

APPLICATION TO THE OFFICE OF RAIL AND ROAD FOR A PASSENGER TRACK ACCESS CONTRACT, OR AN AMENDMENT TO AN EXISTING CONTRACT

ORR ensures that train operating companies have fair access to the rail network and that best use is made of capacity. If a train operator wants to access the national railway network, it will need a track access agreement with Network Rail which requires ORR's approval under the Railways Act 1993. When determining access to the network, we must have regard to our [statutory duties](#), most of which are set out in section 4 of the Act. We must exercise our functions (which include the approval of access contracts) in a way that we consider best achieves those duties.

Use this form to apply to the Office of Rail and Road (ORR) for a passenger track access contract, or an amendment to an existing contract by a supplemental agreement, under sections 17-22A or the Railways Act 1993.

It sets out ORR's standard information requirements for considering applications. Our [track access guidance](#) (and our [making an application](#) guidance in particular) explains the process, timescales and the issues we will consider. Please read the guidance before completing the contract and this form.

If the facility owner and beneficiary have agreed terms, the facility owner should fill in the form. If not, the beneficiary should fill in the form.

A pre-application industry consultation is usually required before submitting an application. Please see the industry [code of practice for track access application consultations](#) for more information.

This form should be completed up to section 10 and sent to consultees along with a copy of the proposed contract or supplemental agreement. Sections 10 and 11 should be filled in after the consultation and before applying to ORR.

We are happy to talk to you informally before you apply. Please contact us [here](#). You can download a copy of this form, and of our model track access contract, from our [website](#). Please ensure that you are using the latest version of this form as published on our website. We may ask for applications which have not used the latest version to be resubmitted.

You may also use and adapt this form if necessary to apply to use railway facilities other than those of Network Rail. Do not use this form for HS1, for which a separate form is available on our [website](#).

1. Application Summary

1.1 Beneficiary company name:

GTS Rail Operations Limited

1.2 Facility owner details:

Network Rail:		☒			
Region:	Southern ☐	Eastern ☒	North West & Central ☐	Wales & Western ☒	Scotland's Railway ☐
Other Facility Owner:		☐	Please state:		

1.3 Application under the Railways Act 1993 section:

17 ☐	18 ☐	22 ☐	22A ☒
Supplemental Number:			46th
Current contract date:			21 st November 2018
Current contract expiry date:			Principal Change Date occurring in December 2029

1.4 Applicant status:

Public Service Operator ☐	Public service contract start date:	25 th May 2025
	Public service contract end date:	30 th May 2032 (plus optional 2 year extension)
	Name of funder (e.g. DfT, Local Authority):	Transport for London (via its wholly owned subsidiary, Rail for London Limited)
	Does the funder support this application?	Yes ☒ No ☐
Open Access ☐		
Charter Operator ☐		

1.5 Executive summary of the proposed contract or amendment:

Overview

This application seeks amendments to the Track Access Contract (TAC) between GTS Rail Operations Limited (GTS) and Network Rail (NR) under section 22A of the Railways Act 1993 to support the introduction of an enhanced Elizabeth line service from the SCD 2028 timetable change.

GTS operates Elizabeth line services under a Concession Agreement with Rail for London Limited (RfL), a wholly owned subsidiary of Transport for London (TfL), dated 19 December 2024. The proposal forms part of the Elizabeth line Integrated Service Enhancement Programme (ELISE), a phased service enhancement programme intended to meet growing passenger demand, improve connectivity to Heathrow Airport, and maximise the benefits delivered by the investment in ten (10) additional Class 345 units funded by the Department for Transport (DfT).

The application seeks access rights to enable an increase of 2 trains per hour (tph) between the Crossrail Central Operating Section (CCOS) and Heathrow Airport Terminal 5 throughout the week. The proposed enhancement would increase the Heathrow Terminal 5 service from 2 tph to 4 tph, resulting in a total of 8 tph Elizabeth line services to Heathrow Airport.

During the peak periods, the additional services would call at Heathrow Terminal 5 and all intermediate stations towards the CCOS. This will provide significant additional capacity and connectivity across the western section of the route, strengthen key links between Heathrow Airport and Central London, open the potential to link Terminal 5 and Canary Wharf, and help mitigate emerging crowding and performance risks associated with continued passenger growth.

During the off peaks these services would revert to the same calling pattern as the current Terminal 5 services west of Paddington, calling at Ealing Broadway, West Ealing, Hayes and Harlington, Heathrow Terminal 2 & 3 and Terminal 5.

The proposal represents Phase 2 of the ELISE programme and follows Phase 1, which is due to be introduced through the May 2027 timetable change pursuant to the 43rd Supplemental Agreement recently directed by ORR. Together, these enhancements form part of the wider service development strategy underpinning the business case for the ten additional Class 345 units funded by DfT.

Phase 2 is intended to address the following strategic objectives

- Accommodating forecasted passenger growth on the Elizabeth line network;
- Improving rail connectivity and capacity between Heathrow Airport and key destinations across London and the wider UK
- Maximising the value delivered by the DfT funded investment in additional Elizabeth line rolling stock.

To facilitate this enhancement, GTS is seeking additional access rights on Network Rail Infrastructure between Westbourne Park Junction and Heathrow Tunnel Junction. Full details are provided in Section 3.1.

To be clear, this application seeks access rights on Network Rail's network only (i.e. to/from the connection point with the Heathrow Airport Limited (HAL) railway infrastructure at Heathrow Tunnel Junction). GTS has commenced discussions with HAL about amendments to the track access contract with HAL (the HAL TAC) required to facilitate the services described in this application. As access to HAL's railway infrastructure benefits from an exemption from the track access provisions in sections 17, 18 and 22A of the Railways Act, the amendments to the HAL TAC may not be the subject of a separate application to ORR. Should GTS and HAL be unable to agree amendments to the HAL TAC to facilitate the amended service pattern described in this application, GTS has the right to appeal to ORR under regulation 32 of the Railways (Access, Management and Licensing of Railway Undertakings) Regulations 2016. GTS reserves the right to make such an application if it is unable

to agree the amendments to the TAC it holds with HAL, in which case there may be a connected application on which ORR is asked to make a decision.

Wider benefits of the Proposal

Phase 2 of the ELISE programme is expected to deliver a range of passenger, operational and economic benefits including:

- Improved service intervals leading to increased passenger capacity, and reduced crowding at stations between Hayes & Harlington and Acton Main Line;
- More even and predictable service intervals, leading to an improved ability for passengers to turn up and go and balancing capacity utilisation on trains;
- Improved dwell times and reduced safety incidents as a result of customers not rushing to catch a train due to the gap between services (and any perception of extended wait times);
- Enhanced service frequency to Heathrow Terminal 5 and improved connectivity between Heathrow Airport and key destinations in Central and East London, including Paddington, Liverpool Street and the potential to link Terminal 5 with Canary Wharf;
- Additional stopping opportunities on Heathrow services for customers travelling to and from intermediate GWML stations during the peak;
- Support for forecast residential and employment growth along the corridor;
- Increased rail revenue through improved connectivity, capacity and customer satisfaction;
- A reduction back to 14 tph terminating at Paddington (CCOS) westbound, reducing associated operational risk; and
- Support for wider Government and industry objectives to increase public transport mode share for journeys to Heathrow Airport.

Recent operational experience supports this approach. The introduction of additional peak-period calls at Southall, Hanwell and Acton Main Line on selected Heathrow Terminal 5 services has been positively received by customers and has helped provide additional capacity and journey opportunities at stations experiencing significant demand growth.

Following the introduction of additional stops TfL requested feedback from customers at those stations. The feedback directly recognises the challenges we are trying to address as part of this proposal, and it shows local awareness that capacity will further decrease as the residential developments noted throughout this paper are finished. This feedback has been included in Appendix 2.

Background to the ELISE Programme

Since opening in 2022, the Elizabeth line has had a transformational impact on travel across London and the South East and has become the UK's busiest railway service, carrying in excess of 800,000 passenger journeys on many weekdays. Demand continues to grow, supported by significant residential and employment development along the route.

More than 70,000 homes are planned within 1km of Elizabeth line stations, with substantial concentrations at stations including Hayes & Harlington, Southall and Acton Main Line. Employment accessibility has also grown significantly along the western section of the route, particularly between Acton Main Line and Heathrow and alongside Heathrow Expansion, should that proceed, this growth is expected to generate additional passenger demand which the railway must be able to accommodate.

Recognising the success of the Elizabeth line and the forecast growth in demand, the DfT funded the procurement of ten additional Class 345 units in June 2024. While these vehicles were primarily intended to support future services to Old Oak Common (OOC) and High Speed 2 (HS2), the associated funding agreement included an expectation that TfL would maximise the benefits delivered by the additional fleet for all Elizabeth line customers. This has become increasingly important given recent announcements on the reset of the HS2 project and the ensuing delay to the commencement of services on HS2. In any event, the business case supporting this investment was based on the delivery of two service enhancement programmes: Package East, currently being progressed for the May 2027 timetable change date (43rd SA that ORR has directed on), and Package West, which is the subject of this application.

Delivery of the services proposed in this application requires the use of two additional Class 345 units beyond those required for Package East. These vehicles are currently under construction, are identical in all material respects to the Class 345 units already in use, and will be fully integrated into the existing Elizabeth line fleet, requiring no Vehicle Change. All of the ten (10) additional Class 345 units are currently on track to be delivered by December 2027. More information is provided in the specified equipment section below.

GTS is also recruiting and training additional drivers to support the enhanced service, with all drivers expected to be qualified by the December 2027 timetable change date, well in advance of the SCD 2028 timetable change.

Capacity and Performance Consideration

GTS recognises that introducing additional services onto an already intensively used mixed-traffic railway requires careful consideration of the impacts on network capacity and performance. Detailed timetable development and performance modelling are therefore being undertaken collaboratively with Network Rail, HAL and other industry stakeholders to assess the operational viability of the proposal and its impact on the wider network. GTS and Network Rail have agreed to prioritise development of the weekday peak and Saturday timetables in the first instance, with further work on weekday off-peak and Sunday services to follow. At the time of submission a fully de-conflicted timetable is not yet available and detailed modelling outputs are therefore still being developed. These outputs will be shared with the ORR later this year.

Whilst timetable development remains ongoing, with performance assessment to follow in due course, GTS considers that these matters must be assessed alongside the substantial benefits delivered by the proposal. These include significant increases in passenger capacity, reduced crowding at key stations, improved connectivity to Heathrow Airport, higher fare revenue, improved asset utilisation and wider economic and social benefits associated with improved access to employment, housing and leisure opportunities.

GTS therefore believes that this proposal will represent an appropriate balance between performance, capacity utilisation and passenger benefit, consistent with the objectives of making efficient use of the network while delivering value for customers and taxpayers. GTS believe that the proposal is consistent with, and highly relevant to, ORR's duties under Section 4 of the Railways Act 1993, in particular:

- Protecting the interest of users of railway services through increased capacity, reduced crowding and improved connectivity
- Promoting improvements in railway service performance through the proactive delivery of additional capacity
- Promoting the use and development to the railway network through more effective utilisation of existing infrastructure and public funded rolling stock assets
- Contributing to the development of an integrated transport system by strengthening connectivity between Heathrow Airport, London and destination across the Elizabeth line network

The Elizabeth line continues to be a high-performing railway and GTS, together with RfL, remains committed to maintaining strong operational performance whilst accommodating forecast passenger growth. Should the additional services not be introduced, there is a risk that increasing demand will lead to higher levels of crowding and extended station dwell times, potentially impacting both customer experience and operational performance.

Whilst Network Rail is not currently in a position to support the application, reflecting the fact that timetable development, capacity analysis and performance assessment remain ongoing and sufficient evidence is not yet available to support the sale of the requested rights. However, GTS continues to work collaboratively with Network Rail, HAL and other stakeholders to develop the supporting evidence base and address outstanding issues.

Conclusion

The 46th SA therefore seeks the amendments to Schedule 5 Table 2.1 and the associated Access Rights required to support the introduction of the enhanced Elizabeth line service from the 2028 Subsidiary Change Date.

GTS considers that the proposal represents an efficient and beneficial use of available railway capacity, delivers significant passenger, economic and operational benefits, and supports the continued growth of rail travel on one of the busiest railways in Great Britain. The proposal will maximise the benefits of the additional Class 345 fleet funded by DfT, improve connectivity to Heathrow Airport and provide the additional capacity required to accommodate forecast demand growth whilst supporting ORR's statutory duties and wider Mayoral and Government transport objectives.

Proposed commencement date:	Subsidiary Change Date (SCD) in 2028
End date:	PCD in December 2029 (although we are progressing the 47 th SA Section 22 application with Network Rail to extend our Track Access Contract to December 2032)
Date approval or directions wanted by:	Prior to D40 for Subsidiary 2028 timetable (13 August 2027)

1.6 Industry consultation:

Who carried out the consultation?	Network Rail		
Consultation start date:	20 th August 2026	Consultation end date:	17 th September 2026
Not carried out ☐			

1.7 Applicant details

Facility Owner Company: Network Rail Infrastructure Limited Contact name: XXXXXXXXXX Job title: Customer Relationships Executive Address: Network Rail Apex Plaza, Forbury Road, Reading RG1 1AX Phone: XXXXXXXXXX E-mail: XXXXXXXXXX	Beneficiary Company: GTS Rail Operations Limited Contact name: XXXXXXXXXX Job title: Concession Contract Manager Address: Floor 11, North Tower, 200 Aldersgate, London EC1A 4HD Phone: XXXXXXXXXX E-mail: XXXXXXXXXX
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1.7 Date of application to ORR:

19 Aug 2026

1.8 Checklist of documents attached to the application form:

- Proposed new contract (S17 or S18) or supplemental agreement (S22 or S22A) ☒
- Marked up Schedule 5 (where applicable) ☒
- Marked up comparison to model contract (where applicable) ☐
- All consultation correspondence ☐
- Supporting documentation required for competing services (see section 6.2) ☐
- Other supporting documents, side letters or collateral agreements (please list):

Appendix 1 – Proposed SCD 2028 Timetable

Appendix 2 – Customer feedback on May 2026 additional stops

2. Licence and railway safety certificate

2.1 Please state whether:

- you intend to operate the services yourself; or ☒
- have them operated on your behalf. ☐
 - if so, please name the proposed operating company:

2.2 Does the proposed operator of the services:

- (a) hold a valid train operating licence under section 8 of the Railways Act 1993 or an exemption under section 7, **and** ☒
- (b) hold a valid safety certificate under the Railways and Other Guided Transport Systems (Safety) Regulations 2006. ☒

If the answer to (a) **or** (b) is no, please state the point reached in obtaining a licence, exemption and/or safety certificate.

N.A

3. The proposed contract or amendment

3.1 Application overview: Please detail the proposed contract or amendment. This should cover the services, the commercial terms, and the reasons for making the application in the terms proposed. This information should be laid out clearly and concisely, and fully highlight the changes from the previous version of the contract (in the case of an amendment).

This application, made under section 22A of the Railways Act 1993, is for Firm rights to run additional passenger services from the Subsidiary Change Date (SCD) in 2028 until the end of the GTS Track Access Contract (currently the PCD in December 2029 but an application is ongoing that seeks to extend this until the PCD in December 2032). The requested rights are required to deliver Phase 2 of the ELISE programme increasing the service offering from central London to Heathrow Airport from 6 tph to 8 tph all day Monday to Sunday.

This proposal seeks for the SX, Saturday and Sunday timetables:

Westbound services:

- 32 additional SX Firm Rights from Westbourne Park Jn Connection Point to Heathrow Tunnel Jn, of which 6 are at peak times;
- 2 additional SX Firm Rights from Paddington (Main Line) station to Heathrow Tunnel Jn;
- 31 additional Saturday Firm Rights from Westbourne Park Jn Connection Point to Heathrow Tunnel Jn;
- 24 additional Sunday Firm Rights from Westbourne Park Jn Connection Point to Heathrow Tunnel Jn.

Eastbound services

- 35 additional SX Firm Rights from Heathrow Tunnel Jn to Westbourne Park Jn Connection Point, of which 6 are at peak times;
- 31 additional Saturday Firm Rights from Heathrow Tunnel Jn to Westbourne Park Jn Connection Point;
- 22 additional Sunday Firm Rights from Heathrow Tunnel Jn to Westbourne Park Jn Connection Point;
- 2 additional Sunday Firm Rights from Heathrow Tunnel Jn to Paddington (Main Line) station.

3.2 Safety risks: Please explain any important safety risks that have been identified arising from the proposal and how these will be controlled (by reference to the facility owner's safety authorisation and the train operator's safety certificate).

There are no new risks introduced by the operation of this service for which the existing control measures outlined in the applicant's Safety Certificate would not cover. As outlined in the Executive Summary and Benefits section of this application, the timetable change proposed by the 46th Supplemental Agreement should mitigate the increasing risk of overcrowding at inner London stations on the Great Western Main Line (i.e. Hayes & Harlington, Southall, Hanwell, West Ealing, Ealing Broadway and Acton Main Line stations) as well as reduce safety incidents as a result of customers rushing towards a train that is about to depart given the current intervals to the next service.

3.3 Contract duration: For new agreements or extensions to existing agreements, please provide justification for the proposed duration and, if more than 5 years, with reference to the [Railways \(Access, Management and Licensing\) Regulations 2016](#).

GTS were awarded the second Elizabeth line concession until 30 May 2032 (with the option of a further 2-year extension). The First Crossrail Track Access Contract currently expires on PCD in December 2029, Network Rail and GTS are progressing a section 22 application to extend those rights through to the Principal Change Date in December 2032 to align with the expiry of the GTS Concession Agreement.

3.4 Terms not agreed with the facility owner (for applications under sections 17 or 22A only): Please explain any areas of the application which have **not** been agreed, the reasons for the failure to agree and the reasons for seeking these provisions.

To support the ELISE programme, GTS and Network Rail have established a dedicated governance structure operating from Route Director level through to practitioner level. This structure is aligned with wider industry planning and governance arrangements, including the Thames Valley Industry Planning Group, to ensure that the development of the proposed service enhancement is considered alongside other passenger and freight aspirations for the route.

GTS is mindful of ORR's guidance that operators should seek to secure access rights ahead of the Priority Date to provide greater timetable certainty and allow proposed services to be appropriately considered through the timetable development process. Whilst GTS recognises that further work is required to demonstrate network capacity and understand performance impacts, this application has been submitted at this stage to ensure that the proposed SCD 2028 service enhancement can be considered within the wider industry planning framework and alongside other emerging access rights applications that may interact with the proposal.

GTS remains committed to working collaboratively with Network Rail, freight operators, HAL and other industry stakeholders to identify a solution that balances the needs of passenger growth, freight growth, operational performance and efficient utilisation of network capacity in a proportionate manner.

At the time of submission, Network Rail does not support the application. The principal areas of disagreement are summarised below.

Capacity

Network Rail has undertaken a high level capacity analysis based on the timetable developed by GTS for the proposed service enhancement. Whilst GTS confirms that the proposed timetable is compliant with applicable Timetable Planning Rules (TPR) on Network Rail infrastructure, Network Rail's analysis identifies a number of conflicts with other operators, particularly freight services operating on the GWML.

GTS believes that through a combination of challenging some of the capacity analysis assumptions and working closely with Network Rail and other operators, capacity can be made available to accommodate this application and that this can be achieved without a material impact on performance of the infrastructure. Whilst GTS accepts that more analysis needs to be completed to demonstrate this, this work is already underway and should not preclude a decision being taken about that capacity.

In particular, GTS notes that:

- Some services currently identified by Network Rail as conflicting with this proposal have not operated for a significant period of time;
- Certain freight services operate infrequently or have a level of operational flexibility that may not be fully reflected in current assessments and contractual arrangements; and
- Detailed engagement with freight operators has not yet commenced and opportunities to identify mutually acceptable timetable solutions have therefore not yet been fully explored

GTS fully recognises the strategic importance of rail freight and the role it plays in supporting both national and regional transport objectives, including wider policy objectives promoted by TfL. However, given the significant passenger demand growth forecast on the Great Western Main Line and the importance of maintaining a high-frequency, regular and predictable passenger service, GTS believes there is further opportunity for the industry to explore solutions that optimise the use of available capacity for all users of the network.

Recognising the complexity of these issues, the proximity to D-40 for SCD 2028 and the need to work closely with the wider industry, GTS and Network Rail have prioritised the development of the rights associated with this application through the phased approach set out below. The phased implementation approach reflects the sequencing of timetable development activity rather than any change to the rights sought throughout this application. To be clear, this application is requesting rights for Phases 2a and 2b, but the approach described below supports delivery of the most impactful services to customers at the earliest opportunity:

Phase 2a – SCD 2028 Timetable Change

- Introduction of additional Heathrow Terminal 5 services during weekday peak periods and Saturdays.
- Focused on the period where passenger demand, crowding pressures and customer benefits are greatest.
- Expected to deliver the most significant benefits in terms of passenger capacity, revenue generation and mitigation of performance risks associated with demand exceeding available capacity.

Phase 2b – Dec 2028 – May 2029 Timetable Changes

- Introduction of additional weekday off-peak and Sunday Heathrow Terminal 5 services.
- Off peak services have the highest level of conflicts and therefore are expected to require additional work with Network Rail and Freight Operators to deconflict. Sundays have the least amount of conflicts but are subject to regular two track timetables which may result in any additional services not operating on a regular basis and therefore unlikely to maximise the benefit to Elizabeth line users.
- Intended to provide further benefits for airport users and support continued passenger growth.
- Subject to completion of capacity and timetable development work.

This phased approach allows the industry to focus initially on those elements of the proposal that deliver the greatest customer and economic benefits while providing additional time to resolve more complex timetable and capacity issues, specifically on the weekday off-peak where there is significantly more freight operating.

Performance Impact

Network Rail has also identified the potential for performance impacts arising from the operation of an additional 2 tph between the CCOS and Heathrow Terminal 5.

GTS acknowledges that increasing service frequency on an intensively utilised railway has the potential to affect operational performance and does not suggest that additional services can be accommodated without operational consequences. However, GTS considers that any assessment should be based on a balanced consideration of both costs and benefits.

Performance modelling has not yet been completed as timetable development remains ongoing and further refinement is required before robust modelling can be undertaken. Once a more mature

timetable has been developed, GTS intends to work with Network Rail to undertake detailed performance analysis to better understand the likely impacts on the Elizabeth line, other operators and the wider network.

Whilst the precise scale of any performance impact is therefore not yet known, GTS considers that it should ultimately be assessed against the substantial benefits expected from the proposal, including:

- Increased passenger capacity and reduced crowding;
- Improved connectivity between Heathrow Airport and Central and East London;
- Greater service resilience through the provision of additional capacity where demand is currently approaching operational limits;
- Increased passenger revenue and improved utilisation of publicly funded rolling stock; and
- Wider economic and social benefits associated with improved access to employment, housing and leisure opportunities.

GTS's position is therefore that any performance impacts should be considered within the wider industry objective of balancing performance, capacity utilisation and passenger benefit, rather than viewed in isolation. GTS considers that such an approach is consistent with ORR's statutory duties, particularly the protection of passengers' interests, the promotion of railway use and development, and the efficient utilisation of railway infrastructure.

Infrastructure Impact and Funding

Network Rail has also advised that operation of the additional services will result in increased infrastructure maintenance requirements and will necessitate investment in resilience measures before the proposed enhancement could be introduced.

GTS remains open to further discussion on these matters and welcomes greater clarity regarding the basis on which such requirements have been identified. However, GTS currently has concerns regarding both the scale of the costs identified and the proposed allocation of those costs.

In particular, GTS's current understanding is that:

- The additional wear and tear arising from the operation of the proposed services should ordinarily be reflected through established charging mechanisms, including the variable usage charge; and
- Any wider infrastructure resilience measures designed to support overall network capability should be considered in accordance with the established regulatory and industry funding frameworks.

GTS is not currently persuaded that the costs identified are proportionate to the scale of the proposed service enhancement or that it would be appropriate for all such costs to be attributed solely to this application. GTS remains willing to engage constructively with Network Rail to better understand the underlying assumptions and determine whether an agreed position can be reached.

More generally, GTS believes it is important that access rights decisions continue to be assessed against the relevant statutory and regulatory criteria, including the efficient and non-discriminatory use of the network. GTS would therefore wish to avoid any outcome that could be perceived as creating a precedent whereby access to capacity is determined primarily through an individual operator's ability to fund infrastructure interventions rather than through the established industry processes for capacity allocation and network enhancement.

GTS remains willing to engage constructively with Network Rail to better understand the underlying assumptions and determine whether an agreed position can be reached, but would be interested in the ORR's view on how these costs should be apportioned.

3.5 Bespoke provisions (departures from ORR's model access contracts)

Does the proposed contract include any departures from ORR's model access contract:

Yes

☐

No

☒

If yes, please set out and explain any:

- areas where the drafting of the application changes ORR's published template access contracts (as appropriate, cross-referencing to the answers below). Please also explain why these departures have been made.

N/A

- instances where the proposal departs from the charging and/or performance regimes established by ORR's latest periodic review (or subsequent interim reviews) as reflected in ORR's model access contracts, including the financial implications (e.g. establishment of an access charge supplement or rebate).

N/A

- new processes (e.g. a self-modification provision) which have been added. Please also demonstrate fully how this new process is robust and complete.

N/A

3.6 Consolidated contract

For amendments to existing contracts, is the version of the consolidated contract on our [website](#) fully up to date? If not, please explain why not.

The Track Access Contract has been consolidated to include the 43rd Supplemental Agreement changes and was submitted to ORR on 7th August. The Track Access Contract is currently being updated to reflect the new Schedule 5 tables in excel format and minor wording changes to incorporate the new excel tables – this will be submitted as the 45th Supplemental Agreement

4. The impacts of the proposal

4.1 Benefits: please set out what specific benefits the proposal will achieve. Please describe the benefits to passengers and any impact on other operators, including freight operators.

The Elizabeth line continues to deliver substantial economic and social benefits to London and the wider UK, carrying over 800k customers on its busiest days. Demand is forecast to continue growing, particularly on the western section of the route, creating a requirement for additional capacity if the benefits of the railway are to be sustained and further realised.

As noted in the overview, the recent Benefits Analysis report evidences the Elizabeth Line continues to drive housing growth, regeneration, job creation, and business growth across London and the South East, while promoting social inclusion. Indeed there are over 70,000 homes in the pipeline within 1 km of Elizabeth line stations, many of which are located adjacent to stations that will directly benefit from this application.

This application is a key enabler to continued realisation of these benefits, providing much needed additional capacity whilst reducing the risk of crowding related performance challenges emerging as passenger demand continues to grow. It also delivers against the business case for the 10 additional Class 345 trains, which is supported by His Majesty's Government. The latest modelling (analysed using RailPlan) indicates that the proposed enhancement delivers a 17.7:1 Benefit Cost Ratio (BCR), including approximately of £50m benefits per annum from Journey Time Savings following the opening of Old Oak Common station. This represents very exceptionally high value for money and demonstrates the significant benefits generated by maximising the use of the additional rolling stock funded by the DfT.

Crowding/Dwell Time Benefits

One of the primary benefits of the proposed uplift is the increased capacity at stations between Hayes and Harlington and Acton Main Line during the am peak.

The table below shows ORR entry/exit data ([taken from Table 1415a](#)) evidencing significant growth at stations between Hayes and Harlington and Acton Main line since TfL took over services from Heathrow Connect and GWR (we accept there are some variables within this data including the effects of the Covid pandemic) and the type of rolling stock used (i.e. 5 car Class 360s in the 18/19 timeframe).

Station	Apr 2018 to Mar 2019	Apr 2022 to Mar 2023 [b]	Apr 2023 to Mar 2024	Apr 2024 to Mar 2025	% Change		
					18/19 - 24/25	22/23 - 24/25	23/24 - 24/25
Acton Main Line	310,962	1,099,704	2,234,516	2,699,464	768%	145%	21%
Ealing Broadway	6,554,818	8,237,356	13,699,654	15,456,598	136%	88%	13%
West Ealing	1,077,698	1,261,474	2,256,266	2,548,676	136%	102%	13%
Hanwell	389,010	922,154	1,467,706	1,691,400	335%	83%	15%
Southall	3,121,946	4,428,198	6,968,560	7,669,160	146%	73%	10%
Hayes and Harlington	4,203,362	5,446,398	7,765,146	8,450,164	101%	55%	9%

This is further evidenced by reviewing train loadweigh data operating under the May 2026 timetable. This data demonstrates that a significant proportion of weekday peak services are already operating at, or close to, practical capacity at Ealing Broadway and Acton Main line. This is particularly notable given that the analysis reflects current rather than future demand levels. The additional Heathrow Terminal 5 services proposed through this application would provide targeted capacity where crowding pressures are already emerging and where future growth is forecast:

Arr at EAB	08:08	08:14	08:17	08:22	08:28	08:32	08:37	08:45	08:48	08:52
Arr at TCR	08:24	08:32	08:34	08:39	08:44	08:49	08:54	09:02	09:04	09:09
Headcode	9U59RA	9W62RA	9U63RA	9U65RA	9U67RA	9U69RA	9U71RA	9W74RA	9U75RA	9U77RA
Service	T4 > ABX	T5 > She	Mai > ABX	T4 > ABX	RDG > ABX	RDG > ABX	T4 > ABX	T5 > She	Mai > ABX	T4 > ABX
Hayes and Harlington	624	520	945	604	1359		690	478	630	504
Southall	908	702	1099	807	1538		972	580	717	629
Hanwell	1086	794		964			1135	631		730
West Ealing	1317	998		1191			1354	784		863
Ealing Broadway	1512	1280	1254	1417	1693	1084	1495	1017	822	1038
Acton Mainline	1582	1373		1554		1290	1560	1107		1160

GTS and TfL are concerned that should additional capacity not be provided, it is expected that most services will be at or above maximum capacity given historical growth witnessed and the 70,000+ residential homes in the pipeline, with much of this development concentrated in the Southall and Acton Main Line areas.

Additional T5 stops during AM peak

In the May 2026 timetable the current Terminal 5 <> Shenfield services during the peak had additional calls put in at Southall, Hanwell and Acton Main Line. The analysis following their implementation shows that there is a better distribution of customers across the services that call at these intermediate stations. As an example, the Maidenhead service that follows the T5 service has between 100 and 190 fewer customers. Analysis is ongoing but we have received highly positive feedback from customers (see Appendix 2) and the hypothesis is that these stops are having a wider positive impact on performance outcomes such as dwell time which supports timely presentation at the CCOS portal. It is intended that additional peak Terminal 5 services would also call at all stations, providing an 8 tph service for Acton Main Line, West Ealing and Hanwell further improving this position for customers and mitigating against the impact of forecast growth.

Paddington Detrainment process

As part of the May 2027 timetable change (which has previously been positively determined upon by ORR) and as outlined in detail as part of our application for the 43rd Supplemental Agreement, May 2027 will involve the delivery of 16 tph reversing in Westbourne Park turnback sidings. Whilst processes are in place to support a reliable 16 tph operation at Paddington and Westbourne Park, extension of the additional services to the GWML reduces the requirement to 14 tph, simplifying operations and reducing exposure to performance risk related to detrainment at Paddington.

Heathrow Airport Expansion

Whilst Heathrow Airport expansion is not dependent upon the proposed service enhancement, the additional Elizabeth line capacity supports the delivery of sustainable surface access under both expansion and non-expansion scenarios. GTS notes that a number of rail service concepts currently being considered for an expanded airport assume an 8 tph Elizabeth line service to Heathrow.

4.2 Capacity: How have you satisfied yourself that there is enough network capacity for the services in the proposal? Please include details on all relevant capacity considerations, including but not limited to track, platform availability, and power supply traction.

GTS has undertaken detailed timetable development to support the proposed service enhancement and has developed a train plan that is compliant with the applicable Timetable Planning Rules (TPRs) across RfLI, NR and HAL infrastructure. The timetable has subsequently been reviewed by Network Rail's Capacity Planning team to assess compliance and identify interactions with other operators.

This analysis represents an important stage in the development process and has provided valuable insight into the capacity challenges associated with accommodating the proposed additional services. The analysis has identified a number of conflicts and non-compliant paths, particularly during the weekday off-peak period, with a higher degree of compliance currently demonstrated during peak periods, Saturdays and Sundays, albeit still with some element of non-compliance.

GTS recognises that this work demonstrates that further timetable development is required before a final conclusion can be reached regarding the availability of capacity. However, GTS also considers that the analysis demonstrates that there are credible opportunities to develop a compliant solution and that it would be premature to conclude that the proposed service enhancement cannot be accommodated.

In forming its view that the proposal warrants further development, GTS has considered the following factors:

- The proposed services can be incorporated within a timetable that is compliant with the relevant TPRs across the affected infrastructure;
- The capacity assessment has identified specific points of conflict that can be subject to further timetable optimisation and industry discussion, rather than demonstrating a fundamental lack of capacity across the route;
- A number of identified conflicts relate to services with differing operational characteristics and utilisation levels, indicating that there may be opportunities to improve overall network utilisation through further timetable refinement; and

- The greatest passenger and economic benefits arise during the peak period and on Saturdays, where capacity analysis has indicated a stronger compliance position than the weekday off-peak.

GTS and TfL recognise the importance of protecting both passenger and freight growth and does not seek to assume that existing path/rights are available for GTS to use, including those which may currently have low utilisation. However, GTS believes that further work is required before a robust conclusion can be reached regarding whether available capacity is being utilised in the most efficient manner and whether opportunities exist to accommodate the proposed enhancement whilst continuing to support the needs of other operators.

To facilitate this work, GTS and Network Rail have agreed a phased approach to timetable development. Priority is currently being given to the weekday peak and Saturday service proposals, reflecting both the stronger capacity position identified through the analysis and the areas where the greatest customer, revenue and network benefits are expected to arise. This workstream is currently underway and is expected to conclude in October 2026. GTS has submitted this application at this stage to ensure that the rights required for SCD 2028 enhancement are formally recognised and considered alongside other applications seeking to use the same capacity.

Consistent with ORR guidance, GTS considers it important that access rights associated with the proposed enhancement are considered ahead of the relevant Priority Date, thereby providing greater planning certainty and allowing the proposal to be assessed alongside competing demands for capacity.

The outputs from this work, together with associated performance modelling, will inform subsequent development of the remaining off-peak and Sunday service proposals of which this application is requesting rights for alongside the weekday peaks and Saturdays.

In relation to other capacity considerations, GTS has not identified any constraints associated with platform availability on the Elizabeth line infrastructure or at Heathrow Airport (which GTS recognises is not on Network Rail infrastructure and which is the subject of separate, joined-up, discussions with HAL) that would prevent operation of the proposed services. The proposal is based upon operation by Class 345 rolling stock already approved for use on the route, with no change to train length or vehicle characteristics. No specific traction power constraints have been identified at this stage; however, GTS will continue to work with the relevant infrastructure managers as timetable development progresses to ensure that all infrastructure capability requirements are fully understood and addressed.

Accordingly, whilst further timetable development and validation work remains ongoing, GTS is satisfied that there is a reasonable basis to continue progressing the proposal and that sufficient evidence exists to justify seeking the access rights necessary to support the planned SCD 2028 service enhancement.

4.3 Performance: What is the impact on network performance? Please outline your assurance process that shows that any performance risk is tolerable in comparison to the benefits of the application. Please explain any risk mitigations. Please attach any associated evidence to support your case.

The Elizabeth line continues to deliver a high level of operational performance and is consistently one of the best performing large passenger operators in Great Britain. This strong performance has been supported by continued investment in infrastructure reliability, the Western Thames Valley Improvement Programme and ongoing Class 345 fleet reliability improvements. GTS and TfL are committed to maintaining this strong performance whilst accommodating continued passenger growth and making efficient use of additional rolling stock funded by the DfT.

GTS recognises that the introduction of additional train services on an intensively utilised section of railway has the potential to affect network performance. At the time of submitting this application, detailed performance modelling has not yet been completed, as timetable development remains ongoing and further work is required to develop a more mature timetable proposition capable of supporting a meaningful assessment. We expect this to be available in October/November 2026.

GTS therefore does not seek to conclude at this stage that the proposed enhancement will have no performance impact. Rather, GTS considers that the scale and nature of any impact should be determined through the established industry performance assessment process before a final conclusion is reached.

To support this work, GTS will continue to work collaboratively with Network Rail, RfLI, HAL and other affected operators through a structured assurance process, including:

- Development of a jointly agreed performance modelling remit;
- Performance modelling undertaken in accordance with established industry methodologies;
- Adherence to Network Rail's quality assurance and governance processes;
- Review of impacts on the Elizabeth line, other operators and the wider network;
- Transparent sharing of modelling assumptions, outputs and findings with industry stakeholders; and
- Identification and evaluation of mitigation measures where required.

This approach mirrors the process successfully adopted for previous Elizabeth line service enhancements, including the May 2027 frequency uplift programme, where iterative timetable development and performance analysis enabled service proposals to be refined prior to implementation.

GTS considers that performance should be assessed alongside the wider objectives of efficient network utilisation, passenger benefit and industry value. Once performance modelling has been completed, GTS' view is that the results should be considered against the anticipated benefits of the proposal, including:

- Increased passenger capacity and reduced crowding on some of the busiest sections of the Elizabeth line;
- Improved connectivity between Heathrow Airport and Central and East London;
- Additional capacity at stations between Hayes & Harlington and Acton Main Line, where demand continues to grow;
- Increased passenger revenue and improved utilisation of publicly funded rolling stock; and
- Wider economic and social benefits arising from improved access to employment, housing and leisure opportunities.

GTS's expectation is that the proposal will ultimately need to demonstrate an appropriate balance between performance, capacity utilisation and customer benefit. The purpose of the ongoing modelling and timetable development work is to determine whether that balance can be achieved and whether any performance impacts are justified by the wider benefits delivered.

Performance Risk Mitigation

Whilst detailed modelling remains outstanding, GTS has already identified a number of measures that will support the management of performance risk as the proposal develops.

These include:

- Continued iterative timetable development with Network Rail and industry stakeholders to improve timetable robustness;
- Adoption of a phased implementation approach, initially prioritising peak and Saturday services where capacity analysis has identified a stronger compliance position and where customer benefits are greatest;
- Review and refinement of operational concepts and contingency arrangements with Network Rail and RfLI as part of timetable readiness activities;
- Integration of lessons learned from previous Elizabeth line service enhancements; and
- Ongoing monitoring of fleet, infrastructure and operational readiness through established governance arrangements.

Counterfactual

In considering the performance impacts of the proposal, GTS also believes it is important to consider the consequences of not providing additional capacity.

Passenger demand on the Elizabeth line continues to grow, particularly on the western section of the route and on services to Heathrow Airport. Without the proposed enhancement, increasing demand may result in higher levels of crowding and longer station dwell times, particularly at stations between Hayes & Harlington and Acton Main Line. Over time, these factors could themselves create operational and performance challenges for both the Elizabeth line and the wider network.

Accordingly, GTS considers that the relevant comparison is not between the proposed enhancement and a static railway, but between the performance impacts of introducing additional services and the potential operational consequences of accommodating continued passenger growth without corresponding increases in capacity.

4.4 Maintenance and renewals: Are there any implications for the facility owner's maintenance and renewal activities?

There is not expected to be any material increase in tonnage on Anglia or the CCOS infrastructure. NR have undertaken analysis on the impact on Western Route which GTS understands, based on the full operation of rights requested, drives:

1. A 13% increase in tonnage between Acton West and Paddington; and
2. A ca. 7-8% increase in tonnage west towards Heathrow

As noted in section 3.4 , GTS remains open to discussing with NR and ORR how these should be funded.

5. The expression of access rights

5.1 Changes to rights: please provide full descriptions of any new rights required, as compared to the previous contract (in the case of an amendment). Please attach a fully marked-up version or document comparison of any tables in Schedule 5 which are being modified as a result of this application.

Changes to Schedule 5 Tables 2.1 are shown as tracked changes in the 46th Supplemental Agreement.

The new tables will be dated to start from Subsidiary Change Date 2028 until the Track Access Contract expiry date.

5.2 Flexing rights: Please explain any limitations on the facility owner's flexing rights in the proposal and the rationale for such limitations.

N/A

5.3 Specified equipment: Please explain any changes to specified equipment (rolling stock). Has the vehicle and route acceptance procedure in the Network Code (Part F) has been completed? Please explain whether you have, or will have, the rolling stock necessary to exercise the rights.

TfL has procured an additional ten Class 345 units (funded by DfT) to support the increase in service provision for Elizabeth line customers, including the extension of services from central London to the future OOC station. The delivery programme for these trains is progressing: the first unit is successfully undergoing fault free mileage in London and the remaining units are all expected to be delivered and integrated into the wider fleet by December 2027, well in advance of the SCD 2028 timetable.

These units are based on the same design and software configuration as the existing fleet and they will be integrated into the existing fleet (no sub fleet), so any risk of performance or reliability issues is low with known issues having mitigations.

6 additional units are required in total to operate the services associated with GTS 43rd SA (4 units) and this application (2 units) and these will be integrated into the wider Elizabeth line fleet by the end of 2027.

5.4 Contractual obligations: Are the proposed services necessary to fulfil obligations under a public service contract? For publicly contracted operators seeking additional access rights, we will expect to see evidence of funder support for the specific rights and of operators' intent and ability to operate the new services.

These rights and services are required to facilitate delivery of GTS's obligations under its Concession Agreement with RfL.

5.5 Public funding: Other than the DfT, Welsh Government or Transport Scotland, are the proposed services subject to financial support from central or local government including PTEs. If so, please give details.

These rights and services are funded by TfL (via RfL) via the Concession Agreement with RfL

5.6 Long Term Planning Process: Is the Long Term Planning Process (or similar devolved authority or regional service delivery project) relevant to this application? If so, please explain how the proposed rights are consistent or inconsistent with this.

The Track Access Rights in the GTS Track Access Contract are a combination of access rights drawn down from the Crossrail Track Access Option and further rights that were required to run the enhanced Elizabeth line service.

6. Competing passenger services:

We would expect to apply the 'not primarily abstractive' test to:

- (i) a new open access service which would compete with franchised services and so impact on the public sector funder's budget;
- (ii) a new franchised service which would compete with an existing franchised service, where we would expect to focus the test on areas where the competing franchised services are operated on behalf of different funders or where for some other reason there are particular concerns over the impact on a funder's budget; and
- (iii) a new service, which might be open access or franchised, which would compete with an existing open access service and which, if it caused the existing open access operator to withdraw from the market, could reduce overall competition on the network.

6.1 Please state if your application is for a competing passenger service, and if so please describe the nature of the competition:

N/A

6.2 For competing services, please also confirm that you have attached as part of your submission to ORR the following:

- Business plan, including details of:
 - forecasts of passenger traffic and revenues, including forecast methodology;
 - pricing strategies;
 - ticketing arrangements;
 - rolling stock specifications (e.g. load factor, number of seats, wagon configuration); ☐
 - marketing strategy;
 - estimated elasticities of the services (e.g. price elasticity, elasticity with respect to quality characteristics of the services).
- Demand forecasting (including associated spreadsheet models) demonstrating modelled generation : abstraction ratio. ☐
- Indicative timetables, including associated .spg files ☐

7. Incentives

7.1 Train operator performance: please describe any planned performance improvement initiatives and/or enhancement projects associated with the operation of the proposed services aimed at improving operator performance.

Alstom is progressing a pipeline of Class 345 software enhancements, designed to improve reliability further. More detail on this can be provided if required.

Section 4.3 outlines the performance improvements that are being undertaken by GTS to support delivery of this timetable change.

7.2 Facility owner performance: please describe any planned performance improvement initiatives and/or enhancement projects associated with the operation of the proposed services aimed at improving the facility owner's performance.

Network Rail have recently completed the Project Brunel Programme which has delivered significant improvements to both the infrastructure and operational processes on the Western route.

Since August 2024, Western route passenger cancellations have reduced from 4.9% to 3.8% at the end of 2025-26 and the percentage of trains arriving within three minutes of their scheduled time has improved from 77.6% to 79.4%. Train punctuality and reliability targets set by the ORR for 2025-26 have also been met. Further works continue to resolve endemic issues, including the ongoing OHLE head span replacement, drainage works, points renewals, etc.

The lessons learned through Project Brunel have also been embedded into day-to-day operations, supporting sustained performance improvement across the route, from which we continue to benefit.

Project APEX has been introduced on the Anglia route, like Project Brunel, this provides a governance framework and targeted initiatives to address a downturn in performance. Workstreams within Project APEX include a focus on timetable performance alongside external events, fleet, infrastructure, and operations. GTS are a key part of this programme, which is reaping the benefits of industry collaboration, prior to the formal change into GBR.

Alongside performance improvement activity on Network Rail Routes, GTS are working with other Infrastructure Managers to improve performance. Closer collaboration with Heathrow Airport Ltd has provided benefits already, with the introduction of the Integrated Train Service Recovery process for managing disruption (noted as industry best practise) and a governance structure that leads all performance improvement activity.

Although the Central Operating Section (CCOS) does not form part of this application, GTS considers it important to highlight the ongoing performance improvement activities being undertaken by Rail for London Infrastructure (RfLI) in support of the reliable operation of the Elizabeth line.

RfLI is implementing a risk-based maintenance approach informed by operational experience gained since the Elizabeth line entered service. This includes targeting maintenance interventions based on asset performance and usage patterns rather than relying solely on traditional time-based maintenance cycles. An example is the proactive replacement of relays associated with heavily used points at an earlier stage than would typically be undertaken under a conventional maintenance regime and a programme of platform screen door door-nose rubber seal replacements to reduce equipment failures and improve asset reliability.

Collectively, these initiatives are expected to enhance infrastructure reliability, reduce operational incidents and delay causation, improve asset performance and resilience, and support the continued delivery of a safe, reliable and punctual railway for customers.

7.3 Monitoring of services: Will all proposed services be monitored for performance throughout their journey? If not, please explain.

Yes

7.4 Performance regime changes (for applications under sections 17 or 22A only): where applicable, please provide justification for any changes to Schedule 8 of the track access contract in the proposal. If necessary, please provide any relevant information in support of the changes proposed.

N/A

8. Enhancement

8.1 Enhancement details: where the proposal provides for the delivery of any network enhancements, or the services in the proposal are subject to any planned network enhancements, please give full details of the relevant enhancement schemes, including a summary of outputs from the scheme, timescales and the extent to which the network change procedure in the Network Code (Part G) has been completed (where appropriate, by reference to submissions made under ORR's enhancement reporting framework).

N/A

8.2 Enhancement charges: please confirm that the arrangements for the funding of any network enhancements are consistent with the [investment framework](#), and summarise the level and duration of payments, and the assumed rate of return.

N/A

9. Other

9.1 Associated applications to ORR: please state whether this application is being made in parallel with, or relates to, any other current or forthcoming application to ORR (e.g. in respect of track, station or light maintenance depot access contracts). Where the application is being made in parallel with any other application from the same operator, please ensure the applications are consistent with one another. Where the application relies on another operator relinquishing access rights, please provide evidence that this process has been completed.

45th Supplemental Agreement is currently being drafted and updates the Schedule 5 tables into excel format and makes minor changes to the associated wording.
47th Supplemental Agreement requests an extension to the Track Access Contract from PCD 2029 to PCD 2032 and is currently subject to Network Rail internal route consultation.

9.2 Side letters and collateral agreements: please confirm here that the whole of the proposal between the parties has been submitted with this application and that there are no side letters or other documents which affect it.

9.3 Confidential redactions: please list any information that you have redacted from any documentation sent to consultees. If there has been no pre-application consultation, please list any information you want us to exclude from publication. Please provide full reasons for any redactions.

10. Pre-application consultation

10.1 The consultation:

If consultation has not been carried out, explain why not. If it has, please list the consultees.

The following organisations were consulted:

Abellio East Anglia Limited
 First Rail London Limited
 First Greater Western Limited
 South Western Railway Limited
 Govia Thameslink Railway Limited
 SE Trains Limited
 The Chiltern Railway Company Limited
 Trenitalia c2c Limited
 XC Trains Limited
 First Rail Wales & Western
 Grand Union Trains
 Heathrow Express
 Go-Op
 Pre Metro Operations
 The Wrexham, Shropshire & Midlands Railway Company Limited
 Virgin Trains
 Direct Rail Services Limited
 First Greater Western Limited
 GB Railfreight Limited
 Grand Central Railway Company Limited
 Locomotive Services (TOC) Limited
 DB Cargo (UK) Limited Charters
 West Coast Railway Company Limited
 Rail Operations (UK) Limited
 Vintage Trains Limited
 Colas Rail Limited
 DB Cargo (UK) Limited
 Devon and Cornwall Railways Limited
 Direct Rail Services Limited
 Europheonix
 Freightliner Limited
 Heavy Haul Rail Limited
 GB Railfreight Limited
 Hanson & Hall Rail
 Harsco Rail Limited
 Loram UK Limited
 Nuclear Transport Solutions (Direct Rail Services Limited)
 Rail Operations (UK) Limited
 Rail Adventure
 Varamis Rail
 Victa Railfreight Limited
 Vintage Trains Limited
 West Coast Railway Company
 Associated British Ports
 Legge Infrastructure Services Limited
 London Gateway Port Limited
 Fishbone Solutions Group Ltd
 Tarmac Trading Limited
 Heathrow Airport Limited
 Hutchison Ports (UK)
 HS1
 Maritime Transport Limited
 MDS Transmodal
 Transport for London & Mayor (London Rail)

Transport for London & Mayor (London Overground)
 Rail for London (Infrastructure)
 Rail for London (Crossrail)
 Mayor of London
 London TravelWatch
 DfT
 ORR
 Rail Freight Group
 Regulatory Reform
 Transport Focus

Who conducted the consultation?

Network Rail

List all consultees who responded and include their responses and any associated documentation or correspondence between the parties.

Responses were received from the following organisations:

Transport Focus
 Heavy Haul Rail
 Heathrow Express
 Heathrow Airport Ltd
 London Travelwatch
 GWR
 GBRf

10.2 Resolved issues: please explain any issues raised by consultees which have been resolved.

Transport Focus – No issue to resolve. Correspondence shared with ORR.

10.3 Unresolved issues: Please explain any issues raised by consultees which have ***not*** been satisfactorily resolved and why you think these issues should not stop ORR approving the application.

Correspondence from the following organisations has been shared with ORR:

Heavy Haul Rail
 Heathrow Express
 Heathrow Airport Ltd
 London Travelwatch
 GWR
 GBRf

10.4 Subsequent Changes: Have any changes been made to the proposal following consultation?

11. Certification

Warning: Under section 146 of the Railways Act 1993, any person who, in giving any information or making any application under or for the purposes of any provision of the Railways Act 1993, makes any statement which he knows to be false in a material particular, or recklessly makes any statement which is false in a material particular, is guilty of an offence and so liable to criminal prosecution.

For agreed applications under section 18 or 22, Network Rail should complete the information below. For disputed applications under section 17 or 22A, the beneficiary should complete it.

I certify that the information provided in this form is true and complete to the best of my knowledge

Name : [REDACTED]

Job title: CONCESSION CONTRACT MANAGER

For GTS RAIL OPERATIONS

12. Submission

12.1 What to send: please supply the application form, the proposed contract or amendment and, where possible, any other supporting information, in electronic form by e-mail, **in plain Microsoft Word or Open Document Text format** (i.e. excluding any macros, auto-para or page numbering, or other auto-formatting).

12.2 Where to send it:

Email: track.access@orr.gov.uk