

# Service Facilities Statement

MTR Elizabeth line

2017/2177EU

MTREL SFS v2

Author	Version	Date
Concession Management	02	20/09/2023

## Contents

- 1 General Information ..... 3**
  - 1.1 Introduction to MTR Elizabeth line ..... 3
  - 1.2 Service Facility Operator ..... 3
  - 1.3 Validity period and updating process ..... 3
- 2 Services ..... 3**
  - 2.1 Station Services ..... 3
  - 2.2 Light Maintenance Services ..... 3
- 3 Service Facility Description..... 3**
- 4 Charges ..... 4**
  - 4.1 Information on Charges ..... 4
- 5 Access Conditions ..... 4**
  - 5.1 Legal Requirements ..... 4
  - 5.2 Technical Conditions ..... 4
- 6 Capacity Allocation ..... 4**
  - 6.1 Requests for access or services..... 4
  - 6.2 Response to requests ..... 4

## 1 General Information

### 1.1 Introduction to MTR Elizabeth line

On 17th July 2014, MTR Corporation Limited was awarded the Elizabeth line Operating Contract. The Elizabeth line Train Operation Concession (CTOC) runs under a Concession Agreement with Transport for London (TfL). The Concession Agreement covers all aspects of train and passenger service operations over the Elizabeth line network including the operation of 27 stations, plus part of Stratford Station, and now serves 41 stations in total.

The Elizabeth line Concession contract had a term of eight years and commenced on the 31st May 2015, the option of a 2-year extension was agreed in 2022.

The Elizabeth line network consists of inter-urban and metro passenger services connecting the City, Canary Wharf, the West End and Heathrow Airport to commuter areas of east and west London. Services will run from Reading and Heathrow (to the west of London) to Shenfield (to the north east) and Abbey Wood (to the south east).

This document is produced in accordance with directive 2012/34/EU, The Railways (Access, Management and Licensing of Railway Undertakings) Regulations 2016 and EC Implementing Regulation 2017/2177

### 1.2 Service Facility Operator

MTR Elizabeth line is the operator of passenger stations as listed in Appendix A.

### 1.3 Validity period and updating process

This Services Facilities Statement is published on the MTR Elizabeth line website and updated as necessary to include any significant changes.

## 2 Services

### 2.1 Station Services

In Appendix A the stations are listed with a link to the National Rail Enquiries Service (NRES) website which details all the services available at each station.

The exact services that can be used by operators at stations will need to be detailed in a Station Access Contract and agreed between MTR Elizabeth line and the Access Requester (AR).

### 2.2 Light Maintenance Services

MTR Elizabeth line does not operate any light maintenance services.

## 3 Service Facility Description

The stations for which MTR Elizabeth line are Service Facility Operator are listed in Appendix A, along with a link to the NRES website, where full facility descriptions, details and maps are to be found.

## 4 Charges

The Access and Management Regulations provide for entitlements for access to facilities and the supply of services.

Under these regulations, MTR Elizabeth line may recover the costs associated with the following charges:

- Station Long Term Charge
- Qualifying Expenditure (QX)
- Facility Charges
- Property Rent

### 4.1 Information on Charges

Charges for station facilities are regulated by the Office of Rail & Road (ORR) and normally determined based on the number of vehicles calling at the station.

## 5 Access Conditions

### 5.1 Legal Requirements

Under the Railways Act 1993, applicants may only enter into a contract with a facility owner for permission to use that owner's railway facility with ORR's approval. If these contracts (and amendments to them) are not approved by ORR, where that is required by law, they are invalid.

### 5.2 Technical Conditions

The Access Requestor (AR) will need to ensure any technical conditions required by Rail for London infrastructure (RfLI) and Network Rail are met before access is requested to MTR Elizabeth line.

## 6 Capacity Allocation

### 6.1 Requests for access or services

In order to gain access rights to any service facilities operated by MTR Elizabeth line a letter of intent will need to be sent to the facility operator at [SFO@MTREL.co.uk](mailto:SFO@MTREL.co.uk).

### 6.2 Response to requests

MTR Elizabeth line will seek to respond to all requests for access within 10 working days, in accordance with ORR's guidance on The Railways (Access, Management and Licensing of Railway Undertakings) Regulations 2016

## Appendix A – Facility descriptions

SF name	SF Type	Connecting Railway Line	Primary	Longitude	Latitude	Contact Email	Station Details
Brentwood	Passenger station	GEML	BRE	0.299517	51.613806	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/BRE/details.html">https://www.nationalrail.co.uk/stations/BRE/details.html</a>
Harold Wood	Passenger station	GEML	HRO	0.233974	51.593082	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/HRO/details.html">https://www.nationalrail.co.uk/stations/HRO/details.html</a>
Gidea Park	Passenger station	GEML	GDP	0.205715	51.5815	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/GDP/details.html">https://www.nationalrail.co.uk/stations/GDP/details.html</a>
Romford	Passenger station	GEML	RMF	0.183071	51.575026	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/RMF/details.html">https://www.nationalrail.co.uk/stations/RMF/details.html</a>
Chadwell Heath	Passenger station	GEML	CTH	0.128113	51.567954	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/CTH/details.html">https://www.nationalrail.co.uk/stations/CTH/details.html</a>
Goodmayes	Passenger station	GEML	GMY	0.112084	51.565733	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/GMY/details.html">https://www.nationalrail.co.uk/stations/GMY/details.html</a>
Seven Kings	Passenger station	GEML	SVK	0.096903	51.56353	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/SVK/details.html">https://www.nationalrail.co.uk/stations/SVK/details.html</a>
Ilford	Passenger station	GEML	IFD	0.070011	51.559134	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/IFD/details.html">https://www.nationalrail.co.uk/stations/IFD/details.html</a>
Manor Park	Passenger station	GEML	MNP	0.046477	51.552526	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/MNP/details.html">https://www.nationalrail.co.uk/stations/MNP/details.html</a>
Forest Gate	Passenger station	GEML	FOG	0.02465	51.549524	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/FOG/details.html">https://www.nationalrail.co.uk/stations/FOG/details.html</a>
Maryland	Passenger station	GEML	MYL	0.005906	51.546285	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/MYL/details.html">https://www.nationalrail.co.uk/stations/MYL/details.html</a>
Stratford	Passenger station	GEML	SRA	-0.00164	51.540981	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/SRA/details.html">https://www.nationalrail.co.uk/stations/SRA/details.html</a>
Abbey Wood	Passenger station	North Kent Line/COS	ABW	0.10747	51.48688	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/ABW/details.html">https://www.nationalrail.co.uk/stations/ABW/details.html</a>
Acton Main line	Passenger station	GWML	AML	-0.267931	51.516905	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/AML/details.html">https://www.nationalrail.co.uk/stations/AML/details.html</a>
Ealing Broadway	Passenger station	GWML	EAL	-0.300413	51.514969	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/EAL/details.html">https://www.nationalrail.co.uk/stations/EAL/details.html</a>
West Ealing	Passenger station	GWML	WEA	-0.320883	51.513453	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/WEA/details.html">https://www.nationalrail.co.uk/stations/WEA/details.html</a>
Hanwell	Passenger station	GWML	HAN	-0.338559	51.511747	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/HAN/details.html">https://www.nationalrail.co.uk/stations/HAN/details.html</a>
Southall	Passenger station	GWML	STL	-0.377483	51.506075	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/STL/details.html">https://www.nationalrail.co.uk/stations/STL/details.html</a>
Hayes & Harlington	Passenger station	GWML	HAY	-0.420002	51.502949	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/HAY/details.html">https://www.nationalrail.co.uk/stations/HAY/details.html</a>
West Drayton	Passenger station	GWML	WDT	-0.471447	51.509711	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/WDT/details.html">https://www.nationalrail.co.uk/stations/WDT/details.html</a>
Iver	Passenger station	GWML	IVR	-0.506825	51.508512	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/IVR/details.html">https://www.nationalrail.co.uk/stations/IVR/details.html</a>
Langley	Passenger station	GWML	LNY	-0.541881	51.507861	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/LNY/details.html">https://www.nationalrail.co.uk/stations/LNY/details.html</a>
Burnham	Passenger station	GWML	BNM	-0.646563	51.523324	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/BNM/details.html">https://www.nationalrail.co.uk/stations/BNM/details.html</a>
Taplow	Passenger station	GWML	TAP	-0.681641	51.523421	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/TAP/details.html">https://www.nationalrail.co.uk/stations/TAP/details.html</a>
Woolwich	Passenger Station	COS	WWC	0.07038	51.49212	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/woolwich-elizabeth-line/">https://www.nationalrail.co.uk/stations/woolwich-elizabeth-line/</a>
Custom House	Passenger Station	COS	CUS	0.02681	51.50992	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/custom-house-elizabeth-">https://www.nationalrail.co.uk/stations/custom-house-elizabeth-</a>
Canary Wharf	Passenger Station	COS	CWX	-0.01760	51.50618	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	<a href="https://www.nationalrail.co.uk/stations/canary-wharf-elizabeth-">https://www.nationalrail.co.uk/stations/canary-wharf-elizabeth-</a>
Paddington Elizabeth line	Passenger Station	COS	PDX	-0.17779	51.51657	<a href="mailto:SFO@mtrel.co.uk">SFO@mtrel.co.uk</a>	