



HEATHROW: APRIL – MAY 2023 UPDATE

June 2023

Heathrow

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Heathrow Operational Summary

Month	April 2023	May 2023
Passengers	6,398,870	6,727,259
Air Transport Movements	37,249	39,488
Cargo (Metric Tonnes)	104,509	109,096

- Heathrow welcomed a total of 13.1 million passengers in April and May 2023, a 26% increase on the 10.4 million passengers who travelled via the airport in this period last year.
- The total volume of cargo handled this period was 213,605 metric tonnes.
- Passenger levels in both April and May exceeded the annual peak achieved in 2022 (6.3 million in July 2022), with 6.4 million in April and 6.7 million in May
- Total passenger numbers this year between January - May totalled 30 million.

Traffic Summary by Quarter

Passenger by market

Month	UK	EU	Non-EU Europe	Africa	North America	Latin America	Middle East	Asia / Pasific	Total
Apr 23	326,198	2,210,919	420,487	292,264	1,679,309	165,742	599,343	704,608	6,398,870
May 23	370,789	2,276,266	408,762	283,782	1,879,020	167,432	605,629	735,579	6,727,259

- Passenger numbers in this period were higher across almost every market relative to those seen in 2022.
- The growth in passengers in April/May relative to Q1 2023 was largely driven by seasonal growth in international travel, with domestic flight levels remaining constant for domestic UK flights.
- The EU remained the largest passenger market with 4.49 million passengers in April and May.

Cargo by Market (Metric Tonnes)

Month	UK	EU	Non-EU Europe	Africa	North America	Latin America	Middle East	Asia / Pasific	Total
Apr 23	7	7,080	2,459	6,661	39,949	4,145	19,689	24,519	104,509
May 23	4	7,262	3,333	6,465	38,091	4,339	21,198	28,404	109,096

- The volume of cargo handled by Heathrow totalled 213,605 metric tonnes this period, with cargo levels up relative to January and February 2023, but slightly lower than the 116,786 metric tonnes handled in March 2023.
- Growth in the Asia/Pacific market was slightly higher than the North American market where cargo levels dropped slightly from an average of 44k MT/month to 38.5k MT/month.
- North America remained the largest cargo market for Heathrow.

Cargo + Mail by Market (Metric Tonnes)

Month	UK	EU	Non-EU Europe	Africa	North America	Latin America	Middle East	Asia / Pasific	Total
Apr 23	9	7,549	2,594	6,745	41,489	4,189	20,002	25,235	107,813
May 23	18	7,763	3,451	6,531	39,545	4,373	21,500	29,181	112,362

Passenger Insights

Satisfaction and trends

The latest data available reflects passenger satisfaction in February 2023.

April

Overall satisfaction in Departures (4.31) was moderately higher than April 2019, with 8% less departing passengers travelling through the airport. Compared to the same period in 2019, many attributes showed an uplift in satisfaction, including aspects of 'Check-in', 'Walking Distance', 'Gate Comfort', and 'Helpfulness of Airport Staff'. However, overall satisfaction in Connections decreased from April 2019 and substantial pressure continued to be evident for the 'Wi-Fi' metric.

Overall satisfaction in Arrivals (4.42) substantially improved from April 2019 with the airport welcoming just 4% less arriving passengers. The biggest improvements were observed for 'Walking Distance', 'Overall Cleanliness' and 'Immigration Waiting Time'. In contrast, 'Baggage Reclaim Waiting Time' and 'Track Transit Waiting Time' continued to exhibit a decrease in satisfaction compared to the same period in 2019.

Highlights this period:

- Check-in Waiting Time (4.47) significantly improved relative to April 2019. With the exception of T5 (4.37), all Terminals showed an increase in satisfaction, with T3 (4.60) demonstrating the strongest performance. Compared to April 2019, other Check-in attributes also demonstrated a substantial uplift in satisfaction, including Staff Helpfulness/Attitude (4.53) and Cleanliness (4.50).
- Satisfaction with Helpfulness/Attitude of Airport (4.40) Staff demonstrated a moderate improvement from April 2019 and the previous month. Compared to April 2019, there was a 7% point reduction in the proportion of 'Good' ratings while the proportion of 'Excellent' ratings presented a 6% point increase, climbing as high as 10% points in T3 (4.48).
- Satisfaction with Walking Distance in both Departures (4.14) and Arrivals (4.08) improved from the previous month and was substantially higher than the same period in 2019. T4 (4.29) was rated the highest among the Terminals in Departures while the highest score went to T5 (4.12) in Arrivals.
- Immigration Waiting Time (4.39) continued to experience a significant improvement compared to the same period in 2019, mainly driven by results in T5 (4.48). Overall, 82% of passengers perceived waits of less than 15 mins during April, a 5% point increase from April 2019. This result reflects the positive results of a recent trial allowing passengers aged 10 and 11 to use E-gates.

May

Overall satisfaction in Departures (4.27) was moderately higher than in May 2019 but T5 and Connections remained notably below their 2019 levels. At a Heathrow Overall level, uplifts were seen for attributes including 'Gate Comfort', 'Walking Distance' and 'Overall Satisfaction with Cafes/Restaurants/Bars'. Despite this, 'Ease of Finding a Seat in the IDL' and 'Track Transit' were rated substantially lower than May 2019.

Levels of satisfaction in Arrivals (4.40) were higher than in May 2019, mainly driven by improvements in the areas of 'Disembarkation', 'Walking Distance' and 'Overall Cleanliness'. 'Baggage Reclaim Waiting Time' continues to track below 2019 and, as seen in Departures, so was 'Track Transit' in May.

Highlights:

- Gate Comfort (4.23) continued to display a satisfaction uplift vs. the same period in 2019, facilitated by substantial improvements across all Terminals. Overall, there was a 14% pts increase in the proportion of 'Excellent' ratings vs. May 2019, resulting in one third of departing passengers rating this aspect as 'Excellent'.
- Departing passengers' Overall Satisfaction with Cafes/Restaurants/Bars (4.20) substantially improved from May 2019 and was moderately higher than the previous month. Improvements were observed in all Terminals with T2 (4.24) receiving the highest score. Compared to the same period in 2019, connecting passengers also provided a notably higher rating for this attribute (4.09 vs. 4.17).
- Compared to May 2019, improvements in Walking Distance in both Departures (4.13) and Arrivals (4.05) sustained this month. T4 (4.32) continued to be rated the highest among the Terminals in Departures and was also the best performer in Arrivals this month (4.14).
- Satisfaction with Overall Cleanliness (4.34) in Arrivals exhibited a moderate increase from May 2019. Apart from T2 (4.41), all Terminals showed an improvement from the same period in 2019. In particular, T3 (4.27) presented the highest uplift in satisfaction, recording the best result for the month of May since we started tracking this measure in Jul 2016.

Passenger satisfaction is rated on a 5-point scale:

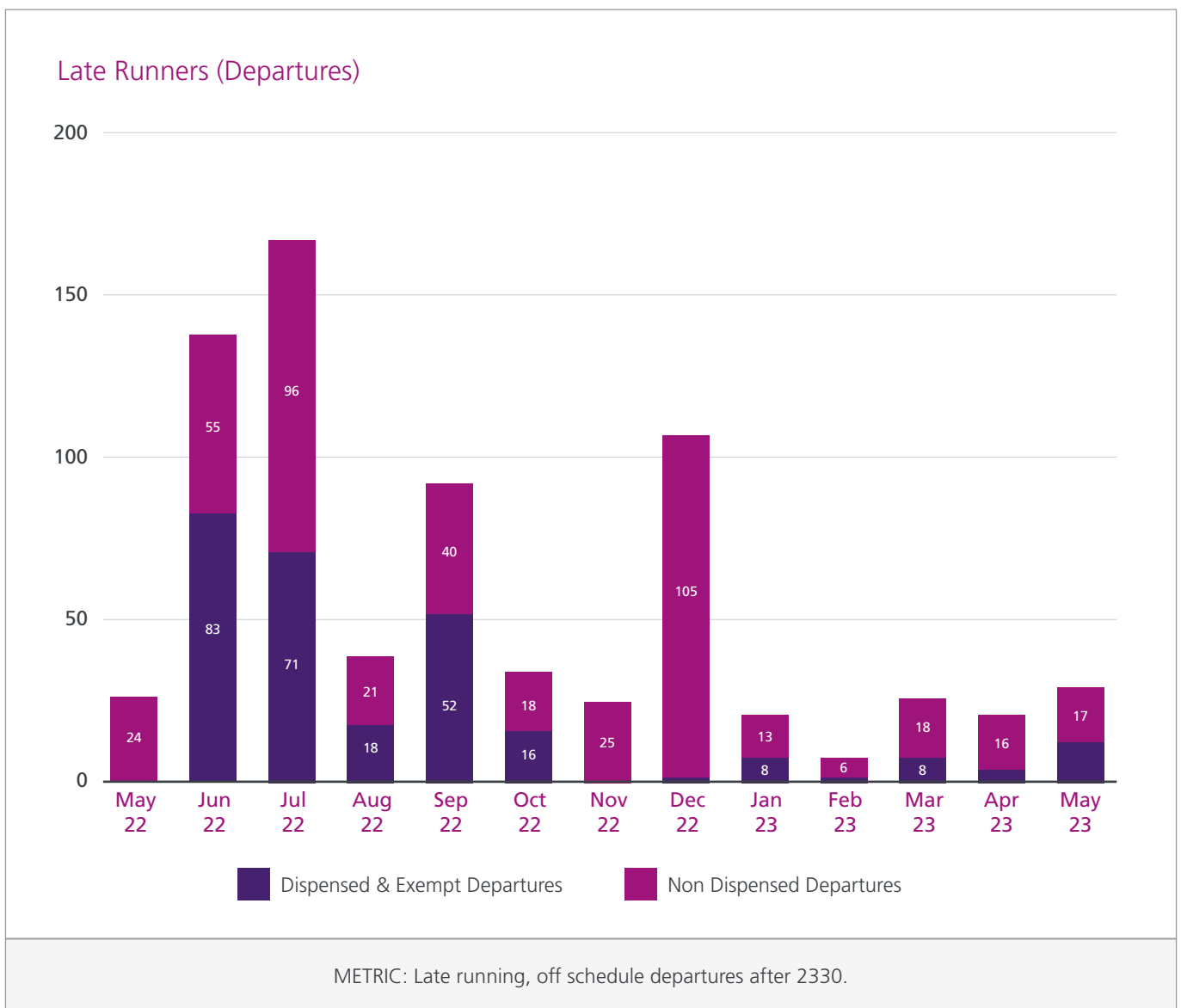
QSM scale – 1 = Extremely Poor, 2 = Poor, 3 = Average, 4 = Good, 5 = Excellent

Night Flights

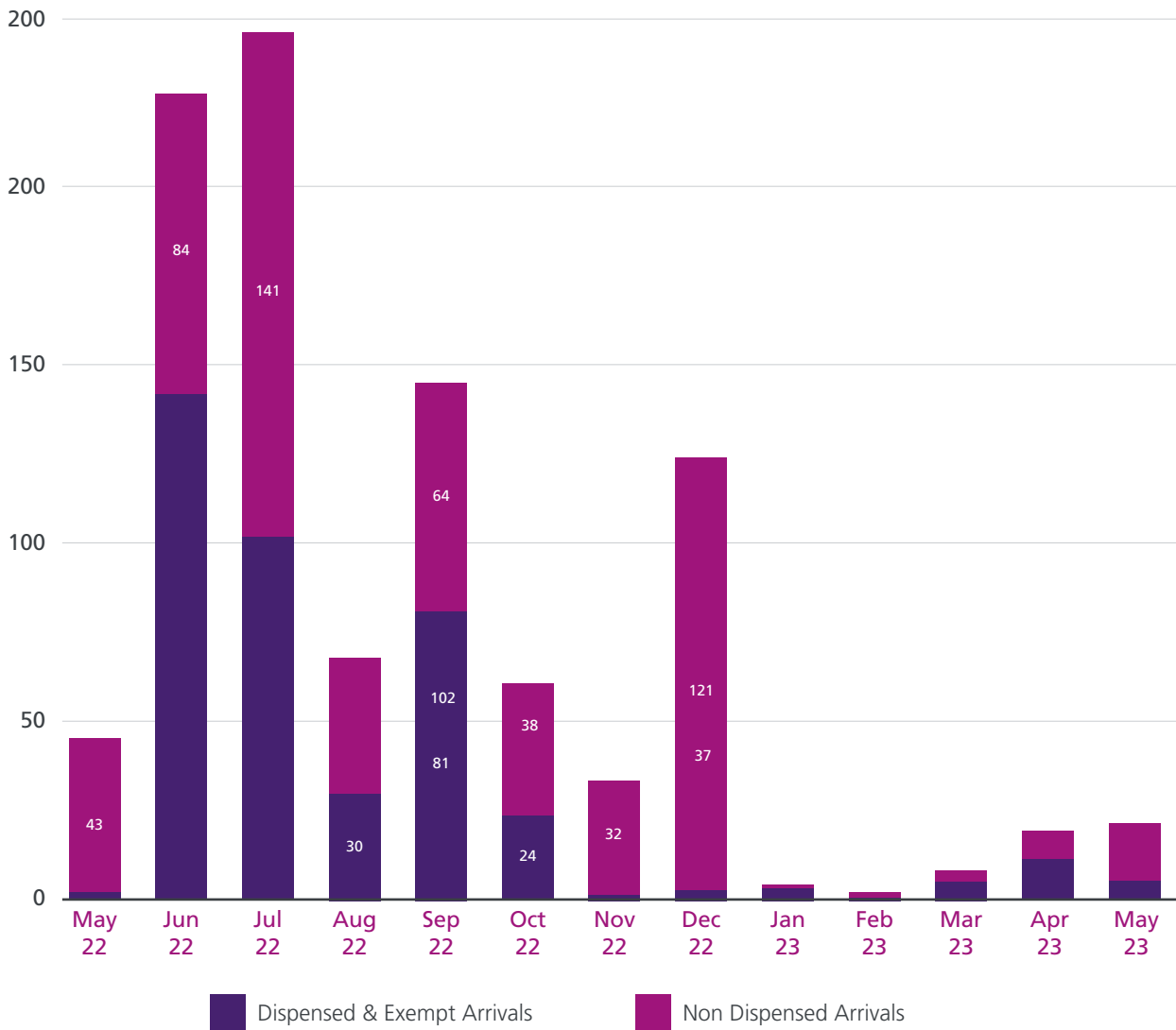
Arrivals / Departures – late runners breakdown

- The number of Late Runners (off schedule flights departing between 23:30-04:30) this period remained similar to Q1 levels with a peak of 17 non-dispensed departures in May.
- Late Runner arrivals were lower than this period last year, down more than 50% on May 2022 levels.
- Despite the continued increase in total passenger numbers through Heathrow, Late Runners continue to be at the lowest levels seen since June 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 11,079 complaints were made in April and May by 369 people.
- This represents an increase in the average number of noise complaints per month relative to Q1 2023.
- 86.3% of noise complaints (9,558) were made by 10 people.
- Noise complaints in May were 24.45% higher than in April.

Overall statistics by month

	Apr	May	Total
Number of Complainants	151	286	369
Number of Complaints	4,936	6,143	11,079

Complainant Breakdown

Top 10 Complainants

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

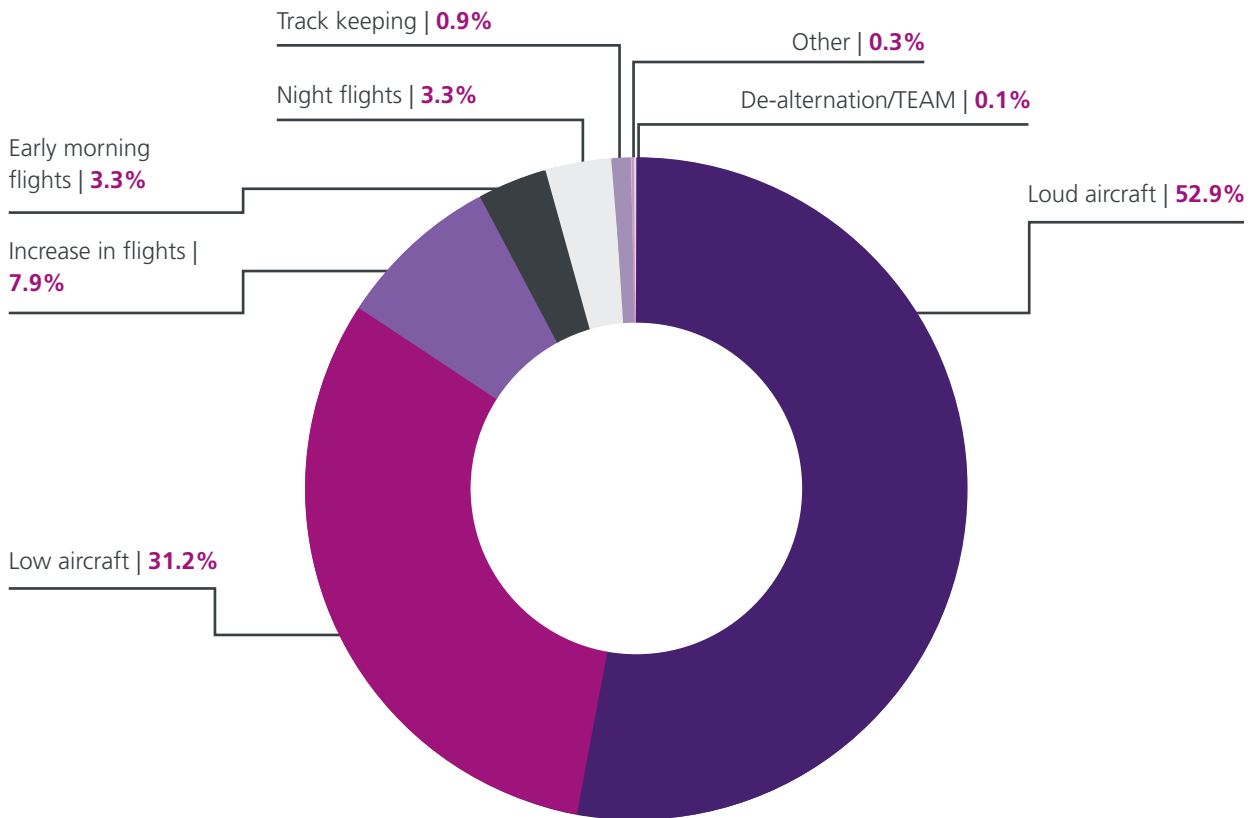
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
9,558	86.3%	2.7%

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
516	321	87.0%	4.7%

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



Air Quality

Air Quality Q1 2023

The following section is a quarterly summary of the air quality monitoring conducted around Heathrow Airport during Q1 period from January to March 2023.

All air quality data goes through a verification process, so the most recent Q2 figures for (April to June) will be presented in the next Heathrow report to CISHA later this year.

Please note that these results represent a 3-month period mean and should not be compared directly to the annual mean results presented in the latest annual report.

Heathrow compares its results to the national air quality standards because these standards are a legal requirement within the locally declared Air Quality Management Area where Heathrow Airport is situated. While the WHO does provide guidance for air quality, individual countries have the flexibility to establish their own standards based on their specific circumstance, priorities and scientific research. In the UK, air quality standards are primarily based on the national air quality standards set by the Government, rather than by WHO standards.

The following data was collected during the three months of Q1 from monitoring stations located at:

- LHR2 (located to the north side of the northern runway),
- London Harlington
- Green Gates
- Oaks Road and
- Bath Road.

Data from these five continuous monitoring stations, as well as 21 other continuous monitors operated by Hillingdon, Hounslow, Slough, Spelthorne, and Defra are publicly accessible at www.heathrowairwatch.org.uk.

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

Air Quality

Q1 Results

The following tables present key pollutant statistics for the period selected in the report.

Table 2. Summary statistics for NO₂ (µg/m³), 3 months period mean.

Site	Period Mean (µg/m ³)	Data Capture	Hourly maximum (µg/m ³)	Hours exceeding LV*
Heathrow Bath Road	39.8	100%	170.9	0
Heathrow Green Gates	23.7	100%	134.5	0
Heathrow LHR2	35.8	100%	154.1	0
Heathrow Oaks Road	23.7	100%	96.4	0
London Harlington	27.4	100%	150.6	0

*LV – Limit Value, as presented in table 6

Between January and March 2023, the period mean was below the annual and hourly limit value for NO₂. No exceedances were recorded. Table 6 presents limit values.

Table 3. Summary statistics for PM₁₀ (µg/m³), 3 months period mean.

Site	Period Mean (µg/m ³)	Data Capture	Max 24-hour mean (µg/m ³)	Days exceeding LV*
Heathrow Bath Road	18.1	100%	55.2	1
Heathrow Green Gates	12.0	100%	36.4	0
Heathrow LHR2	15.8	80%	53.3	1
Heathrow Oaks Road	13.6	100%	46.5	0
London Harlington	13.2	100%	46.4	0

No Limit Value

Between January and March 2023, the period mean was below the annual and daily limit value for PM₁₀. Recorded exceedances were within the limit values presented in Table 6. The limit value permits for 35 exceedances in each year

Air Quality

Table 4. Summary statistics for PM2.5 (µg/m3), 3 months period mean.

Site	Period Mean (µg/m3)	Data Capture	Max 24-hour mean (µg/m3)
Heathrow Bath Road	10.5	100%	49.3
Heathrow Green Gates	8.0	100%	32.9
Heathrow LHR2	10.1	100%	47.5
Heathrow Oaks Road	9.1	100%	40.8
London Harlington	8.7	100%	41.0

No Limit Value

Between January and March 2023, the period mean was below the Max 24-hour mean for PM2.5. Recorded exceedances were within the limit values presented in Table 6.

Table 5. Summary statistics for O3, 3 months period mean.

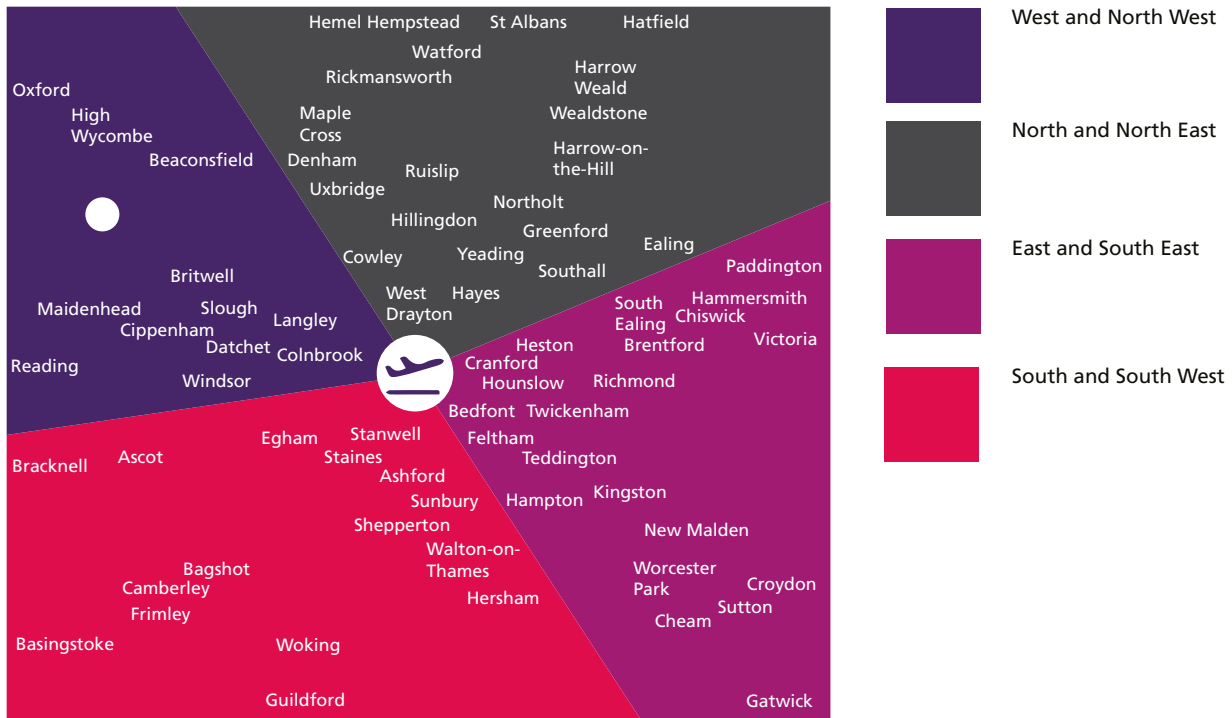
Site	Data Capture	Max 8-hour rolling mean
London Harlington	100%	85.0

Between January and March 2023, the period mean was below the Max 8-hour rolling mean for O3. Recorded exceedances were within the limit values presented in Table 6.

Table 6. Legal limits for different pollutants (limits values that are relevant to table 2 and 5)

Pollutant	Symbol	Concentration	Unit	Averaging period	Permitted exceedance each year
Particles	PM ₁₀	50	µg/m ³	24 hours	35
Particles	PM ₁₀	40	µg/m ³	1 year	
Fine particles	PM _{2.5}	20	µg/m ³	1 year	
Nitrogen dioxide	NO ₂	200	µg/m ³	1 hour	18
Nitrogen dioxide	NO ₂	40	µg/m ³	1 year	
Ozone	O ₃	100	µg/m ³	Max daily 8 hours	10

Surface Access



Sustainable Travel Zone improvements

April 2023	Status	Description
Bus		West and North West
	Commenced on 2 April 2023	<ul style="list-style-type: none"> Route 4 – improved evening service on all days of the week.
	Commenced on 2 April 2023	<ul style="list-style-type: none"> Extension of route 5 from Slough to T5.
	Commenced on 2 April 2023	<ul style="list-style-type: none"> Improved frequency on route 7 during the daytime on Mondays to Fridays (every 20 mins instead of every 30 mins) - gradual conversion to double-deck operation to provide more capacity.
	Commenced on 2 April 2023	<ul style="list-style-type: none"> Experimental extension of route 12 on Sundays and Public Holidays from Burnham to Heathrow Terminal 5, creating new links to parts of NW Slough.
	May (at least by 9 May)	East and south-east: <ul style="list-style-type: none"> New high-spec electric buses on route 111. Gradual introduction.
Coach		North and north-east:
	28 April	<ul style="list-style-type: none"> Earlier journey on the 707, providing colleagues in Hemel Hempstead with a way to get to the airport before 04:00. Also useful for passengers with early flights.
	28 April	<ul style="list-style-type: none"> Reduced journey times on some 210 coaches between Birmingham and Heathrow (now under 3 hours).
	28 April	<ul style="list-style-type: none"> New link from Rugby to Heathrow (service 460).

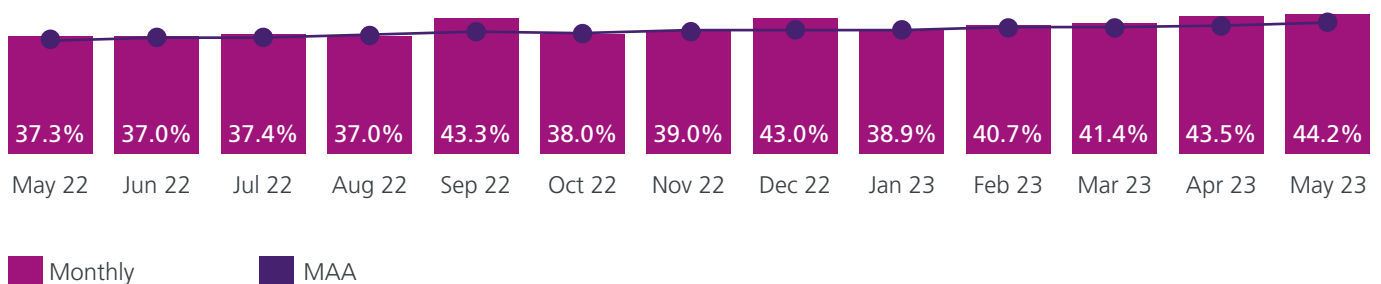
Surface Access

May 2023	Status	Description
Bus		
	Commenced on 2 April 2023	West and North West <ul style="list-style-type: none"> Route 4 – improved evening service on all days of the week. Extension of route 5 from Slough to T5. Improved frequency on route 7 during the daytime on Mondays to Fridays (every 20 mins instead of every 30 mins) - gradual conversion to double-deck operation to provide more capacity. Experimental extension of route 12 on Sundays and Public Holidays from Burnham to Heathrow Terminal 5, creating new links to parts of NW Slough.
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	28 April	
	28 April	

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

Public transportation mode share:

- The share of passengers using public transport to travel to and from Heathrow grew to 44.2% in May, the highest over the past year and 6.9% points higher than May 2022.
- Public transport use in April and May exceeded both the incremental target for 2023 of 40.5%, and the overall H7 target of 45% by 2026.
- This increase is largely driven by growth in rail overall. The combined share of use on the Elizabeth line, Heathrow Express and Piccadilly line in May 2023 was 31%, up from 27% in May 2022.
- We hope to see this trend increase following a significant further investment in the bus and coach routes serving the airport, as well as the potential impact of Heathrow's inclusion within TfL's Ultra Low Emission Zone (ULEZ).



Surface Access

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.

3631 people registered for the Heathrow Academy this quarter, with **118** employment offers secured directly through the academy over the past three months alone.

	Apr	May
Website registrations	1899	1732
Information, advice and guidance sessions:	100	69
Interviews booked	159	150
Interviews with reported outcome	93	82
Employment offers	60	58

EDUCATION UPDATE (APR – MAY):

- Experience of Work Days delivered (year to date): 4,114
- School activities delivered so far this year:
 - Heathrow Young Explorers (sustainable design challenge for local Year 6 pupils – delivered in 26 local primary schools to 1,500 young people)
 - Digital T-Levels work placements will be delivered for three local students in June and July
 - Team Heathrow Virtual Work Experience was completed by 1,905 local students
 - Engineering Insights programme for local young people to understand engineering careers at Heathrow
 - Heathrow Essential Skills Masterclasses at local colleges for young people with additional learning needs
 - Pilot of a university tours programme focused on environmental engineering

Heathrow