



Dame Meg Hillier MP
Chair, Public Accounts Committee
House of Commons
London
SW1A 0AA

Crossrail Limited
5 Endeavour Square
London E20 1JN
T: 0343 222 0000
Helpdesk
T: 0345 602 3813
www.crossrail.co.uk

Friday 25 March 2022

Dear Chair,

Crossrail progress update: Winter 2021/22

Following my previous letter, dated 24 December 2021, I am writing to you to provide an update on the Crossrail project.

Delivery of the Elizabeth line is in the complex final stages and it remains on schedule to open between Abbey Wood and Paddington in the first half of 2022.

Since my last update, phase 2 of Trial Operations started on 28 January, involving a series of more complex exercises than that of phase 1, including evacuations of trains and stations using thousands of staff. The final step of Trial Operations will see a period of timetable demonstration, operating timetabled services ahead of the opening. The Elizabeth line is an immensely complex railway, and this final stage will continue for as long as needed to demonstrate the highest levels of reliability before the start of passenger services.

Nine of the ten new central section stations have been commissioned and transferred to Transport for London, with Canary Wharf the penultimate station handed over on 21 January. Bond Street will open following the opening of the central section. It remains at a less advanced stage than the other central London stations and the team at Bond Street are working hard to open the station as early possible.

Safety

With the project in the final complex stages of delivering the railway, the focus remains on ensuring that it is completed safely. Overall safety indicators remain within those set by the programme.

The programme continues to manage the coronavirus pandemic risk with continuing compliance with Government announcements and implementation of TfL guidance.

Trial Operations

A phased approach to Trial Operations has been adopted to build greater resilience into the railway and to allow for the earliest commencement of passenger services. The first phase of Trial Operations commenced on 20 November, in line with the earliest forecast dates. The majority of exercises progressed well, with a number of exercises passing but with comments, which has provided key learnings for the programme as the service and systems are ironed out ahead of passenger service.

MOVING LONDON FORWARD





The second phase of Trial Operations commenced on 28 January. This phase involves a range of organisations, including TfL and London Underground, MTR Elizabeth line (as the operator), and Network Rail collaborating on the response to trial scenarios along with thousands of staff volunteers. Emergency services including the British Transport Police, London Fire Brigade and London Ambulance Service are also involved, demonstrating how they would respond to incidents on the network and in stations.

Five mass volunteer events have been completed, as part of this phase. These have involved over 4,000 staff volunteers and have included the evacuation from a train at Custom House, evacuation from a train outside Farringdon station, and evacuation from a train into a tunnel via the emergency access shaft at Limmo Peninsula. The mass evacuations have been positive with observations and learning informing subsequent exercises.

The final step of Trial Operations will be a period of time dedicated to timetabled running, closely mirroring the Elizabeth line service timetable. This will be the final stage before the railway will open and its duration will be determined by the ability to demonstrate improved reliability across the railway.

During Trial Operations, necessary works have been undertaken, including the commissioning of the tunnel ventilation system software upgrades before Christmas, the latest signalling software update and the commissioning of the latest control and communications software. There are further upgrades planned for the trains and signalling software over the Easter period. These upgrades are expected to provide increased operational reliability of the trains, routeway and signalling system.

Operational Readiness

TfL Rail delivered an improved Public Performance Measure (PPM) of 94.3 per cent during period 11 (9 January – 5 February 2022). The eastern section of the line achieved 94.9 per cent with the western section achieving 93.5 per cent. The overall Moving Annual Average trend continues to be better than target at 94.6 per cent.

The Class 345 fleet has been loaded with the latest train and signalling control software and reliability has improved but is below the forecast level. Alstom are in the process of testing an upgraded train software, for loading to the fleet over Easter.

Passenger services from Paddington are now being operated by nine-car (to Heathrow and Reading) and seven-car (to Reading) class 345 trains. The seven-car trains will be progressively converted to nine-car trains for the start of Stage 5b. The Liverpool Street to Shenfield service transitioned to a full nine-car class 345 operation at the end of December 2021.

Surface Stations

All Network Rail station enhancement works to the west of the central section have been successfully completed with the new station buildings and step-free access bringing benefits to customers. The completion of the remaining construction activities and snagging works are forecast to be complete at the end of this month.

A new station building has opened at Burnham improving access and providing more space. TfL has worked to improve Burnham station ahead of its next chapter as a station on the Elizabeth line. Improvements include the opening of a new, more spacious ticket office building with an accessible ticket window, new ticket vending machines, automatic ticket gates, and customer information screens with live travel information. At platform level, the



existing canopy has been cleaned, repaired and redecorated, while the customer toilets have been completely refurbished. These improvements build on work completed by Network Rail in 2019 that included the installation of a lift, which provided step-free access to both platforms for the first time in its history.

Network Rail enhanced station upgrade works on the east continue at Ilford and Romford. Ilford's entry into service is currently forecast for the summer, although this is under review pending the resolution of a structural issue in relation to the ticket hall slab. Romford station remains on track to enter service in the coming months. Network Rail continues to assess the programme for both stations' entry into service.

Cost

The current P50 Anticipated Final Crossrail Direct Cost (AFCDC), which represents the median value scenario, is £15.96bn. This is £174m above the additional funding of £825m which was made available to the programme in December 2020. The requirement for up to an additional £1.1bn in funding, as declared by the outgoing Crossrail Board in August 2020, remains consistent with current estimates at higher levels of probability.

As of the 5 February 2022, Crossrail Ltd has drawn down £738m out of the additional funding, covering commitments over a number of future periods, including securing resources for the remainder of the programme.

Governance/Scrutiny

The Elizabeth Line Committee and Elizabeth Line Delivery Group continue to meet on a regular basis in order to provide oversight of the project and ensure that decision-making between Crossrail Ltd and TfL is seamless and fully aligned during the critical final phases of the programme. Quarterly updates are also provided to the DfT's Investment Portfolio and Delivery Committee chaired by the Permanent Secretary.

Crossrail Ltd continues provide regular project updates to the Mayor of London, Deputy Mayor for Transport and the Mayor's Chief of Staff as well as the London Assembly and the DfT minister responsible for Crossrail.

There has been good progress working through Trial Operations, but we remain focussed on the need to improve reliability of the railway. This railway will only open when improved reliability can be demonstrated. There is a real determination to deliver this railway and we remain on scheduled to open the Elizabeth line to passengers in the first half of this year.

If you require any further information about the project, please do not hesitate to contact us, or Crossrail's Public Affairs Manager, on 07597 190045 or by email at rossgarrod@crossrail.tfl.gov.uk.

Yours sincerely,

A handwritten signature in black ink that reads "Mark Wild".

Mark Wild
CEO, Crossrail Ltd

CC: Andy Byford, Commissioner at Transport for London
Bernadette Kelly CB, Permanent Secretary at the Department for Transport
Gareth Davies, Comptroller & Auditor General at the National Audit Office