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Heathrow Airport timetable requirements

Dear Mike

Following on from our conversation at the end of last week and my recent conversations with your team, I wanted to provide you an update on our position and understanding of the requirements for the December 2020 and May 2021 timetables.

December 2020 timetable

- We understand that MTR has bid in its PDNS to run 4tph to Terminal 4 and has put in an additional variation request to divert some services to Terminal 5 when there is available platform capacity at Terminal 5.
- To provide a consistent customer experience, we request a timetable that reflects services which run to one terminal only throughout a day. (e.g. all services on a Friday to Terminal 4 against services which go to both Terminals 4 and 5)
- We would like to understand the Method of Working that you will be employing for the ECS move to Terminal 4 and how the train will be swept for passengers at CTA?
- Please can you arrange for a member of your Customer Experience team to contact me to understand your staffing requirements to manage this Method of Working?
- Please can you also confirm if this Method of Working will fit in with the existing dwell times at CTA or if the dwell times need to be extended to facilitate the Method of Working?

May 2021 timetable

- Heathrow Terminal 4 is scheduled to reopen at the beginning of June 2021. With this in mind, we believe that MTR should bid to run services to Terminal 4 and not Terminal 5.
- We prefer to have a base timetable agreed for Terminal 4 as airlines and passengers of this terminal have been promised by HAL and the wider airline community forums that MTR will deliver a train service of 4tph from London Paddington to Terminal 4.
- This is defined in our Track Access Contract with you where you have rights to 4tph in each direction from Terminal 4 to the Heathrow Airport Junction Connection Point.
- We require that this bid provides suitable connections between services to both Terminal 4 and Terminal 5 using the connection allowances as published in the HAL TPR's.
- Please can you share with me the offer from Network Rail that reflects these connections and values?

Following our conversation, you said that if Network Rail does not progress your bid and offers you paths to Terminal 5, MTR will dispute the decision and progress to a formal dispute.

We both agreed that this would not be ideal, and we would like to work with you in a collaborative and progressive manner to reach a pragmatic solution to avoid the need of a formal dispute.

We believe any dispute is wholly unnecessary and will ultimately delay the industry timetabling process and put a lot of pressure on all our organisations.

Over the last few years, we have always had a positive working relationship and I would very much like that to continue for the benefit of our teams and the customers we aim to serve.

I request that you provide a rebid to Network Rail to reflect my request for services to run to Terminal 4 vice Terminal 5. I believe that this makes the best use of available capacity and provides our customers with a timetable that is robust and resilient.

I would also like to request that passenger communication channels such as on train announcements and posters are updated with reference to the timetable offer from Network Rail.

We want to thank your organisation for its support and being there every day to keep our passenger safe and continuing their journeys to the airport.

Please do not hesitate to contact me if you require further information.

Yours sincerely

Kush Desai

Kush Desai
Rail Regulation and Access Manager
Heathrow Airport