

Andrew Haines
Chief Executive, Network rail

Andy Byford
Commissioner of Transport for London

(sent via email)

2 September 2021

Dear Andrew and Andy,

Passenger Access to Heathrow this Christmas

We are writing to voice our concern about the likely impact to passengers from TfL and Network Rail engineering closures taking place at the same time that will prevent rail and London Underground access to Heathrow on Boxing Day.

While we have no doubt that both projects are extremely important, it is disappointing that this access clash, affecting the country's largest airport, was not identified at an early stage. Particularly as the Pan-London Strategic and Travel Demand Management groups have been introduced to manage these sorts of issues. As ever, it is the passenger who pays when the transport providers fail to work together.

We understand that subsequent discussions to try and resolve the clash have come to nothing and as it stands all rail and London Underground access will be closed to passengers on 26th December. We urge you to look at this again. Not least as demand to travel to see loved ones at Christmas following two years of Covid -19 related restrictions could potentially be considerable and stretch any alternative bus service.

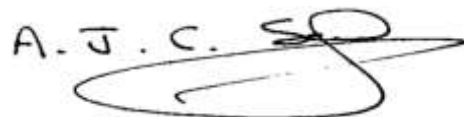
Passengers will surely expect TfL and Network Rail to work together to find a solution that is in all your passengers' best interest?

We look forward to hearing from you.

Yours sincerely



Emma Gibson
Director
London TravelWatch



Anthony Smith
Chief Executive
Transport Focus and London TravelWatch