



Kush Desai
Rail Regulation and Access Manager
Heathrow Airport Limited
Nelson Road
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Middlesex
TW6 2GW

23 October 2020

Dear Kush

Heathrow Airport Timetable Requirements

I am writing in response to your letter of 21 October 2020.

MTR Elizabeth line are disappointed that Heathrow Airport are seeking to frustrate us from operating TfL Rail train services to Terminal 5. On 23 April 2020, when you asked us to divert our services from Terminal 4 to Terminal 5, we were happy to do so and simply want to continue to provide our passengers, which include your customers and employees, with a direct train service to Heathrow Terminal 5.

Our original timetable bid for the December 2020 timetable was made on 6 March 2020 before the impacts of COVID19 were known, and therefore does not reflect our intention to continue to serve Terminal 5 at a frequency of at least two trains per hour in each direction and ideally four.

We believe that a plan to facilitate four TfL Rail train services per hour to Terminal 5 is possible if industry stakeholders work collaboratively. However, as the December 2020 timetable change date is approaching and we need to provide a firm commitment to our passengers, stakeholders and funders, we will be making a revised timetable bid for the first four weeks of the timetable, withdrawing our bid to operate to Terminal 4 and submitting a bid for two trains per hour to Terminal 5 (our remaining two trains per hour will terminate at Hayes & Harlington).

In addition, we feel that you have left us with no choice other than to initiate an Access Dispute as HAL has failed to honour our Firm Access Rights to Heathrow Terminal 5 and has not demonstrated that the Network Code Part D Decision Criteria have been applied appropriately when allocating capacity to TfL Rail and Heathrow Express services.

We see no value in operating train services to Terminal 4 whilst it is closed. If this was appropriate at some point before the terminal re-opened, we believe it would be for HAL, as the SFO, to arrange for staff to sweep trains terminating at Heathrow CTA, and also to provide staff at Terminal 4 to deal with any railway passengers who were over-carried.

Turning to the May 2021 timetable, we have submitted a bid to Network Rail and HAL to operate four trains per hour to Terminal 5. Whilst we understand that your current





plan is to re-open Terminal 4 during the life of this timetable, we feel that the uncertainty that surrounds this, and the fact that it will not be open at the start of the timetable period, means that we are best placed to continue to operate to Heathrow Terminal 5. Once that there is greater certainty around the reopening of Terminal 4 we are happy to enter into discussions with you concerning suitable revisions to our train service.

We do not have visibility of the plans of other train operators, but believe that HAL (and if appropriate Network Rail) should follow the processes set out in the Network Code, if necessary undertaking a Capacity Study, to determine whether all of the operator's access requests can be accommodated, and if they cannot be accommodated use the Decision Criteria to determine how capacity should be allocated, respecting the Firm Contractual Rights held by the operators concerned.

I have copied this letter to Andrew McIntosh at Transport for London.

Yours sincerely

Mike Bagshaw

Mike Bagshaw

Planning and Performance Director

