



HEATHROW: JUNE – AUGUST 2023 UPDATE

October 2023

Heathrow

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Heathrow Operational Summary

Month	Passengers	Air Transport Movements	Cargo (Metric Tonnes)
June 2023	7,041,157	38,117	112,210
July 2023	7,661,782	40,422	114,887
August 2023	7,553,785	39,905	117,145

- Heathrow welcomed over 22.2 million passengers between June and August this year, a 22% increase on the 18.3 million passengers who travelled via the airport in the same period last year.
- The total volume of cargo handled this period was 344,242 metric tonnes.
- Monthly passenger levels exceeded 7.0 million in all three months. Traffic in these three months all exceeded the 2022 peak of 6.3 million in July last year.
- July 2023 saw the highest number of passengers since July 2019 with 7.6 million passengers passing through Heathrow.
- Total passenger numbers between January – August 2023 were 52.3 million.

Traffic Summary by Quarter

Passenger by market

Month	UK	EU	Non-EU Europe	Africa	North America	Latin America	Middle East	Asia / Pasific	Total
Jun 23	352,489	2,392,513	443,936	283,679	1,959,211	160,533	614,227	834,569	7,041,157
Jul 23	356,413	2,569,964	509,902	314,578	2,037,496	177,253	745,186	950,990	7,661,782
Aug 23	361,042	2,525,746	494,052	308,585	1,967,275	175,943	791,960	929,182	7,553,785

- Passenger numbers in this 3-month period were higher across almost every market relative to those seen in 2022, with the largest increases experienced in the Asia / Pacific market.
- Domestic UK flight passenger numbers also rose to over 1 million domestic passengers between June – August 2023, up from 832,554 in the same period in 2022.
- The EU remains the largest passenger market with over 7.4 million passengers in June – August this summer.

Cargo by Market (Metric Tonnes)

Month	UK	EU	Non-EU Europe	Africa	North America	Latin America	Middle East	Asia / Pasific	Total
Jun 23	17	7,429	3,691	5,945	38,671	4,291	22,577	29,590	112,210
Jul 23	7	7,509	3,740	6,172	40,839	4,309	21,749	30,562	114,887
Aug 23	9	6,922	3,164	6,115	44,598	4,214	21,443	30,679	117,145

- The volume of cargo handled by Heathrow totalled 344,242 metric tonnes this period, with August 2023 experiencing the highest volume handled since March 2023.
- North America remains Heathrow's largest cargo market with 124,108 metric tonnes handled during this 3-month period. This volume is almost at parity with the 2022 figure of 125,474 metric tonnes.

Cargo + Mail by Market (Metric Tonnes)

Month	UK	EU	Non-EU Europe	Africa	North America	Latin America	Middle East	Asia / Pasific	Total
Jun 23	29	7,869	3,822	6,010	40,094	4,309	22,832	30,363	115,328
Jul 23	12	7,878	3,851	6,249	42,449	4,331	21,999	31,322	118,091
Aug 23	18	7,281	3,273	6,197	46,266	4,233	21,689	31,504	120,461

Passenger Insights

Satisfaction and trends

Passenger satisfaction is rated on a 5-point scale for multiple metrics:

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

June

Satisfaction in Departures (4.24) was on par with Jun-19 but Terminal 5 remained notably below 2019 levels. Overall, improvements seen across 'Gate Comfort', 'Retail' and 'Walking Distance' were offset by large declines in 'Departure Lounge Seat Availability', 'Wi-Fi' and 'Toilet Cleanliness'.

Levels of satisfaction in Arrivals (4.37) were higher than Jun-19, driven by performance uplifts in various areas, mainly 'Trolley Availability', 'Concourse Cleanliness', 'Overall Terminal Cleanliness' and 'Walking Distance'. Despite this, a substantial decline was observed for 'Waiting Time' across 'Track Transit', 'Immigration' and 'Baggage Reclaim' compared to 2019 levels.

Highlights this period:

- Satisfaction with Gate Comfort (4.16) improved across all Terminals from Jun-19 as the proportion of 'Excellent' ratings increased by 10% pts. Both UK leisure passengers (4.20) and UK business (4.04) provided substantially higher ratings than Jun-19, whereas Tourist's satisfaction remained stable (4.16).
- Satisfaction with Retail (4.24) presented a substantial increase from Jun-19 with large improvements seen for all Terminals except T4. T3 (4.29) recorded its best ever June result as 35% of passengers provided an 'Excellent' score, a 12% pts increase vs. Jun-19. Satisfaction among Female passengers was significantly higher than Jun-19, however for Male passengers it remained stable.
- Passenger satisfaction with Helpfulness and Attitude of Airport staff (4.35) was fairly stable vs. Jun-19 as the airport welcomed the highest number of departing passengers since Dec-19 (116k less than Jun-19). Both T2 (4.39) and T3 (4.44) showed improvements vs. Jun-19, with the latter exhibiting a 11%pts increase in the proportion of 'Excellent' ratings.
- Satisfaction with Baggage Reclaim Waiting Time (4.17) remained below 2019 levels for the 18th consecutive month linked to schedule and resourcing challenges. All Terminals were rated lower than Jun-19 results with the lowest performer remaining T5 (3.91).

July

Overall satisfaction in Departures (4.27) was notably higher than Jul-19 with satisfaction among Connecting passengers being greater than the same month in 2019 for the first time this year. Overall, uplifts were seen for many attributes including 'Security Waiting Time', 'Wayfinding', 'Gate Comfort' and 'Walking Distance'. But with passengers continuing to dwell longer at Heathrow, declines continued to be observed for 'Ease of Finding a Seat in the Departure Lounge' and 'Wi-Fi'.

Satisfaction in Arrivals (4.41) was substantially higher than Jul-19, with improvements in 'Trolley Availability' and 'Walking Distances'. In contrast, 'Waiting Times' across 'Baggage Reclaim' and 'Immigration' saw decreases.

Highlights:

- Connecting passengers Overall Satisfaction (4.21) has shown improvements from the same month in 2019 for the first time this year. Direct passengers continued to be more satisfied than Connecting passengers (4.28 vs. 4.21), but this month had the smallest gap in 2023. Rates of connecting passengers reporting they missed the flight they were originally booked on was at its lowest level in the last 4 months at 7%.
- Compared to Jul-19, satisfaction with Passenger Assistance Service (4.03) demonstrated a substantial increase, driven by improvements for both Arrivals and Departures journeys. The proportion of passengers that agreed that Heathrow cares about the needs of each of its passengers increased by 13% pts from Jul-19.
- Satisfaction with Security Waiting Time (4.28) demonstrated an increase across Terminals. The improvement was driven by a significant performance uplift in T2, with passengers providing 18% pts more 'Excellent' ratings. When comparing passengers who perceived the same length of wait in Jul-19 and Jul-23 passengers often had higher levels of satisfaction in Jul-23.
- Baggage Reclaim Waiting Time (4.14) continued to be under pressure when compared to 2019 levels linked to schedule and resourcing challenges. All Terminals underperformed compared to Jul-19, particularly T2 (4.16) and T5 (4.05).

August

Levels of satisfaction in Departures (4.28) were moderately higher than Aug-19 with large improvements seen in the areas of Check-in, Overall F&B (Food and Beverages) and Gate Comfort.

Overall Satisfaction in Arrivals (4.40) was substantially higher than Aug-19, driven by uplifts for 'Disembarking Experience', 'Trolley Availability' and 'Overall Cleanliness'. However, significant declines vs. Aug-19 were witnessed with regards to waiting time for 'Track Transit Train' and 'Baggage Reclaim', as well as 'Immigration' amongst Rest of the World nationals (3.91 vs. 4.11 in Aug-19).

Highlights:

- Passenger satisfaction with Check-in Waiting Time (4.37) was at its highest for the month of August when excluding 2020, with all Terminals reporting higher satisfaction scores than 2019, particularly T2, T3 & T5. Over half of passengers who reported using an airline check-in desk provided an 'Excellent' rating vs. 37% in Aug-19. There were also improvements at Check-in for Cleanliness (4.50) and Helpfulness and Attitude of Staff (4.51) for which T4 broke two new service records.
- Passenger satisfaction with Food and Drink Outlets (4.17) continued to improve from the same period in 2019 across all Terminals, particularly T3 (4.18) and T5 (4.19). Significant increases from Aug-19 were seen for UK Business and UK Leisure passenger segments.
- Baggage Waiting Time (4.15) remained substantially below 2019 levels for the 20th consecutive month. All Terminals were rated lower than Aug-19, with T2 (4.23) and T4 (3.99) showing the largest decreases. Passengers who perceived similar waits provided better rating in Aug-23 than Aug-19, however more passengers experienced longer waits this year (+18% pts perceiving waits of 10mins and more), causing an overall reduction in satisfaction.

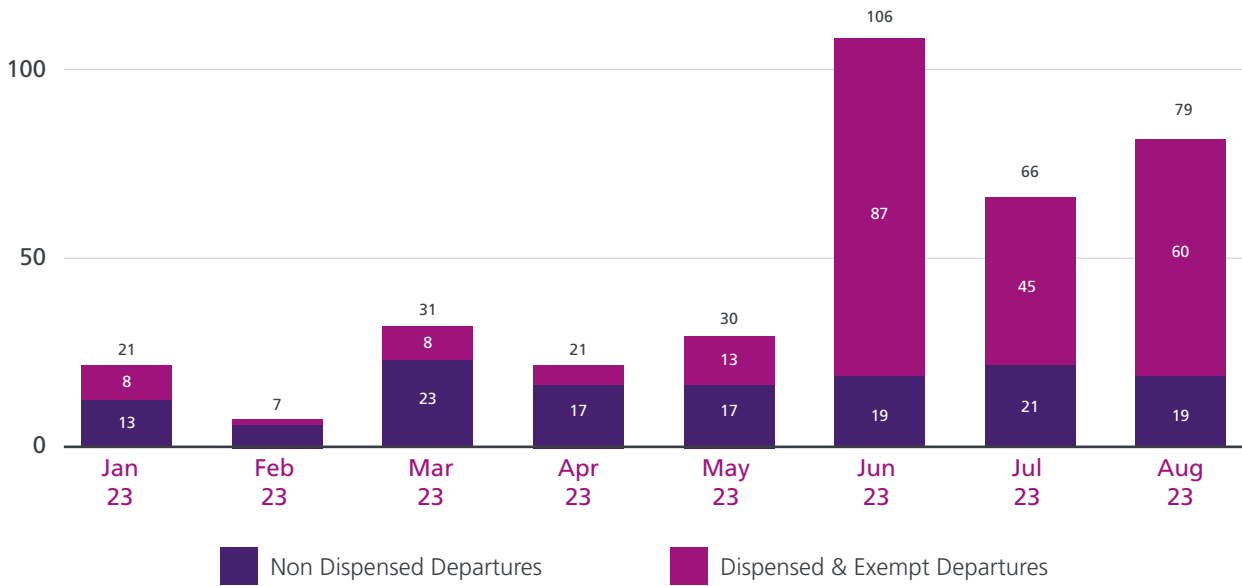
Night Flights

Arrivals / Departures – late runners breakdown

- The number of Late Runners (off schedule flights departing between 23:30-04:30) was significantly lower in June and July this year (172 late runners) compared to 2022 (305 late runners).
- The number of late runners in August 2023 (79) was, however, higher than the 39 seen last August.
- The overall number of late runners between June - August 2023 was higher relative to January – May 2023.

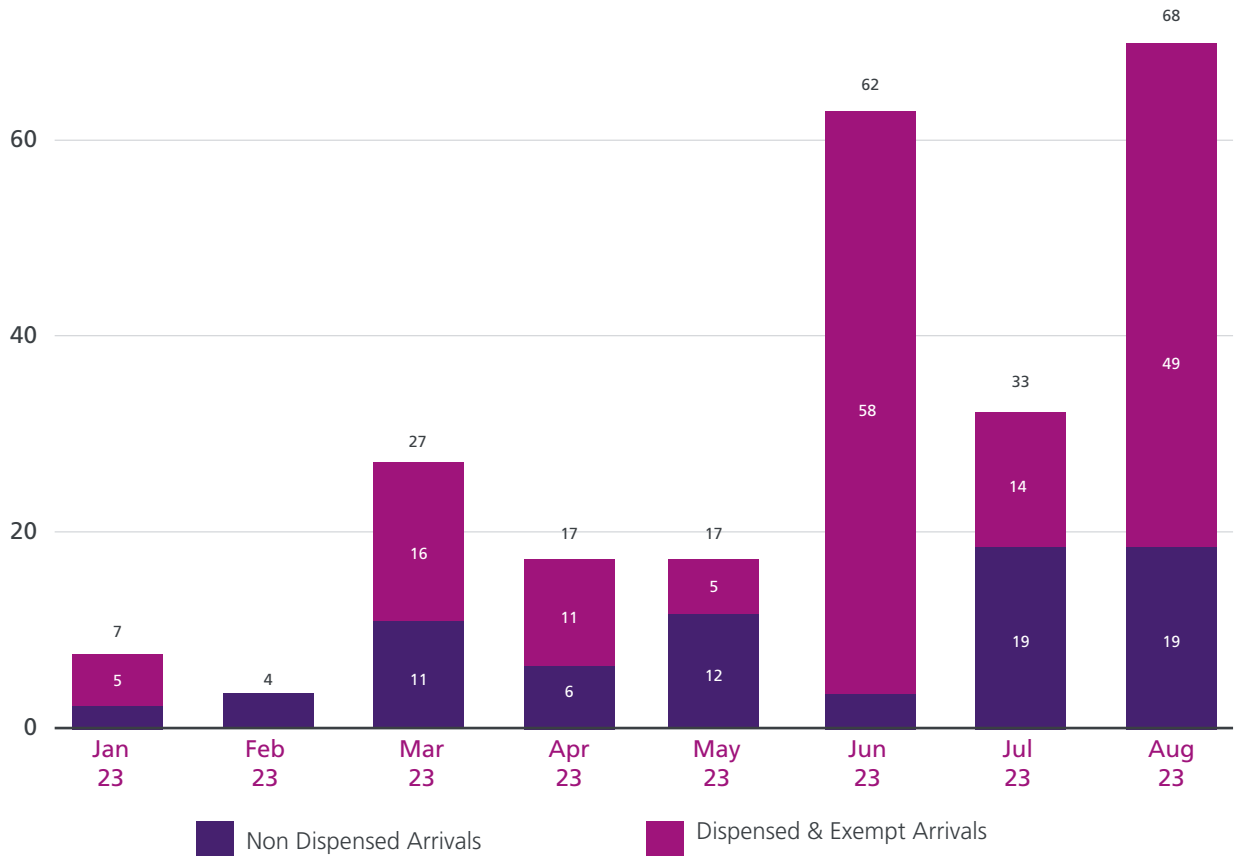
Please click [here](#) to visit our Noise and Airspace Community Forum Dashboard for more information.

Late Runners (Departures)



METRIC: Late running, off schedule departures after 2330.

Late Runners (Arrivals)



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

Noise Complaints

- A total number of 21,575 complaints were made in June, July and August by 1,226 people.
- The number of people making complaints peaked during June following the combination of a long spell of easterly operations, hotter temperatures and night flights as a result of thunderstorms.
- 80.1% of noise complaints (17,271) were made by 10 people.

Overall statistics by month

	June	July	August	Total
Number of Complainants	789	325	364	1,226
Number of Complaints	9,078	5,022	7,475	21,575

Complainant Breakdown

Top 10 Complainants

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

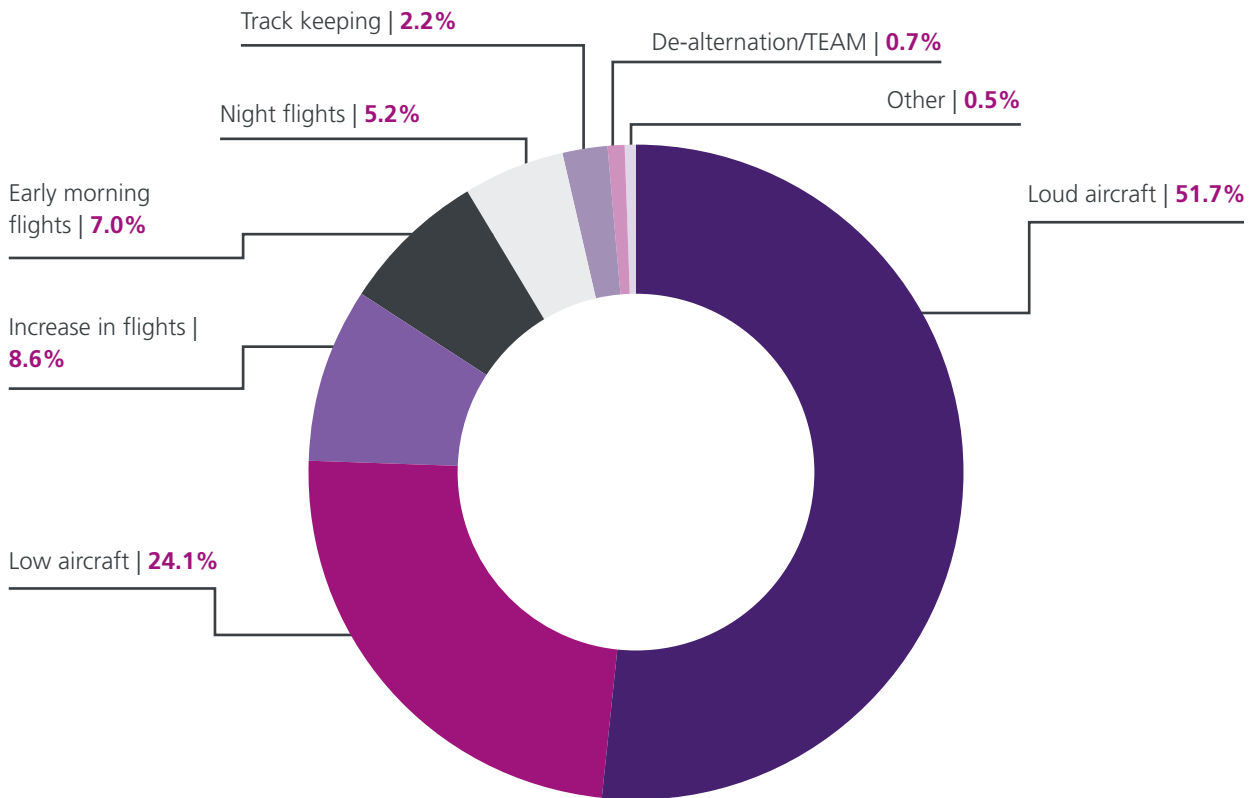
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
17,271	80.1%	0.8%

Complainants who complained fewer 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
1,697	1,126	91.8%	7.9%

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



Air Quality

Update from the Heathrow Air Quality Working Group (HAQWG)

- Brian Stacey, Principal Consultant at Ricardo Consultancy, was officially appointed as Chair of the group.
- There is on-going monitoring and research work into the impact of ultrafine particles (UFPs). Permanent monitoring of UFPs at LHR2 began in May 2023.
- When appointed, a new air quality manager will coordinate the 2023 working plan and share a further update in the next report.

Air Quality Q1 2023

The report is a quarterly summary of the air quality monitoring conducted around Heathrow Airport during Q2 period, from April to June 2023.

** As the air quality data goes through a verification process, all related information is presented retrospectively a few months back. The Q3 figures will be presented in the Q4 Heathrow report to CISHA.*

It should be noted that the results represent a 3 month period mean, and should not be compared directly to the annual mean results presented in the latest annual report.

The report provides a summary of statistics for 3 months collected 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.

The findings of the report will be presented at the HAQWG meeting on 12th of October. The report will be published 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

Q2 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	32.4	100%	133.7	0
Heathrow Green Gates	19.3	100%	83.7	0
Heathrow LHR2	25.5	100%	101	0
Heathrow Oaks Road	25.0	100%	108.3	0
London Harlington	17	100%	81.7	0

*LV – Limit Value, as presented in table 6

Between April and June 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	15.9	100%	29.7	0
Heathrow Green Gates	12.1	70%**	21.5	0
Heathrow LHR2	14.5	100%	27.7	0
Heathrow Oaks Road	13.6	100%	26.0	0
London Harlington	14.1	100%	35.5	0

*LV – Limit Value, as presented in table 6

Between January and March 2023, the period mean was below the annual and daily limit value for PM₁₀. No exceedances were recorded. Table 6 presents limit values.

Air Quality

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

Site	Period Mean (µg/m ³)	Data Capture	Max 24-hour mean (µg/m ³)
Heathrow Bath Road	9.3	100%	21.5
Heathrow Green Gates	7.3	70%*	16.8
Heathrow LHR2	8.5	100%	22.0
Heathrow Oaks Road	8.1	100%	18.0
London Harlington	8.4	100%	23.1

No Limit Value

The data capture was affected by a fault of the monitoring analyser. The fault was restored. Between April and June 2023, the period mean was below the Max 24-hour mean for PM2.5. Table 6 presents limit values.

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

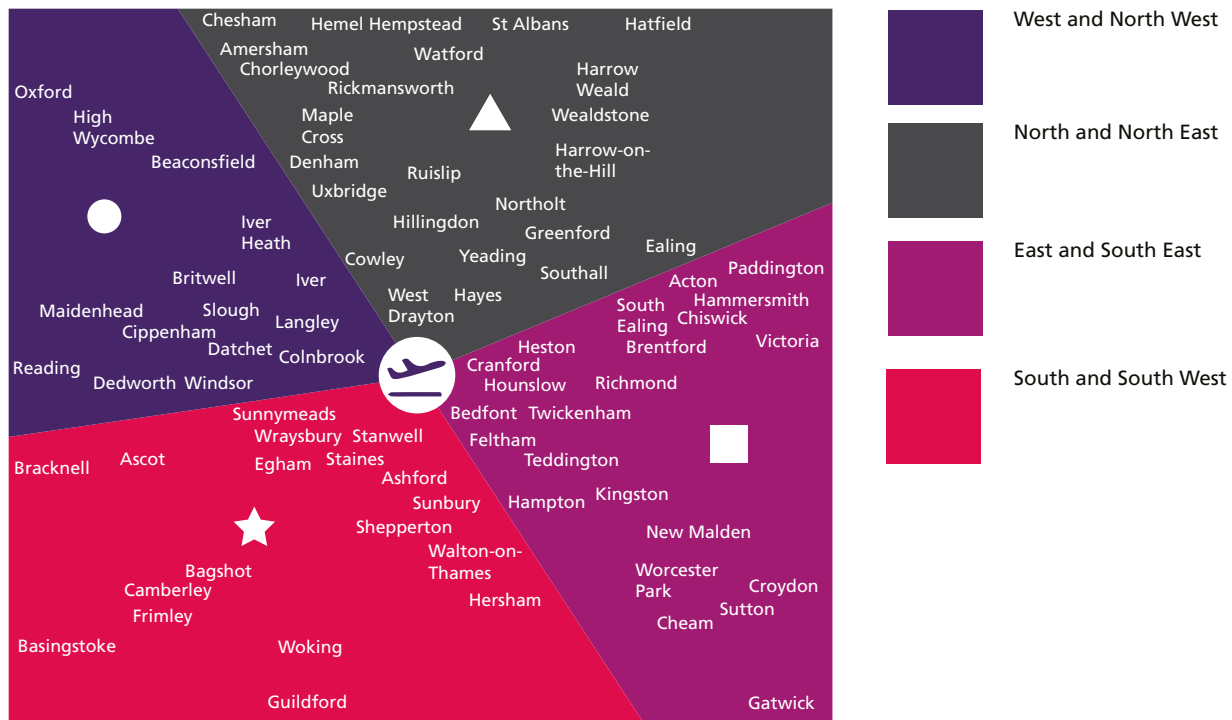
Site	Data Capture	Max 8-hour rolling mean
London Harlington	100%	166.6

Between April and June 2023, ozone measures at the site exceeded the max 8-hour rolling mean of 100 µg/m³ for O₃. Table 6 presents limit values.

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

June 2023	Status	Description
Bus	1 June	<ul style="list-style-type: none"> H30 additional stops at Cargo, Waterside and Compass Centre
	30 June	<ul style="list-style-type: none"> Government's £2 bus fare cap extended to 31 October 2023
Active Travel	5-9 June	<ul style="list-style-type: none"> Bike Week. 15% off bikes and accessories for Team Heathrow at the Heathrow Cycle Hub.
July 2023	Status	Description
Coach	23 July	<ul style="list-style-type: none"> RA1 – two additional early morning journeys via Twyford and Maidenhead. Will also call at Taplow.
	23 July	<ul style="list-style-type: none"> New Park & Ride facility at Thames Valley Park (Reading), served by the RA1 coach up to every 30 mins. This includes free parking for colleagues.
	23 July	<ul style="list-style-type: none"> RA3 – new RailAir coach service between Watford Junction and Heathrow (Terminals 2 and 3).
Bus	1 July	<ul style="list-style-type: none"> 555 to participate in the Government's £2 fare cap scheme.

Surface Access

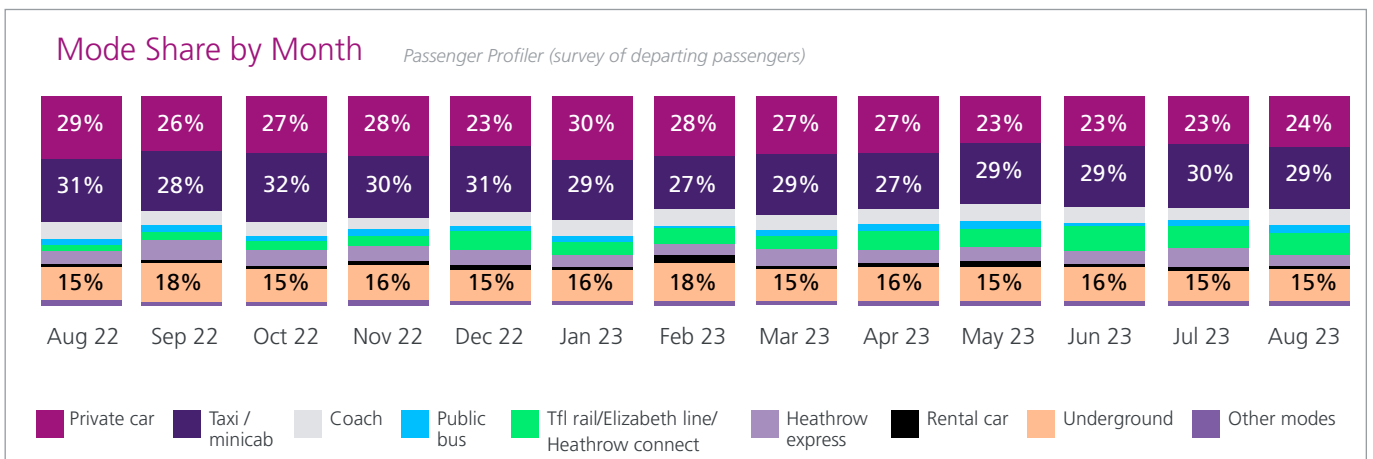
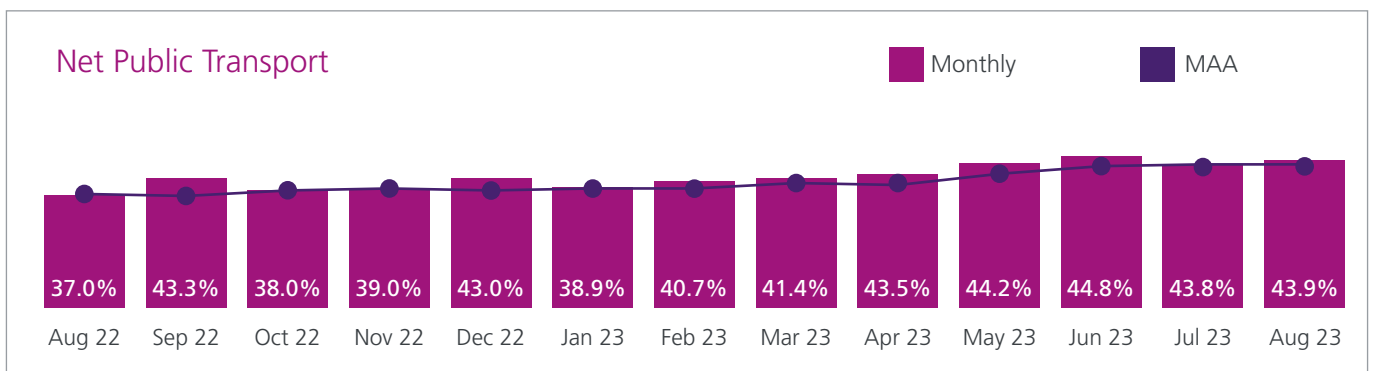
August 2023	Status	Description
Bus and coach	19 August	<ul style="list-style-type: none"> Start of Go2Gate 'on demand' pre-book bus service between Dedworth and T5, operating approximately every 30 minutes from early in the morning until late at night.
	19 August	<ul style="list-style-type: none"> New H21 bus between Bedfont and Terminal 4, running every 30 minutes from early until late. There is a flat fee of £1 for all will be charged.
	20 August	<ul style="list-style-type: none"> RA2 – frequency increased to every 30 minutes between Heathrow and Woking. Earlier and later journeys to Guildford.
	21 August	<ul style="list-style-type: none"> 730/731 – new coach links from Basingstoke, Frimley, Camberley and Bagshot. Team Heathrow discount.
	26 August	<ul style="list-style-type: none"> New overnight coach service running every hour from Heathrow to Ealing Broadway via Elizabeth line stations. Team Heathrow travel free for an introductory period. Numbered N40.
	26 August	<ul style="list-style-type: none"> New early morning 459 bus from Iver Heath, Iver and West Drayton to CTA and T5. Team Heathrow travel free for an introductory period.
	26 August	<ul style="list-style-type: none"> New early morning 710 bus from Chesham, Amersham, Chalfont & Latimer and Chorleywood to T5 and CTA. Team Heathrow pay just £2.
	26 August	<ul style="list-style-type: none"> New hourly overnight bus service between Acton and Heathrow, calling at Piccadilly line stations not on the N9 bus route. Team Heathrow travel free for an introductory period. Numbered N30.
	26 August	<ul style="list-style-type: none"> 556 – new bus from Chertsey to T4/CBS, operating a similar route to the 555 between Shepperton and Heathrow. Early/late journeys replace those provided by the 555.
	26 August	<ul style="list-style-type: none"> H30 free service improved to operate during the day, not just early in the morning. This creates a free daytime bus service between T4 and T5 via Cargo.
	26 August	<ul style="list-style-type: none"> Improved frequency on bus route 4 (and renumbered A4), plus free travel for Team Heathrow between CBS and Compass Centre.
	27 August	<ul style="list-style-type: none"> Bus route 8 – Improved Sunday and Public Holiday service (every 30 mins instead of every 60 mins).
	28 August	<ul style="list-style-type: none"> Improved frequency on the 442.
	28 August	<ul style="list-style-type: none"> Route X442 reintroduced, providing a service up to every 30 minutes between Staines Railway Station and Terminal 5. The X442 will also serve Worple Road and Laleham Road in Staines, where a lot of Team Heathrow colleagues live. Same discounts on X442 as on 442 bus.
	28 August	<ul style="list-style-type: none"> New early morning A60 bus service from Sunnymeads and Wraysbury to T5 and CTA. For an introductory period, Team Heathrow travel free.
Train	14 August	<ul style="list-style-type: none"> Reintroduction of discount on Elizabeth line (formerly TfL Rail), for HAL colleagues only (and Heathrow Express). 50% discount on all single, return and point-to-point season tickets from stations between London Paddington and Heathrow. Tickets must include "Heathrow Rail" as a destination and can only be used for travel to/from Acton Main Line, Ealing Broadway, West Ealing, Hanwell, Southall and Hayes & Harlington.

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

Surface Access

Public transportation mode share:

- The positive public transport usage data between June-August 2023 is good news for Heathrow's ambition to meet its passenger public transport mode share target of 45% by the end of 2026.
- The year-on-year rolling average in August 2022 was 36.6% vs 42.5% in August 2023, a 5.9% increase.
- The increase is largely driven by the introduction of the Elizabeth line full service to Heathrow, including an increase to 6 trains-per-hour on the line.
- The introduction of 23 new/enhanced bus and coach services in August 2023 may have had an impact on the mode share for coach, which increased by 2% from July to August in 2023.
- Demand for rail and tube has stayed strong despite disruption to the rail network over the last 12 months.



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.

5,543 people registered for the Heathrow Academy this quarter, with **201** employment offers secured directly through the Academy over the June - August period.

	June	July	August	2023 YTD
Website registrations	1619	1787	2137	13869
Information, advice and guidance sessions:	105	111	97	808
Interviews booked	158	175	103	1134
Interviews with reported outcome	118	133	73	770
Employment offers	75	66	60	500

EDUCATION UPDATES DURING THIS PERIOD:

Experience of Work Days delivered (year to date): 4,331

June:

- Delivery of Heathrow Young Explorers for academic year 22/23 is now complete with 540 days of activity.
- The Second year of T-Level 1-month placements in the technology team started at the end of June with three students from Cranford Community College.
- Heathrow Young Innovators, the new secondary school challenge was piloted in two schools with positive feedback from the school community, Heathrow's Engineering and Baggage Director, and the Head of Airport Operations. The programme will commence rollout from September and is focussed on showcasing Heathrow engineering to help inspire the next generation towards a career at the airport.

July:

- Delivery of Heathrow World of Work for academic year 2022 / 2023 is now complete with 4,289 experience of work days delivered.
- Three students from Cranford Community College completed the first part of their digital T-Level placements They will return in January 2024 to complete the final part.
- Our first engineering insights week for university students took place in July. The aim of this week was to help build a pipeline for Heathrow's graduate scheme and applications are expected in the next intake.

August:

- The salesforce team in IT / Solutions is recruiting two 12 month fixed contracts as an entry level opportunity. The T-level students at Cranford Community College who completed 40 day placements in the technology team are being encouraged to apply. This is an exciting development supporting individuals with little to no work experience, in-particular young people to access opportunities and start their jobs and careers with Heathrow.
- The new secondary school activity 'Heathrow STEM Generation' will commence this academic term after a successful trial in June and July.

Heathrow