

National Rail Performance Report - Quarter 1 2019-20 (April-June 2019)

September 2019



London TravelWatch is the official body set up by Parliament to provide a voice for London's travelling public.

Our role is to:

- Speak up for transport users in discussions with policy-makers and the media
- Consult with the transport industry, its regulators and funders on matters affecting users
- Investigate complaints users have been unable to resolve with service providers, and
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience for all those living, working in or visiting London and its surrounding region.

Financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
Quarter 2 2015-16 – July to Sept	Dec 2015
Quarter 3 2015-16 – Oct to Dec	Feb 2016
Quarter 4 2015-16 – Jan to March	May 2016
Quarter 1 2016-17 – April to June	Oct 2016
Quarter 2 2016-17 – July to Sept	Dec 2016
Quarter 3 2016-17 – Oct to Dec	March 2017
Quarter 4 2016-17 – Jan to March	June 2017
Quarter 1 2017-18 – April to June	Sept 2017
Quarter 2 2017-18 - July to Sept	Dec 2017
Quarter 3 2017-18 – Oct to Dec	March 2018
Quarter 4 2017-18 – Jan to March	June 2018
Quarter 1 2018-19 – April to June	Sept 2018
Quarter 2 2018-19 – July to Sept	Dec 2018
Quarter 3 2018-19 – Oct to Dec	March 2019
Quarter 4 2018-19 – Jan to March	June 2019
Quarter 1 2019-20 – April to June	Sept 2019

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1 Executive summary

In this report, London TravelWatch brings together, in a single place, a wide range of data from different sources. It shows how things have been changing over time for passengers on the rail network in London and the South East (L&SE) during the first quarter (April to June) of 2019-20.

The analysis uses information from various sources including the Office of Rail and Road and Network Rail. To this data, we have added our independent assessment of each operator's performance from the passenger perspective.

Train operating companies' (TOCs') performances are assessed using various measures; Public Performance Measures (PPM), Cancellations and Significant Lateness (CaSL), and Right Time Arrivals (RTA). **For definitions of the measures, please see appendix.**

London & South East train service performance

Right time performance improved by six per cent overall, with TfL Rail obtaining the highest score. Gatwick Express, a sub-group within the Govia Thameslink Railways (GTR) franchise, reported the lowest. Gatwick Express also obtained the second lowest PPM score of any operator in L&SE. This is a particular concern, given the high average fare paid by passengers on this service.

London Northwestern Railway had the second lowest right time score and largest overall decline. The poor implementation of the operator's May 2019 timetable had an impact on an already poor performance. Heathrow Express had the largest improvement compared to Q1 2018-19.

There has been an overall improvement in performance in L&SE during Q1 2019-20, with most TOCs recording a notable increase in their performance. PPM increased by three per cent, with c2c achieving the highest score. Govia Thameslink Railway, overall, achieved its highest Q1 punctuality since 2011-12. This can be attributed to a comprehensive programme undertaken by both the TOC and Network Rail, to actively reduce delays and cancellations. This was despite the overall poor performance of Gatwick Express, and problems associated with replacing the Great Northern train fleet.

South Western Railway again performed poorly, when compared to most L&SE operators. This can be attributed to track circuit failures and an increase in fatality and trespass incidents and five days of industrial action severely disrupting its services.

c2c had the highest proportion of trains on time in the peak and London Northwestern, the lowest peak score, and the largest reduction. Great Western Railway had the largest increase in the proportion of its peak services arriving on

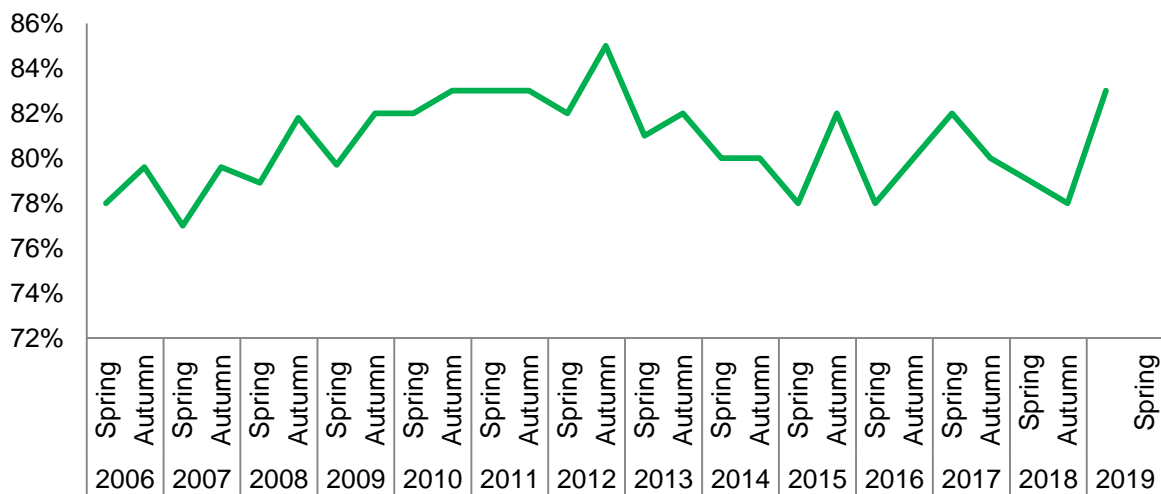
time. The overall peak PPM score for Q1 2019-20 was 3.3% higher than in Q1 2018-19.

London & South East (L&SE) passenger satisfaction

Passenger satisfaction with their journey significantly increased in spring 2019 compared to spring 2018. Overall satisfaction with TOCs varied from 96% to 77%, with Heathrow Express achieving the highest and Great Northern, the lowest.

The biggest improvements in satisfaction were with reliability of the internet connection on the train and the punctuality/reliability of the train arriving/departing on time.

Graph 1 - L&SE Overall Passenger Satisfaction



Complaints

The latest available complaints data from the Office of Rail & Road relates to Q4 2018-19 (January to March 2019). Overall, three operators had a higher complaints rate, and seven operators had lower complaints rate than in Q4 2018-19 compared to the same quarter in the previous year. Punctuality and reliability of trains was the most common cause for complaints to TOCs and facilities on board the train, the second.

Great Western Railway received the highest number of complaints per 100,000 passenger journeys. The main sources of complaints were about sufficient room for passengers to sit or stand and facilities on board their trains.

South Western Railway had the largest percentage increase in complaints (33%). The TOC received 28 complaints compared to the 21 received in Q4 2017-18.

Greater Anglia received 24 complaints per 100,000 journeys, a 40% reduction. London Overground and TfL Rail had the lowest complaints rates in Q4 2018-19 with one and two complaints per 100,000 passenger journeys respectively.

2 London & South East train service performance

This report presents a set of measures of the performance of train operating companies in L&SE, which are particularly relevant to passengers. With two exceptions, the data refers to the whole of each company's services, not simply to those to, from or within London, although in every case these account for a large majority of trains run. In the case of Great Western Railway, they refer only to its London and Thames Valley (LTV) operations. In the case of London Northwestern Railway, they refer only to its L&SE services.

Train operating companies (TOC) performances are assessed using various measures; Right Time Arrivals (RTA), Public Performance Measures (PPM), and Cancellations and Significant Lateness (CaSL)

For definitions of the measures, see the appendix.

2.1 Right time arrivals

Overall, L&SE right time performance improved during Q1 2019-20 to 70.3%, 6.4% better than Q1 2018-19. TfL Rail obtained the highest right time performance score, with 88.1% of its trains arriving on time, a notable 9.2% increase compared to the Q1 2018-19. An increase in faulty rolling stock and infrastructure failures had an impact on services in Q1 2018-19.

Heathrow Express and Great Western Railway had the largest increases of any L&SE operators with 80% and 77.9% of their services arriving on time, an increase of 19.6% and 11.6% respectively. Defective rolling stock and the new trains being introduced into service, coupled with the need for driver training had a large impact on both these operators in Q1 2018-19. The completion of works and the introduction of new trains have therefore contributed significantly to their improved performance.

Southern Mainline and Southern Metro, sub-groups within the GTR franchise had notable right time increases with 68.2% and 67.3% of its services arriving on time, an increase of 10.1% and 13% respectively. This is largely attributable to the more robust timetable introduced in May 2018.

Gatwick Express had the worse right time score compared to other L&SE operators, with only 40.6% of its trains arriving on time. This figure is 5.2% higher, an improvement when compared to the previous quarter (Q4 2018-19) and the same period a year ago (Q1 2018-19). This increase is still poor, when compare to most L&SE operators

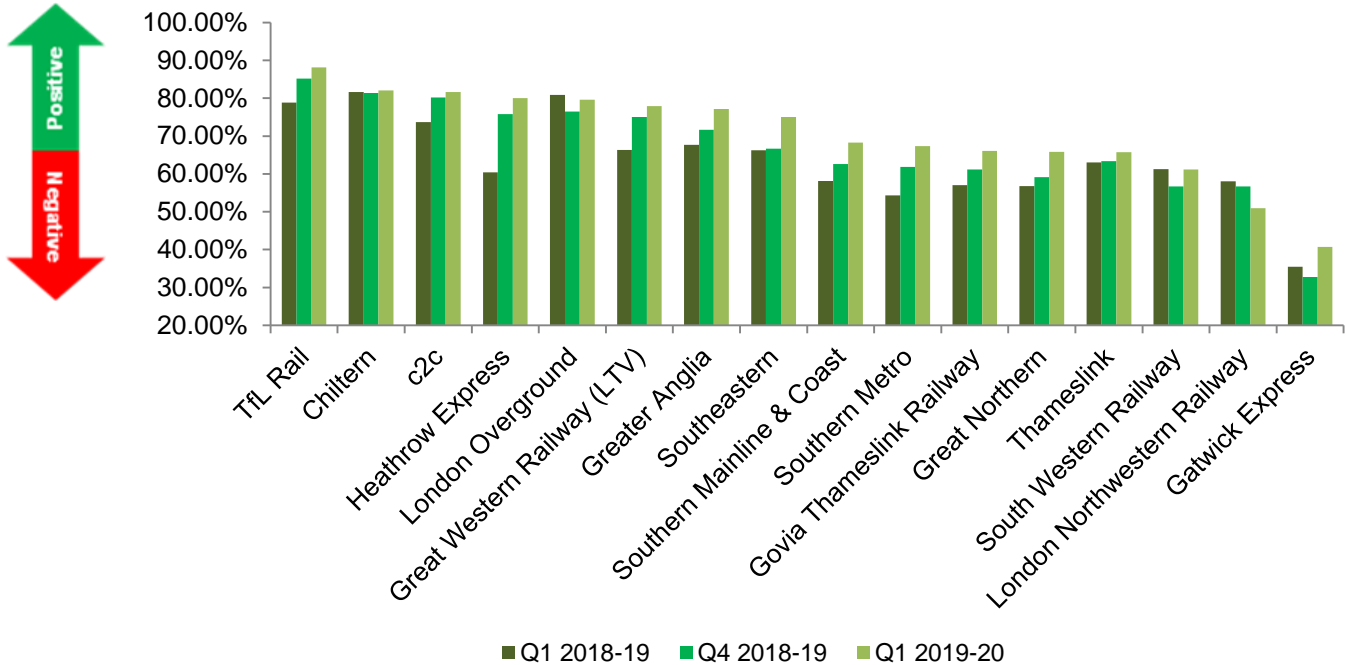
London Northwestern Railway obtained the second lowest right time score, 50.9% and had the largest overall decline, 7.1%. The operator's ongoing poor performance was compounded by the ineffective implementation of the new May 2019 timetable, as well as two platforms being out of use at Euston Station, which made it difficult for its service to recover effectively, during times of disruption. The operator also had issue with driver shortages, and cable theft affecting its services.

South Western Railway recorded a minor reduction in its Q1 right time performance, with an overall figure of 61.1%, 0.08% reduction. The operator's persistently poor performance was affected by ongoing infrastructure faults (e.g. signalling failures, speed restrictions), ill passengers, and five days industrial action severely disrupting its services.

London Overground recorded a reduction in its Q1 2019-20 right time performance, 79.6%, 1.2% decline. During the quarter, the operator had

a reduced weekday service between Gospel Oak and Barking. The unavailability of new electric trains to replace previous diesel trains, that were required to be given back to their leasing company for reuse by other operators in May 2019, was the underlying cause of this decline in performance.

Graph 2 – Right time arrivals Q1 2018-19, Q4 2018-19 & Q1 2019-20



2.2 Public performance measure results

Overall, L&SE performance increased during Q1 2019-20, with a PPM of 90.3%, 3.7% better than Q1 2018-19. Most L&SE operators performance also increased with c2c achieving the highest PPM, 96.5%, a 2.3% increase compared to Q1 2018-19.

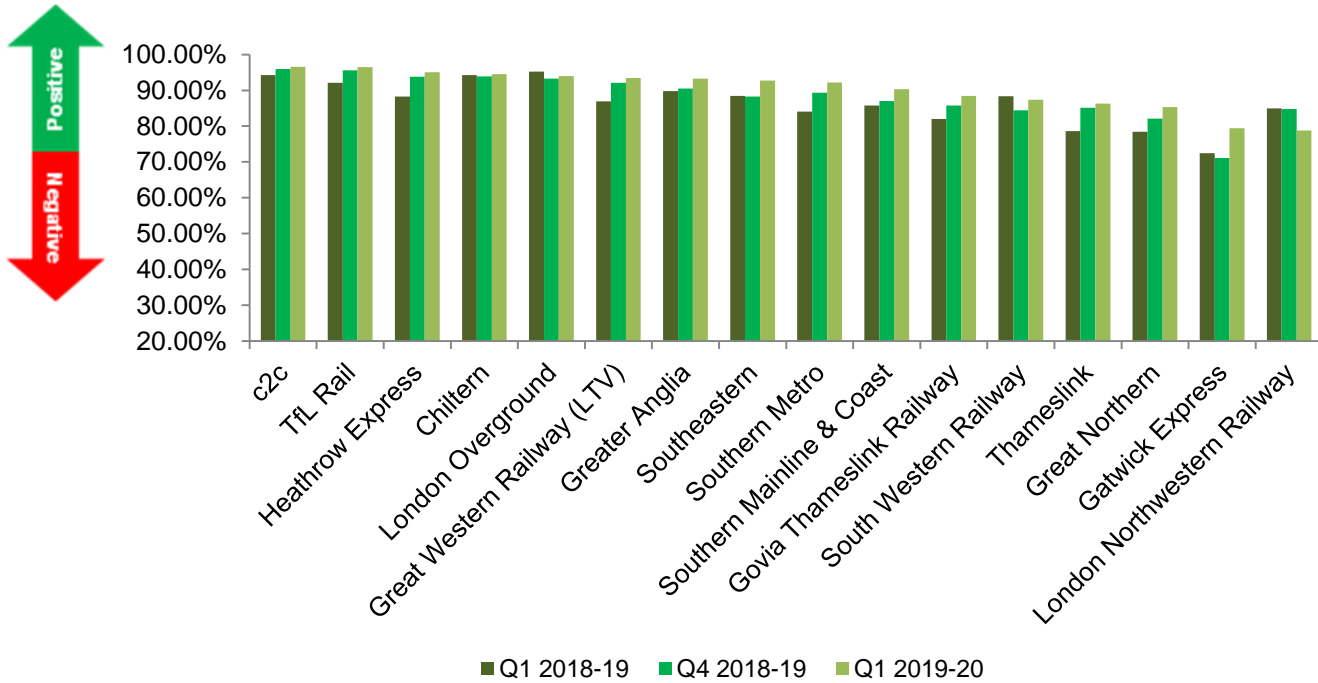
London Northwestern Railway obtained the lowest score and the largest PPM reduction compared to other L&SE operators' and Q1 2018-19, 78.7%, a 6.2% decrease.

Govia Thameslink Railway's overall PPM increased from 82% in Q1 2018-19 to 88.4% in Q1 2019-20, a 6.4% increase. During the quarter, the operator introduced more weekday services to increase capacity and add additional journey options for passengers. Most operations with the franchise also had a notable increase.

Gatwick Express, Great Northern and Thameslink Railway, all operations within the GTR franchise, obtained an increase in their PPM, but obtained scores lower than most L&SE operators, 79.4%, 85.3% and 86.3% respectively.

South Western Railway performance decreased this quarter compared to the same period a year ago, Q1 2018-19. The operator obtained 87.3%, a 0.9% reduction.

Graph 3 – Public Performance Measure Q1 2018-19, Q4 2018-19 & Q1 2019-20



1

2.2.1 Peak services

Looking at weekday morning (0700 to 0959) and evening (1600 to 1859) peak services, c2c had the highest proportion of trains on time in the peak for Q1 2019-20, with a score of 96.5%; a 4% increase when compared to Q1 2018-19.

Great Western Railway had the largest increase in the proportion of its peak services arriving on time, to 84.0%, an 18% increase.

¹ *Govia Thameslink Railway from 14 September 2014 (previously First Capital Connect). 26th July 2015 Southern became part of Govia Thameslink Railway
^{**} 1st June 2015, TfL Rail services previously managed by Abellio Greater Anglia
^{***} 20 August 2017, South West Trains became South Western Railway
⁺ London Midland became London Northwestern Railway in 10 December 2017

London Northwestern Railway recorded a score of 70%, the lowest peak PPM, and the largest reduction, 9.1% compared to the same period in 2018-19.

The overall peak PPM score for Q1 2019-20 was 87%, 3.3% higher than in Q1 2018-19

2.3 Performance trends

In the charts in this section, each train company's quarterly PPM results for the past three years are shown graphically, together with the results for peak trains. In each case, the individual company's performance is shown alongside the combined result for the entire L&SE network.

The performance of individual train companies is partially dependent on the ability of Network Rail to deliver railway infrastructure on which their trains can operate reliably, and operators managing the service elements (such as rolling stock and train crews) for which they are wholly responsible. The balance between the responsibilities of different parties has been a major ongoing issue.

The performance of c2c, Chiltern, Greater Anglia, TfL Rail, London Overground and Southeastern has been on a stable or upward trend over the three-year period.

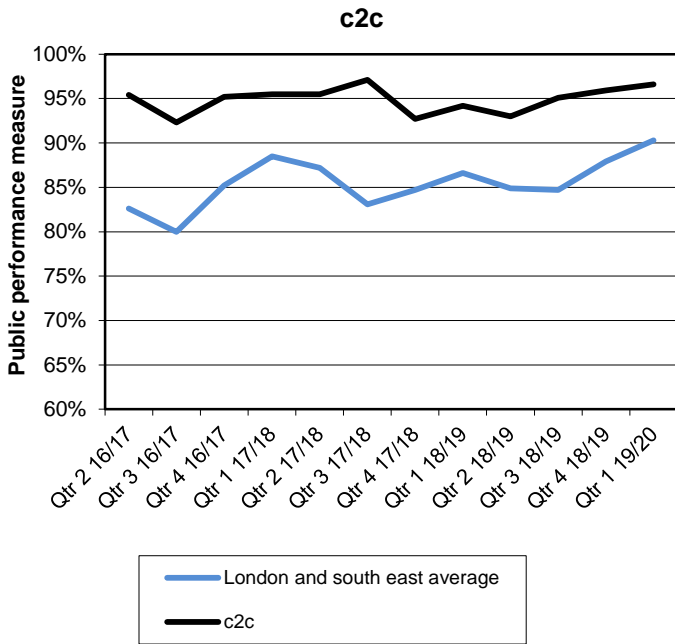
The performance figures for Govia Thameslink Railway, (including all of the sub-groups in its franchise) Great Western Railway, London Northwestern and South Western Railway were at or below the average of the L & SE group as a whole.

The poor performance of South Western Railway coincides with industrial action across the network, an increasing numbers of speed restrictions, and ageing infrastructure as having contributed to the decline over recent years.

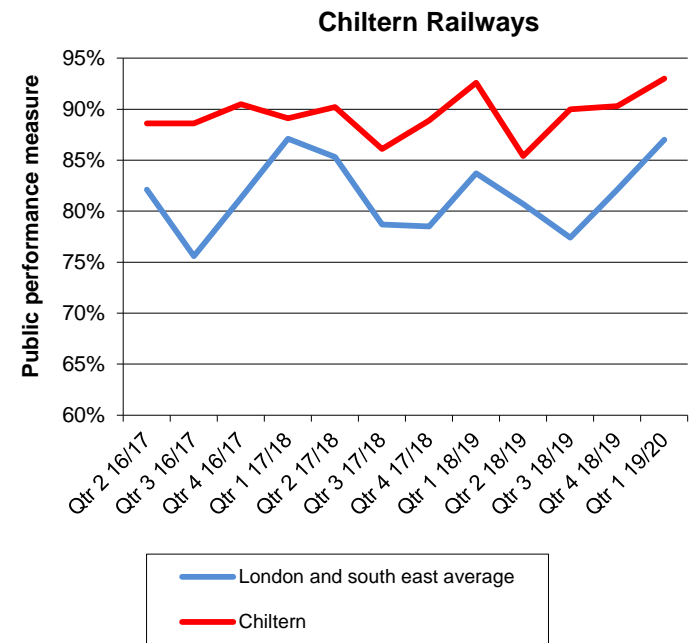
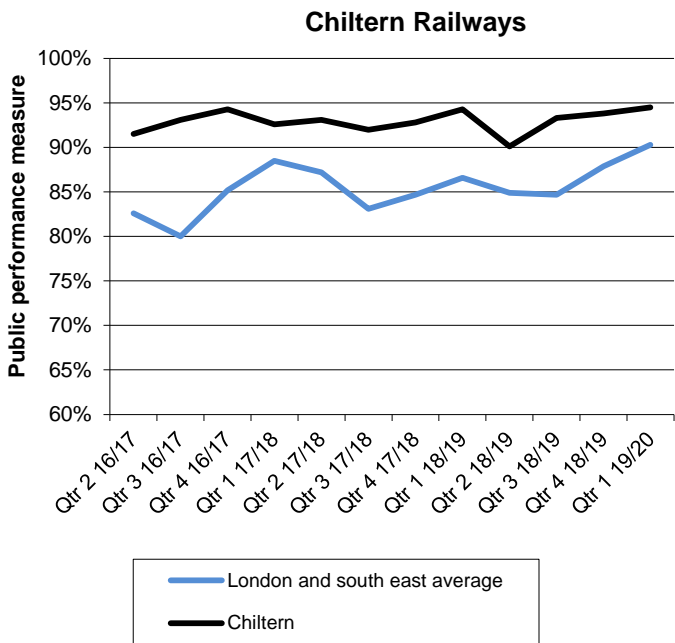
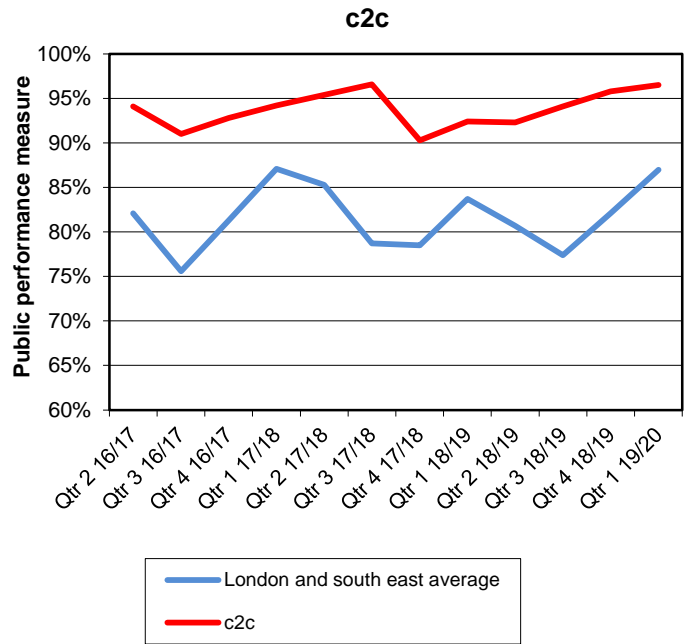
The poor performance of Great Western Railway has been impacted by the delay of the electrification programme, which has had a significant impact on the Great Western fleet. The delay meant new trains being introduced at very short notice that caused delays and cancelations.

Quarterly PPM figures for the past three years

All trains performance



Peak trains performance

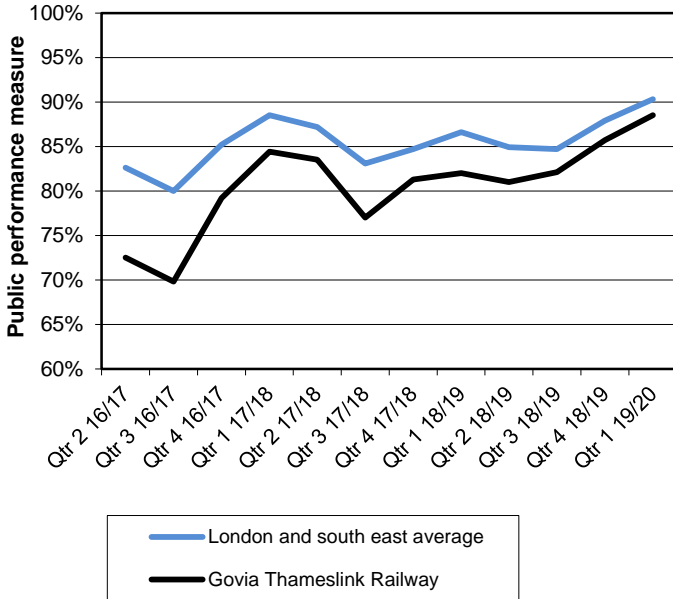


Quarterly PPM figures for the past three years

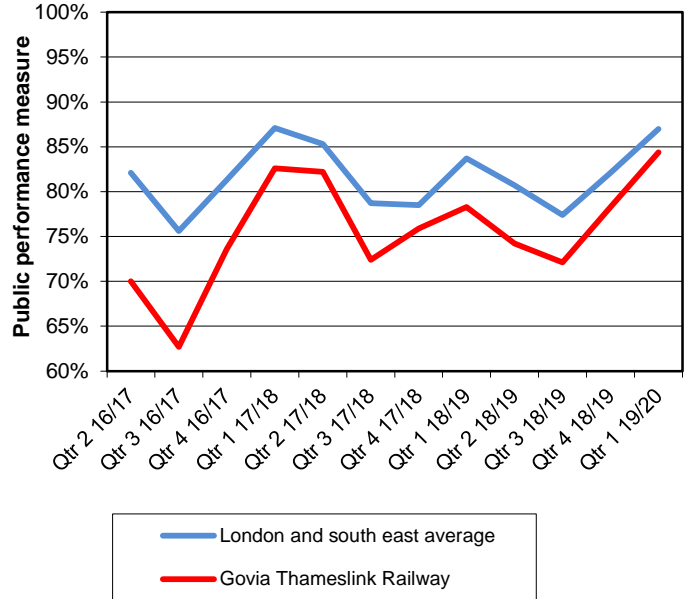
All trains performance

Peak trains performance

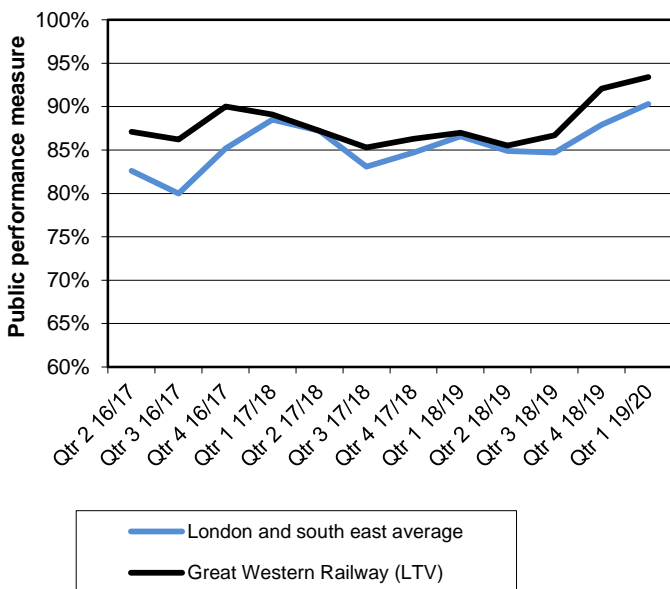
Govia Thameslink Railway



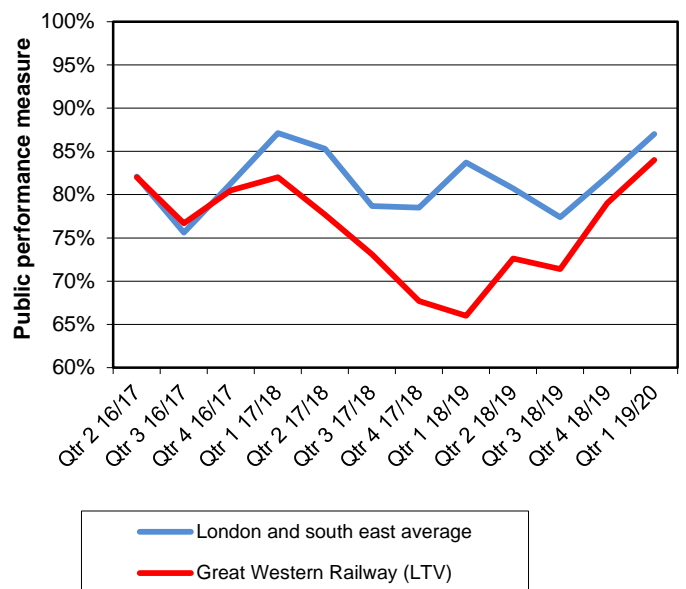
Govia Thameslink Railway



Great Western Railway (LTV)

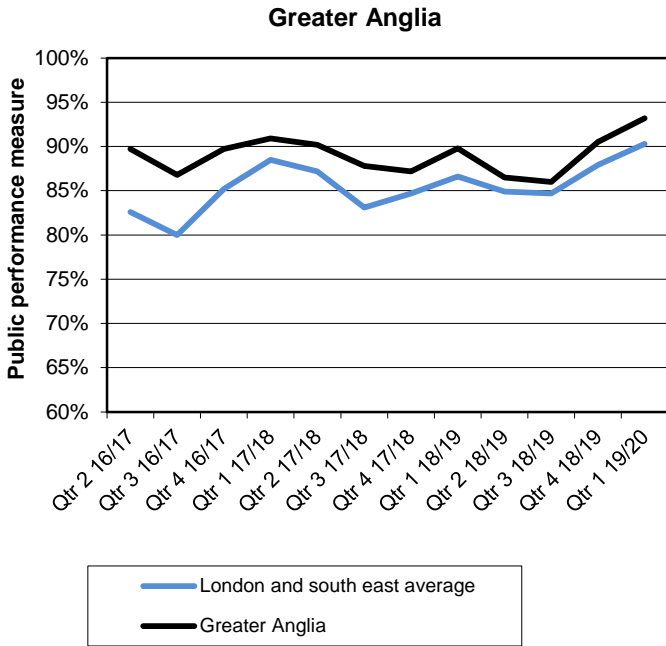


Great Western Railway (LTV)

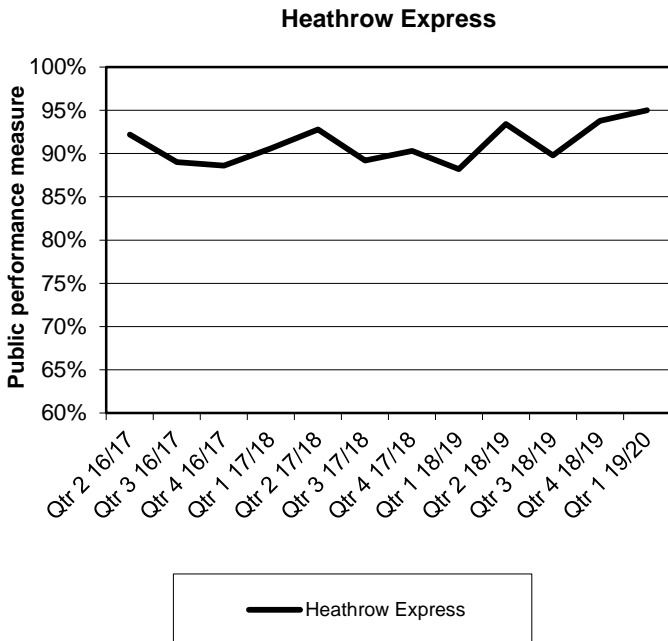
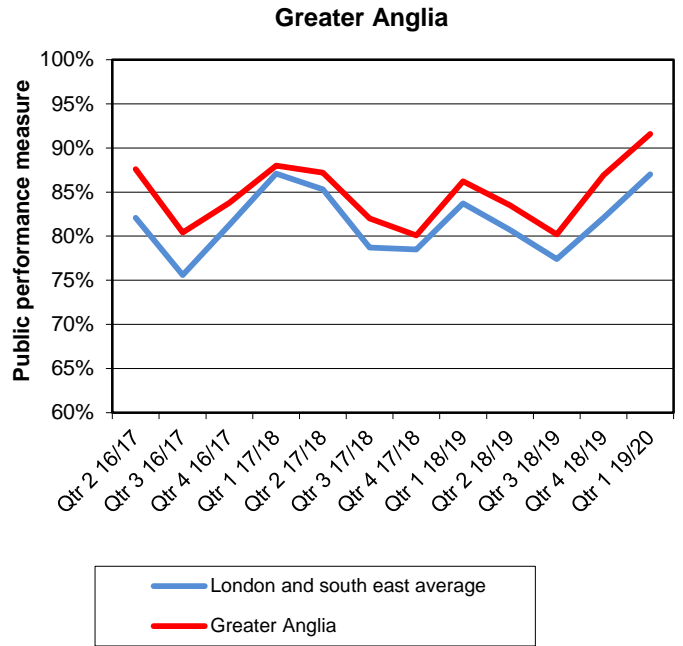


Quarterly PPM figures for the past three years

All trains performance



Peak trains performance

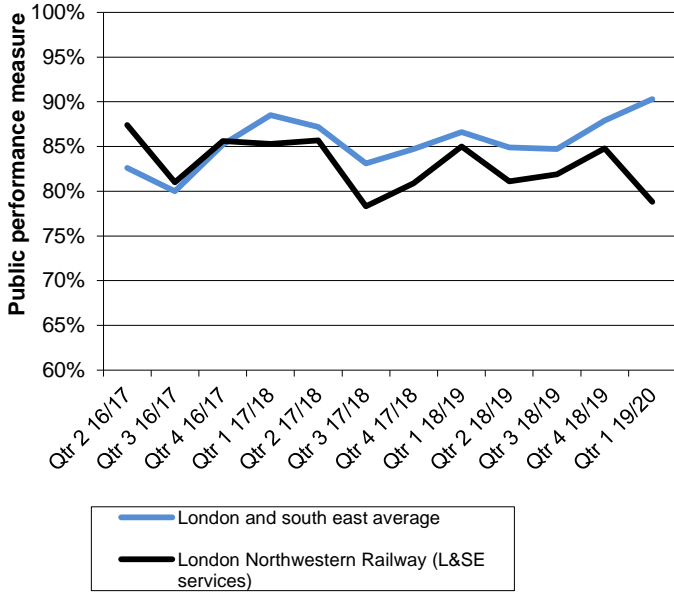


Note: As it is an unfranchised operator, Heathrow Express services are not included in the overall average for London and the South East shown on other charts, and peak trains on this route are not monitored separately.

Quarterly PPM figures for the past three years

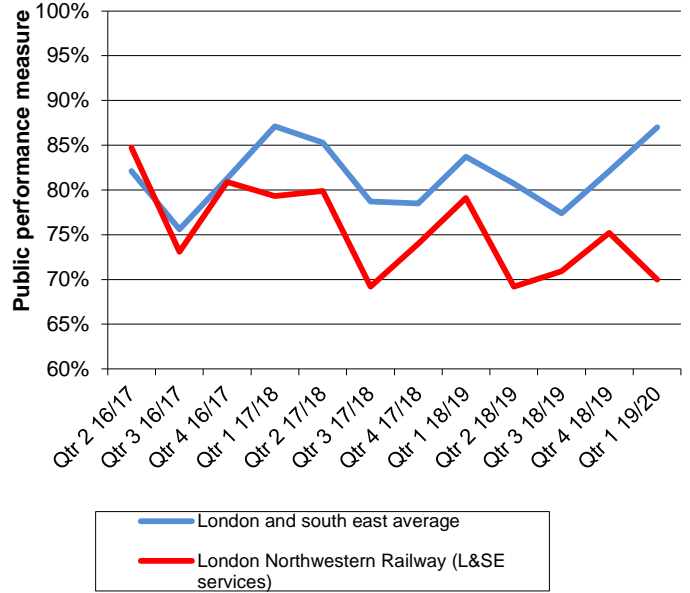
All trains performance

London Northwestern Railway

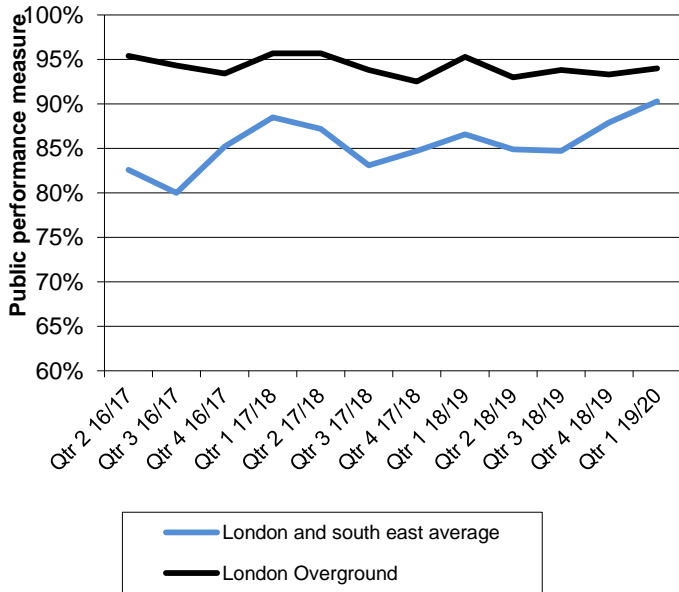


Peak trains performance

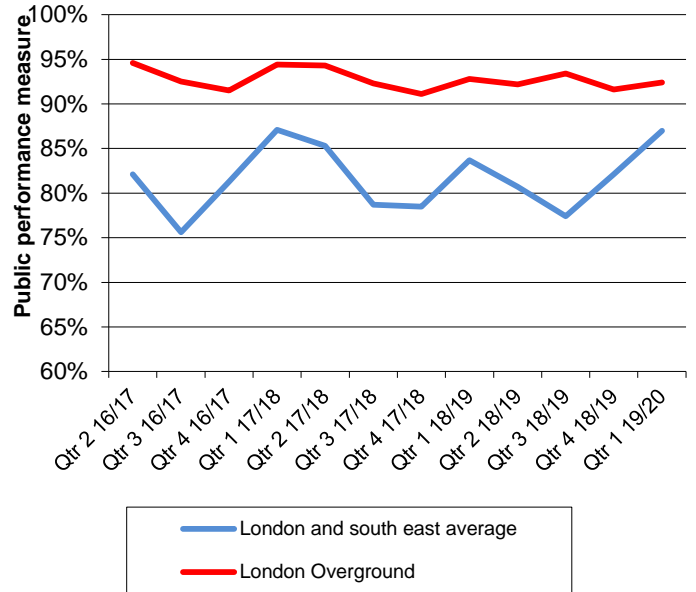
London Northwestern Railway



London Overground



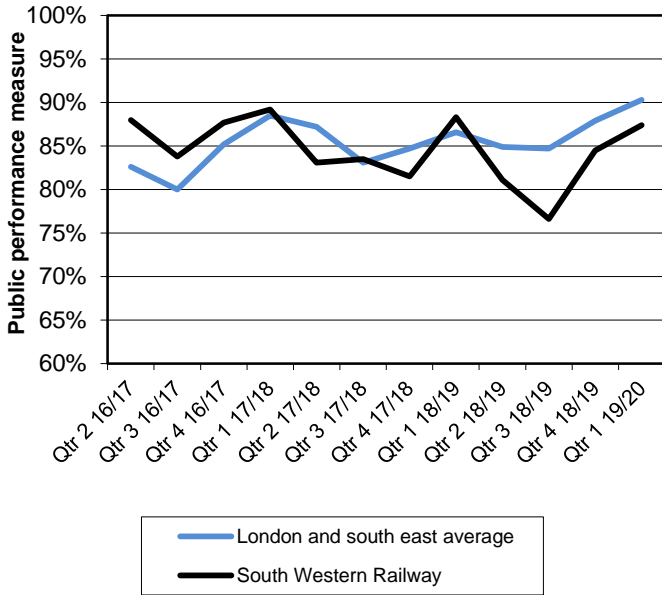
London Overground



Quarterly PPM figures for the past three years

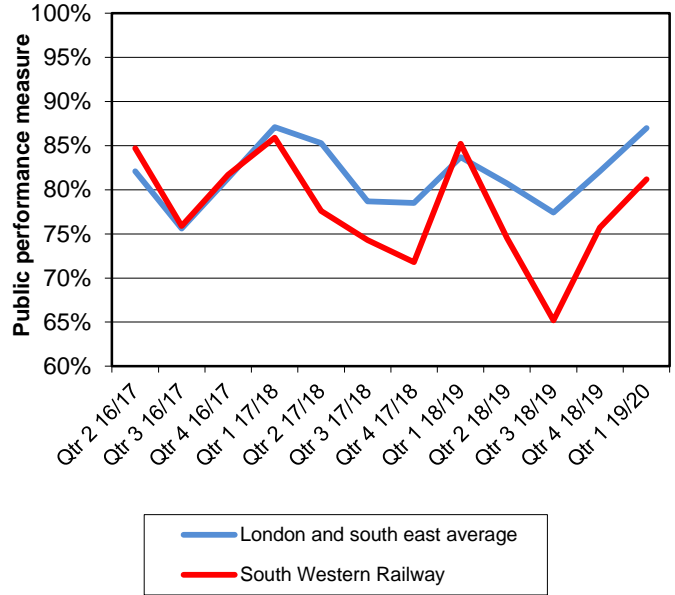
All trains performance

South Western Railway

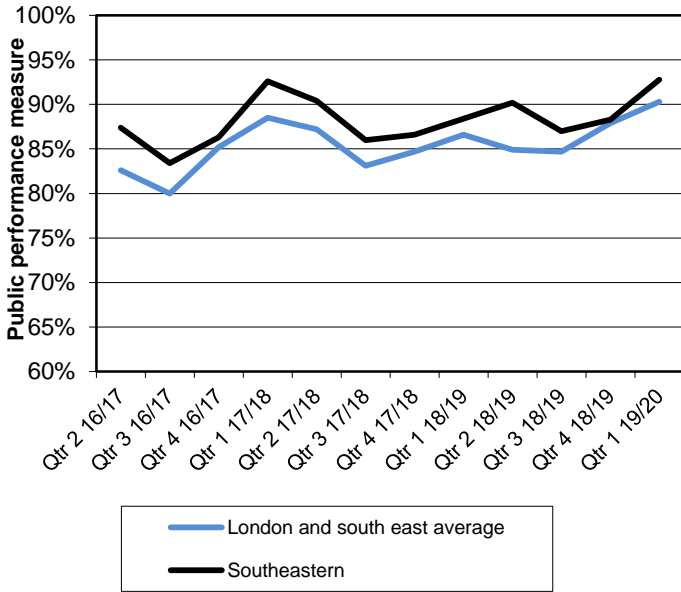


Peak trains performance

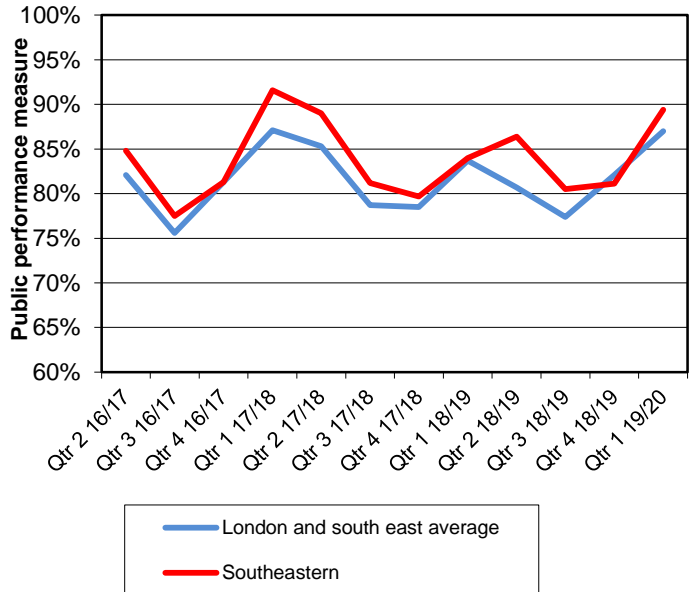
South Western Railway



Southeastern Railway

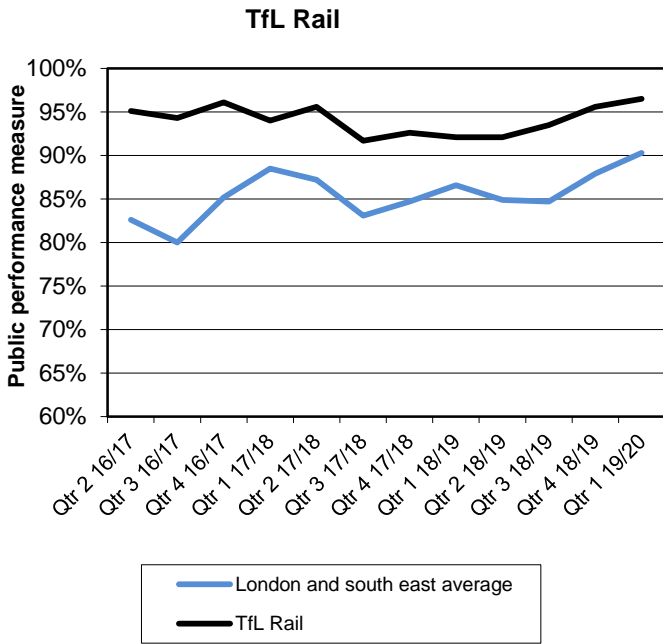


Southeastern Railway

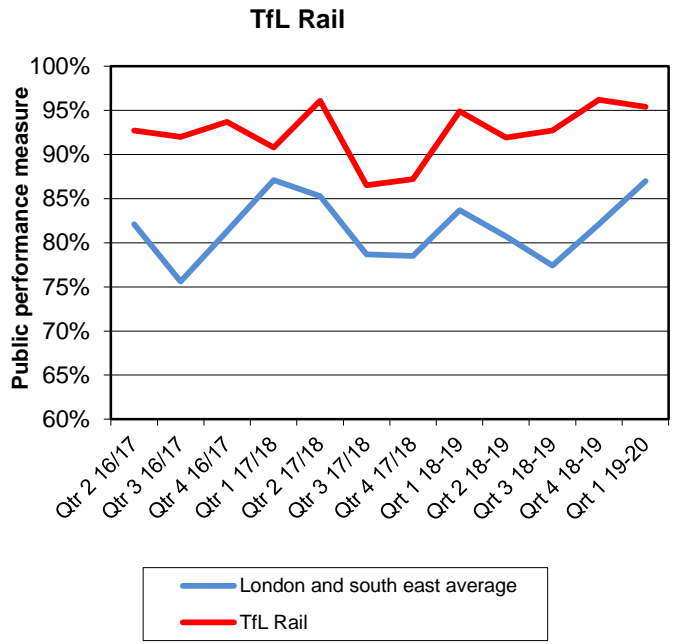


Quarterly PPM figures for the past three years

All trains performance

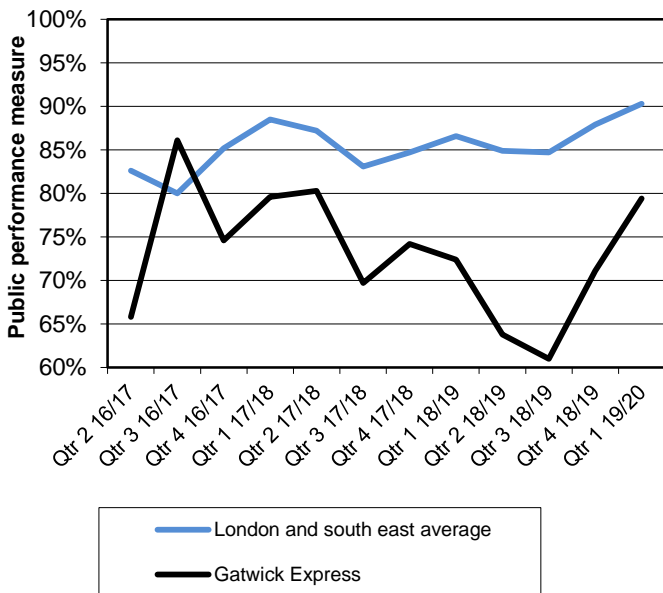


Peak trains performance

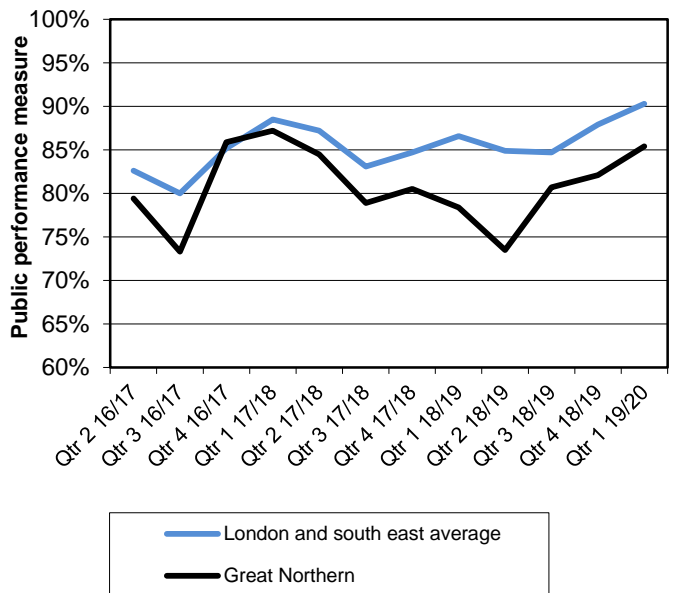


The charts below show the long term trains performance for the sub-groups operating under the GTR franchise. Unfortunately, data on peak services performance of the different parts of the GTR franchise is not currently available.

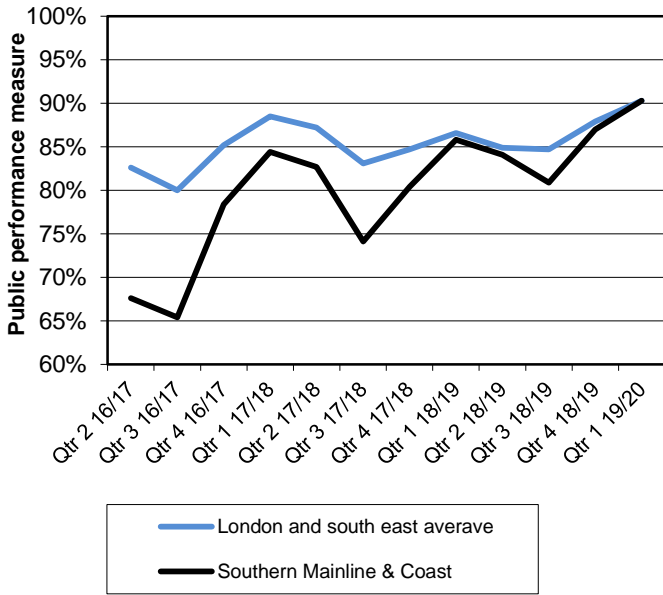
Gatwick Express



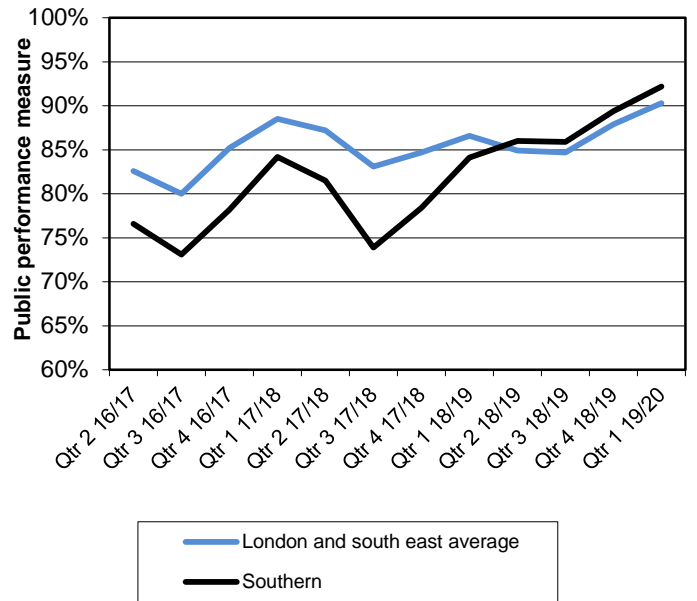
Great Northern



Southern Mainline & Coast



Southern Metro



Thameslink



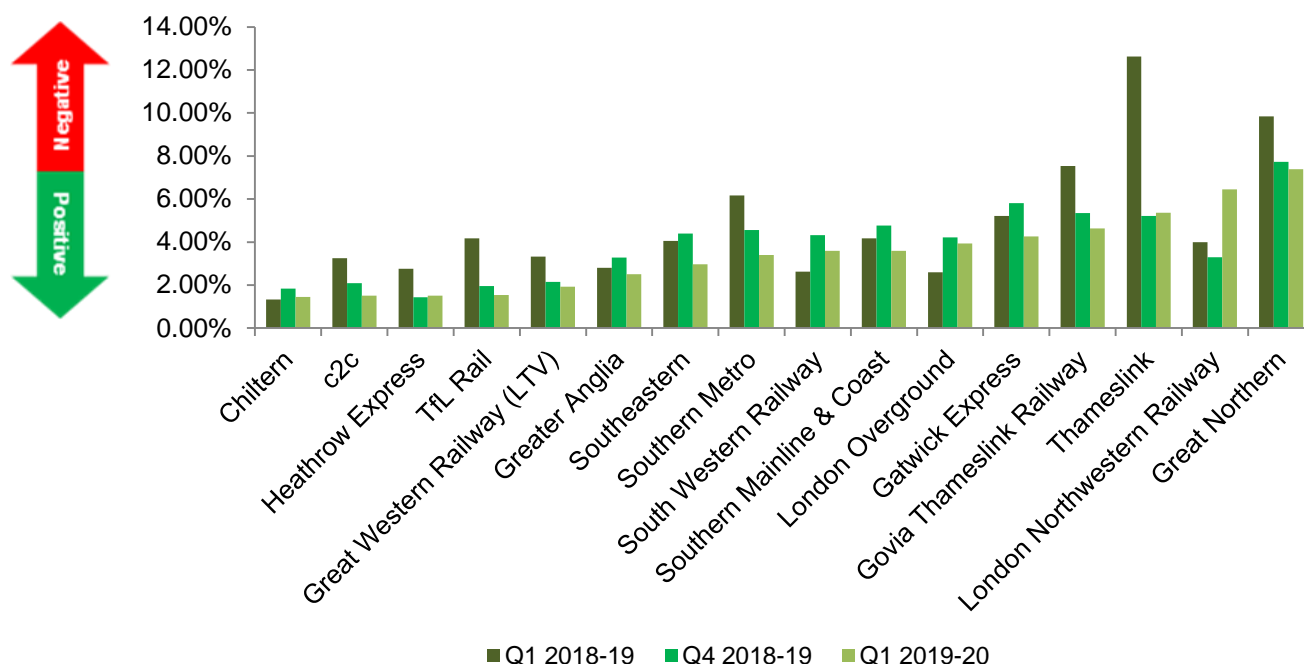
2.4 Cancellations and significant lateness

The overall rate of CaSL was 3.7% in Q1 2019-20, 1.2% lower (better) than in Q1 2018-19. Chiltern Railway achieved the lowest (best) score, but a minor increase, 0.1% compared to a year ago.

Great Northern had the worst levels of cancellation & lateness, 7.3%, a reduction compared to Q1 2018-19, but still worse than other L&SE operators. **This can be attributed to the withdrawal of older trains and other replacements, new issues with associated maintenance.....**

London Northwestern had the largest increase, with 6.4%, a 2.4% increase compared to Q1 2018-19. This is related to the poor implementation of the May 2019 timetable.

Graph 4 – Cancellations and significant lateness Q1 2018-19, Q4 2018-19 & Q1 2019-20



3 London & South East passenger satisfaction

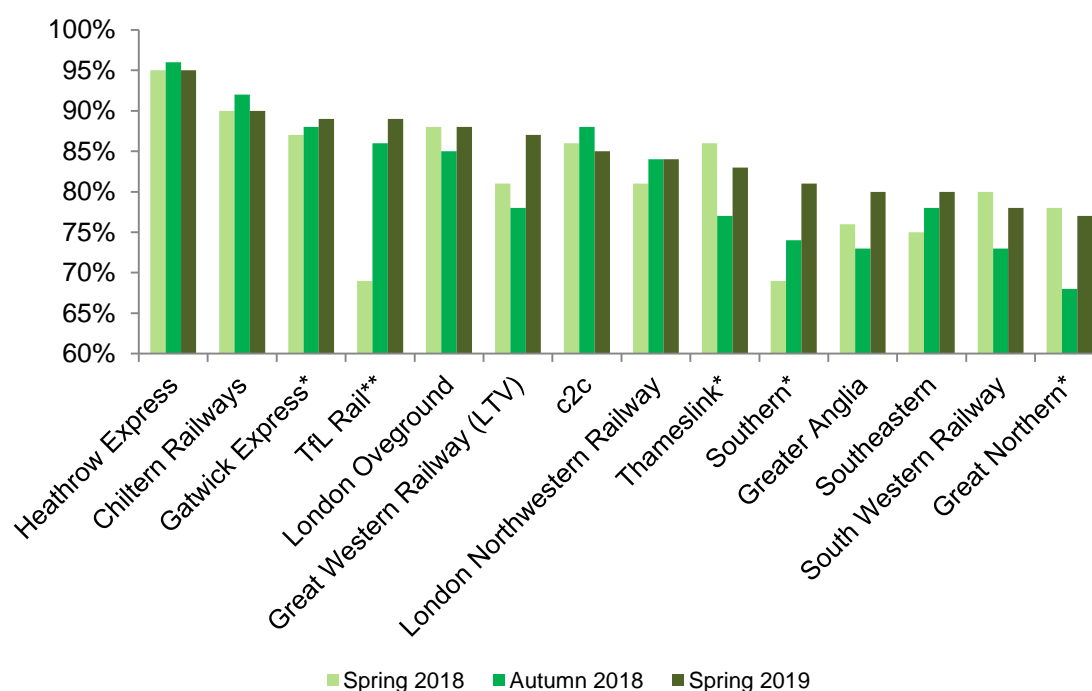
The national passenger watchdog Transport Focus conducts a survey of National Rail passengers in the autumn and spring of each year. The National Rail Passenger Survey (NRPS) provides a network-wide picture of passengers' satisfaction with rail travel, and this report focuses on a snapshot of the London and South East passengers' overall levels of satisfaction.

In spring 2019, the percentage of L&SE passengers satisfied with their journey was 83%, a 4% increase since the spring 2018 survey. The biggest improvements in satisfaction were with reliability of the internet connection on the train, up 8% and the punctuality/reliability of the train arriving/departing on time, up 7%.

The operator with the highest satisfaction rate was Heathrow Express, 95% of whose users rated the service as satisfactory or good, no change when compared to the spring 2018 survey. TfL Rail had the largest increase in passenger satisfaction, with 89% of the users surveyed being satisfied compared to 69% in spring 2018. However, this figure now includes the former Heathrow Connect stopping service, and is not comparable with the results from previous surveys. Great Northern had the lowest level of passenger satisfaction, 77% and Thameslink, the largest reduction, with 83% of its passengers satisfied in spring 2019, a 3% decrease.

Customer satisfaction figures for the last two surveys, along with the survey results from one year ago, are shown in graph 5.

Graph 5 – L & SE National Rail Passenger Survey

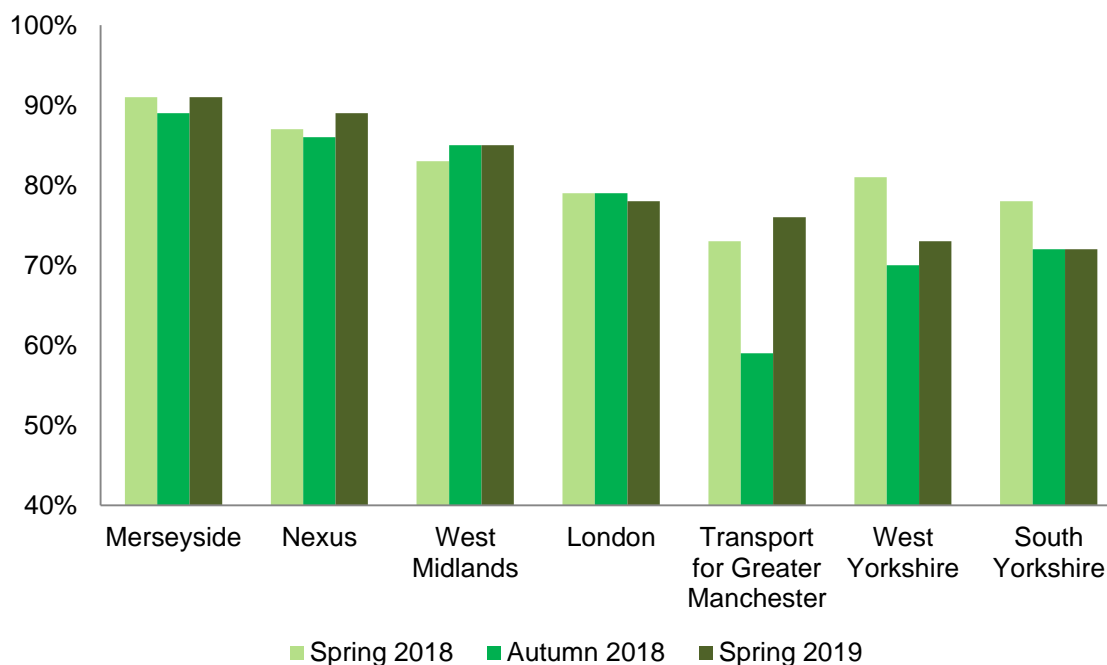


3.1 NRPS London

This section compares the satisfaction of London passengers with those in other conurbations covered by the survey. Topics covered include punctuality and reliability, value for money, staff availability, frequency of trains and toilet facilities on trains.

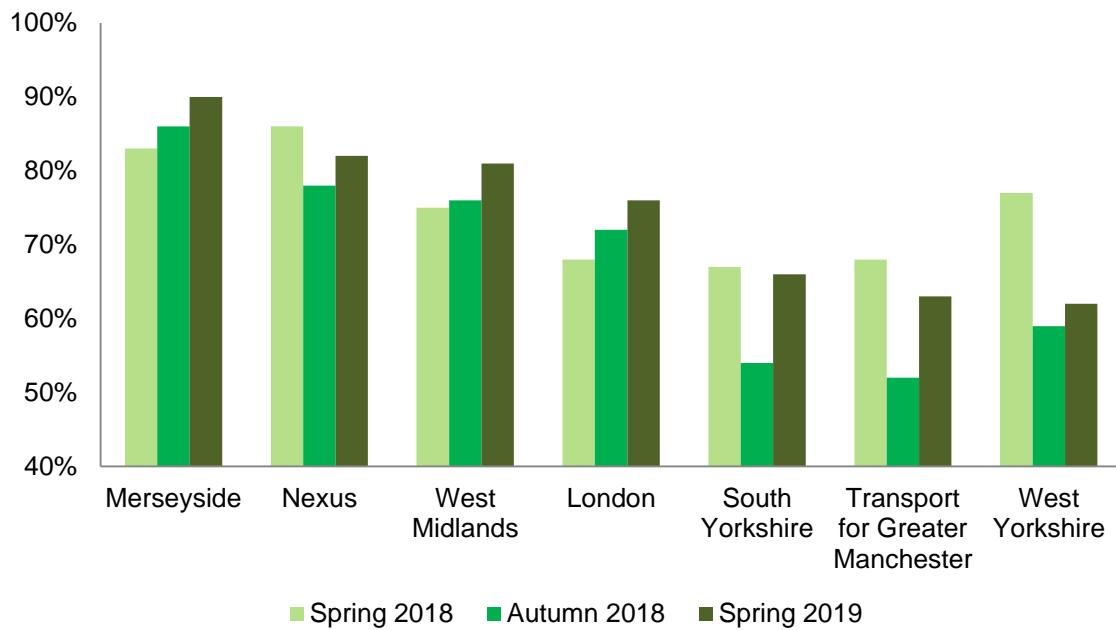
The overall satisfaction with journey table below shows that passengers in the Merseyside area and those in the Nexus area were the most satisfied with their travel and those in South Yorkshire, the least. London experienced a slight reduction in passengers' satisfaction with their journey, compared to spring and autumn 2018.

Graph 6-Overall satisfaction with journey - spring 2019



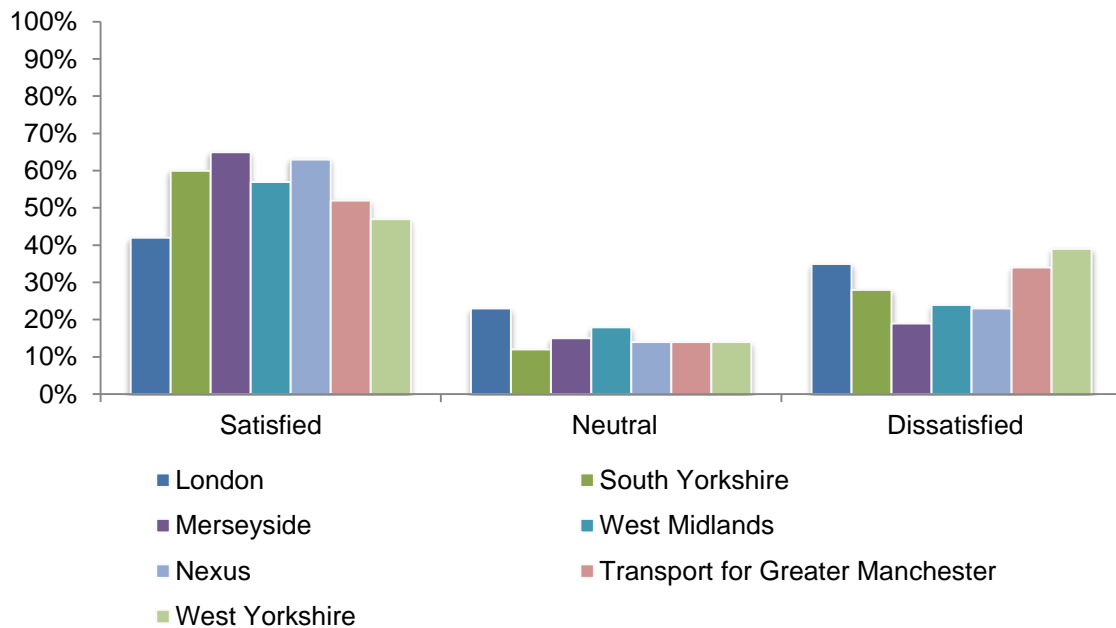
London passengers along with those in Greater Manchester and South and West Yorkshire were the least satisfied with the punctuality and reliability of their train service, when compared to the other regions. London experienced an increase in satisfaction compared to spring and autumn 2018.

Graph 7-Satisfaction with punctuality and reliability of the train - spring 2019



London passengers are the least satisfied with the value for money of their ticket price, compared to those in other metropolitan areas. London's poor satisfaction can be attributed to poor train service performance, the higher level of fares paid by Londoners than those in other cities, a higher dependency on public transport, greater levels of crowding, and other environmental factors that affect passengers' perception of this measure. For further details, please see London TravelWatch's *Value for Money* report².

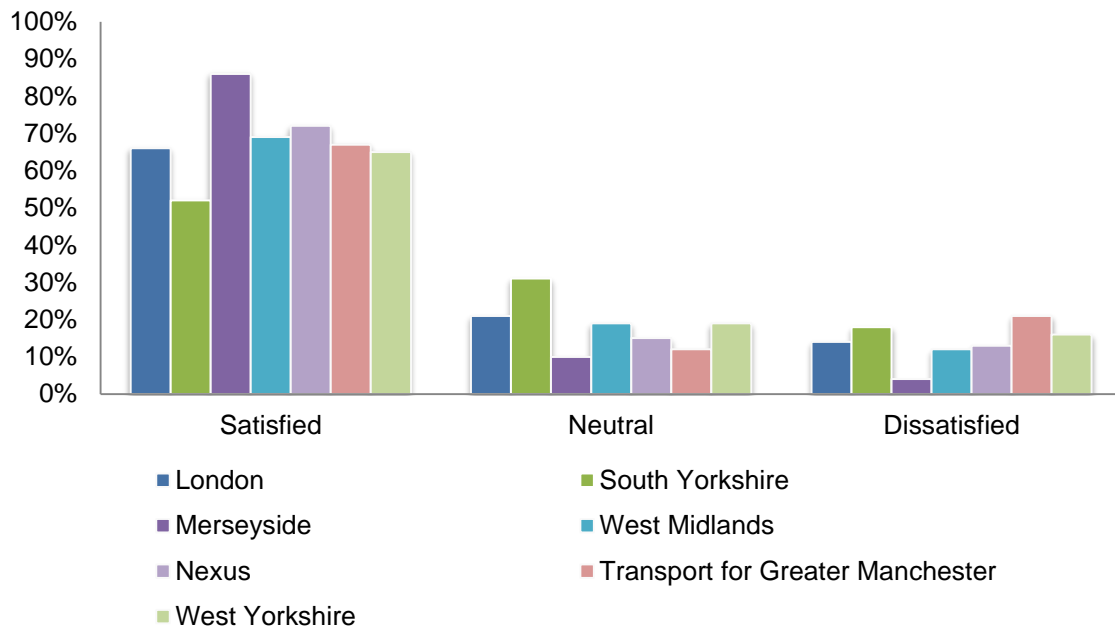
Graph 8-Satisfaction with value for money (of ticket price) spring 2019



² [Value for Money on London's transport services: what consumers think August 2013](http://www.londontravelwatch.org.uk)
www.londontravelwatch.org.uk

London passengers' satisfaction with station staff availability is comparable with other regions, with Merseyside passengers being the most satisfied and South Yorkshire, the least satisfied. This may be attributed to the fact that the ticket offices are usually staffed, with set operating hours, and staff can usually be found at ticket gates and on station platforms.

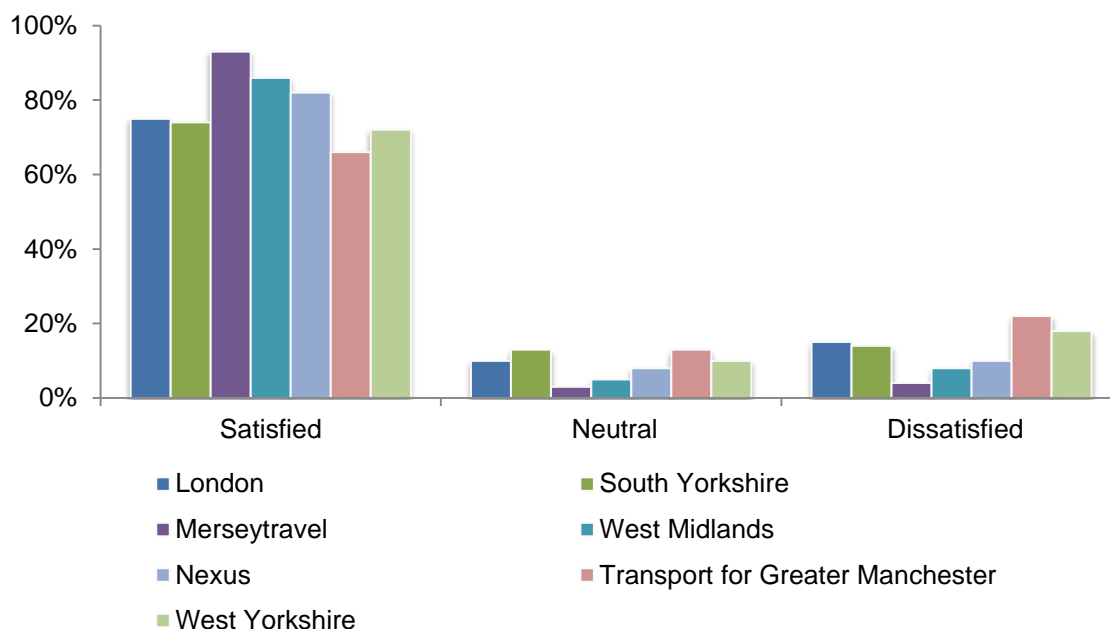
**Graph 9-Satisfaction with availability of staff at station
spring 2019**



London passengers' satisfaction with frequency of trains on route is comparable with South and West Yorkshire, with Greater Manchester passengers being the least satisfied and Mersey the most satisfied. In Merseyside and some other metropolitan areas most services run at least once every 15 minutes or more, and have consistent service patterns throughout the day (whereas in London these can vary considerably).

There is a correlation between this measure and that for value for money. It should be noted that operators with a higher frequency of service achieve much better satisfaction with value for money (e.g. London Overground, TfL Rail, c2c, Great Western Railway).

Graph 10-Satisfaction with the frequency of trains on route spring 2019



4 Passenger complaints

The complaints data below is the latest available from the Office of Rail & Road. It relates to Q4 2018-19 (January to March 2019). **For a more detailed definition, please see the appendix.**

Overall, three operators had a higher complaints rate, and seven operators had lower complaints rate in Q4 2018-19 compared to Q4 2017-18. Punctuality and reliability of service remains the most common cause for complaints to TOCs. There has also been an increase in complaints about ticketing and refund policy.

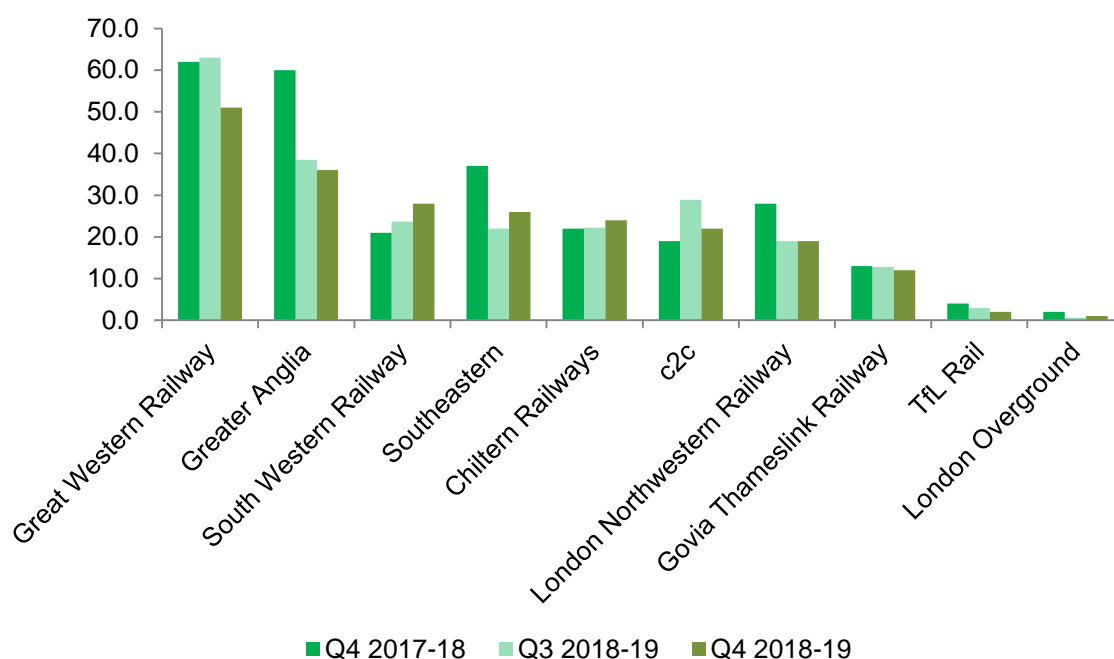
Great Western Railway received the highest number of complaints per 100,000 passenger journeys, 51 complaints, a 18% reduction when compared to Q4 2017-18. The main sources of complaints were about sufficient room for passengers to sit or stand and facilities on board their trains.

South Western Railway had the largest percentage increase in complaints, 33%. The TOC received 28 complaints compared to the 21 received in Q4 2017-18.

Greater Anglia received 36 complaints per 100,000 journeys, a 40%% reduction in complaints.

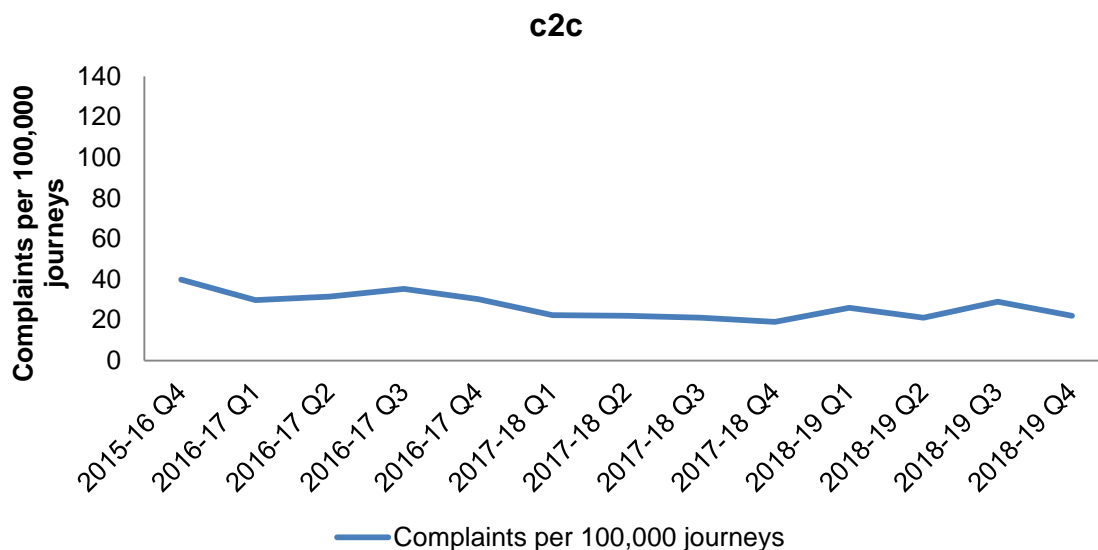
London Overground and TfL Rail had the lowest complaints rates in Q4 2018-19 with one and two complaints per 100,000 passenger journeys respectively. Both operate a metro style service and are managed by Transport for London.

Graph 11 - Complaints per 100,000 passenger journeys by train operating company, Q4 2017-18, Q3 2018-19 and Q4 2018-19



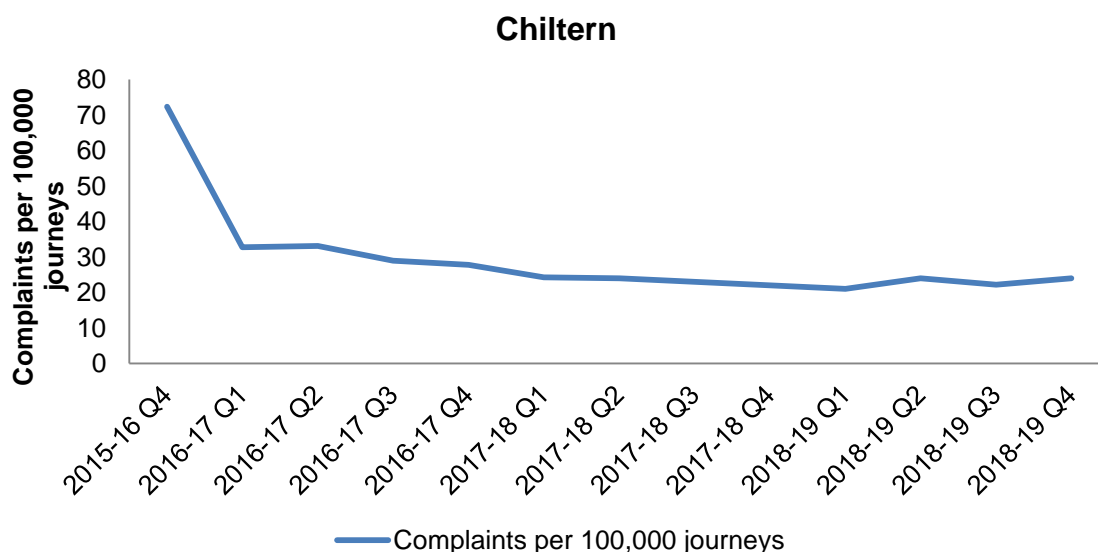
c2c

c2c received 22 complaints per 100,000 journeys, higher than in Q4 2017-18. There were fewer complaints about timetabling, compensation claim process and the operator responding to complaints. Issues about smartcards, punctuality and reliability were the most frequent cause of complaint.



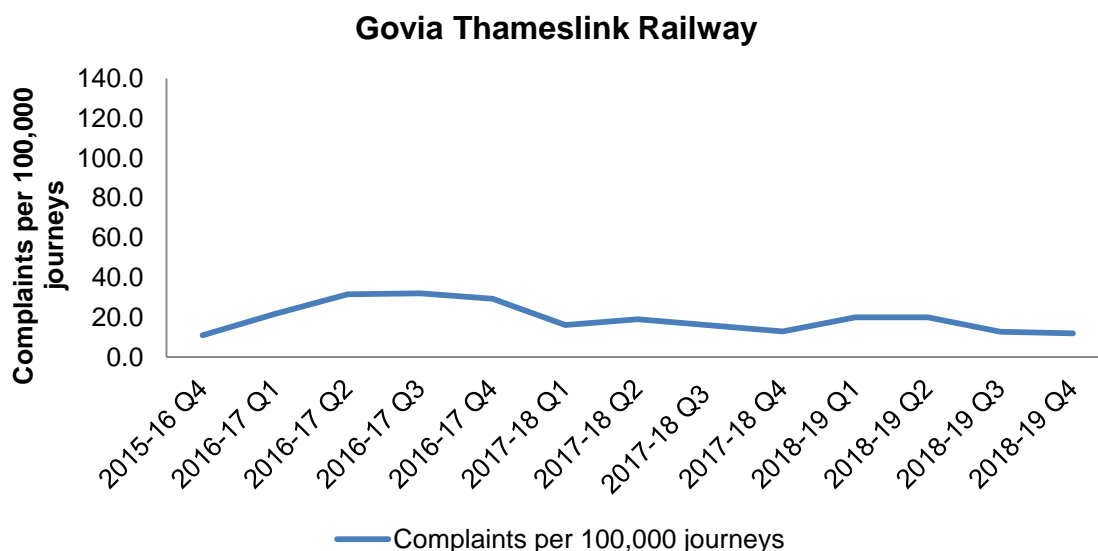
Chiltern Railways

Chiltern Railways received 24 complaints per 100,000 journeys, higher than in Q4 2017-18. Issues of punctuality, reliability and ticket buying facilities were the most frequent cause of complaint. In Q3 2015-16, increases in complaints were due to the introduction of the revised new timetable.



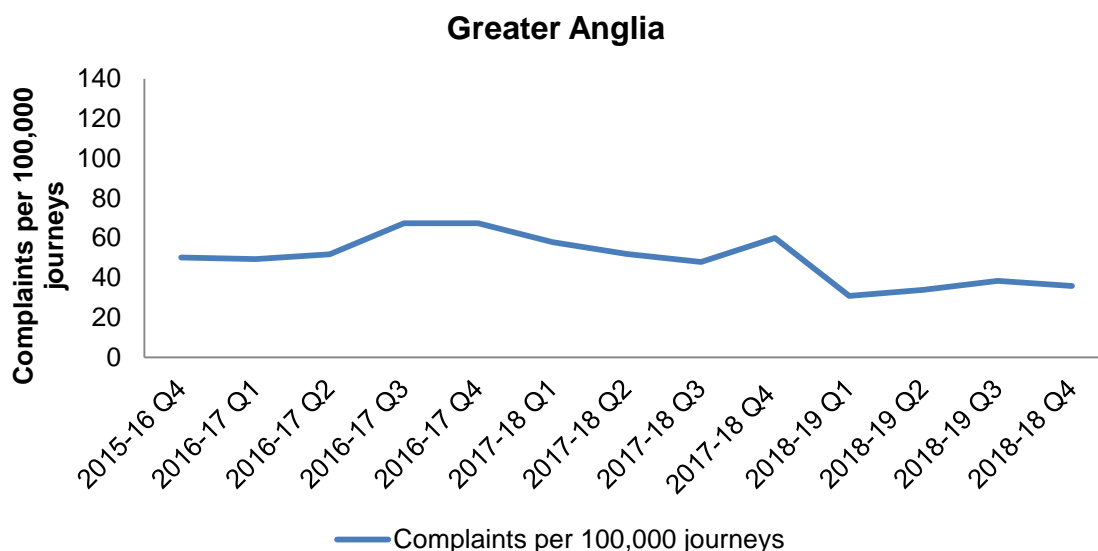
Govia Thameslink Railway

Govia Thameslink Railway received 12 complaints per 100,000 journeys, lower than in Q4 2017-18. Issues of smartcards and punctuality and reliability were the most frequent cause of complaint.



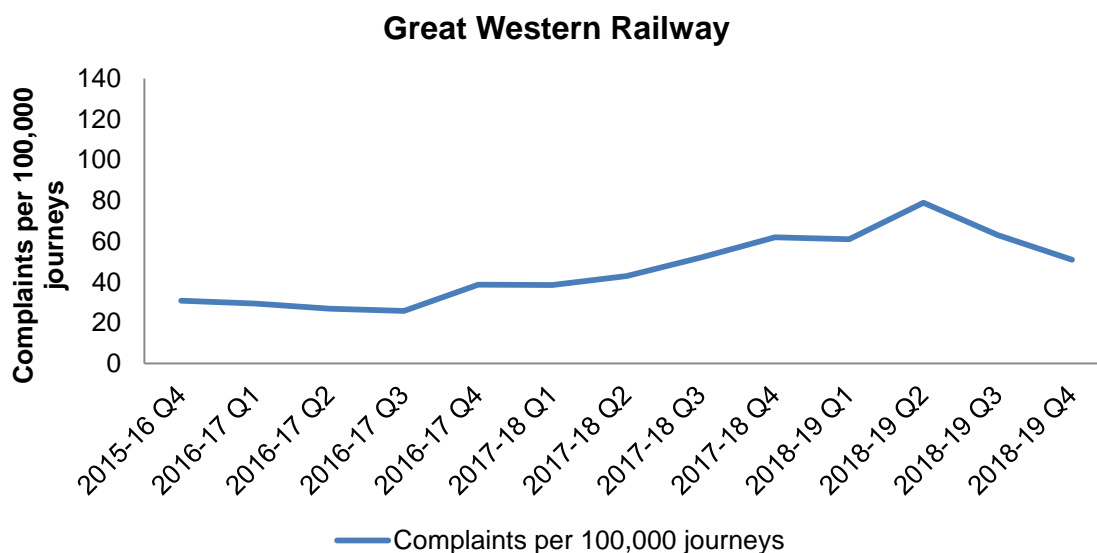
Greater Anglia

Greater Anglia received 36 complaints per 100,000 journeys, lower than in Q4 2017-18. Ticketing and refund policy, and punctuality and reliability of the service were the most frequent cause of complaint.



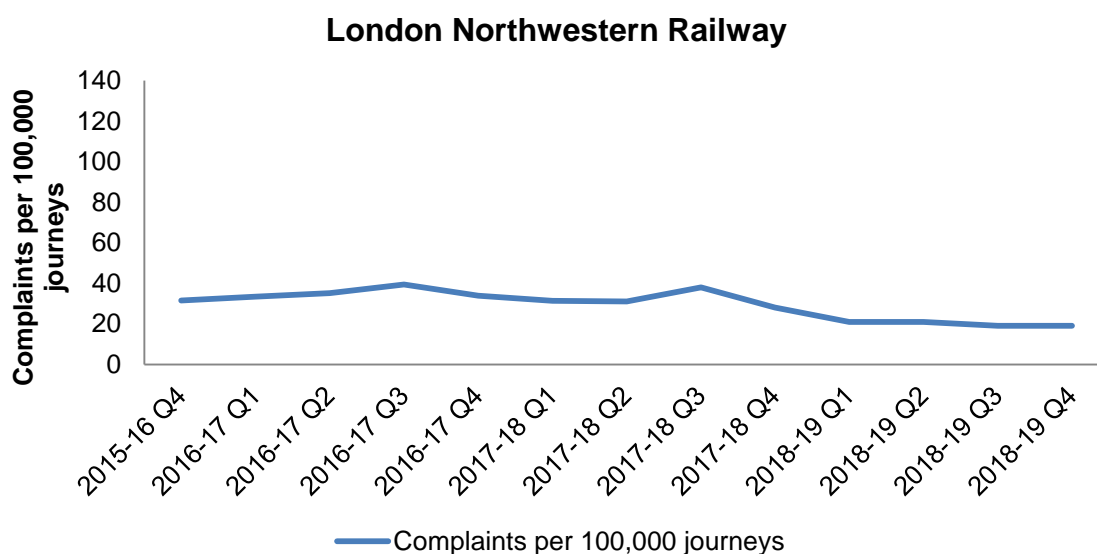
Great Western Railway

Great Western Railway received 51 complaints per 100,000 journeys, lower than in Q4 2017-18. Sufficient room for all passengers to sit/stand and on train facilities were the main category of complaints.



London Northwestern Railway

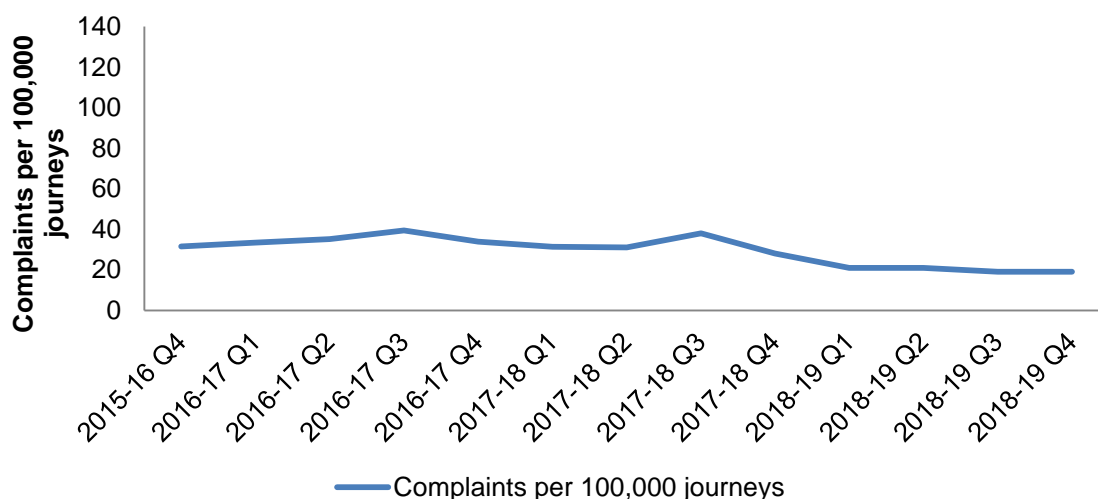
The complaints figures are for West Midlands Trains and London Northwestern Railway and are not separated. 19 complaints were received per 100,000 journeys, lower than in Q4 2017-18. Punctuality and reliability and sufficient room for passengers to sit or stand were the main source of complaints.



London Overground

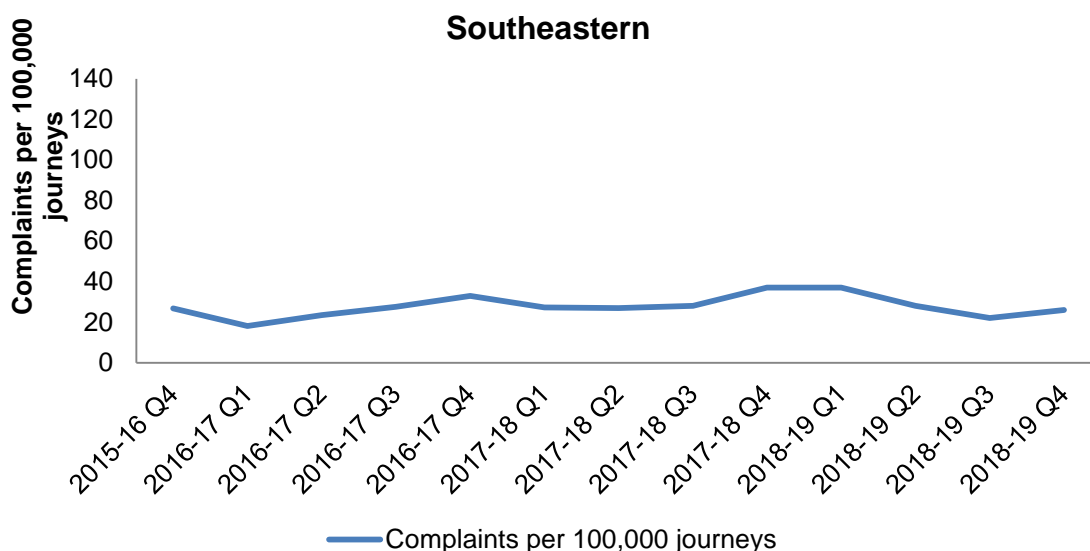
London Overground received zero complaint per 100,000 journeys, lower than in Q4 2017-18. Punctuality, reliability and the attitudes and helpfulness of the station staff were the main source of complaints.

London Northwestern Railway



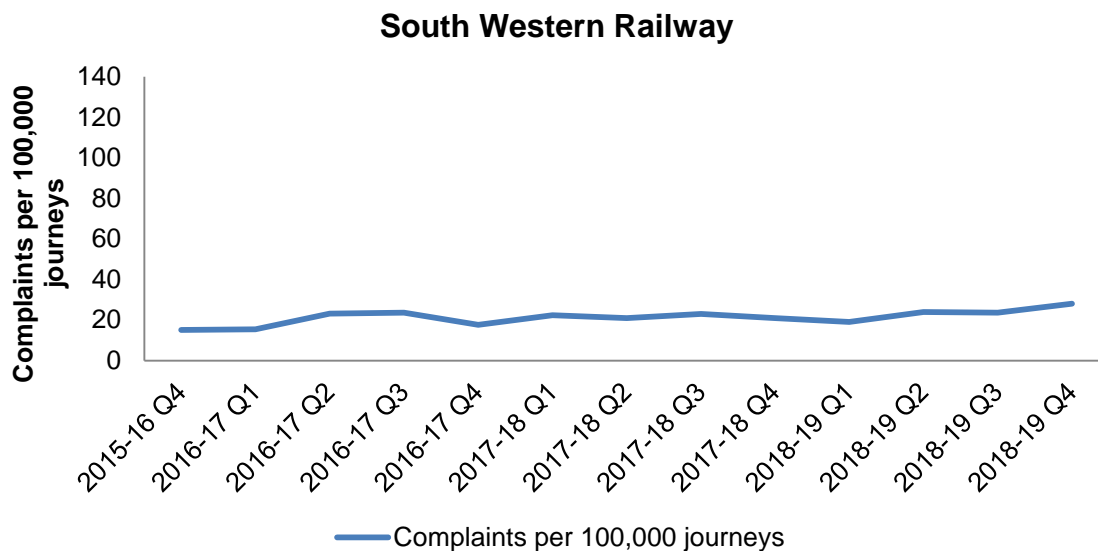
Southeastern

Southeastern received 26 complaints per 100,000 journeys lower than in Q4 2017-18. Punctuality, reliability and on board train facilities were the main source of complaints.



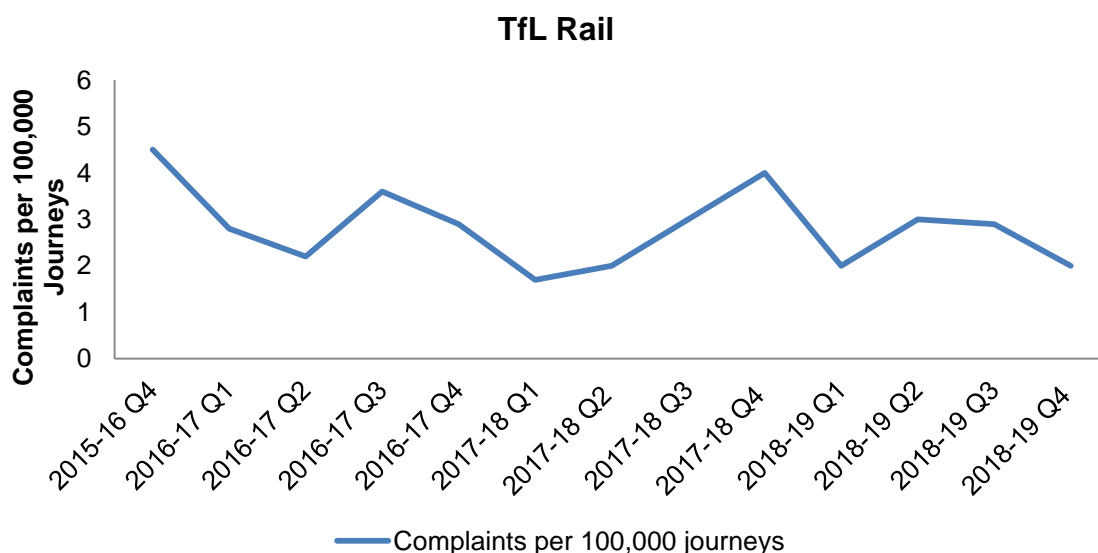
South Western Railway

South Western Railway received 28 complaints per 100,000 journeys, higher than in Q4 2017-18. Complaints about punctuality, reliability and level of compensation were the most common.



TfL Rail

TfL Rail received two complaints per 100,000 journeys, higher than in Q4 2017-18. Complaints about punctuality, reliability were the most common.



Appendix

Right time arrivals

Right time arrival (RTA) is a measure of the percentage of trains that arrive at their final destination either on time or early. Right time is defined as less than one minute late (and should not be confused with “on time”, as defined for PPM purposes).

Public performance measure

The Public Performance Measure (PPM) tracks the performance of individual trains against their planned timetable. Trains which complete their whole route calling at all timetabled stations are measured for punctuality at their final destination. In the case of L&SE services, a train is defined as being “on time” if it arrives within five minutes of the planned arrival time. The PPM is the percentage of planned trains which run and which complete their journeys “on time”.

It is worth noting that PPM is a measure across the whole operating day. It does not reflect the proportion of passengers experiencing good or poor performance.

Cancellations and significant lateness

Cancellations and significant lateness (CaSL) is a measure of the percentage of trains, which arrive ‘significantly’ late or do not run, expressed as a percentage of the total number of trains planned. A train is defined as significantly late if it arrives 30 or more minutes late at its planned destination or fails to complete its entire planned route, including calling at all timetabled stations. This measure reflects the level of serious disruption to passenger journeys.

Passenger complaints

The Office of Rail & Road issues data relating to the number of complaints received by franchised operators. The complaints data are expressed as a proportion of each 100,000 journeys made, as this is how train-operating companies (TOCs) are required to report them. This “normalisation” of the data compensates for the difference between companies in the number of passengers carried.

In this section, each train company’s quarterly complaints data for the past three years are shown graphically. The rate of complaints an operator receives can be a useful performance indicator as it reflects direct feedback from passengers, though a significant amount of interpretation is usually needed. A complaint is defined as ‘any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy’. TOCs record and report complaints made by letter, fax, e-mail, pre-printed form or telephone. This data is provisional and subject to adjustment by the operators.

It should be noted that these are national statistics, applying to the whole of each company's system. No distinction is made between local and longer-distance services, and it is not possible to isolate from them those which refer to journeys made to, from or within London TravelWatch's geographical area.

It will be seen that these results range widely. The reasons for the differences between operators are complex. For example, L&SE operators have a high proportion of regular commuters, travelling on season tickets, who therefore make infrequent transactions, and are accustomed to the vagaries of their travel experiences. They may, as a result, be less disposed to complain, even when services are poor.

The longer distance train operators typically offer a wider range of fares and ticket types (and classes of travel), and additional facilities such as reservations and catering, which can give rise to more potential sources of difficulty. Their services are often used less frequently, passengers are more likely to be accompanied by luggage, and they are more likely to have paid a large amount for an individual journey.

Not all operators control all (or even any) of the stations they serve. The social profile of an operators' client base may materially affect its users' propensity to complain. In addition, there is no fully effective industry-wide protocol relating to the definition and recording of complaints, particularly those which raise multiple issues. Inter-operator comparisons are generally less revealing than trends over time in individual companies' data.

Glossary & references

Term	Definition
TOC	Train Operating Companies
L&SE	London & South East
PPM	Public Performance Measure
CaSL	Cancellation & Significant Lateness
RTA	Right Time Arrival
GTR	Govia Thameslink Railway
ORR	Office of Rail & Road
LTV	London Thames Valley

References

- Network Rail
- Office of Rail and Road
- Department for Transport