

From: MTREL email - REDACTED

Sent: Monday, January 22, 2024 12:21 PM

To: Redacted list: Tfl managers X 10 plus: 'Duty Press Officer' [REDACTED]@tfl.gov.uk>; '+RailPressDesk' <[REDACTED]@tfl.gov.uk>; [REDACTED]@tfl.gov.uk' [REDACTED]@tfl.gov.uk; 'Tfl Press Office' <PressOffice@tfl.gov.uk>; '+CCO Social Media' [REDACTED]@tfl.gov.uk>; 'CCO Social Media Team' [REDACTED]@tfl.gov.uk>

Cc: 'CCO Social Media Team' [REDACTED]@tfl.gov.uk>;

Subject: Re: Elizabeth line Service Suspension

Dear all

The part suspension has now been lifted - and services are now resuming across the end-to-end railway (with the part suspension in the Central Section being lifted / services resuming between Paddington and Abbey Wood).

Best

From: As above

Sent: Monday, January 22, 2024 12:03 pm

To: As above

Subject: Re: Elizabeth line Service Suspension

Dear all

Please note a correction to the below - we expect to see services resuming in the Central Section at circa 1300 - once we have reached a service frequency of 6 trains per hour - which is our minimum operational capacity. And as we move through service recovery.

Best

From: : As above

Sent: Monday, January 22, 2024 11:01 am

To: : As above

Subject: RE: Elizabeth line Service Suspension

Dear all

Services have now begun running through the Central Operating Section, from the Eastern and Western Sections, and we will imminently be lifting the advertised service suspension between Paddington and Abbey Wood – and moving to severe delays.

The support measures mentioned below have remained in place, since the last update.

Best

From: : As above
Sent: Monday, January 22, 2024 9:42 AM
To: : As above

Subject: Elizabeth line Service Suspension

Dear all

Please see an update below on the Elizabeth line service this morning. Sorry for the delayed update – this has been owing to our focus on managing the disruption for colleagues and customers.

What has happened:

- There was a fault on board a train at Farringdon (headcode 9H54)
- There were three trapped trains (including the incident train) – one for circa 30 mins, the second for circa 45 minutes, and the third for 60 minutes. All customers were detrained at station platforms in the COS. All trains were trapped in the COS (between stations) and not on the Network Rail sections.

What has the impact been:

- The Elizabeth line is currently part suspended between Abbey Wood and Paddington (start time of approximately 0740 to present)
- There are severe delays between Paddington National Rail station and Reading / Heathrow, and between Liverpool Street National Rail station and Shenfield. Elizabeth line services from the East and West are starting and terminating at Liverpool Street and Paddington high level (National Rail) stations

What have we been doing to support customers:

- Regular announcements to customers on-board the stranded trains
- Working closely with our control team to respond to the stranded trains
- Monitoring social media (although appreciating that customers on-board the stranded trains in tunnels may not have had phone coverage)
- Volunteers despatched to likely egress points of stranded trains at COS stations
- Onward journey information provided to customers from stranded trains
- We have volunteers from our Head Office working across platforms in the Central Section, including at Liverpool Street and Paddington National Rail stations
- We have alternative route posters at station entrances and staff supporting with onward travel
- We have been closely monitoring customer information systems – including National Rail systems, TfL Go, and the TfL Rainbow board
- Regular announcements to customers across stations
- NRES Special Notice and CIS special notices

Best wishes