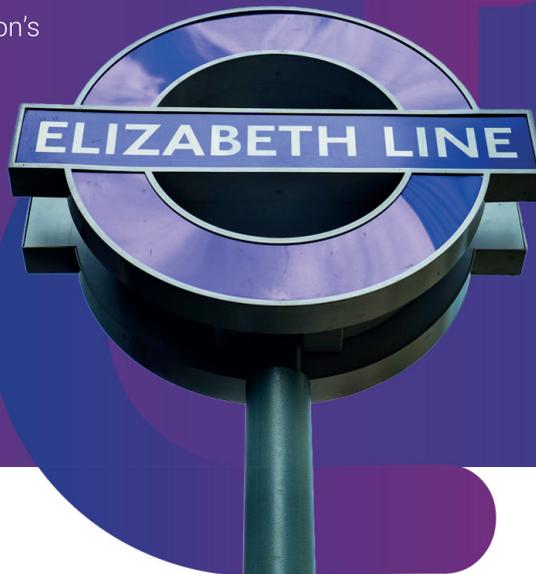


# Elizabeth line (Crossrail) Readiness

Supported Transport for London's Crossrail Readiness Team to bring five central Elizabeth line stations into operational service. The focus was on delivery confidence, testing feasibility, integrating plans across interfaces, and creating executive ready reporting enabling faster, safer decisions.



## Services

- Diagnosis
- Planning
- Digital integration

## the challenge

Readiness is not just construction completion, it is the controlled transition from new assets into a safe, operable railway.

The Crossrail Readiness Team were coordinating operational readiness activities, engineering assurance, and critical interfaces with Rail for London, the operator being established to run the Elizabeth line. Bringing the 5 central Elizabeth Line stations (Bond Street, Tottenham Court Road, Farringdon, Liverpool Street and Whitechapel) into operational use.

When we joined, schedules were being repeatedly re planned, with inconsistent logic and variable assumptions across organisations and suppliers. This reduced confidence in forecasts, slowed governance, and created a real risk of miss timed mobilisation, such as recruiting and training at scale before the programme was genuinely ready.

### Services delivered:

- Baseline schedule review & reset
- Integrated planning setup & management
- Digital reporting design, automation, & insight

**10% boost** in central London **rail capacity**, easing congestion on the Tube – especially the **Central**, **Jubilee**, and **Piccadilly** lines.

It can carry **200 million passengers a year**. That's more than many entire national rail networks – and roughly **half the population** of the United States in **annual journeys**.



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## the solution

We turned fragmented information into one credible, decision grade view of progress and forecast, then made it easy for teams and leaders to act.

### 1. Reset the baseline & rebuild confidence in the plan

We reviewed TfL readiness schedules alongside plans from Rail for London, Crossrail, and the supply chain, then streamlined, aligned, and integrated them into a coherent view across stations and workstreams.

We strengthened schedule logic, clarified dependencies, and highlighted the few milestones that truly drove readiness outcomes.

### 2. Design reporting around the decisions leaders had to make

There was plenty of data, but it was hard to validate and translate into action. We designed a simple reporting architecture mapped to the key questions, defining where data should sit, how it should be checked, and how it should flow into governance. We then created a standard reporting pack across stations and workstreams, so performance could be compared consistently and issues surfaced early.

### 3. Automate reporting and create a single source of truth

We automated month end reporting production to reduce manual effort and increase speed to insight.

A SharePoint reporting portal provided a single home for progress, forecasts, and key insights, ensuring delivery teams and executives accessed the same trusted information.



## the impact

- Reduced operational risk, TfL could align readiness actions to a more credible forecast, lowering the risk of premature recruitment and training.
- Improved interface performance, assurance and delivery teams were better connected across Crossrail, suppliers, and Rail for London, reducing late surprises.
- Faster, higher confidence decisions, one accessible view of progress and forecast reduced conflicting messages and kept leadership focused on the actions that mattered.

### Three facts that bring the Elizabeth line's scale to life:

1. Metro level frequency, up to 24 trains per hour run through the central section at peak, around one train every 2.5 minutes. Source, TfL press release, 22 May 2023.
2. Built for accessibility, all 41 Elizabeth line stations have step free access, and are step free from street to platform. Source, TfL Step free access and accessibility pages.
3. Massive demand, by the end of 2024/25 the Elizabeth line had reached 570 million passenger journeys since opening, and TfL notes it has become the UK's busiest single railway service. Source, TfL Annual Report 2024/25.

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