

# Elizabeth line Services

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London TravelWatch



# Timescales



# Stage 0-1: Shenfield / Liverpool Street

Stage: 0-1A Timetable: 1 



- Stage 0 (May 2015) marked the commencement of services between Liverpool Street and Shenfield, operating existing Class 315 rolling stock inherited from Greater Anglia.
- The Class 315 rolling stock has been refurbished and reliability has significantly improved.
- Stage 1 (May 2017) marked the introduction of the first new Class 345 Elizabeth Line rolling stock in passenger service.

## Achievements:

Additional 400 contra peak services per period between Liverpool St and Gidea Park.

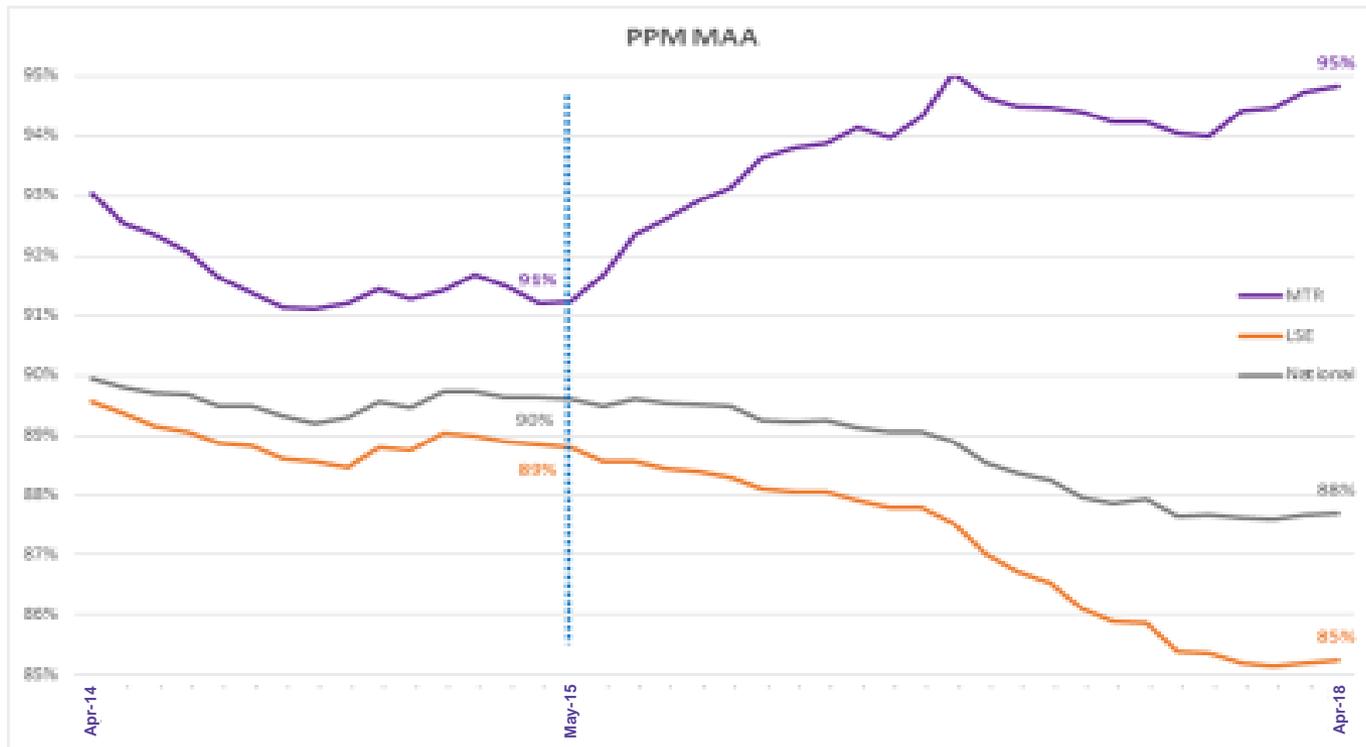
17% increase in passenger growth.

Increased right time by 11% in readiness for CP6.

PPM MAA increased by 3.8.

# Stage 0-1: Shenfield / Liverpool Street

## Train Performance



# Stage 2: Paddington / Heathrow

**Stage: 2**

Timetable: 1  2 



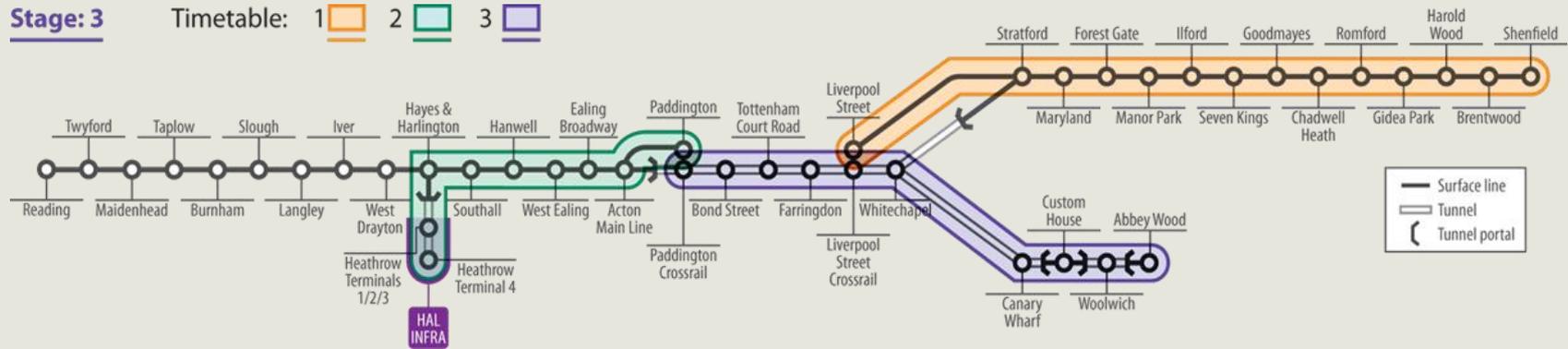
- Stage 2 (May 2018) marks the start of operation on the Western Route, between Paddington and Hayes & Harlington / Heathrow T4.
- Initially two trains per hour will operate between Paddington and Heathrow Terminal 4 (daily) along with two trains per hour between Paddington and Hayes & Harlington (Monday–Saturday).
- The Hayes & Harlington services will be extended to Heathrow T4 once that signal testing is completed and sufficient new trains are available.
- These services replace existing Heathrow Connect and Great Western services. Some Heathrow Connect rolling stock will be retained initially.

**ETCS signalling technology will be introduced on the Heathrow branch enhancing safety and performance**

*First new Class 345 train arriving at Stratford*



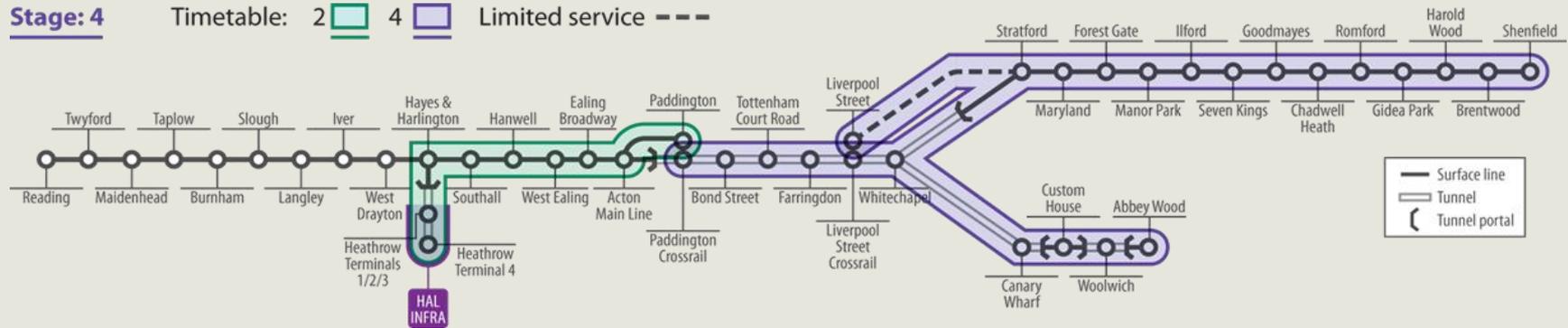
# Stage 3: The Digital Railway



- Stage 3 (December 2018) marks the planned introduction of the first Crossrail services through the Central Operating Section (COS) between Paddington (Crossrail station) and Abbey Wood via Tottenham Court Road and Canary Wharf.
- Services between Paddington and Abbey Wood will operate as the Elizabeth line.
- Services between Liverpool Street and Shenfield and between Paddington and Hayes & Harlington / Heathrow T4 will continue to operate as 'TFL Rail'.

**MTR Crossrail's introduction of the new digital CBTC signalling system is a leading innovation within the UK rail industry**

# Stage 4: Abbey Wood / Paddington



- Stage 4 (May 2019) marks the introduction of Elizabeth line services between Shenfield and Paddington via Tottenham Court Road.

**The Elizabeth line will add 10% capacity to the London rail network**

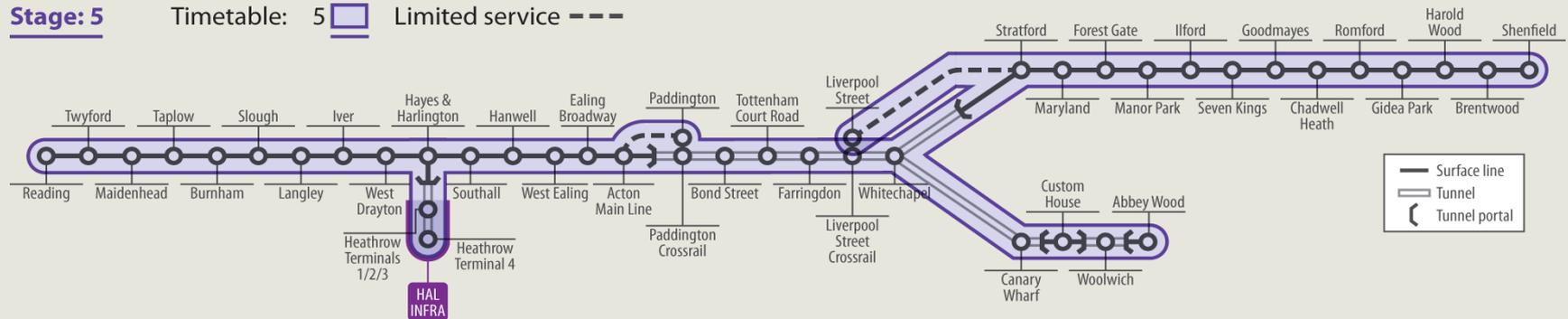
## Greatly reduced journey times:

- Paddington to Tottenham Court Road will take **4 minutes** (currently 20 minutes)
- Paddington to Canary Wharf will take **17 minutes** (currently 34 minutes)
- Canary Wharf to Liverpool Street will take **6 minutes** (currently 21 minutes)

# Stage 5: Full Passenger Service

Stage: 5

Timetable: 5  Limited service - - -



- Stage 5 (December 2019) marks the completion of the Crossrail project and sees the introduction of the full Elizabeth line service including through services from Maidenhead, Reading Heathrow Terminal 4.
- It has recently been confirmed that two trains per hour will also serve Heathrow Terminal 5 and some additional rolling stock has been ordered.

## Greatly reduced journey times:

- Canary Wharf to Heathrow will take **39 minutes** (currently 55)
- Abbey Wood to Heathrow will take **52 minutes** (currently 93)
- Liverpool Street to Heathrow will take **41 minutes** (currently 61 minutes)

# Stage 5: Full passenger Service

Route	Current time (mins)	Crossrail time (mins)
Paddington to Tottenham Court Road	20	4
Paddington to Canary Wharf	34	17
Bond Street to Paddington	15	3
Bond Street to Whitechapel	24	10
Canary Wharf to Liverpool Street	21	6
Canary Wharf to Heathrow	55	39
Whitechapel to Canary Wharf	13	3
Abbey Wood to Heathrow	93	52

# Connections





## Connections

The Elizabeth line will provide connections with:-

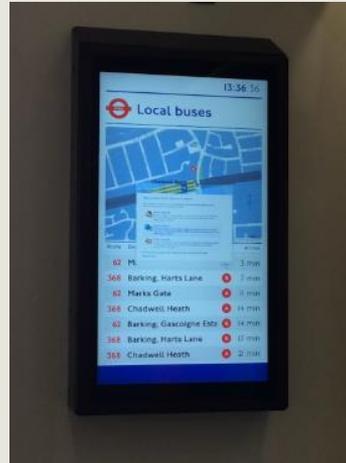
- London Underground
- Docklands Light Railway
- London Overground
- Main Line services operated by Southeastern, Thameslink (GTR), Greater Anglia, c2c, GWR and Heathrow Express, Cross Country and South Western Railway.
- The Elizabeth line will serve
- Heathrow Airport and with one change passengers can connect to City Airport, Southend Airport, Stansted Airport, Gatwick Airport and Luton Airport.



# Signage



Work is taking place to update signage at all Elizabeth line stations, and across the rail network, ready for the Elizabeth line.



Each station will provide detailed information of connections including bus and taxi services.

Customer information screens will be provided on every platform.



Help points will also be available for enquiries.

All Elizabeth line stations will be staffed from first to last train.

# Ticketing



## Ticket Availability

- Ticket facilities, including Oyster Card, cash and contactless payments, will be available at all Elizabeth line stations
- Previous ticket data will be used to determine which type of ticket machines will go where

## Ticket Facilities

- All stations will have ticket machines
- Where we are the station facility owner there will be availability to buy all types of ticket for onward travel
- Elizabeth line stations will be staffed from first to last train with staff on-hand to help with ticket enquiries and sales.



# Ticket prices

## Peak services Monday to Friday (06.30 - 09.30 and 16.00 - 19.00)

Heathrow to/from:	2018 Heathrow Connect fares	Proposed Elizabeth line Peak PAYG fares	Difference to current Heathrow Connect fare	Daily Cap
London Paddington	£10.30	£10.20	10p cheaper (1%)	£12.50
Hayes & Harlington	£6.30	£6.20	10p cheaper (2%)	£12.50
Southall, Hanwell	£6.90	£6.90		£12.50
West Ealing-Greenford	£8.00	£7.30	70p cheaper (9%)	£12.50
Ealing Broadway/Acton Main Line	£8.00	£7.30	70p cheaper (9%)	£12.50
TfL Zone 1 stations	£12.70	£12.10	60p cheaper (5%)	£12.50

## Off-peak services

Heathrow to/from:	2018 Heathrow Connect fares	Proposed Elizabeth line Peak PAYG fares	Difference to current Heathrow Connect fare	Daily Cap
London Paddington	£10.30	£10.10	20p cheaper (2%)	£12.50
Hayes & Harlington	£6.30	£6.00	30p cheaper (5%)	£12.50
Southall, Hanwell	£6.90	£6.00	90p cheaper (13%)	£12.50
West Ealing-Greenford	£8.00	£6.00	£2.00 cheaper (25%)	£12.50
Ealing Broadway/Acton Main Line	£8.00	£6.00	£2.00 cheaper (25%)	£12.50
TfL Zone 1 stations	£12.70	£10.10	£2.60 cheaper (20%)	£12.50

# One Team Management



# One team management at Paddington and Heathrow

Briefing sessions are taking place on:

- Safety brief
- Crossrail staged opening plan
- Key partner overview
- Accessibility
- Passenger ill on train arrangements
- Passenger information during disruption
- Lost property arrangements
- Customer feedback
- Cycle policy
- Ticketing and revenue arrangements
- Your experiences activity

# Previous collaborations

MTR Crossrail becomes SFO at Abbey Wood on 23<sup>rd</sup> October 2017



Handover from GWR on 10<sup>th</sup> December 2017



Liverpool Street mobilisation  
May 2015

