

SERVICE LEVEL COMMITMENT

CROSSRAIL CONCESSION

SLC 5C (December 2023)

The services detailed in this section shall operate on and from the Principal Timetable Change Date in December 2023.

Final issued December 2023

Part 1

Service Level Commitment – General Provisions

1. CONSTRUCTION

- 1.1 The following provisions of this Part 1 shall apply in respect of the Service Level Commitment set out in Part 2.

2. DAYS AND TIMES OF DAY

- 2.1 Except to the extent the context otherwise requires, references to a day mean the period commencing at 02:00 on one day and ending at 01:59 on the following day and references to Weekdays and particular days of the week shall be construed accordingly.
- 2.2 References to periods of times and periods of days include the times and days such periods start and finish.
- 2.3 All references to time are to the twenty-four hour clock.

3. SERVICES

- 3.1 Except where expressly indicated to the contrary, where an interval or frequency is specified for a service, such specification shall apply at the departure point for the relevant service.

- 3.2 The Interval between trains on all routes may be varied by $\pm 20\%$ (rounded down to the nearest half minute), provided the required overall throughput of services is maintained. See Table 1 below:

Frequency of Service	Normal interval between trains	Minimum interval between trains	Maximum interval between trains
2 tph	30 minutes	24 minutes	36 minutes
3 $\frac{1}{3}$ tph	18 minutes	14 $\frac{1}{2}$ minutes	21 $\frac{1}{2}$ minutes
4 tph	15 minutes	12 minutes	18 minutes
5 tph	12 minutes	10 minutes	14 minutes
6 tph	10 minutes	8 minutes	12 minutes
8 tph	7 $\frac{1}{2}$ minutes	6 minutes	9 minutes §
10 tph	6 minutes	5 minutes	7 minutes
12 tph	5 minutes	4 minutes	6 minutes
16 tph	3 $\frac{1}{2}$ minutes	3 minutes	4 $\frac{1}{2}$ minutes
20 tph	3 minutes	2 $\frac{1}{2}$ minutes	3 $\frac{1}{2}$ minutes
24 tph	2 $\frac{1}{2}$ minutes	2 minutes	3 minutes

Table 1: Intervals between Trains

§ - When Service Level 7 operates the maximum interval permitted between trains on Route A is 8 minutes

- 3.3 Where successive trains are in different Service Levels, the maximum interval permitted between trains shall be the maximum interval between trains for the more frequent service
- 3.4 Except where expressly indicated to the contrary, all services are to run in both directions and the requirements of the Service Level Commitment (including any interval between services, frequency of service or stopping pattern) are to apply in each direction.

4. CONNECTIONS

- 4.1 A service which is required to be included in the Timetable shall be provided so as to enable travel between the stations specified without passengers being required to change train.

Part 2

Service Level Commitment

For the purposes of this SLC the Stage 5C Crossrail route network comprises seven routes, which are identified as follows:

Route A: Central Core Section – Whitechapel to Paddington (Crossrail)
 Route B: South Eastern branch – Abbey Wood to Whitechapel
 Route C: North Eastern branch – Shenfield to Whitechapel
 Route D: Great Eastern Residual service – Gidea Park to Liverpool Street (Main Line)
 Route E: Heathrow branch – Paddington (Crossrail) to Heathrow
 Route G: Maidenhead branch – Paddington (Crossrail) to Maidenhead
 Route H: Reading branch – Paddington (Crossrail) to Reading

Routes shall be combined to operate through services between Reading, Maidenhead, West Drayton, Heathrow or Paddington (Crossrail) and Shenfield or Abbey Wood as follows:

Service R	Reading to Abbey Wood	Route H, Route A, Route B
Service T	Heathrow to Shenfield	Route E, Route A, Route C
Service V	Paddington (Crossrail) to Shenfield	Route A, Route C
Service W	M Maidenhead to Abbey Wood	Route G, Route A, Route B
Service X	Heathrow to Abbey Wood	Route E, Route A, Route B
Service Z	Paddington (Crossrail) to Abbey Wood	Route A, Route B

Different Service Levels are required to operate as set out in Table 2 below. The Times of Operation of each Service Level shall mean the times of arrival of services at Tottenham Court Road for services R to Z inclusive.

Route D does not combine with other Routes and operates as a stand-alone service. Times of Operation for the Service Levels for Route D are detailed with the Service Level Requirements for that Route.

Service Level	Day of Operation	Times of Operation		
1	Weekdays	07:45 to 09:14		
2	Weekdays	16:45 to 18:14		
3	Weekdays	07:00 to 07:44	09:15 to 09:59	
4	Weekdays	16:00 to 16:44	18:15 to 18:59	
5	Weekdays	06:15 to 06:59	10:00 to 15:59	19:00 to 22:59
5	Saturdays	06:15 to 22:59		
5	Sundays	10:00 to 22:59		
6	Weekdays	First to 06:14	23:00 to 23:59	
6	Saturdays	First to 06:14	23:00 to 23:59	
6	Sundays	07:40 to 09:59	23:00 to Last	
7	Weekdays	24:00 to Last		
7	Saturdays	24:00 to Last		
8	Sundays	First to 07:40		

Table 2 – Service Levels by time of day and day of week.

Services to be operated during the Christmas/New Year period and on Public Holidays

On 24th December a normal service (appropriate to the day of the week) is required to operate until last departures from Tottenham Court Road but no earlier than 23:30.

No service is required to operate on 25th December (Christmas Day)

On 26th December Services T and V are required to operate each at 30 minutes intervals and Service X is required to operate at 30 minute intervals, and Service R at 30 minute intervals between Sunday start and finish times. Services shall be co-ordinated to provide an even interval service between Paddington (Crossrail) and Whitechapel.

On all other Public Holidays a Saturday service is required to operate.

Unless declared a Public Holiday, a normal service (appropriate to the day of the week) is required to operate between 27th and 30th December inclusive

A normal service (appropriate to the day of the week) is required to operate on 31st December. Additionally, on the night of 31st December / 1st January an overnight service is required to operate on Service R and Service W each at 30 minute intervals, and Service T (between Hayes & Harlington and Shenfield only) at 15 minute intervals between the last service otherwise planned to operate on 31st December and the first service otherwise planned to operate on 1st January.

The above services to be combined between Paddington and Whitechapel to provide a service at 7- 8 minute intervals. Between Hayes & Harlington and Paddington these services will be combined, but at uneven service intervals because of the different calling patterns.

Rolling Stock

All services shall be operated with Class 345 FLU units.

Route A: Central Core Section – Whitechapel to Paddington (Crossrail)

A service shall be provided between Whitechapel and Paddington (Crossrail) calling at Liverpool Street, Farringdon, Tottenham Court Road and Bond Street stations.

The same level of service shall operate in both directions

Service Level					Frequency of service	Average Intervals between trains
1	Weekdays	07:45 to 09:14			24 tph	2½ minutes
2	Weekdays	16:45 to 18:14			24 tph	2½ minutes
3	Weekdays	07:00 to 07:44	09:15 to 09:59		20 tph	3 minutes
4	Weekdays	16:00 to 16:44	18:15 to 18:59		20 tph	3 minutes
5	Weekdays	06:15 to 06:59	10:00 to 15:59	19:00 to 22:59	16 tph	4 minutes
5	Saturdays	06:15 to 22:59			16 tph	4 minutes
5	Sundays	10:00 to 22:14			16 tph	4 minutes
6	Weekdays	First to 06:14	23:00 to 23:59		12 tph	5 minutes
6	Saturdays	First to 06:14	23:00 to 23:59		12 tph	5 minutes
6	Sundays	07:40 to 09:59	22:15 to Last		12 tph	5 minutes
7	Weekdays	24:00 to Last			8 tph	7½ minutes
7	Saturdays	24:00 to Last			8 tph	
8	Sundays	First to 07:40			6 tph	10 minutes

The Frequency of service for each Service Level shall be obtained by combining Services , R, T, V, W, X, and Z

The Frequency of Service and Average intervals between trains shall apply to departure times at Tottenham Court Road station in both directions.

First and Last services

First Westbound services shall arrive at Tottenham Court Road no later than 05:50 Weekdays and Saturdays and 07:50 Sundays.

First Eastbound services shall arrive at Tottenham Court Road no later than 05:50 Weekdays and Saturdays and 07:05 Sundays.

Last services shall depart Tottenham Court Road no earlier than 00:30 (Eastbound) / 00:25 (Westbound) Weekdays and Saturdays and 23:40 (Eastbound) / 23:20 (Westbound) on Sundays.

The last westbound service on Weekdays and Saturdays shall continue to Slough (see Route G, below)

Maximum Journey Times

Whitechapel to Paddington (Crossrail) – 13 minutes
 Paddington (Crossrail) to Whitechapel – 14 minutes

Route B: South Eastern Branch – Abbey Wood to Whitechapel

A service shall be provided between Abbey Wood and Whitechapel calling at Woolwich, Custom House and Canary Wharf stations.

The same level of service shall operate in both directions.

Service Level	Frequency of service	Average Intervals between trains
1	12 tph	5 minutes
2	12 tph	5 minutes
3	10 tph	6 minutes
4	10 tph	6 minutes
5	8 tph	7 ½ minutes
6	6 tph	10 minutes
7	4 tph	15 minutes
8	4 tph	15 minutes

The Frequency of service for each Service Level shall be obtained by combining Services R, W, X, and Z

The Frequency of Service and average intervals between trains shall apply to departure times of services to and from Route B at Tottenham Court Road station in both directions.

First and Last services

The first service to and from Abbey Wood shall arrive at Tottenham Court Road no later than 05:50 Weekdays and Saturdays and 07:05 Sundays.

The last service to and from Abbey Wood shall depart Tottenham Court Road no earlier than 00:25 Weekdays and Saturdays and 23:35 on Sundays.

During Service level 6 on Sundays the frequency of service is 4tph.

Maximum Journey Times

Abbey Wood to Whitechapel – 15 minutes

Whitechapel to Abbey Wood – 16 minutes

Route C: North Eastern branch – Shenfield to Whitechapel

A service shall be provided between Shenfield and Whitechapel calling at Brentwood, Harold Wood, Gidea Park, Romford, Chadwell Heath, Goodmayes, Seven Kings, Ilford, Manor Park, Forest Gate, Maryland and Stratford stations.

Service Level	To Whitechapel		To Gidea Park / Shenfield	
	Frequency of service	Average Intervals between trains	Frequency of service	Average Intervals between trains
1	12 tph	5 minutes	10 tph	6 minutes
2	10 tph	6 minutes	12 tph	5 minutes
3	10 tph	6 minutes	10 tph	6 minutes
4	10 tph	6 minutes	10 tph	6 minutes
5	8 tph	7 ½ minutes	8 tph	7 ½ minutes
6	6 tph	10 minutes	6 tph	10 minutes
7	4 tph	15 minutes	4 tph	15 minutes
8*	4 tph	15 minutes	4 tph	15 minutes

*Services during service level 8 operate to and from Liverpool Street (Main Line).

The Frequency of service for each Service Level shall be obtained by combining Services T, and V

The Frequency of Service and Average intervals between trains shall apply to departure times of services to and from Route C at Tottenham Court Road station in both directions.

On Sundays during Service Level 5, 4tph will operate to and from Shenfield and 4tph will operate to and from Gidea Park.

First and Last services

An early service shall be provided on Weekdays and Saturdays from Ilford to Liverpool Street (Main Line) arriving no later than 05:15 and an early service from Shenfield to Liverpool Street (Main Line) arriving no later than 05:30.

The first service from Shenfield to Tottenham Court Road shall arrive at Tottenham Court Road no later than 05:55 on Weekdays and Saturdays.

An early service shall be provided on Weekdays and Saturdays from Liverpool Street (Main Line) to Shenfield departing from Liverpool Street (Main Line) no later than 05:35.

Early services shall be provided on Sundays from Gidea Park to Liverpool Street (Main Line) arriving no later than 06:25, then at 20 minute intervals until the start of Service Level 6. Two further services at 20 minute intervals shall operate from the commencement of Service Level 6.

The first service from Shenfield on Sundays shall arrive at Liverpool Street (Main Line) no later than 07:15. Services from Shenfield shall be combined with route A to provide the service level specified in Service levels 6 and 8.

Later services shall be provided from Liverpool Street (Main Line) to Shenfield. The last train shall depart Liverpool Street (Main Line) no earlier than 00:55 daily.

Maximum Journey Times

Shenfield to Whitechapel – 41 minutes
Whitechapel to Shenfield – 40 minutes

Shenfield to Liverpool Street (Main Line) – 43 minutes
Liverpool Street (Main Line) to Shenfield – 43 minutes

During the periods of operation of Service Levels 1, 2,3 and 4 the maximum journey times will be:-

Shenfield to Whitechapel – 43 minutes
Whitechapel to Shenfield – 42 minutes

Route D - Great Eastern Residual service – Gidea Park to Liverpool Street (Main Line)

A service shall be provided between Gidea Park and Liverpool Street (Main Line) calling at Romford, Chadwell Heath, Goodmayes, Seven Kings, Ilford, Manor Park, Forest Gate, Maryland and Stratford stations.

Service Level	To Liverpool Street (Main Line)		To Gidea Park	
	Frequency of service	Intervals between trains	Frequency of service	Intervals between trains
1	2 tph	30 minutes	No service	
2	No service		2 tph	30 minutes
3	2 tph	30 minutes	No service	
4	No service		2 tph	30 minutes
5	No service		No service	
6	No service		No service	
7	No service		No service	
8	No service	See Route C	No service	See Route C

The Times of Operation of each Service Level shall mean the times of arrival of services at Liverpool Street (Main Line) for services before 12:00 and the times of departure of services from Liverpool Street (Main Line) for services after 12:00.

Service Level	Day of Operation	Times of Operation
1	Weekdays	0740 to 0909
2	Weekdays	1650 to 1819
3	Weekdays	0655 to 0739
3	Weekdays	0910 to 0954
4	Weekdays	1605 to 1649
4	Weekdays	1820 to 1920

First and Last services

The first arrival at Liverpool Street (Main Line) on Weekdays shall be no later than 07:05.

The last arrival at Liverpool Street (Main Line) on Weekdays shall be no earlier than 09:45.

The first departure from Liverpool Street (Main Line) on Weekdays shall be no later than 16:25.

The last departure from Liverpool Street (Main Line) on Weekdays shall be no earlier than 19:05.

Maximum Journey Times

Gidea Park to Liverpool Street – 31 minutes

Liverpool Street to Gidea Park – 30 minutes

Route E: Heathrow branch – Paddington (Crossrail) to Heathrow

A service shall be provided between Paddington (Crossrail) and Heathrow Terminals 1,2&3 calling at Ealing Broadway, Hayes & Harlington and Heathrow (Terminals 1,2&3) stations.

Four trains per hour in each direction shall run to or from Heathrow Terminal 4 during service levels 1,2,3,4 & 5

Two trains per hour in each direction shall run to or from Heathrow Terminal 4 during service levels 6, 7 & 8.

Two trains per hour in each direction shall run to or from Heathrow Terminal 5.

Two trains per hour in each direction shall run from Heathrow Terminal 5 to Shenfield during Service levels 1,2,3,4 &5. This shall be achieved by combining Routes E, A and C to form an even interval service.

50% of Route E services must combine with Routes A and B to call at Canary Wharf Station at all Service Levels apart from Service Level 8.

Four services per hour should also call at Acton Main Line, West Ealing, Hanwell and Southall except for during Restrictions of Use ('Two-Track Railway') published in the Engineering Access Statement, when these services shall not call at Acton Main Line, West Ealing or Hanwell.

During the periods of operation of Service Levels 1 and 3, Routes E, G and H shall combine to form an even interval service of arrivals at Paddington (Crossrail).

During the periods of operation of Service levels 2 and 4, routes E, G and H shall combine to form an even interval service of departures from Paddington (Crossrail).

The same level of service shall operate in both directions.

Service Level	Frequency of service	Intervals between trains
1	6 tph	10 minutes
2	6 tph	10 minutes
3	6 tph	10 minutes
4	6 tph	10 minutes
5	6 tph	10 minutes
6	4 tph	15 minutes
7	4 tph	15 minutes
8*	4 tph	15 minutes

*Services during service level 8 operate to and from Paddington (Main Line).

The Frequency of Service and Average intervals between trains shall apply to departure times of services to and from Route E at Tottenham Court Road station in both directions.

First and Last services to Heathrow

Early services shall be provided from Paddington (Main Line) to Heathrow Terminals 1,2 & 3.

On Weekdays and Saturdays the first service shall arrive at Heathrow Terminals 1,2 & 3 no later than 05:11.

On Sundays the first service shall arrive at Heathrow Terminals 1,2 & 3 no later than 05:36

Sunday services during Service Level 8 shall operate to and from Paddington (Main Line)

The last arrival at Heathrow Terminals 1,2 & 3 shall be between 23:46 and 23:56 daily.

Early service from Heathrow Terminals 1,2 & 3 on weekdays and Saturdays shall arrive at Paddington (Crossrail) no later than 05:50.

Early service from Heathrow Terminals 1,2 & 3 on Sundays shall arrive at Paddington (Main Line) no later than 06:35. Services operate to/from Paddington (Main Line) during Service Level 8.

The last departure from Heathrow Terminals 1,2 & 3 shall be no earlier than 23:49 daily. A late service from Heathrow Terminals 1,2 & 3 to Paddington (Main Line) shall depart from Heathrow Terminals 1,2 & 3 no earlier than 00:04.

Services on Sundays before 07:40 are not required to call at Acton Main Line, West Ealing and Hanwell.

Maximum Journey Times

Paddington (Crossrail) to Heathrow Terminals 1,2 & 3 – 28 minutes

Heathrow Terminals 1,2 & 3 to Paddington (Crossrail) – 28 minutes

Paddington (Main Line) to Heathrow Terminals 1,2 & 3 – 28 minutes

Heathrow Terminals 1,2 & 3 to Paddington (Main Line) – 28 minutes

Route G: Maidenhead branch – Paddington (Crossrail) to Maidenhead

A service shall be provided between Paddington (Crossrail) and Maidenhead, calling at Ealing Broadway, Southall, Hayes & Harlington, West Drayton, Iver, Langley, Slough, Burnham and Taplow stations.

Service Level	Frequency of service	Intervals between trains
1	2 tph	30 minutes
2	2 tph	30 minutes
3	2 tph	30 minutes
4	2 tph	30 minutes
5	2 tph	30 minutes
6	No service	
7	No service	
8	No service	

The same level of service shall operate in both directions.

Station calls at Taplow are not required by Route G in the periods of operation of Service Level 5.

During the periods of operation of Service Levels 1 and 3, Routes E,G and H shall combine to form an even interval service of arrivals at Paddington (Crossrail) and during the periods of operation of Service levels 2 and 4 Routes E, G and H shall combine to form an even interval service of departures from Paddington (Crossrail).

During the periods of operation of Service Level 5 services on Route G and Route H shall be evenly spaced to provide a service at 15 minute intervals at Tottenham Court Road station in both directions.

At the transition between Service Level 5 and Service Level 3 and between Service level 5 and Service Level 4, the service interval for Route G may be extended to 45 minutes provided that two services are provided by Route H in the extended route G service interval.

First and Last services

The first service on Weekdays and Saturdays shall arrive at Paddington (Crossrail) no later than 06:25.

The first service on Sundays shall arrive at Paddington (Crossrail) no later than 10:25. An early service shall be provided on Sundays to Paddington (Main Line) arriving no later than 07.15.

The last service shall arrive at Paddington (Crossrail) on Weekdays and Saturdays no earlier than 22:55.

The last service shall arrive at Paddington (Crossrail) on Sundays no earlier than 21:55.

The first service on Weekdays shall arrive at Maidenhead no later than 06:55.

The first service on Saturdays shall arrive at Maidenhead no later than 06:55.

The first service on Sundays shall arrive at Maidenhead no later than 10:55.

The last service shall arrive at Maidenhead no earlier than 23:50 daily.

On weekdays and Saturdays, after the last service on Route H, services shall be provided on Route G between Paddington (Crossrail) and Slough at intervals of no more than 20 minutes.

On Sundays the last service shall arrive at Maidenhead no earlier than 00:10. A further later service shall operate from Paddington (Crossrail) terminating at Slough no earlier than 00:20.

Maximum Journey Times

Paddington (Crossrail) to Maidenhead – 42 minutes

Maidenhead to Paddington (Crossrail) – 42 minutes

Paddington (Main Line) to Maidenhead – 42 minutes

Maidenhead to Paddington (Main Line) – 42 minutes

Route H: Reading branch – Paddington (Crossrail) to Reading

A service shall be provided between Paddington Crossrail and Reading, calling at Ealing Broadway, Southall, Hayes & Harlington, West Drayton, Iver, Langley, Slough, Burnham, Taplow, Maidenhead and Twyford stations.

Service Level	Day of Operation	Frequency of service	Intervals between trains
1	Weekdays	4 tph	15 minutes
2	Weekdays	4 tph	15 minutes
3	Weekdays	4 tph	15 minutes
4	Weekdays	4 tph	15 minutes
5	Weekdays	2 tph	30 minutes
5	Saturdays	2 tph	30 minutes
5	Sundays	2 tph	30 minutes
6	Weekdays	2 tph	30 minutes
6	Saturdays	2 tph	30 minutes
6	Sundays	2 tph	30 minutes
7	Weekdays	2 tph	30 minutes
7	Saturdays	2 tph	30 minutes
8*	Sundays	2 tph	30 minutes

*Services during Service level 8 operate to and from Paddington (Main Line)

The same level of service shall operate in both directions

Station calls at Iver are not required by Route H in the periods of operation of Service Level 5.

The Frequency of Service and Average intervals between trains shall apply to departure times of services to and from Route H at Tottenham Court Road station in both directions.

During the periods of operation of Service Levels 1 and 3, Routes E, G and H shall combine to form an even interval service of arrivals at Paddington (Crossrail) and during the periods of operation of Service levels 2 and 4 Routes E, G and H shall combine to form an even interval service of departures from Paddington (Crossrail).

During the periods of operation of Service Levels 1 and 3, two services per hour from Reading shall call only at Twyford, Maidenhead, Slough, West Drayton, Ealing Broadway and Paddington (Crossrail). The maximum Journey time for these services between Paddington (Crossrail) and Reading, and vice versa, shall be 52 minutes. A minimum of two services to also call at Acton Mainline (on the services where demand will be the highest).

During the periods of operation of Service Levels 2 and 4, two services per hour from Paddington (Crossrail) shall call only at Ealing Broadway, West Drayton, Slough, Maidenhead, Twyford and Reading. The maximum Journey time for these services between Paddington (Crossrail) and Reading, and vice versa, shall be 52 minutes.

During the periods of operation of Service Level 5, services on Route G and Route H shall be evenly spaced to provide a service at 15 minute intervals at Tottenham Court Road station in both directions.

First and Last services

The first service on Weekdays and Saturdays shall arrive at Paddington (Crossrail) no later than 06:10. The first service only may originate from Maidenhead.

The first service on Sundays shall arrive at Paddington (Crossrail) no later than 08:15. An early service shall be provided from Reading to arrive at Paddington (Main Line) no later than 07:45.

The last service on Weekdays and Saturdays shall arrive at Paddington (Crossrail) no earlier than 00:05.

The last service on Sundays shall arrive at Paddington (Crossrail) no earlier than 23:35. A later service shall be provided from Reading to arrive at Paddington (Main Line) no earlier than 00:05.

The last service shall depart from Paddington (Crossrail) no earlier than 23:30. The last two services only may terminate at Maidenhead.

An early service shall be provided on Weekdays and Saturdays from Paddington (Main Line) to arrive at Reading no later than 06:55.

The first service on Weekdays and Saturdays shall arrive at Reading no later than 07:00.

The first service on Sundays shall arrive at Reading no later than 08:30. Two early services shall be provided at a 30 minute interval on Sundays from Paddington (Main Line) the first to arrive at Reading no later than 07:30.

Maximum Journey Times

Paddington (Crossrail) to Reading – 52 minutes
Reading to Paddington (Crossrail) – 52 minutes

Paddington (Main Line) to Reading – 52 minutes
Reading to Paddington (Main Line) – 52 minutes