



HEATHROW: QUARTERLY UPDATE

JANUARY – MARCH 2023

April 2023

Heathrow

Contents

Heathrow operational summary	
Traffic summary by quarter	2
Passenger volumes	2
Cargo movements	3
Passenger insights	4
Satisfaction and trends	4
Night flights	5
Arrivals – late runners breakdown	5
Departures – late runners breakdown	6
Noise complaints	7
Overall statistics by quarter	7
Complainant breakdown	7
Complaints by category e.g., loud aircraft, low aircraft etc	8
Air Quality	9
AQ information – monitoring stations site summary (Heathrow Airwatch)	9
Summary of AQ statistics by quarter	9
Surface Access	10
Sustainable Travel Zone improvements	10
Colleague population data	10
Education, Employment and Skills	11
Heathrow Academy Employment activity – local uptake/academy registrations/IAG sessions	11
Education and skills activity – essential skills workshops / schools and college activities	11

Traffic Summary by Quarter

Month	Passengers	Air Transprt Movements	Cargo (Metric Tonnes)
Jan 23	5,481,889	34,961	98,594
Feb 23	5,195,017	32,503	101,960
Mar 23	6,229,634	36,671	116,786

- Heathrow welcomed a total of 16,906,540 passengers in Q1 2023, a 74.3% increase on the 9.7 million passengers who travelled via the airport in Q1 last year.
- January and February's passenger numbers were significantly higher than in the same two months of 2022, reflecting last year's Omicron-related travel restrictions which were in place during that period.
- Despite this increase, passenger levels for Q1 remained 5.5% lower than the pre-pandemic level of 17.9 million passengers in 2019.

Passenger volumes

Month	UK	EU	Non-EU Europe	Africa	North America	Latin America	Middle East	Asia / Pasific	Total
Jan 23	330,990	1,623,316	414,638	320,276	1,207,027	180,060	641,182	764,400	5,481,889
Feb 23	321,722	1,698,646	393,054	284,580	1,041,781	170,247	595,492	689,495	5,195,017
Mar 23	361,458	2,020,269	446,810	312,404	1,505,953	183,876	643,125	755,739	6,229,634

- Q1 passenger volumes were higher in all three months relative to Q1 2022 levels.
- The EU remained the largest passenger market this quarter with 5,342,231 passengers in total.
- Domestic UK passenger levels remained stable, averaging 338,000 per month this quarter.

Cargo by Market (Metric Tonnes)

Month	UK	EU	Non-EU Europe	Africa	North America	Latin America	Middle East	Asia / Pasific	Total
Jan 23	78	6,719	3,223	5,600	39,758	3,480	17,751	21,985	98,594
Feb 23	37	6,935	2,960	5,955	42,905	3,477	17,596	22,095	101,960
Mar 23	45	8,047	3,114	6,346	46,656	4,387	21,794	26,396	116,786

- The volume of cargo handled by Heathrow totalled 317,340 metric tonnes this quarter, a slight decrease compared to the 349,000 metric tonnes handled in Q1 last year.
- North America remained the largest cargo destination with 129,319 metric tonnes of cargo in Q1, followed by Asia/Pacific with 70,476 metric tonnes.

Cargo + Mail by Market (Metric Tonnes)

Month	UK	EU	Non-EU Europe	Africa	North America	Latin America	Middle East	Asia / Pasific	Total
Jan 23	79	7,140	3,396	5,665	41,65	3,499	18,040	22,702	101,686
Feb 23	38	7,316	3,117	6,060	44,488	3,491	17,871	22,866	105,247
Mar 23	48	8,528	3,292	6,480	48,581	4,436	22,168	27,304	120,837

Passenger Insights

Satisfaction and trends

The latest data available reflects passenger satisfaction in February 2023.

Overall satisfaction in Departures was rated 4.21. This was moderately lower than February 2019, with 169K fewer departing passengers travelling through the airport.

- Compared to the same period in 2019, 'Wayfinding between Terminals', 'Toilet Cleanliness', 'Seat Availability in the Departure Lounge' and 'Overall Satisfaction with Connections' were most under pressure. In contrast, some attributes saw uplifts in satisfaction, including 'Trolley Availability' and 'Walking Distance'.

Overall satisfaction in Arrivals was rated 4.27. This was slightly higher than February 2019 while the airport welcomed 118K fewer arriving passengers.

- Improvements in satisfaction were seen for the majority of attributes, particularly 'Courtesy and Helpfulness of Baggage Staff', 'Walking Distance' and Arrivals Concourse 'Information' and 'Signage'. Significant pressure for passenger satisfaction continued to be evident for 'Baggage Reclaim Waiting Time'.

Passenger satisfaction is rated on a 5-point scale:

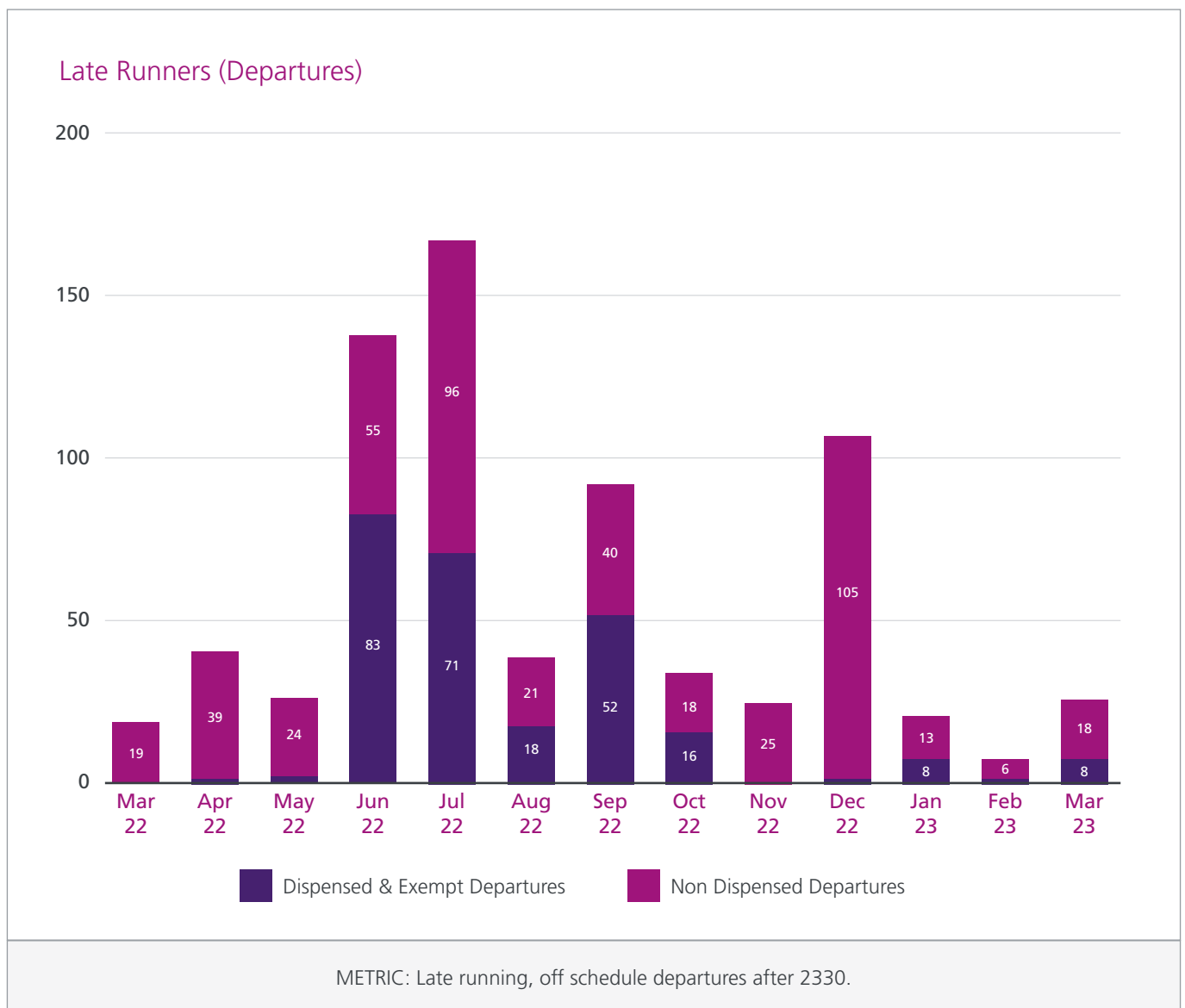
QSM scale – 1 = Extremely Poor, 2 = Poor, 3 = Average, 4 = Good, 5 = Excellent

Night Flights

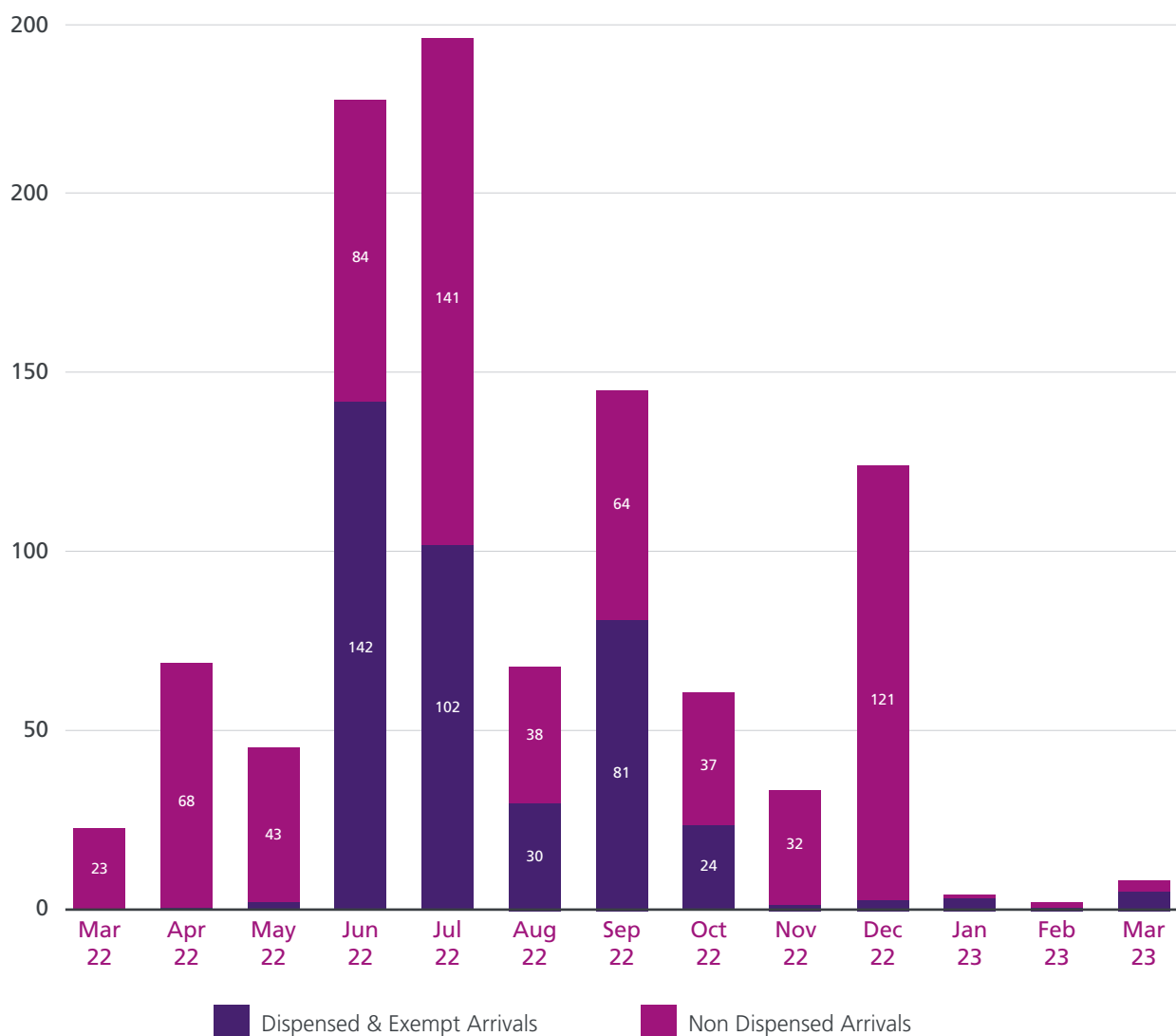
Arrivals / Departures – late runners breakdown

- The number of Late Runners - off schedule flights departing between 23:30-04:30 - was lower than in any quarter since Q2 2022.
- The total number of late-night departure flights was 54, significantly lower than the 167 seen in the previous quarter (Q4 2022).
- There were a total of 48 nights with no Night Flights this quarter.
- French air-traffic-controller strikes, combined with Italian, German and Spanish strikes, all led to an increase in late runners in March. This was further compounded by weather across Europe.
- Late night arrivals remained low throughout the quarter with a slight elevation in March, reflecting the levels seen in Q1 2022.

Please click [here](#) to visit our Noise and Airspace Community Forum Dashboard for more information.



Late Runners (Arrivals)



METRIC: Late running, off schedule arrivals operating between 23:30-04:30

Noise Complaints

- A total number of 12,654 noise complaints were made in Q1 by 250 people.
- 91.7% of noise complaints (11,618) were made by 10 people.
- The number of noise complaints was highest in March but remained largely consistent throughout the quarter at an average of 4218 complaints per month.

Overall statistics by month

	Jan	Feb	Mar	Total
Number of Complainants	119	114	120	250
Number of Complaints	4,077	4,036	4,541	12,654

Complainant Breakdown

Top 10 Complainants

Complaints from the 10 people who complained the most times this quarter.

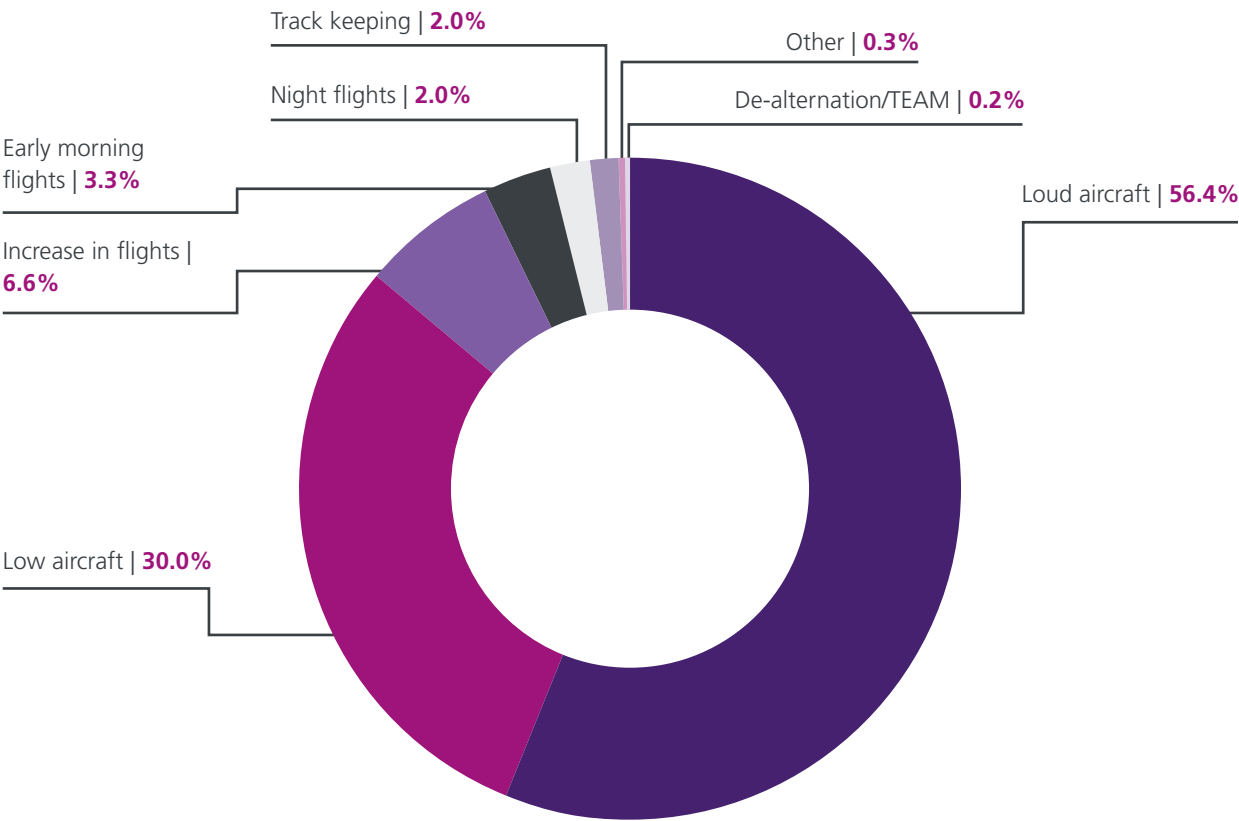
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
11,618	91.8%	4.0%

Complainants who complained less than 5 times

Complaints from people who contacted Heathrow 5 times or less this quarter.

No. of Complaints	No. of Complainants	Percentage of Complainants	Percentage of Total Complaints
331	210	84.0%	2.6%

COMPLAINTS BY CATEGORY E.G., LOUD AIRCRAFT, LOW AIRCRAFT ETC



Air Quality

Summary of the air quality annual (2022) monitoring results

- No air quality monitoring sites around Heathrow exceeded the UK's Air Quality Strategy (AQS) objective during 2022. The AQS hourly mean objective for nitrogen dioxide (NO₂) is 200 µg/m³ with no more than 18 exceedances allowed each year.
- The annual mean AQS objective for NO₂ is 40 µg/m³, this was met at all air quality monitoring sites.
- No sites recorded more than 35 exceedances during 2022, meaning the AQS objective was met for all sites.
- The small particulate matter objective was also met at all air quality monitoring sites. The annual mean AQS target for particulate matter smaller than 10 micrometers (PM₁₀) is 40 µg/m³. The AQS objective for daily maximum on an 8-hour running mean* is of 100 µg m³ (not to be exceeded more than 10 days a year).
- Harlington air quality monitoring station exceeded the AQS objective for ozone (O₃) on 34 days during 2022 and therefore failed to meet the air quality objective. The reported exceedance was consistent with other concentrations measured across the region.
- Average concentrations of nitric oxide (NO), nitrogen dioxide NO₂, particulate matter smaller than 10 micrometers (PM₁₀), particulate matter smaller than 2.5 micrometers PM_{2.5} and ozone, O₃ at the Heathrow sites were generally comparable to those measured at urban background** air pollution monitoring sites in London.

Table 1. Air Quality Monitoring Stations

Site name	Description	Grid Reference	Pollutants monitored
LHR2	Old northern apron	508400 176750	NOx, PM10, PM2.5, BC, MET (WS and WD)
Harlington	Imperial College Sports Ground, 1km North of LHR2	508299 177809	NOx, PM10, PM2.5, O3
Heathrow Greengates	Bath Road, close to North West of airport	505630 176930	NOx, PM10, PM2.5
Heathrow Oaks Road	Residential area South West of airport	505740 174500	NOx, PM10, PM2.5, BC
Heathrow Bath Road	Bath Road, Roadside site	508280 176941	NOx, PM10, PM2.5

* A running annual mean is a mean which is calculated each hour from hourly average concentrations over a year. The running annual mean is the mean of the hourly average concentration for that hour and the preceding 8759 hours (365 days)

** Urban background monitoring sites - locations away from major sources and broadly representative of town/city-wide background concentrations, e.g. urban residential areas.

Surface Access

Sustainable Travel Zone improvements

2023 Target/Activity	Q1 Update
40.5% public transport mode share	<ul style="list-style-type: none">Public transport mode share reached 38.9% in January and 40.7% in February. Data is not yet available for March.January is historically a lower month for public transport mode share making February a more likely representation of the overall Q1 use of public transport.
We continue to support the roll-out of Sustainable Travel Zone by facilitating: <ul style="list-style-type: none">Improved campus connectivity.Support for colleagues under the ULEZ scheme, including bus improvements to areas outside Greater London.	Bus and coach improvements: <ul style="list-style-type: none">The free bus travel for Team Heathrow between the Renaissance and Terminals 2 and 3 has been adjusted to improve punctuality. The service now runs at least every 30-minutes between 05:30 to 23:00.Journey times from Reading to Heathrow on RailAir coach have been reduced.There is an improved early morning service on the Airline coach from Oxford and High Wycombe (now every 30 minutes all morning).The daytime frequency on bus route 442 has been increased (now every 30-minutes at most times of the day).New early morning and late evening National Express coaches have been introduced from Luton and Hemel Hempstead, to respond to Team Heathrow shift patterns.

You can find out more information about commuting sustainably using Heathrow's [Sustainable Travel Zone Guide](#).

Colleague population data

The following breakdown shows the record of active airport IDs in October 2022 according to their residence in local authorities around Heathrow Airport.

Please note, the data does not include cabin crew or public sector workers.

Local Authority	Number of Colleagues
Buckinghamshire	1576
Ealing	4485
Hillingdon	6590
Hounslow	7872
Runnymede	803
Slough	2816
Spelthorne	2313
Surrey County Council	2531
Windsor and Maidenhead	1161

Education, Employment and Skills

Heathrow Academy

Established in 2004, the Heathrow Employment and Skills Academy connects local residents to employment opportunities at the airport. Working with Team Heathrow employers and community partners such as Jobcentres, local authorities and colleges, the Heathrow Academy team supports jobseekers into a diverse range of roles across sectors such as retail, hospitality, cargo and logistics, passenger services and construction at Heathrow.

Candidates can register to the Academy website (www.heathrowacademy.co.uk) to apply for live vacancies, view employment webinars, book onto Essential Skills Workshops and book an information, advice and guidance session with a member of the Academy team.

4643 people registered for the Heathrow Academy this quarter, with **155** employment offers secured directly through the academy over the past three months alone.

	Jan	Feb	Mar
Website registrations	1,321	1440	1882
Information, advice and guidance sessions:	83	85	156
Interviews booked	117	106	161
Interviews with reported outcome	84	79	100
Employment offers	57	45	53

EDUCATION UPDATE (JAN – MAR):

- 1,460 Experience of Work days delivered so far this year.
- School activities delivered so far this year:
 - Heathrow Young Explorers programme and volunteering workshops held in local primary schools
 - Duke of Edinburgh's Award celebration event for local students
 - Placement of two students for their Digital T-Levels
 - Team Heathrow Virtual Work Experience
 - Engineering Insights experience
 - Heathrow Essential Skills Masterclasses, for students at local colleges with additional learning needs

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