undertaken on 1 May 2022. The transition at Stratford between the central and surface sections is an important part of Stage 5 services and needs to be highly reliable. Work is underway, with our signalling supplier, to build this reliability to the level required for passenger services.

The start date for full Elizabeth line services is linked to improved reliability growth, and successful commissioning of further upgrades to signalling and rolling stock software planned for after the opening of the central section of the railway.

Focus and challenges

The works to support the integration of services from the east and west with the central section, anticipated in the autumn, are being progressed with the Delivery Control Schedule (DCS) 1.3 continuing to be developed. When finalised, the DCS 1.3 will provide a baseline to measure performance and outline all remaining works to the final stage of the programme. The completion of DCS 1.3 is ongoing with remaining issues gaining progressive endorsement.

Bond Street is now the only station site with a substantial number of workers still on-site. The station continues to make good progress and the team at Bond Street are working hard to open the station to customers later this year.

Operational Readiness

TfL Rail / the Elizabeth line delivered a Public Performance Measure of 95.1 per cent during Period 2 (1 – 28 May 2022). Following start of revenue service on 24 May, performance in the central section between Paddington and Abbey Wood was 97.8 per cent over the first five days of service, with 100 per cent delivered for three of those five days. Performance on the east was 95.9 per cent during period 2 whilst the west was 93.3 per cent. The overall Moving Annual Average trend was recorded at 94.0 per cent.

In the east, passenger services between Shenfield and Liverpool Street are being operated by nine-car class 345 trains. In the west, services to Heathrow are operated by nine-car class 345 train, while services between Reading and Paddington are operated by a combination of nine-car and seven-car class 345 trains. The seven-car trains are progressively being converted at Old Oak Common Depot to nine-cars, with this programme now complete with the exception of a few seven-car trains which will remain in use until the start of through-running services into the Elizabeth line central section.

Surface stations

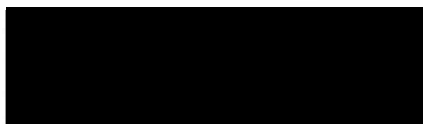
Network Rail continues its station upgrades on the eastern section, between Liverpool Street and Shenfield, focusing on completion of the station enhancement works at Romford and Ilford.

Although Romford station has been affected by delays with gaining acceptance and assurance to enable handover, all parties are working collaboratively to deliver the ticket hall and lifts into use during the coming weeks, ahead of final completion.

At Ilford, good progress has been made on the replacement of the concreted slab within the main concourse. Removal of the historical defective slab elements is now complete, and Network Rail anticipates the station building and lifts being brought into use in the summer.

The opening of the central section is a landmark moment in the history of London's public transport system. It's great to see so many people using the line, and we continue to work hard towards the full integration of services across the Elizabeth line by May 2023.

Yours faithfully,



Howard Smith