

12<sup>th</sup> November 2021

Waterside  
PO Box 365  
Harmondsworth  
UB7 0GB

Dear Mr Osbourn.

**HAL/MTR Timetable Access Dispute**

It has been brought to the attention of British Airways that a recent determination of the Access Disputes Panel found that MTR/Elizabeth Line should be allocated 2 trains per hour to Terminal 5 to the detriment of Heathrow Express services either in their frequency or punctuality/reliability. As the UK's flag carrier, with the majority of our 37m Heathrow passengers travelling through Terminal 5, I would emphasise how important it is to British Airways that customers can travel to the airport in a fast, frequent, reliable and sustainable way. As the fastest route from Central London to Terminal 5, Heathrow Express provides an essential service to both British Airways customers and colleagues.

While BA welcomes the additional hourly frequencies to T5 provided by MTREL, this should not come at an overall detriment to our customers. Reducing the frequency of the Heathrow Express service will certainly impact on the expectation and satisfaction of our customers, or making it less reliable would encourage greater use of private vehicles and damage customer confidence in travelling to Heathrow at a crucial time for aviation recovery and sustainability.

We would urge the Office of Road and Rail to act to maintain the current Heathrow Express service offer at Terminal 5 whilst also delivering two Crossrail services per hour. We are aware that there are options to maintain a reliable and resilient four trains per hour service on Heathrow Express and we support HAL's ambition to preserve an optimum proposition for consumers.

Yours faithfully



Neil Chernoff  
Strategy Director – British Airways