

### Expansion of TfL Rail Service in London Operated by MTR

TfL Rail, operated by MTR Elizabeth line which is a wholly owned subsidiary of MTR Corporation, commenced passenger service between Paddington and Reading on Sunday (15 December 2019). The new 56km route to the west of London includes nine stations and represents another step towards the full launch of Transport for London's (TfL's) Elizabeth line.

MTR Elizabeth line already operates TfL Rail service between Liverpool Street and Shenfield in the east of London, and between Paddington and Heathrow Airport in the west. The new service between Paddington and Reading aims to bring more convenience and comfort to passengers. Advanced Class 345 Elizabeth line trains provide temperature-controlled carriages and enhanced passenger information to improve the customer experience. In addition, station improvement works are being delivered to all stations along the route by TfL and Network Rail. These include lifts providing step-free access, and improved customer information systems and signage. All of the stations are now staffed from the first train service in the morning until the last train at night, and contactless payment will be introduced along the whole route starting from 2 January 2020.

Chief Executive Officer of MTR Corporation Dr Jacob Kam said, "We are very pleased to extend our service network further west from London. Our MTR team continues to work with great dedication towards delivering excellent service to TfL Rail passengers. At the same time, we are working closely with Transport for London and other key partners to support the successful launch of the Elizabeth line in future."

MTR was awarded the operating concession for the future Elizabeth line by TfL in 2014. TfL Rail services commenced in 2015 between Liverpool Street and Shenfield in the east of London and expanded to the west with services between Paddington and Heathrow Airport services in 2018. With the new Paddington to Reading route in the west, MTR Elizabeth line is now operating TfL Rail services to a total of 33 stations and managing 23 of those stations along a total route length of 97km.

Under MTR, TfL Rail has delivered significant improvements in service punctuality and was the best Right Time Operator in the U.K. (year ending 2018/19). Customer satisfaction has also improved to reach 89% in the spring 2019 National Rail Passenger Survey – the best customer satisfaction scores of any metro train service operator. MTR Elizabeth line won best Rail Operator of the Year 2019 at the National Transport Awards.

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## About MTR Corporation

Every day, MTR connects people and communities. As a recognised world-class operator of sustainable rail transport services, we are a leader in safety, reliability, customer service and efficiency.

MTR has extensive end-to-end railway expertise with more than 40 years of railway projects experience from design to planning and construction through to commissioning, maintenance and operations. Going beyond railway delivery and operation, MTR also creates and manages dynamic communities around its network through seamless integration of rail, commercial and property development.

With more than 40,000 dedicated staff\*, MTR carries over 13 million passenger journeys worldwide every weekday in Hong Kong, the United Kingdom, Sweden, Australia and the Mainland of China. MTR strives to grow and connect communities for a better future.

For more information about MTR Corporation, please visit [www.mtr.com.hk](http://www.mtr.com.hk).

For more information about MTR Elizabeth line, please visit <https://mtrel.co.uk/>.

\*includes our subsidiaries and associates in Hong Kong and worldwide

## **Photo caption:**

TfL Rail, operated by MTR Elizabeth line, extended its service along a 56km route from Paddington to Reading, starting from 15 December 2019.

