

1) Traffic Statistics

	March 2004	% change from March 2003	April 2004	% change from April 2003
Passengers	5.43m	11.6	5.62m	14.9
Moving Annual Total - Passengers	64.26m	2.1	64.99m	3.5
Total Air Transport Movements (ATMs)	39,618	3.5	38,572	5
Moving Annual Total - ATMs	460,748	-0.1	462,601	0.7

Source: Research Department, BAA plc,

2) Runway Alternation

Month	Adherence to Alternation Schedule	Westerly/Easterly Split
March 2004	95%	60.72% (westerly) 39.28% (easterly)
April 2004	96.6%	68.29% (westerly) 31.71% (easterly)

Source: Flight Evaluation Office, BAA Heathrow

3) Go Arouds

Month	Number of Go-Arouds
March 2004	48
April 2004	36

Source: NATS

4) Terminal 5

The construction of Terminal 5 continues to run on-schedule and on-budget, and we are 35% through the overall T5 programme.

Three major milestones have been passed in recent months.

Following the successful diversion of the Longford River, one of the twin rivers that needed to be diverted around the Terminal 5 site, in mid-February, we diverted the Duke of Northumberland River in mid-April, and the completed scheme was handed over to the Twin Rivers Management Committee on 14 May.

Significantly, the first part of T5's infrastructure has now become operational, four years ahead of the terminal's opening date and one year ahead of schedule. Four new aircraft stands have now come into use, along with 600 metres of new taxiway. Six more new stands will be presented to Heathrow by the end of the year. The new stands will be capable of handling a range of aircraft up to jumbo jets and include Heathrow's first full scale A380 stand. All the stands will be fully serviced including fixed electrical ground power to help limit environmental impacts.

Lastly, the first section of the Terminal 5 roof structure was successfully raised into position at the beginning of April. Twelve specialist engineers took 10 hours to raise this section of roof, which weighed 2,500 tonnes. There will be five similar lifts between now and the end of the year. The specialist technique used is the same as that which was used to hoist the London Eye, and will be used to raise Wembley Stadium's new arch. A time-lapse film of the raising can be seen on the BAA website http://www.baa.com/main/airports/heathrow/terminal_5/terminal_5/video_page.html.

5) £8bn investment commitment

BAA has published its annual long-term forecast and capital expenditure projections for Heathrow, Gatwick and Stansted. We plan to invest over £8 billion (in 2004/5 prices) over the 11 years between 2003-2014.

At Heathrow, the capital programme includes improvements to Terminal 3, so that it can accommodate the new generation large aircraft, such as the A380. Heathrow's capital investment programme will be published shortly and we plan to bring a presentation to a future HACC.

6) Low emission buses

BAA Heathrow has been working with Carousel Buses and Bucks County Council to enhance the bus route between High Wycombe and Heathrow. This is the latest initiative designed to get people out of their cars and onto the buses, reducing vehicle emissions in the local area.

Enhancements to the A40 route include an extended weekdays timetable, a Saturday service and three new low-emission Mercedes Benz Citaro buses, which are designed to the latest Euro 3 emission standards. There is also air conditioning, high-backed seats and wheelchair access.

The bus travels from High Wycombe, through Beaconsfield, Gerrards Cross, Denham, Uxbridge on its way to Heathrow. In less than a year since the routes was launched, the number of passengers using it has risen to more than 1,800 passengers per week.

7) New passenger bag weights

Further to recent reports to HACC about our study of the issues around reducing the maximum baggage weight for single pieces of luggage to 32kg (70lbs), the new limit will be introduced from 1 June 2004.

This new safety measure, which will apply to all airlines and destinations from Heathrow, is being introduced by BAA with the agreement of the airport community, to reduce strains and injuries amongst baggage handling staff.

The new limit of 32kg is fast becoming internationally recognised, and is already enforced by some airlines, such as British Airways and Qantas. It relates only to single items of luggage and does not affect passengers' overall baggage allowance or excess baggage charges, which are set down by each individual airline.

We will be helping passengers to meet the new limit by providing scales and extra bags, should they need them.

8) Multi-level pier for A380

In early April, we began a £100m pier redevelopment at Terminal 3, to prepare for the arrival of the Airbus A380 'super jumbo' in Spring 2006.

Terminal 3's Pier 6 redevelopment will be completed in December 2005. The existing Pier 6 will be demolished and redeveloped on a new alignment to accommodate the A380's wingspan. When finished, the new Pier 6 will be 280m long, 20m wide, and stand three storeys high. It will accommodate four aircraft stands which will have double jetty operations to allow passengers to disembark from both upper and main aircraft levels for the first time.

Other improvements at Pier 6 will include travelators to the main terminal building and an extended baggage reclaim hall.

Other preparations for the A380 include taxiway widening, and the recent round of resurfacing.

Janis Kong
Executive Chairman - BAA Heathrow
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