



Mike Bradley
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The Compass Centre
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14 December 2021

Dear Mike

Request for Information – May 2022 Timetable

Thank you for your letter of the 3 December 2021 concerning the May 2022 timetable.

MTREL have endeavoured to source the information requested, but it has not been possible to collate the detailed passenger and revenue data in the time available, partly because records are incomplete due to the ticket gates at Heathrow not always being staffed during the pandemic and partly due to national issues with the LENNON system.

If HAL require similar data in the future we request a minimum of four-weeks notice, rather than the one week deadline set on this occasion.

May 2022 Timetable Contractual Position

MTR Elizabeth line (MTREL) has firm contractual rights for two trains per hour in each direction to Heathrow Terminal 5, seven days a week, which was reflected in our timetable bid at the Priority Date. We expect HAL to honour these Firm Rights when the timetable offer for May 2022 is made on 17 December 2021.

Condition D4.6.1 states that HAL should share capacity on the HAL infrastructure for the safe carriage of passengers in a non-discriminatory, efficient and economical manner in the overall interest of current and prospective users and providers of railway services.

MTREL believe that there is sufficient capacity at Heathrow Terminal 5 for MTREL to operate two trains per hour in each direction and for HEOC to operate four trains per hour in each direction, seven days a week, to achieve this objective.

Information Requested

Due to a national failure of the LENNON system that is used to passenger journey and revenue data, we have been unable to source the information requested. We have however been able to obtain some limited passenger journey data from the Class 345 loadweigh system (see separate Excel file). We have not had time to undertake any detailed analysis of this data or calibrate it against other data sources.





You will see from the data that the train identification number (TID/headcode) is not recorded against every train, so it is difficult (without further analysis) to confirm which service the data refers to. Loadweigh data is not available for the Class 360 rolling stock that operated prior to the pandemic.

MTREL were unable to operate direct services to Heathrow Terminal 5 on weekdays during most of this period, and had a direct service been offered, passenger journeys may have been higher.

The train performance data is detailed in **Appendix A**.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J. James'.

Jonathan James
Head of Contract Management



Appendix A – Train Performance Data

Train performance data for the previous 13 Periods.

Period	MTREL		NETWORK RAIL		TOC ON TOC		Total	
	Delay minutes	Canc						
2021/09	763	28	3707	334	906	11	5376	373
2021/10	543	27	1545	37	1932	45	4020	109
2021/11	492	19	3190	72	1617	57	5299	148
2021/12	1737	105	3541	260	1664	28	6942	392
2021/13	458	15	3249	111	1501	20	5207	145
2022/01	636	39	585	45	979	50	2200	134
2022/02	837	52	421	22	480	13	1738	87
2022/03	447	42	757	24	389	9	1593	75
2022/04	627	83	596	36	253	19	1476	138
2022/05	1018	62	599	30	674	28	2291	120
2022/06	660	55	490	44	528	16	1678	115
2022/07	812	70	905	68	535	14	2252	152
2022/08	908	39	1164	138	789	34	2860	211

Appendix A – Train Performance Data

Train performance data for the previous 13 Periods - MTREL PPM.

Period	PPM%
2021/09	86.2%
2021/10	88.5%
2021/11	90.1%
2021/12	91.6%
2021/13	92.4%
2022/01	95.0%
2022/02	95.9%
2022/03	96.2%
2022/04	94.8%
2022/05	95.1%
2022/06	97.0%
2022/07	94.4%
2022/08	94.6%

Appendix A – Train Performance Data

Train performance data for 13 Periods prior to the Covid-19 pandemic (April 2019 – March 2020).

Period	MTREL		NETWORK RAIL		TOC ON TOC		Total	
	Delay minutes	Canc						
2020/01	381	7	915	16	628	5	1923	28
2020/02	253	11	749	10	388	3	1390	24
2020/03	310	15	783	33	583	4	1676	52
2020/04	544	17	1081	8	771	4	2396	28
2020/05	349	19	940	8	752	7	2041	34
2020/06	339	11	591	13	589	5	1519	29
2020/07	378	15	1032	9	874	4	2284	28
2020/08	536	62	989	28	625	2	2149	92
2020/09	498	22	1008	9	755	2	2261	33
2020/10	647	30	1151	21	581	10	2378	61
2020/11	446	27	978	5	781	7	2205	39
2020/12	372	17	1951	40	499	7	2821	64
2020/13	576	24	984	24	357	2	1917	50

Appendix A – Train Performance Data

Train performance data for 13 Periods prior to the Covid-19 pandemic (April 2019 – March 2020) – MTREL PPM

Period	PPM%
2020/01	94.3%
2020/02	95.4%
2020/03	92.7%
2020/04	91.8%
2020/05	93.0%
2020/06	94.3%
2020/07	91.3%
2020/08	88.6%
2020/09	91.3%
2020/10	89.7%
2020/11	93.2%
2020/12	90.4%
2020/13	93.8%