

Annual Report 2023

Year Two



Heathrow



Introduction

Welcome to the 2023 Sustainable Travel Zone (STZ) Annual Report, providing a summary of all the improvements led by Heathrow, with the purpose of encouraging more passengers and colleagues to travel to and around the airport more sustainably.

This year's STZ initiatives were heavily influenced by TfL's decision to expand their Ultra-Low Emission Zone (ULEZ) to cover the whole of Greater London from 29 August. Heathrow's location, right on the boundary but wholly within Greater London, meant that everybody driving a non-ULEZ compliant car to Heathrow would need to pay the daily charge from 29 August. We therefore focussed a lot of our STZ efforts on ways to reduce the impact where it offered value for money, particularly for colleagues who might otherwise be unable to afford to work at Heathrow.

Just like 2022, partnership working was fundamental to achieving so much in just a short space of time. We are very grateful to all our stakeholders who worked so hard in 2023 to meet deadlines and ensure the STZ improvements were introduced on time. A big thank you must also go to everybody who helped raise awareness of the changes with Team Heathrow – no easy task with over 70,000 colleagues working at Heathrow.

We are very pleased with this year's results, and relieved that there was no impact on airport operations due to TfL's ULEZ expansion, which had the potential to be very disruptive.

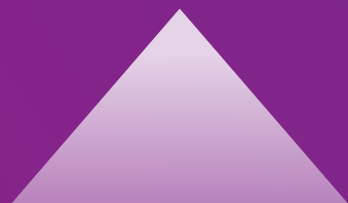
We classify Team Heathrow as anybody with a Heathrow ID (the passes issued by, or on behalf of, the Heathrow ID Centre).



Contents

Example outcomes	4
Design principles	6
STZ priorities	7
Priority one	8
Priority two	10
Priority three	12
Priority four	14
Priority five	16
Results	20
Car Share	30
Marketing	32
Maps	38

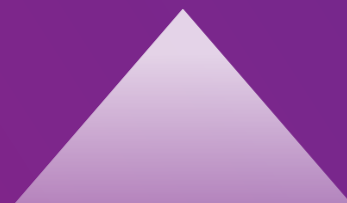
2023 outcomes as a direct result of the STZ



33%

Increase in the number of bus and coach services* arriving at Heathrow **before 04:00**.

(115% increase since 2021)



43%

Increase in the number of bus and coach services* departing Heathrow **after 23:00**.

(106% increase since 2021)



273%

Increase in passengers on route 442.

(July 2022 to July 2023)



97.23%

Go2Gate customers dropped off within 5 minutes of booked time.



97.72%

Service satisfaction on **Go2Gate**.



52

Way2Go roadshows and Team Heathrow awareness sessions at the airport.

£1,275

In **high street vouchers** given as prizes for Car Sharers who validated their journeys.



387

Bike services carried out **for free** at the Heathrow Cycle Hub. (up 11.8% compared to 2022)

13

Ticket discounts introduced on new bus and coach services.

£1

Flat fare on bus route H21 to Feltham.



The operator of **route 442** won **silver** at the **2023 UK Bus Awards** for enriching the customer experience.



24

New or improved bus and coach services as a result of Heathrow's financial support.



246

Passenger journeys on Christmas Day on **route 703** (Slough – Heathrow). (2022 = 46)



584

Passenger journeys on Christmas Day on **route A4** (Cippenham – Heathrow). (2022 = 192)



18

Signs in the terminals and subways updated to direct passengers to RailAir at Terminals 2 and 3.



767

Colleagues joined the Team Heathrow Car Share community. (2022 = 522)

FREE

Travel to Cargo Area at all times of the day and night for Team Heathrow.

FREE

Travel provided to Team Heathrow on another 6 early morning services and 3 daytime services.

*coach routes included are those that serve local areas with journey times of an hour or less, making them ideal for commuting.

Design principles

As at January 2022

Data led

Proposals will be informed by knowledge of where colleagues live and need to travel to; current and past usage of services; take up of prior subsidies, including the Heathrow Travelcard; and future local authority and bus operator plans.

Effective in delivering modal shift and resulting environmental benefits

Proposals will support a reduction in colleague single-occupancy vehicle trips through providing travel options that are affordable, safe, and convenient. Proposals will improve colleague wellbeing through more active travel and better journeys. Through supporting modal shift and incentivising operators to use cleaner vehicles, the STZ will deliver environmental benefits, including improved air quality and reduced carbon output.

Scalable

A three-year plan will provide operators and local authorities with an understanding of our full ambition, and how it will build incrementally as colleagues return to work and the workforce grows in the future.

Easy to use

We will ensure colleagues know how to access services through provision of apps, physical and online signage, branding, information and promotion.

Equitable

Interventions will provide a fair system of support based on distance and deprivation in communities served. Interventions will be designed to provide all airport colleagues with an affordable journey to work.



STZ priorities

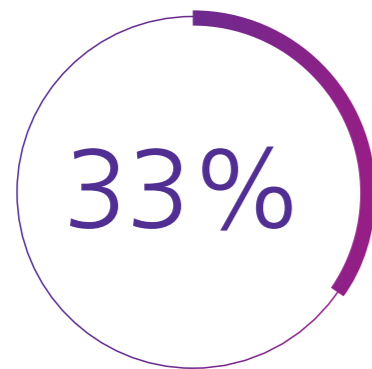
1. Ensure existing public transport operates at the times required by all colleagues. Many colleagues work early or late shifts which start or end at times when public transport is traditionally not always an option.
2. Improve active travel options for those living close enough to walk or cycle.
3. Improve campus connectivity by ensuring free, easy to use sustainable travel options are available for journeys needing to be made during the working day and for the first and last mile of commutes.
4. Discounted travel – bus service providers, particularly those operating from outside Greater London, will be encouraged to provide discounted tickets for Team Heathrow colleagues. This also includes some coach services where stops are within easy commuter distance.
5. New or improved services to serve new areas or improve the service on existing routes (e.g. increased frequencies).



Priority one

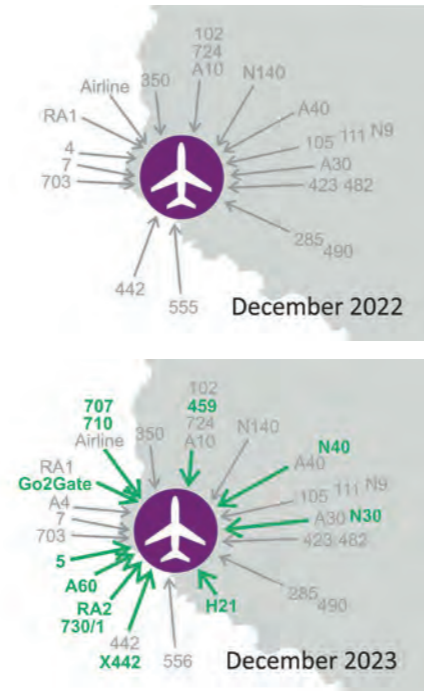
Ensure existing public transport operates at the times required by all colleagues.

Earlier morning journeys

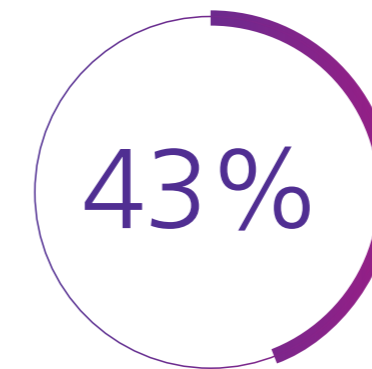


Increase in the number of bus and coach* services arriving before 04:00.

* coach routes included are those that serve local areas at frequent intervals (at least hourly), with journey times of an hour or less, making them ideal for commuting.

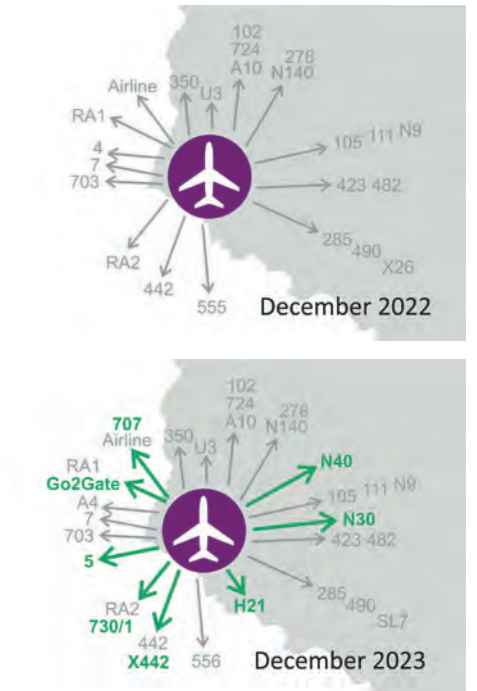


Later evening journeys



Increase in the number of bus and coach* services departing after 23:00.

* coach routes included are those that serve local areas at frequent intervals (at least hourly), with journey times of an hour or less, making them ideal for commuting.



Date	Service	Description
27 Feb	707	Earlier arrival at Heathrow from Hemel Hempstead
02 Apr	5	New early morning journeys from Cippenham, Slough and Datchet
19 Aug	Go2Gate	New early morning on-demand journeys from Dedworth
19 Aug	H21	New early morning journeys from Feltham and Bedfont Green
20 Aug	RA2	Earlier arrival at Heathrow from Guildford and Woking
21 Aug	730/731	New service. See priority five
26 Aug	459	New early morning journeys from Iver Heath, Iver and West Drayton
26 Aug	710	New early morning journeys from Chesham, Amersham, Little Chalfont and Chorleywood
26 Aug	N30	New hourly overnight service from Acton, South Ealing, Boston Manor and Osterley
26 Aug	N40	New hourly overnight service from Ealing Broadway, West Ealing, Hanwell, Southall and Hayes and Harlington
28 Aug	A60	New early morning journeys from Sunnymeads and Wraysbury
28 Aug	X442	New early morning journeys from Staines

Date	Service	Description
02 Apr	5	New later journeys to Datchet, Slough and Cippenham
28 Apr	707	Later departure from Heathrow to Hemel Hempstead (temporarily provided by diverting the 230 service until 3 July 2023)
19 Aug	Go2Gate	New late evening on-demand journeys to Dedworth
19 Aug	H21	New late evening journeys to Bedfont Green and Feltham
21 Aug	730/731	New service. See priority five
26 Aug	N30	New hourly overnight service to Osterley, Boston Manor, South Ealing and Acton
26 Aug	N40	New hourly overnight service to Hayes & Harlington, Southall, Hanwell, West Ealing and Ealing Broadway
28 Aug	X442	New late evening journeys to Staines

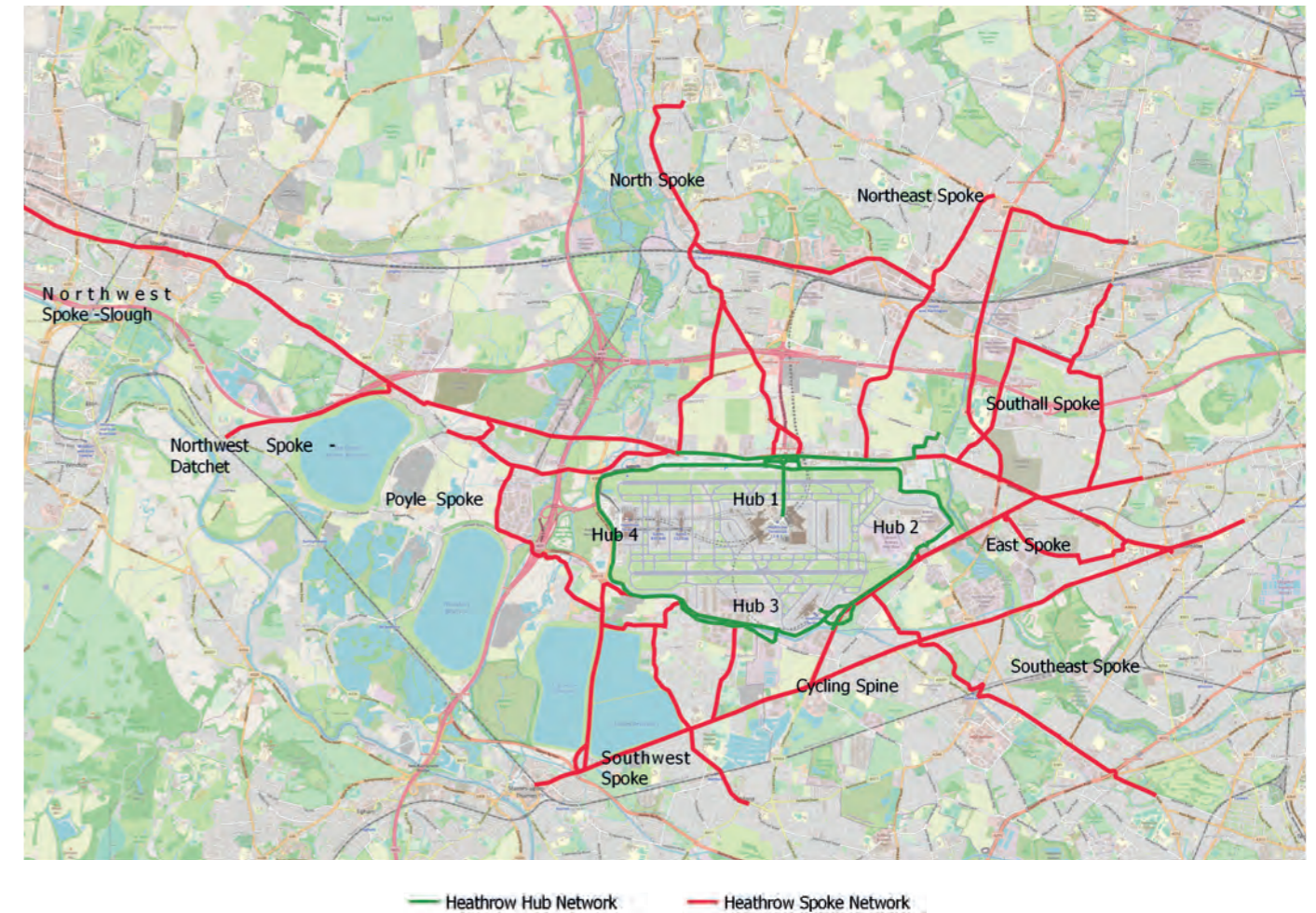
Note, the diagrams above show route 556 replacing the late journeys on route 555, and the SL7 replacing the late journeys on route X26.

Note, the RA1 had additional early morning journeys added which now call at Thames Valley P&R and Taplow, as well as Twyford and Maidenhead. The diagrams above show route 556 replacing the early morning journeys on route 555.

Priority two

Improve active travel options for those living close enough to walk or cycle.

- We published a Heathrow Local Cycling and Walking Infrastructure Plan (LCWIP) (www.heathrow.com/company/about-heathrow/heathrow-2-0-sustainability-strategy/reports-and-further-reading) in April 2023, which sets out a proposed cycle network and the potential infrastructure improvements needed to deliver safe and direct commuting routes to, from and around the airport. We are working in collaboration with local authorities and Transport for London to deliver these routes with funding already identified for several interventions. The proposed network will not only benefit Team Heathrow colleagues but also local residents due to the new cycling and walking routes that will be provided in local communities.
- We held an open day at the Heathrow Cycle Hub in the spring, coinciding with a Community Safety Event. Heathrow Airport cycling specialists were on hand to offer advice such as support with buying a bike, providing information on the services that are available to Team Heathrow colleagues and demonstration bicycles, allowing colleagues to 'try before you buy'. Discounts on bicycles and cycling accessories were available throughout the day.
- To celebrate 100 years of Bike Week, which took place from 5 to 9 June, the Heathrow Cycle Hub offered Team Heathrow colleagues 15% off all bicycles and cycling accessories.
- We continue to progress with plans to enable colleagues to cycle to and from the Central Terminal Area using the tunnel side bores for the first time in a decade. Work in 2023 included design and modelling, stakeholder engagement and progressing through project governance.
- We are progressing with plans to provide safe cycling and walking routes along the Southern Perimeter Road between Terminal 4 and Cargo. The majority of this section is a 40mph dual carriageway with a high proportion of heavy goods vehicles (HGVs) which does not currently encourage cycling and walking.



- We are developing plans to improve signage and wayfinding for cyclists and pedestrians to make it easier to travel by active modes. It will also make walking and cycling visible to colleagues and other road users, encouraging greater take up.
- Towards the end of 2023 we initiated two further projects to improve cycling infrastructure on the airport campus. This includes a project to develop a cycling route on the Eastern Perimeter Road between Terminal 4 and the Northern Perimeter Road and a review of cycle parking across the airport to ensure we provide secure cycle parking in locations where it is required.

Priority three

Improve campus connectivity by ensuring free, easy to use sustainable travel options are available for journeys needing to be made during the working day and for the first and last mile of commutes.

Campus connectivity

Passengers and colleagues can travel for free between Heathrow terminals on trains and the Underground. Trains link all terminals every day of the year, including Christmas Day.

In 2022, we extended free travel to include Hatton Cross Underground Station and introduced the early morning H30 free bus, linking the four underground stations at the airport before the first tube services commence. Colleagues can also travel for free on Hotel Hoppa buses between Terminal 2, Terminal 3, and the Renaissance Hotel.

New additions to campus connectivity for 2023 are shown in the table below.



The free early morning H30 bus service was improved to operate all day between Terminals 4 and 5.

Date	Service	Description
26 Aug	H30	Daytime journeys introduced between Terminals 4 and 5 via Cargo, every 20 minutes
26 Aug	N30 and N40	These hourly night services to Acton and Ealing provide Team Heathrow with free overnight links between all Heathrow terminals, Hatton Cross and Cargo
26–28 Aug	A60 and 459	These services from Sunnymeads and Iver Heath enhance the frequency of early morning free buses for Team Heathrow, to approximately every 10 minutes between Terminals 2, 3 and 5
27 Aug	A4	Free travel for Team Heathrow between Compass Centre and Central Bus Station
4 Sep	Staff bus	Free bus introduced between Compass Centre and Terminal 5 on Mondays to Fridays, running every 20 minutes between 07:00 and 19:00
25 Dec	H31	Hourly service on Christmas Day between 05:00 and 23:00, providing links to Harlington Corner, Eastern Perimeter Road and Hatton Cross from Terminals 2, 3 and 4, due to the absence of any TfL services on this day. The service was free for Team Heathrow

Maps showing the free travel opportunities at the airport can be found at the back of this report.

The free travel options at the airport are closely monitored to ensure they meet the needs of passengers and colleagues during times of disruption, including engineering work and industrial action. Standby buses are provided on days when airport connectivity is seriously reduced, just in case there are unexpected operational issues on the day.

During the significant engineering work on the 25 and 26 November, the only rail services to Heathrow were on the Underground, and only serving Hatton Cross, Terminal 4 and Terminals 2 and 3.

Replacement buses operated up to every 5 minutes between Central Bus Station and Terminal 5, and the free H30 bus ran up to every 10 minutes between Terminal 4 and Terminal 5 with double-deckers.

To: Cargo area and Terminal 4			To: Central Bus Station (Terminals 2 & 3)		
Time	Service	Stop	Time	Service	Stop
00:15	N40	20	01:00	N30	20
01:15	N40	20	02:00	N30	20
01:35	N30	20	03:00	N30	20
02:15	N40	20	03:30	H30	20
02:35	N30	20	03:40	A60	20
03:15	N40	20	03:43	A30	11-15
03:25	H30	20	03:50	H30	20
03:35	N30	20	03:58	7	8
03:45	H30	20	04:00	N30	20
03:55	A40	11-15	04:10	H30	20
04:05	H30	20	04:30	H30	20
04:15	N40	20	04:40	A60	20
04:25	H30	20	04:50	H30	20
04:35	N30	20	05:00	N30	20
04:45	H30	20	05:30	A60	20
05:05	H30	20			
05:15	N40	20			
05:20	H30	20			
05:40	H30	20			
05:55	H30	20			
06:10	H30	20			
06:25	H30	20			
06:45	H30	20			
Then every 20 mins until					
23:05	H30	20			
23:25	H30	20			

The services shown are available to all Team Heathrow travel free on the services shown. H30 bus is free to all.

Trains, Underground and H30 bus are free between terminals. Scan code for details.

All services are daily, except Christmas Day. Timetables commencing 26.08.23. Heathrow



Double deckers were used during the rail engineering work on 25 and 26 November, and the frequency was doubled to every 10 minutes between 07:00 and 21:00 on both days.

Priority four

Discounted travel. Bus service providers, particularly those operating from outside Greater London, will be encouraged to provide discounted tickets for Team Heathrow colleagues. This also includes some coach services where stops are within easy commuter distance.

The following discounts for Team Heathrow were introduced in 2023

Single tickets

Service	Valid between	Team Heathrow price	Discount
710	Whole route	£2	71.5%
Go2Gate	Whole route	£2	60%

Monthly bus tickets (includes 28/30-day variants)

Service	Valid between	Team Heathrow price	Discount
5	Whole route	£34	51.5%
556	Whole route	£45	57%
730/731	Frimley to Heathrow	£114	n/a (it is currently cheaper to purchase single fares totalling £4 per day, if travelling for 22 days a month)
730/731	Basingstoke to Heathrow	£142	20% (compared with single fares totalling £8 per day, for 22 days)
RA3	Whole route	£120	70% (compared with day return tickets at £18, for 22 days)
X442	Whole route	£40	33.3%

10-Journey bus tickets, or pack of 5 day-tickets

Service	Valid between	Team Heathrow price	Discount
556	Whole route	£15 (10-trips)	25%
730/731	Frimley to Heathrow	£40 (pack of 5 day-tickets)	n/a (it is currently cheaper to purchase single tickets at £2)
730/731	Basingstoke to Heathrow	£50 (pack of 5 day-tickets)	n/a (it is currently cheaper to purchase single tickets at £4)
RA3	Whole route	£57.50 (10-trips)	36.2%
X442	Whole route	£15 (10-trips)	50%

Other discounts introduced in 2023

Service	Valid between	Team Heathrow price	Discount
7	Terminal 5 to Central Bus Station	Free	100%
459	Whole route	Free	100%
A4	Compass Centre to Central Bus Station	Free	100%
A60	Whole route	Free	100%
H31	Terminal 4 to Central Bus Station via Hatton Cross (Christmas Day)	Free	100%
RA1	Reading, Twyford, Maidenhead and Taplow to Heathrow	Free on the 02:40, 03:10 and 04:10 journeys from Reading	100%
N30	Whole route	Free	100%
N40	Whole route	Free	100%

The following was introduced on 14 August 2023 for direct employees of Heathrow Airport Limited

Service	Valid between	HAL-employees only	Discount
Elizabeth line	Acton Main Line to Heathrow	50% off single, return and point-to-point season tickets for travel to "Heathrow Rail"	29.1% to 50%, depending on the zones travelled through

Cycling discounts for Team Heathrow

The following discounts are available from the Heathrow Cycle Hub:

10% OFF*

Bikes and accessories

25% OFF*

Cycling accessories on 23 March (Community Safety Event at the Cycle Hub)

FREE

Servicing up to £50 (labour only)

50% OFF*

Spring and Winter cycling packages

15% OFF*

All bikes and accessories throughout Bike Week

*RRP

Priority five

New or improved services to serve new areas or improve the service on existing routes (e.g. increased frequencies).

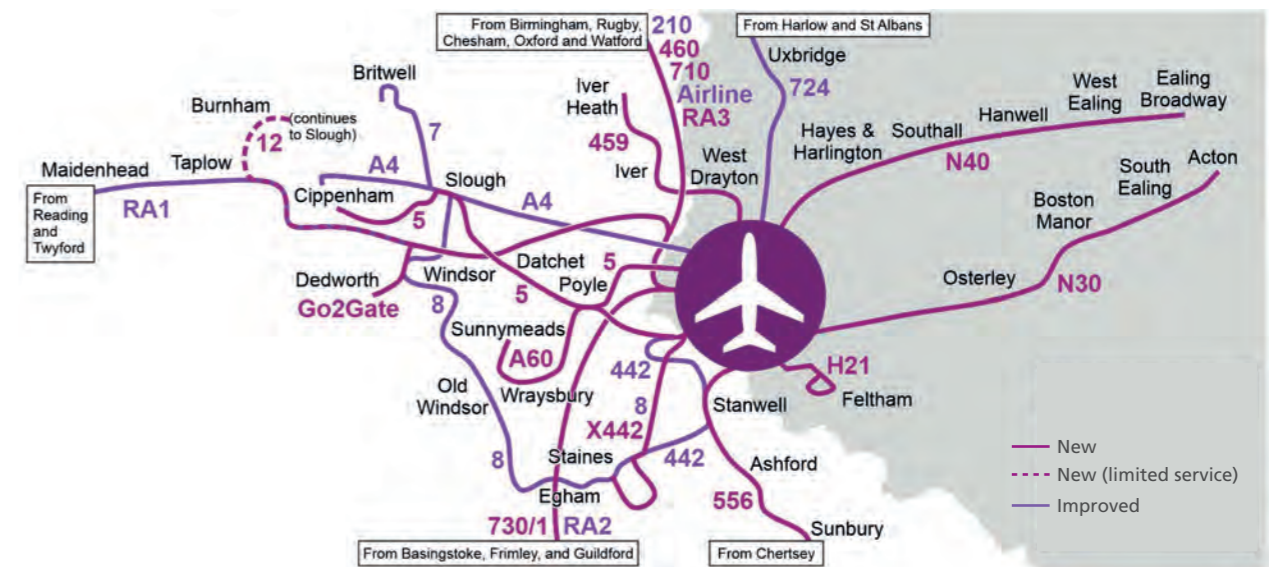
Some of the new or improved services introduced in 2023 were brought forward from our plans for 2024 and 2025, to provide alternatives for colleagues affected by the extension of TfL's (ULEZ) on 29 August.

We used our data analysis to provide new or improved services where colleagues had less public transport options, which was to the west of the airport in most instances, as illustrated on page 17.

Some operators had to obtain new or nearly new vehicles at very short notice, so they could meet the ULEZ extension deadline. Other operators placed orders for new vehicles and used substitutes whilst they waited for deliveries. This, along with the need to find many additional drivers during a national shortage, was an incredible achievement from our operator partners.

New services

Date	Service
02 Apr	5 (Cippenham – Slough) – extended to Terminal 5 via Datchet and Poyle Industrial Estate
02 Apr	12 (Slough – Burnham) – extended on Sundays and Public Holidays to Terminal 5 on an experimental basis
28 Apr	460 (Rugby – Heathrow) – new direct service from Rugby, also serving Coventry to replace the 210 (see improved services)
23 July	RA3 (Watford – Heathrow) – new RailAir coach service
19 Aug	Go2Gate (Dedworth – Heathrow) – new app-based on-demand minibus service
19 Aug	H21 (Feltham – Heathrow) – new minibus service via Bedfont Green
21 Aug	731/730 (Basingstoke/Frimley – Heathrow) – new Flightline coach service, also serving Old Basing, Camberley and Bagshot
26 Aug	N30 (Acton – Heathrow) – see priority one
26 Aug	N40 (Ealing – Heathrow) – see priority one
26 Aug	459 (Iver Heath – Heathrow) – see priority one
26 Aug	556 (Chertsey – Heathrow) – new service, replacing some short journeys on route 555 between Heathrow and Sunbury, but extended to serve Shepperton and Chertsey
26 Aug	710 (Chesham – Heathrow) – see priority one
28 Aug	X442 (Staines – Heathrow) – reintroduction of a minibus service from Staines Railway Station, with an extension to some other parts of Staines previously without a direct link to Heathrow
28 Aug	A60 (Sunnymeads – Heathrow) – see priority one



Improved services

Date	Service
08 Jan	RA1 (Reading – Heathrow) – journey times reduced by an average of 10 minutes (22%) towards Heathrow and 6 minutes (15%) towards Reading, by removing a poorly-used intermediate stop
08 Jan	The Airline (Oxford – Heathrow) – additional early morning journey, extending the period when coaches operate every 30 minutes
04 Feb	442 (Staines – Heathrow) – improved frequency to every 30 minutes during the middle of the day on Mondays to Fridays
02 Apr	4 (Maidenhead – Heathrow) – improved evening service, up to every 30 minutes instead of hourly. Withdrawn between Cippenham and Maidenhead to improve punctuality
28 Apr	210 (Birmingham – Heathrow) – some journey times reduced to 2 hours or less, by avoiding Coventry
28 May	The Airline (Oxford – Heathrow) – two additional early morning journeys, extending the period when coaches operate every 20 minutes, and an additional evening journey to improve the frequency
23 July	RA1 (Reading – Heathrow) – all journeys diverted via Thames Valley Park & Ride. Two additional early morning journeys via Maidenhead and Twyford, making three in total. All three also now serve Taplow
23 July	RailAir pick-up location for Terminals 2 and 3 moved from Central Bus Station to the arrivals forecourts at both terminals
20 Aug	RA2 (Guildford – Heathrow) – improved frequency between Woking and Heathrow (every 30 minutes), and earlier and later journeys to and from Guildford
26 Aug	H30 (Central Bus Station – Hatton Cross) – see priority three
27 Aug	A4 (Cippenham – Heathrow) – improved daytime frequency on Mondays to Fridays (up to every 15 minutes) and new overnight service (hourly)
27 Aug	7 (Britwell – Heathrow) – additional early morning journey from Britwell to connect with route A4 in Slough town centre
27 Aug	8 (Slough – Heathrow) – improved timetable on Sundays and Public Holidays (every 30 minutes instead of hourly)
28 Aug	442 (Staines – Heathrow) – improved frequency to every 30 minutes for a much larger part of the day, including Saturdays, Sundays and Public Holidays
03 Sep	724 (Harlow – Heathrow) – improved service on Sundays and Public Holidays between Watford Junction and Heathrow via Rickmansworth and Denham

Christmas Day

Following a trial operation of route 4 on Christmas Day in 2022 (with Heathrow's financial support), route A4 was operated commercially by First Beeline. We requested one additional journey early in the morning to reach the airport in time for the first shifts, and this was provided with Heathrow's financial support.

Other services operating commercially on Christmas Day were the 7, RA1, RA2, RA3, The Airline, megabus, National Express and Flixbus.

A special one-bus service was operated on the 442 with Heathrow's financial support and carried a total of 72 passengers. Also operating with Heathrow's financial support was a service over the 703 between Slough town centre and Terminal 5, which carried 246 passengers compared with 2022's 46 passengers (a 435% increase). Lastly, a minibus carried 71 passengers on a special H31 service between Terminal 4 and Central Bus Station via Hatton Cross. It covered areas without public transport due to the absence of TfL's buses and Underground. A flat fare of £2 applied on the H31, but Team Heathrow travelled free.

Based on the experience of routes A4 and 703, we expect the number of passengers using the 442 and H31 to increase significantly, if the services operate on Christmas Day in 2024.

Heathrow Express provided a free service between all terminals.



Boxing Day

Most commercial services operate on Boxing Day and those operating wholly under contract to Heathrow are required to operate on Boxing Day. One obvious gap in the network was a daytime service on the 724, so we worked with Thames Valley Buses to provide a service between Watford and Heathrow, in between the normal early and late journeys operated by Arriva under contract to Heathrow. A total of 80 passengers were carried by Thames Valley Buses.

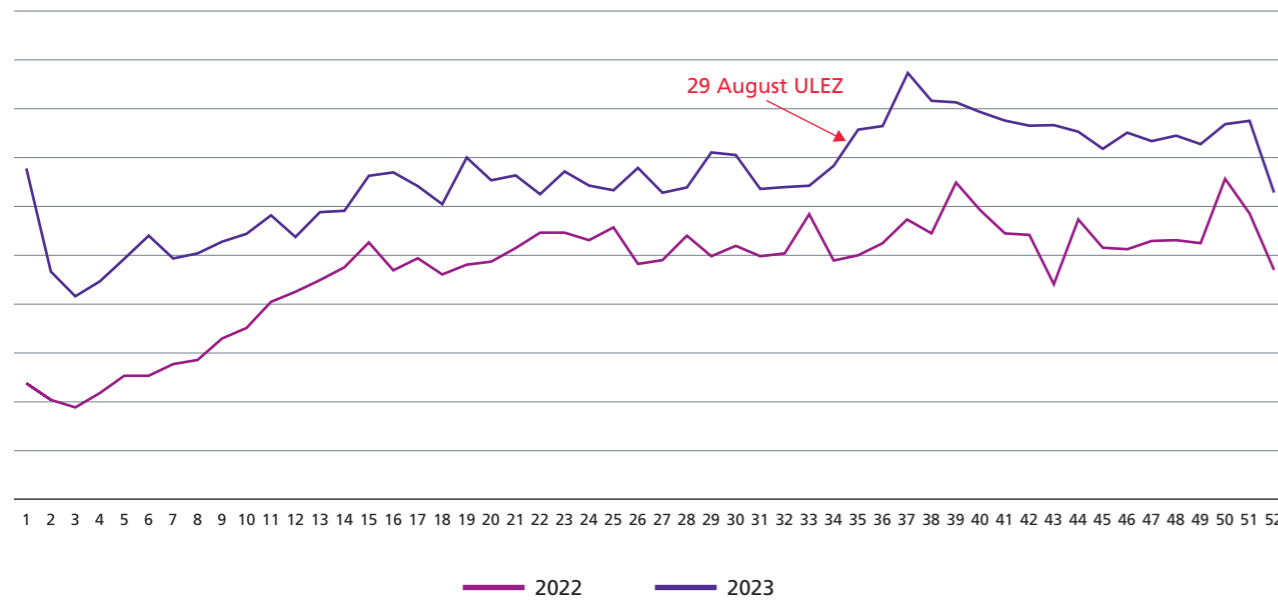
The only public transport not operating to Heathrow on Boxing Day were the Elizabeth line, Heathrow Express (except between all terminals), and bus routes 12, 555, A60, N30 and N40.



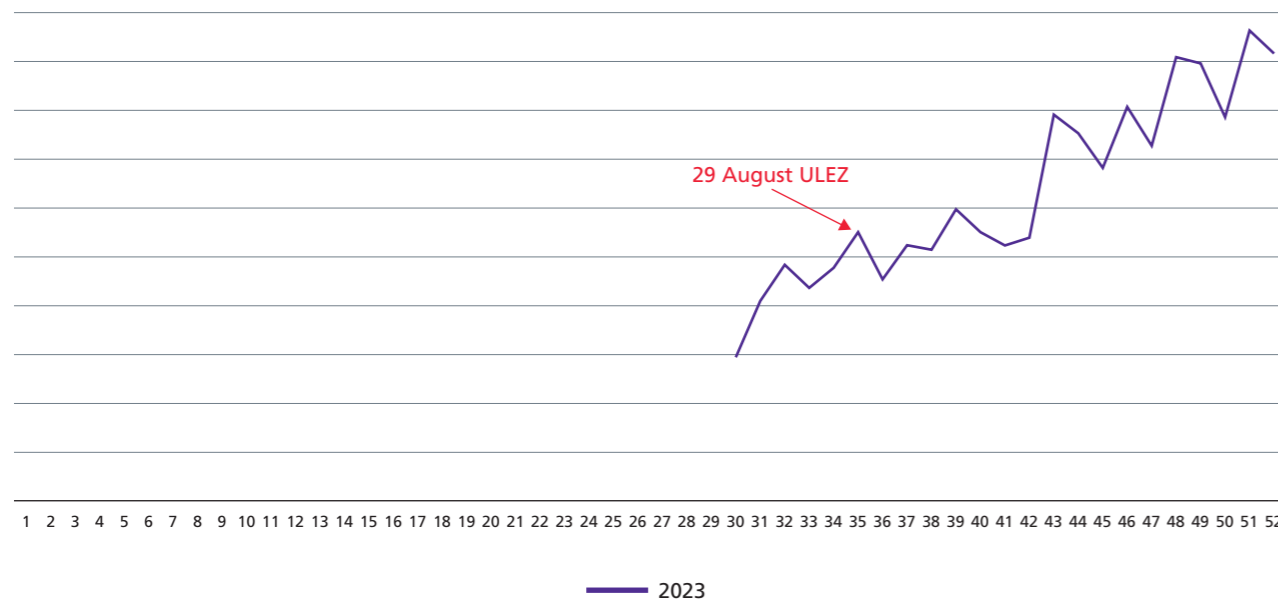
Results

Monitoring the performance of the STZ has been very important, to make sure the improvements are having the desired effect. The patronage data received during the year has been used to create the graphs on the next few pages, and previous year's data is also shown where applicable. For commercial reasons, the left-hand scales have been removed from all graphs.

Route RA2 – total passengers

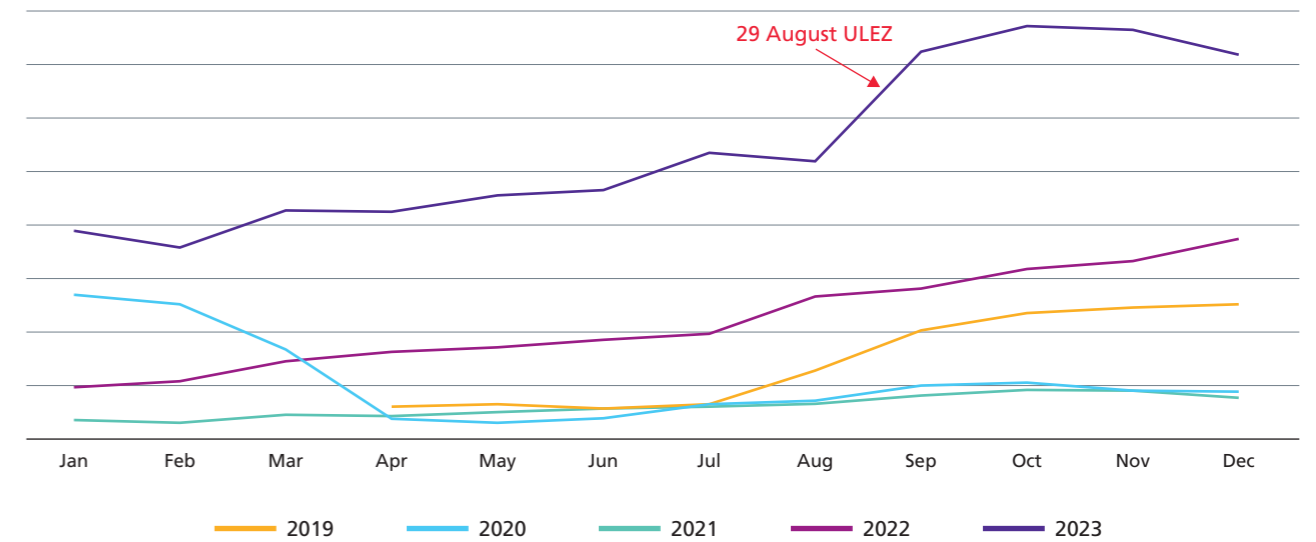


Route RA3 – total passengers

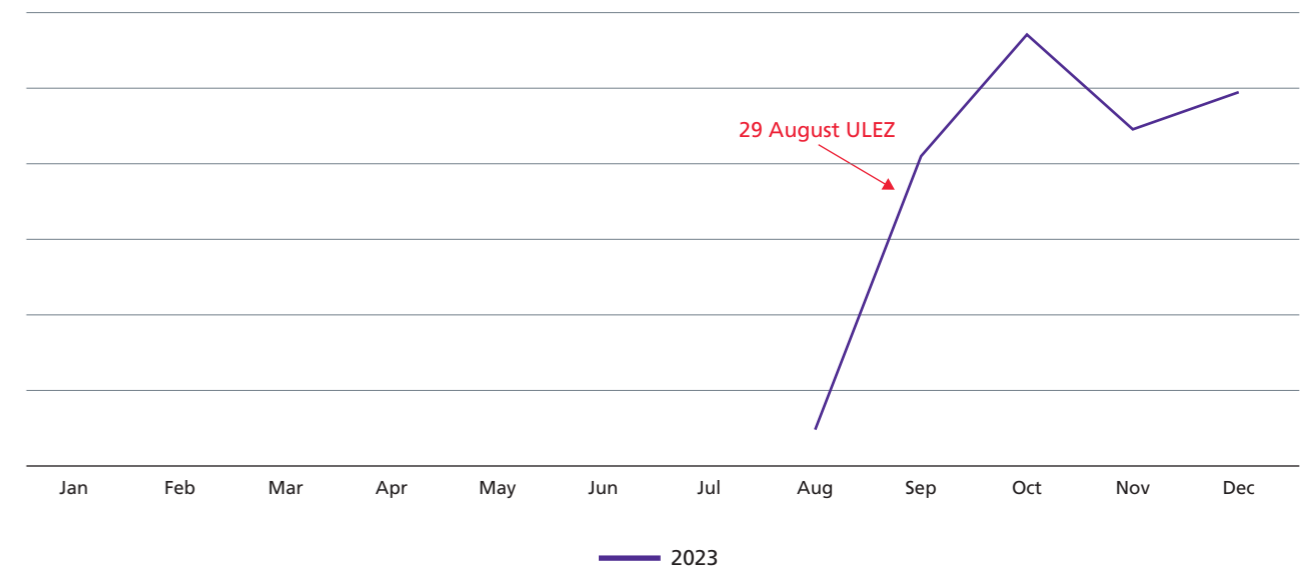


We will look at all the STZ elements in detail during 2024 to gain a better understanding of how effective they are. A Team Heathrow colleague survey will be carried out in 2024, which will help inform us.

Carlone 442/X442 – passengers boarding at Heathrow



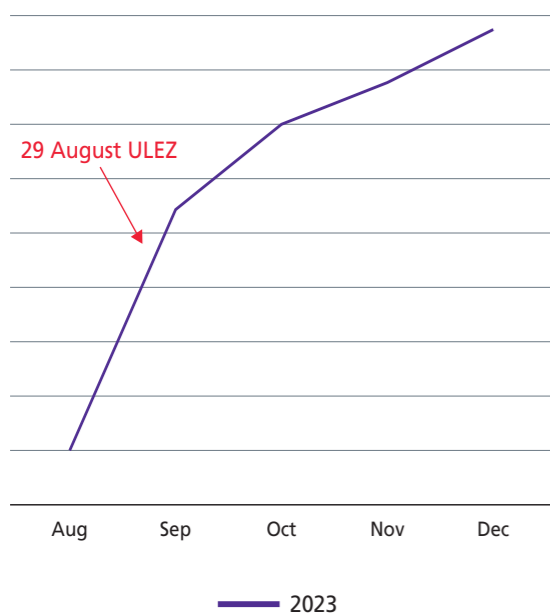
Route 556 – passengers boarding at Heathrow



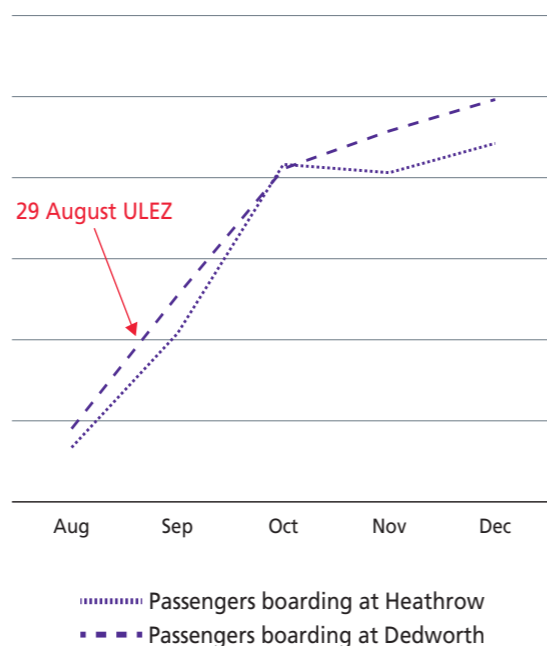
A closer look: Go2Gate



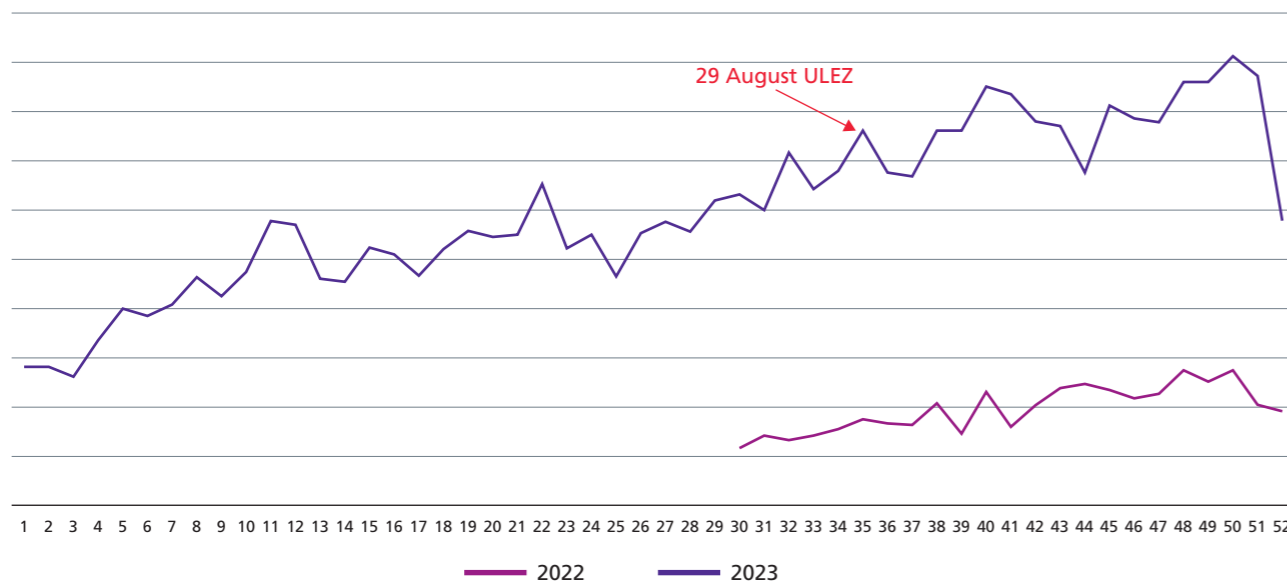
H21 – passengers boarding at Heathrow



Go2Gate – total passengers (to and from)



Route 102 – passengers boarding at Heathrow



Go2Gate commenced on 19 August and is our trial of Demand Responsive Transport (DRT), operating between Dedworth and Heathrow via the M4 Motorway. Journeys must be booked on the Go2Gate App and the minibuses will pick up and drop off anywhere within the Dedworth zone, sometimes at passengers’ garden gates.

It differs from most other DRT schemes in the UK by only permitting journeys to or from Heathrow. This eliminates the possibility of DRT buses being unavailable for last-minute bookings, which is essential for a busy airport due to flight alterations and the need for colleagues to sometimes change their shift times. Bookings can also be made up to 28 days in advance and cancelled up to 20 minutes before, giving users extra reassurance.

Go2Gate’s minicab-like qualities give it the potential to attract a wider range of users by breaking down the barriers to using traditional bus services.

Transport Focus spoke to more than 2000 people last year to understand the current barriers to bus use. Their findings published in June 2023 revealed that the majority of non-users don’t travel by bus because they prefer to travel by car (70%). Other reasons

included the bus being less convenient (27%) and journeys taking too long (26%). The top factors that would increase bus usage were better value fares, more frequent buses and more reliable services.

Go2Gate’s on-demand nature, vehicle tracking, quick journey times and £5 fare (less for Team Heathrow or if booking as part of a group) has already generated a lot of interest in the local community and patronage growth (see graph on page 22). Here are just three of the many positive comments received so far:

“Excellent service. A great asset to the area.”

“I almost can’t believe how good it really is.”

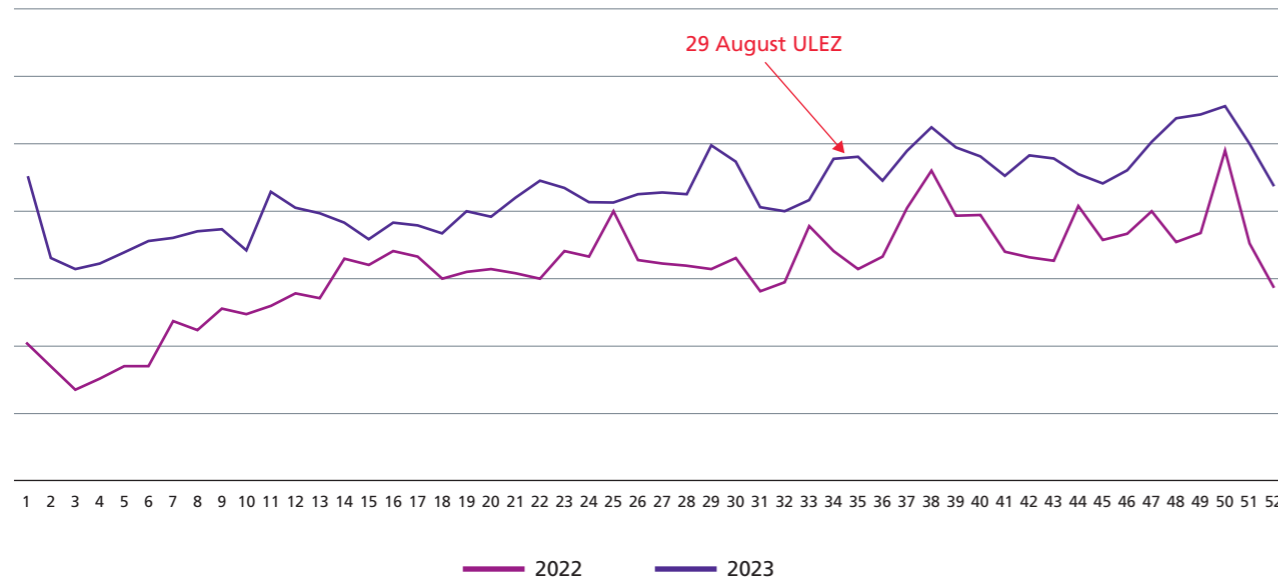
“Absolutely brilliant. I am now thinking of using this for my transport to and from work full time.”



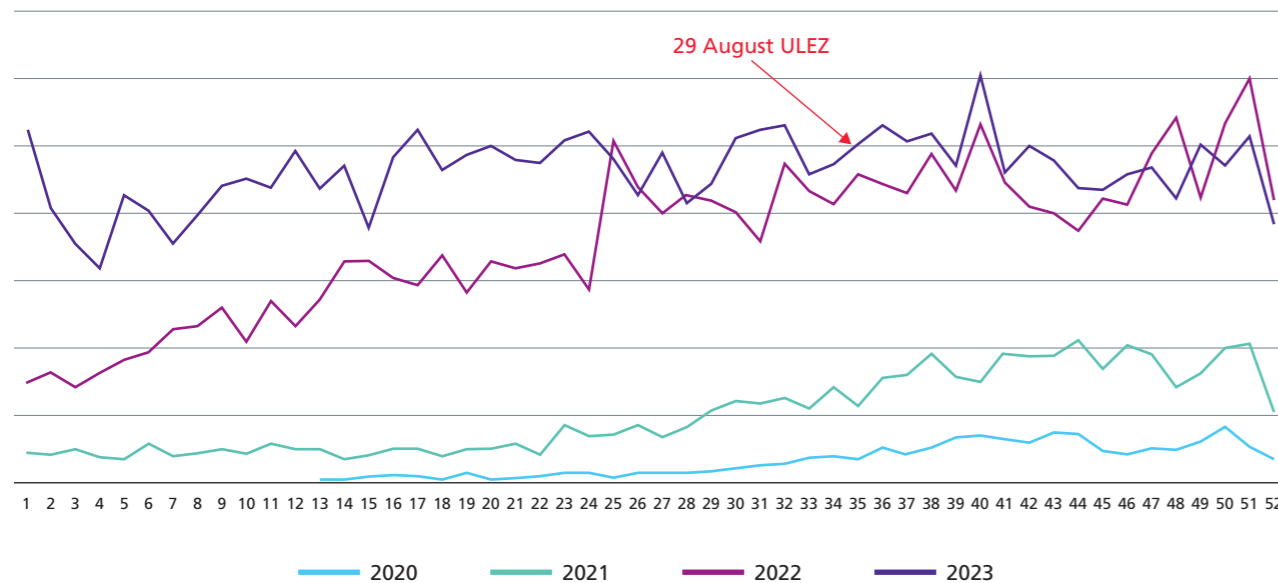
A closer look: Park and Ride



Route RA1 – total passengers



The Airline – passengers boarding at High Wycombe towards Heathrow



We continue to investigate opportunities for new Park and Ride (P&R) locations, in line with the Heathrow Surface Access Strategy (2022 to 2026).

The diversion off the M40 Motorway by coaches on The Airline (Oxford – Heathrow) to serve High Wycombe P&R in 2020 has proven very successful, and this year the service was increased to run every 20 minutes for most of the day. We worked with the operator to include extra journeys at the very start and end of the day, to make the timetable even more attractive.

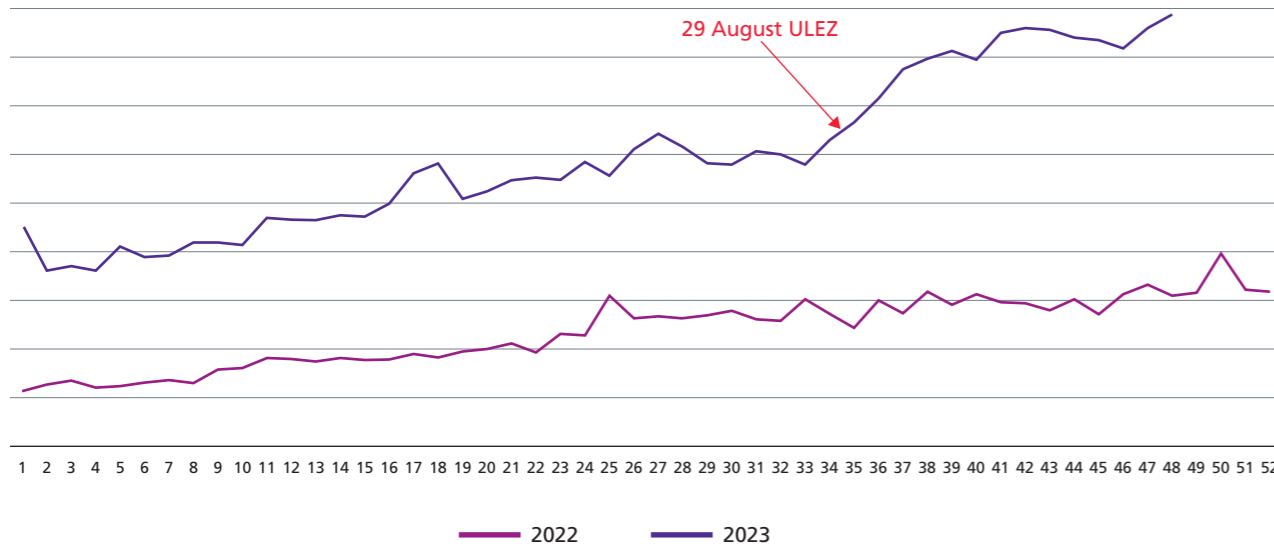
This year we worked with Wokingham Borough Council and the operator of the RailAir RA1 (Reading – Heathrow) to divert coaches via Thames Valley P&R, just to the east of Reading and not far from the M4 Motorway.

We hope this new P&R facility for Heathrow will grow to become as popular as High Wycombe, not just by people parking their cars, but also those working at or visiting the nearby office development. This will help justify the consideration of a third P&R site just off the strategic road network.

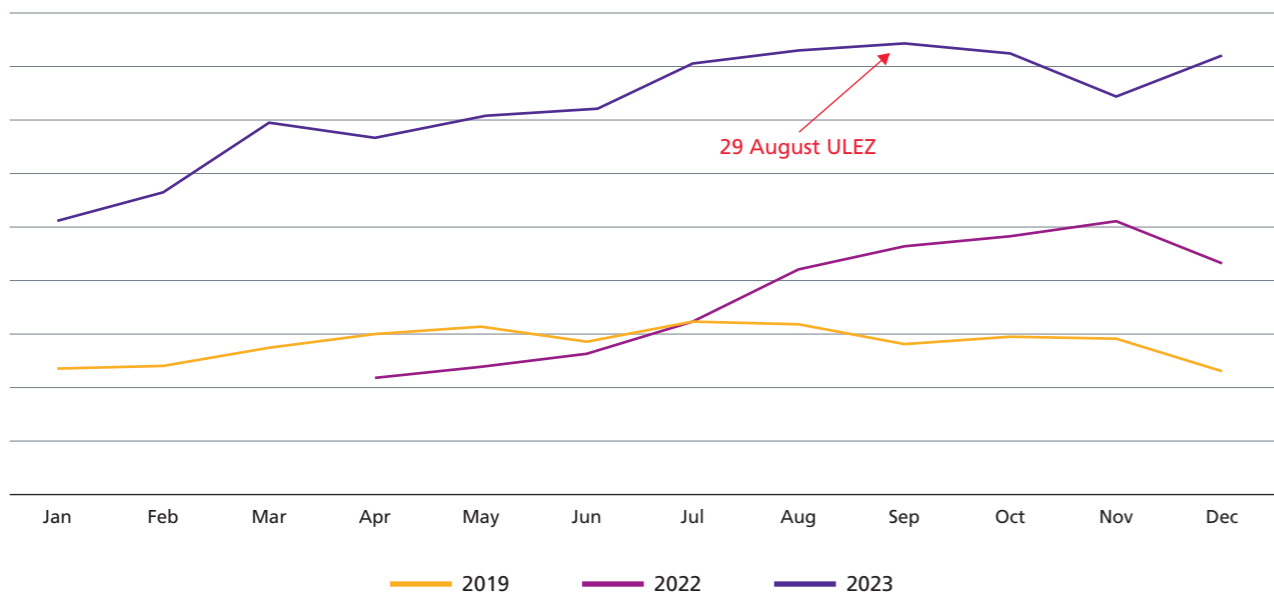
Location	Frequency	Average journey times	First service to Heathrow	Last service from Heathrow	Free parking
Handy Cross, High Wycombe	Up to every 20 minutes	25-42 minutes to Terminal 5, 32-42 to Central Bus Station (for Terminals 2 & 3)	24hr	24hr	Yes, up to 96 hours
Thames Valley Park, Reading	Up to every 30 minutes	34 minutes to Terminal 5, 47 minutes to Terminal 2, 51 minutes to Terminal 3	02:48	00:15	Team Heathrow only, up to 96 hours



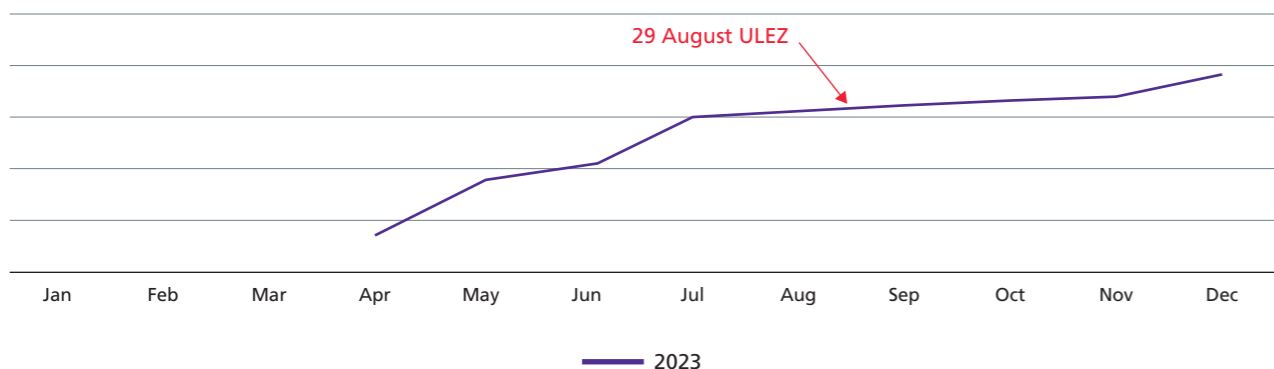
Route 4/A4 – passengers boarding at Heathrow



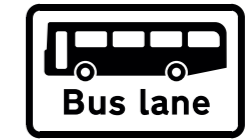
Route 703 – passengers boarding at Heathrow



Route 5 – passengers boarding at Heathrow



A closer look: bus lanes



We have worked with two bus operators since the beginning of 2022 to take full advantage of Slough’s impressive bus lanes.

Most sections of the A4 now have bus lanes, thanks to the vision of the local authority, Government funding, and the support of local stakeholders.

Bus journey times along the A4 between Slough town centre and the Three Tuns were captured in 2012 using real-time tracking, to support Slough Borough Council’s bid for new bus lanes through the Government’s Better Bus Area Fund. Below are the results compared with January 2024 (with the new bus lanes).

Average weekday journey times from Slough town centre to the Three Tuns:

Time band	June 2012	8 January to 12 January 2024	Average time saved
07:00 – 09:00	11 to 16 minutes	6 to 13 minutes	3 to 5 mins
16:00 – 19:00	14 to 19 minutes	5 to 10 minutes	9 mins

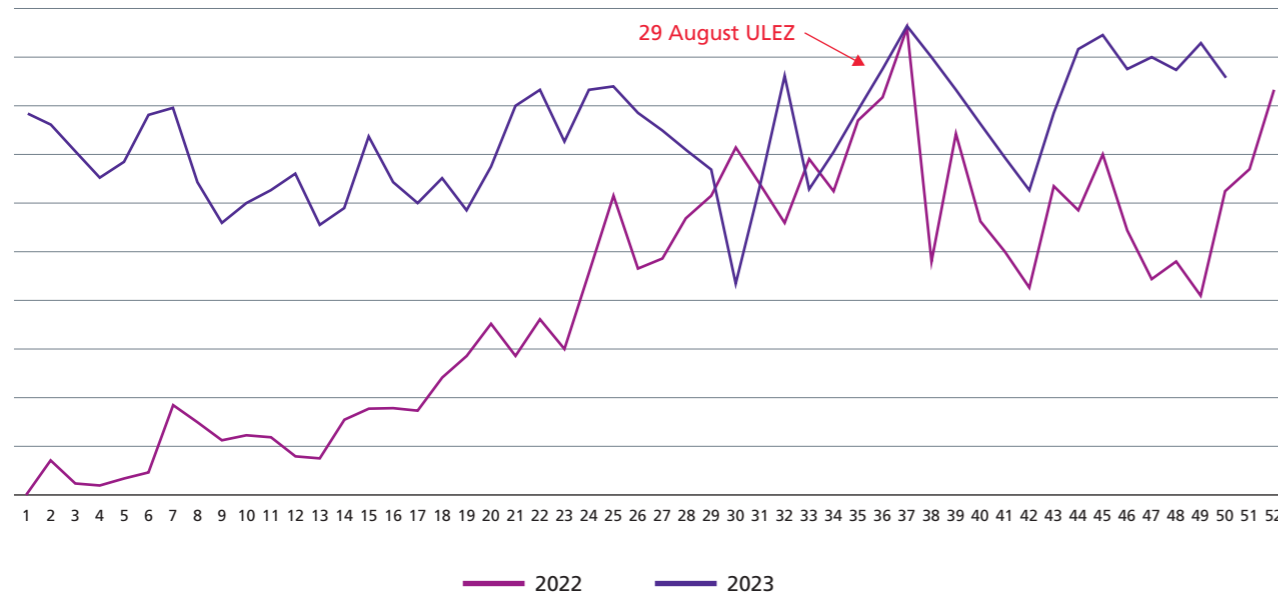
The effects are even more apparent along the A4 between Slough town centre and Langley High Street. Whilst we do not have historical journey times to compare with, it is clear from the image below that buses are now unhindered at peak times, where they previously queued with all the other traffic in a single lane in each direction.

It would seem likely to us that the quicker and more consistent bus speeds at peak-times are contributing to the patronage growth on bus routes 4 and 703. Our confidence in the bus lanes delivering the right results is so strong, that we have worked with the operator of route 4 to create a high frequency cross-town service (terminating in Cippenham where the bus lanes end). Buses run hourly through the night, and the service has been renumbered from 4 to A4 to help raise route awareness.

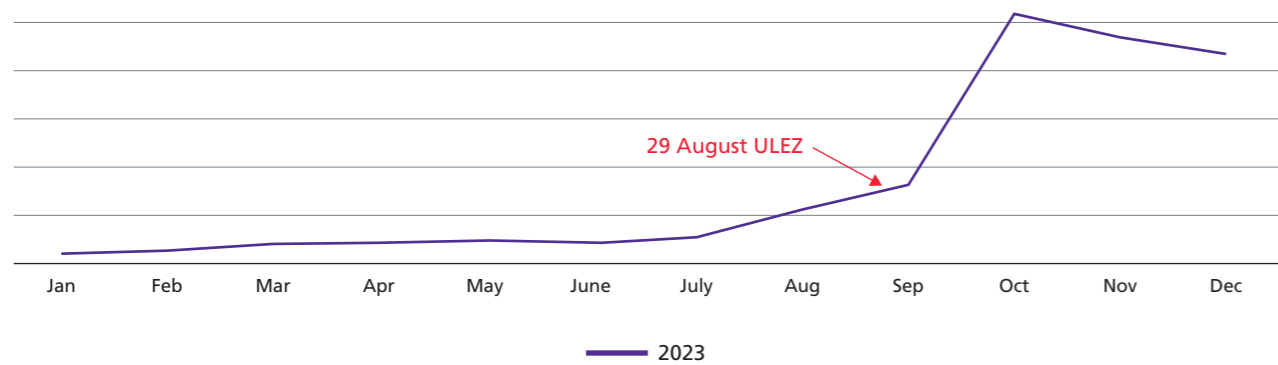
We now need the bus lanes in Slough to return to being 24 hour. Delays to buses can occur at most times of the day and also at weekends, particularly when the M4 and M25 Motorways are disrupted.



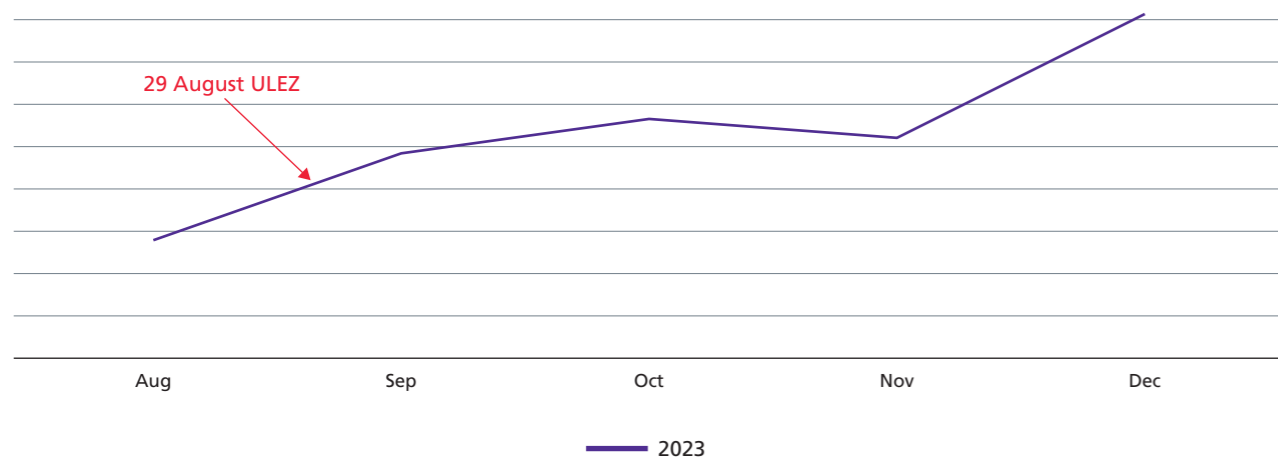
Route A40 – passengers boarding to Heathrow



H30 – passengers boarding at Heathrow



Route 730 – passengers boarding at Heathrow



A closer look: Luggage



It's no surprise that people using buses at Heathrow will often have luggage. Coach operators at Heathrow provide plenty of space for luggage, but there have been very few instances of buses with suitable facilities. Past exceptions have included the 724, X26 (now SL7), Hotel Hoppa and the Slough 7-series.

We believe all buses and coaches to Heathrow should have suitable space for storing suitcases. Passengers with luggage should not be made to feel unwelcome. That's why we specified luggage racks in several bus tenders during 2023, and worked with operators to find ways of adding them to buses on some existing services. See table to the right.

All vehicles regularly used	Some of the vehicles used	Plan to fit to all the vehicles regularly used	Some vehicles on an ad-hoc basis
710, H30, N30, N40, Flightline 730/1, Flixbus, Go2Gate, Hotel Hoppa, National Express, megabus, RailAir, The Airline	7, A4, SL7, Flightline 703	H21, SL7, Flightline 102	555, 556
Services without any vehicles fitted		5, 8, 12, 105, 111, 278, 285, 350, 423, 442, 446, 459, 482, 490, 724, A60, N9, N140, SL9, U3, X442	

Near right

Passengers and their luggage blocking the aisle and the wheelchair space.

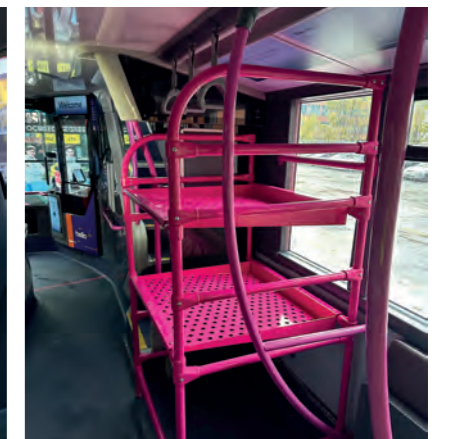
Far right

Passengers and their luggage blocking the aisle, the wheelchair space and the exit door.

Below

(from left to right)

Luggage racks fitted to vehicles used on Flightline 703, Go2Gate, and routes 7 and A4.



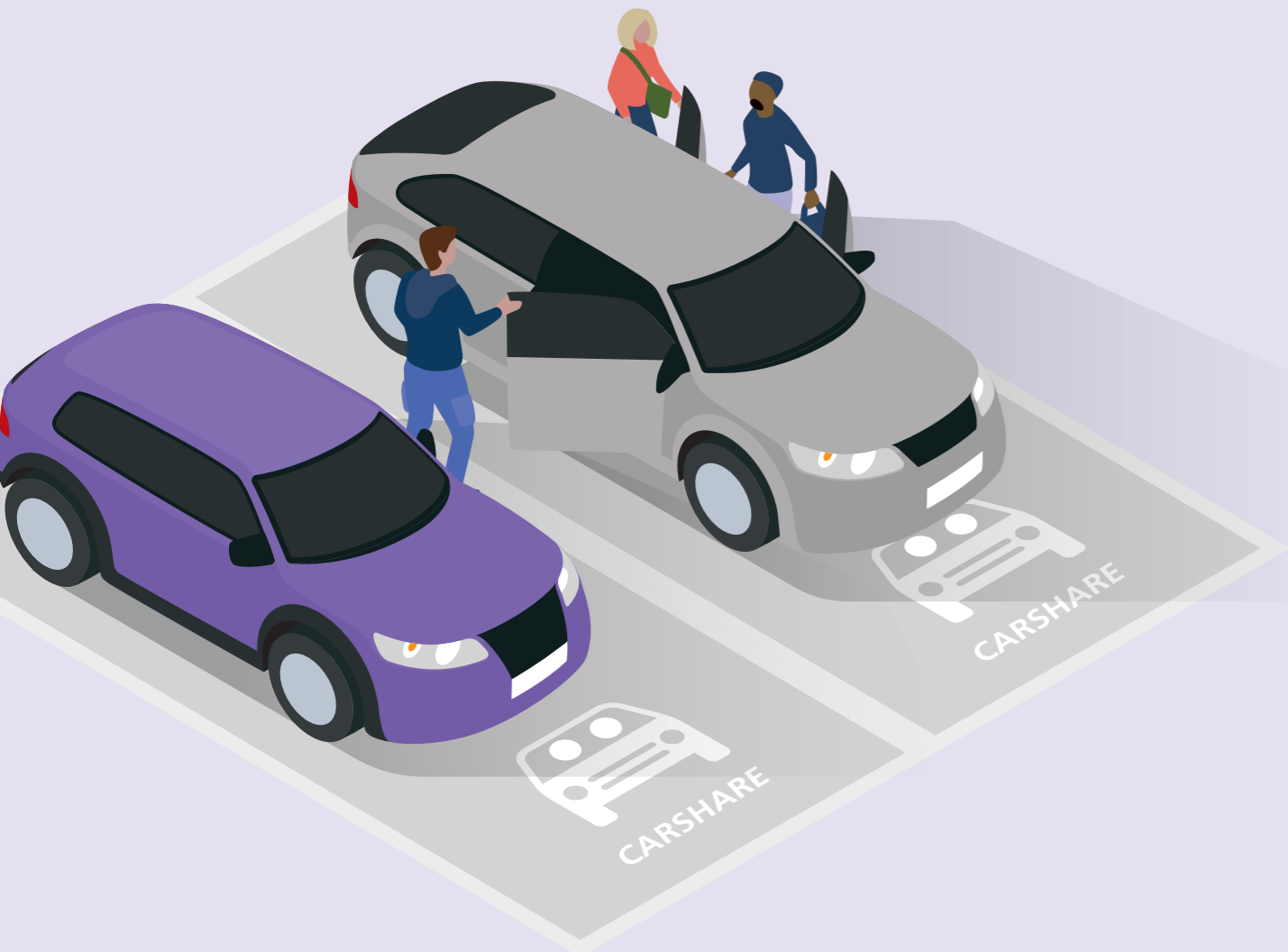
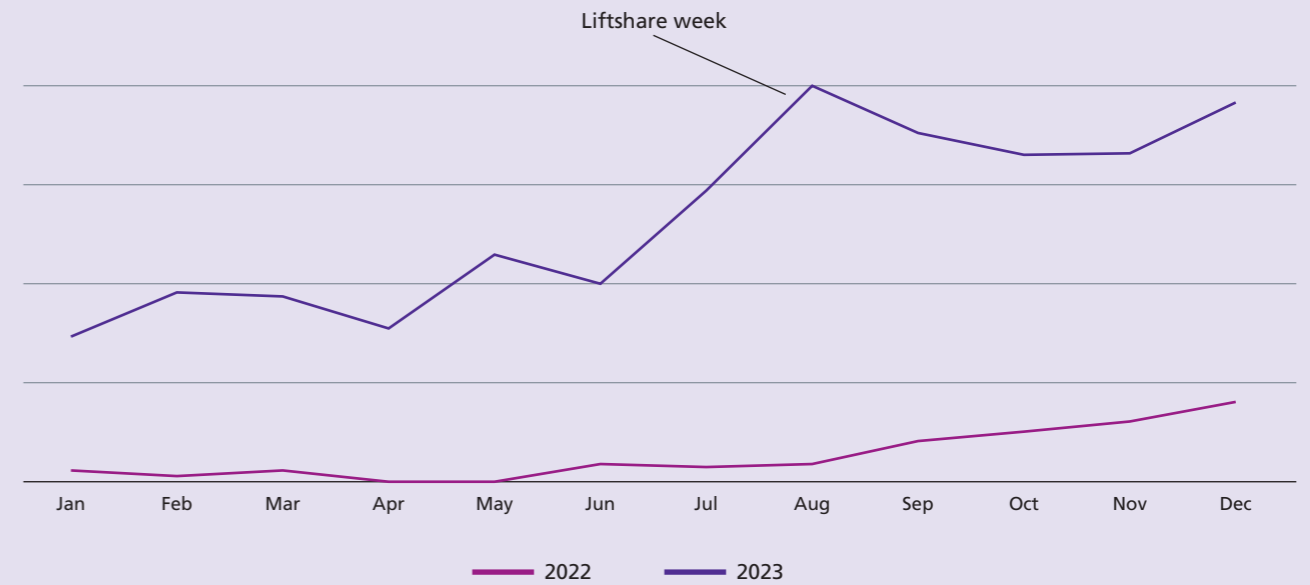
Car Share

Heathrow’s Car Share product is delivered by Liftshare. Colleagues can easily register to Liftshare on the Heathrow Commuter web page, and from QR codes on Car Share marketing in staff areas at the terminal.

A wide range of promotion took place in 2023 to raise awareness of Car Share, specifically validating journeys. We continue to incentivise colleagues to validate their Car Share journeys by awarding monthly high street shopping vouchers. In August we celebrated ‘Liftshare Week’, raising awareness of Car Share benefits with daily promotional activities around the airport, which included giving out free ice cream at colleague car parks. Other improvements were made to Liftshare platforms, with TfL’s Ultra-Low Emission Zone (ULEZ) boundary added to the Liftshare app and web page, and instructive videos included on Heathrow’s Commuter web pages.

Enforcement remains important to the success of Car Share, and we continue to work closely with car park operating partners to ensure compliance of Car Share spaces in Heathrow-managed colleague car parks. In October signage was added to Car Share bays at Compass Centre, which supports the existing spot checks of cars parked in share spaces.

Car Share – validated journeys



Marketing – colleague focussed

We used the marketing experience gained in 2022 to develop a coordinated plan centred around the ULEZ expansion, to support colleagues when looking for alternatives to driving. This included:

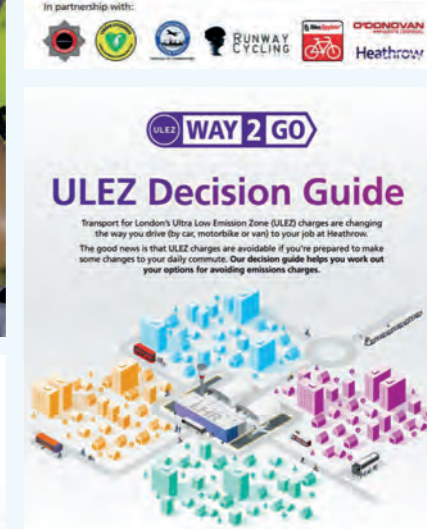
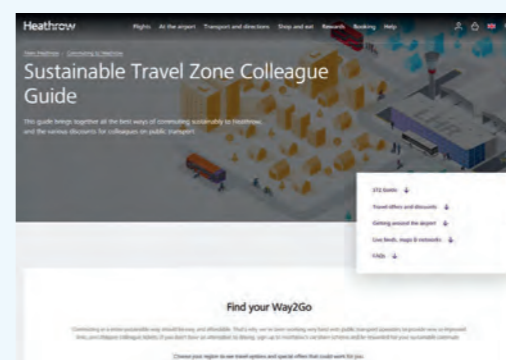
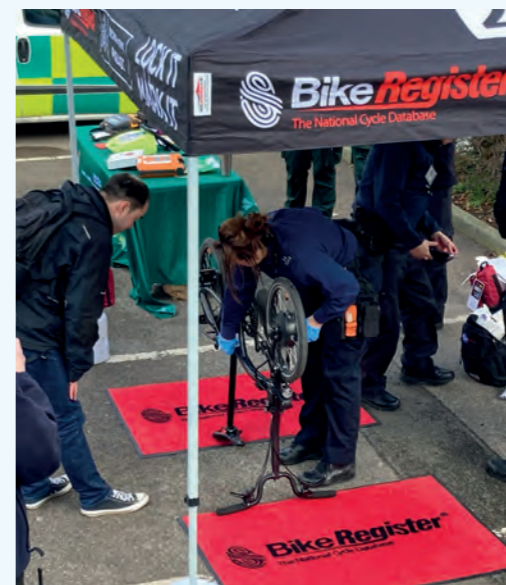
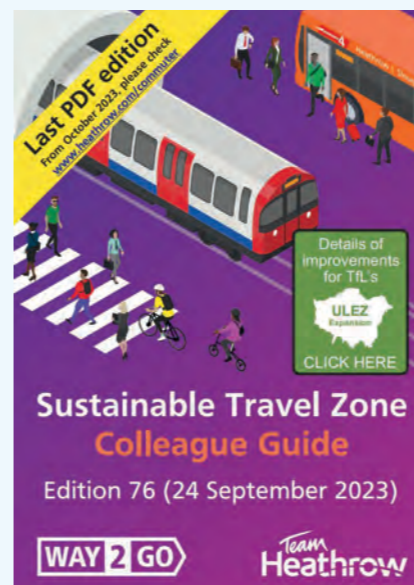
- Way2Go Roadshow events in terminals and other work locations around the airport.
- Virtual Way2Go roadshows on the first Wednesday of every month.
- Events in the colleague car parks during the summer, to focus on our target audience.
- The replacement of the PDF STZ Colleague Guide in October with an online version.
- Online news stories via Intranet pages, the Airport Community App, and also our airport social media platform.

We had plenty of free Way2Go items to give away at events. Our highly sought-after bamboo mugs were reserved for colleagues who signed up to the Heathrow Car Share community.



LOOKING FOR A BETTER COMMUTE TO WORK? VISIT THE WAY2GO ROADSHOW AT TERMINAL 4

Would you like to try a more sustainable commute but aren't sure what the options are?



Marketing

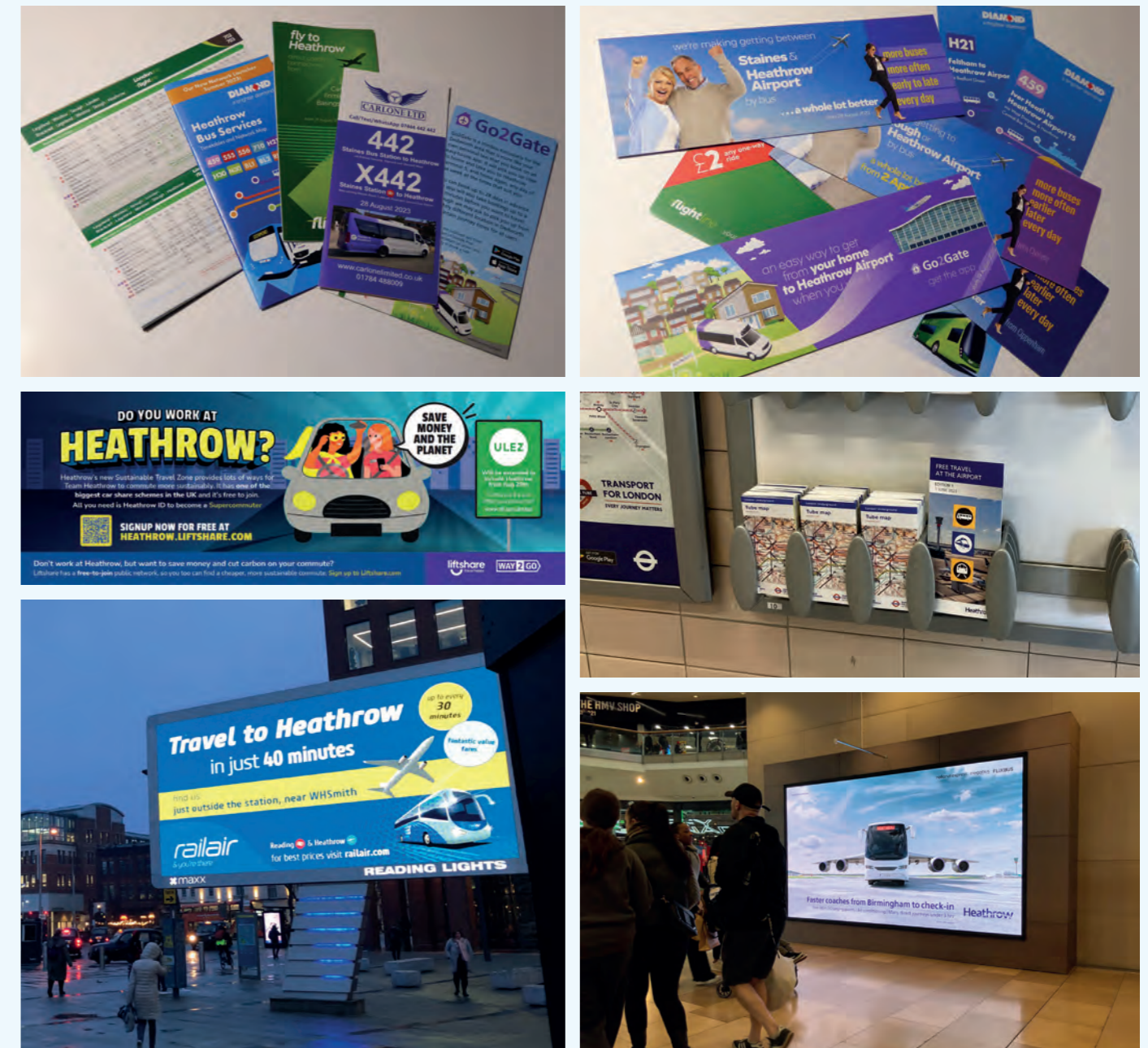
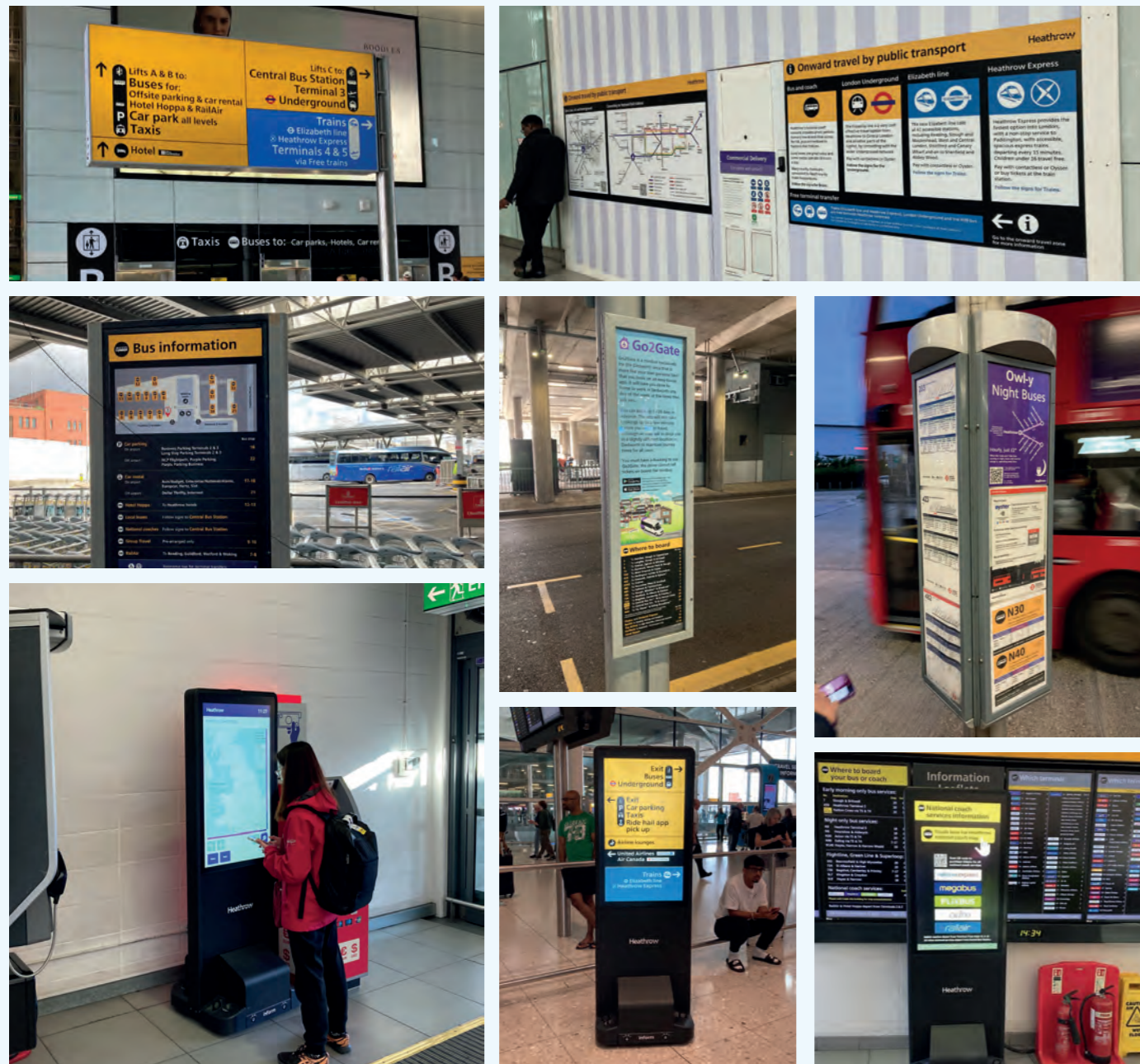
We continued to make improvements to signage and wayfinding at the airport, including some creative use of temporary hoarding in terminals to display onward travel information.

The trial of a mobile display unit (MDU) in Central Bus Station has enabled us to influence the content, which now includes the ability to view (and zoom/scroll) the Heathrow National Coach Map. The MDU also shows details about how to obtain coach tickets. Other MDUs with wayfinding and public transport information were introduced during the year in other locations.

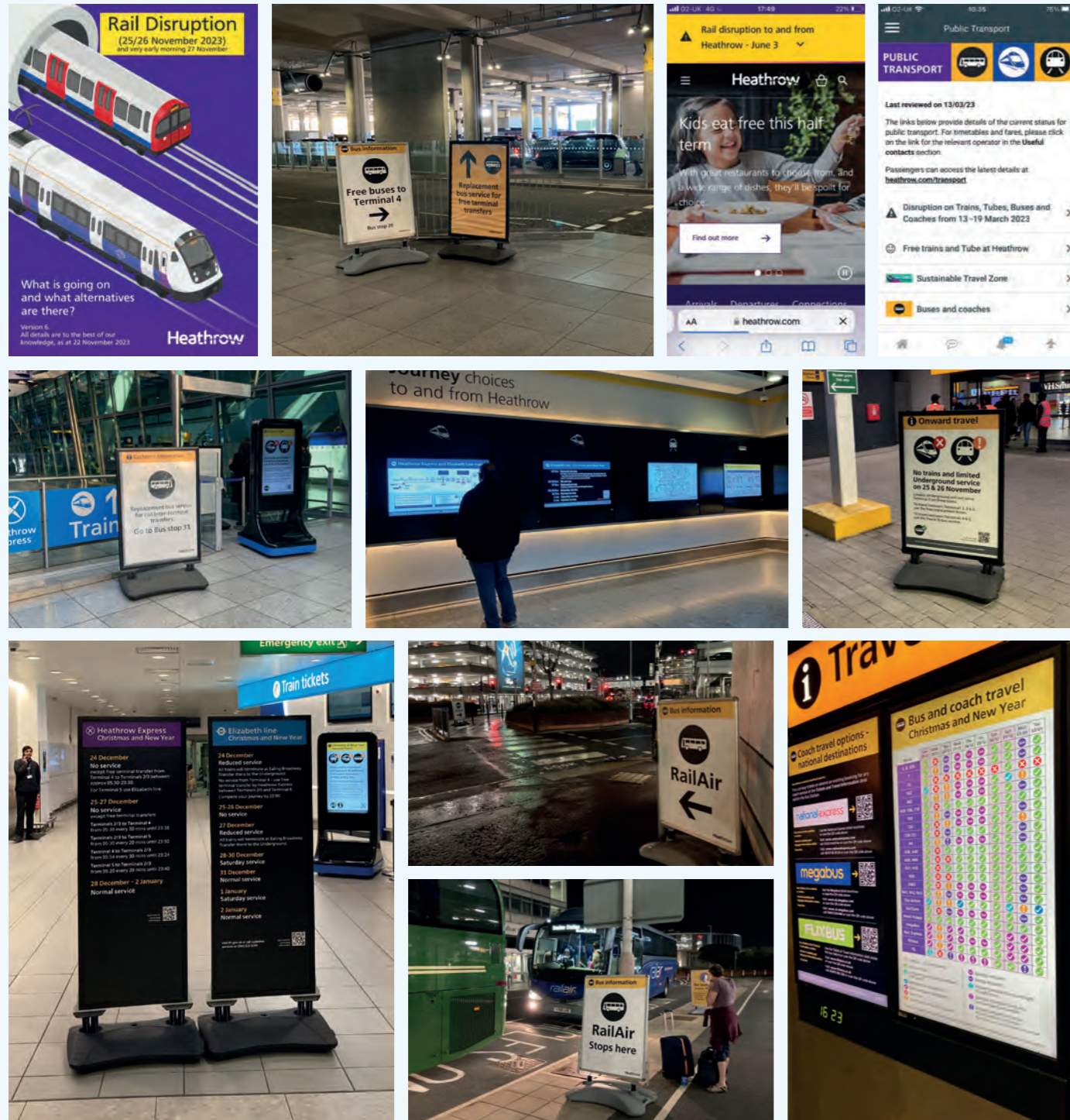
We worked with bus operators to provide leaflets on board several services and used the Royal Mail to deliver specially produced leaflets to residents living on or near routes 4, 5, 459, 730, H21, Go2Gate and RA3. A door-drop leaflet for car-sharing was also delivered in the Maidenhead area, to test the response.

London Underground's permission was obtained to display leaflets at Hatton Cross Station, providing information about the free travel available to all at the airport.

We also worked with coach operators to promote faster journey times to Heathrow by advertising in Reading, Cardiff, Newport, Birmingham, Solihull and Coventry.



Encouraging more passengers and colleagues to travel by public transport means that we must do all we can to communicate the alternatives when disruption occurs. For example, when there's engineering work, industrial action, a temporary relocation of bus stops, or simply just the time of year with the Christmas and New Year service alterations.



The use of Heathrow purple on vehicles continued during 2023, with the addition of buses on the H21 and X442. We worked with TfL to promote the X26 over the summer, including the branding of most vehicles in a special livery highlighting the fast journeys and low fares. These vehicles were converted to Superloop branding when the X26 became the SL7 in August.



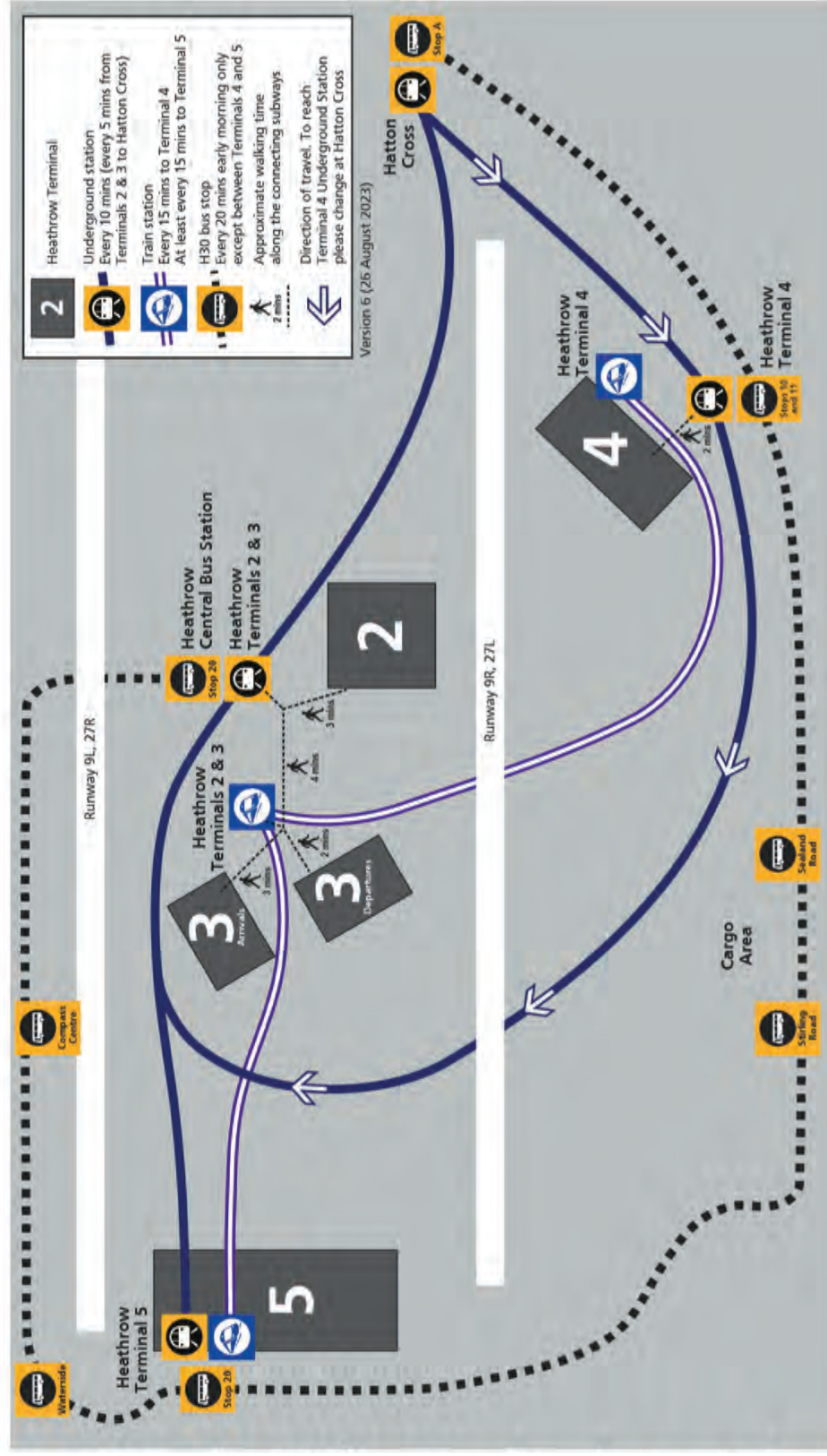
Free travel map

Free* travel is available between any of the stations and bus stops shown on this diagram.

*Oyster or contactless is required to activate ticket gates at stations.

Alternatively, if using the trains between terminals, you can collect a free train transfer ticket at train stations. They are not valid for travel on the Underground. Oyster, contactless or train transfer tickets are **not** required for free travel on the H30.

The free H30 bus runs every 20 minutes between Terminal 4 and Terminal 5 via the Cargo Area from early in the morning until late at night. The H30 bus also serves Hatton Cross, Waterside, Compass Centre and Central Bus Station early in the morning.



Underground		Piccadilly Line		Monday - Thursday		Friday		Saturday		Sunday	
From	To	First	Last	First	Last	First	Last	First	Last	First	Last
Hatton Cross	Terminals 2 & 3	05:05	01:17	05:05	24hr	05:05	24hr	05:05	24hr	05:05	24hr
Hatton Cross	Terminal 4	04:59	23:58	04:59	23:58	04:59	23:58	04:59	23:58	04:59	23:58
Hatton Cross	Terminal 5	05:05	01:07	05:05	24hr	05:05	24hr	05:05	24hr	05:05	24hr
Terminals 2 & 3	Terminal 4	Travel via Hatton Cross									
Terminals 2 & 3	Terminal 5	05:10	01:11	05:10	24hr	05:10	24hr	05:10	24hr	05:10	24hr
Terminals 2 & 3	Hatton Cross	05:12	00:21	05:12	24hr	05:12	24hr	05:12	24hr	05:12	24hr
Terminal 4	Terminals 2 & 3	05:02	00:09	05:02	00:09	05:02	00:09	05:02	00:09	05:02	00:09
Terminal 4	Terminal 5	Travel via Terminals 2 & 3									
Terminal 4	Hatton Cross	05:02	00:09	05:02	00:09	05:02	00:09	05:02	00:09	05:02	00:09
Terminal 5	Terminals 2 & 3	05:22	00:18	05:22	24hr	05:22	24hr	05:22	24hr	05:22	24hr
Terminal 5	Hatton Cross	05:22	00:18	05:22	24hr	05:22	24hr	05:22	24hr	05:22	24hr

Bus		H30		Monday - Thursday		Friday		Saturday		Sunday	
From	To	First	Last	First	Last	First	Last	First	Last	First	Last
Terminals 2 & 3	Terminal 4	03:12	04:32	03:12	04:32	03:12	04:32	03:12	04:32	03:12	04:32
Terminals 2 & 3	Terminal 5	03:12	04:32	03:12	04:32	03:12	04:32	03:12	04:32	03:12	04:32
Terminal 4	Terminals 2 & 3	03:12	04:32	03:12	04:32	03:12	04:32	03:12	04:32	03:12	04:32
Terminal 4	Terminal 5	03:50	04:50	03:50	04:50	03:50	04:50	03:50	04:50	03:50	04:50
Terminal 5	Terminals 2 & 3	03:50	04:50	03:50	04:50	03:50	04:50	03:50	04:50	03:50	04:50
Terminal 5	Terminal 4	03:17	04:37	03:17	04:37	03:17	04:37	03:17	04:37	03:17	04:37
Terminal 5	Hatton Cross	03:37	23:43	03:37	23:43	03:37	23:43	03:37	23:43	03:37	23:43
Terminal 5	Terminals 2 & 3	03:30	04:50	03:30	04:50	03:30	04:50	03:30	04:50	03:30	04:50
Terminal 5	Hatton Cross	03:25	23:25	03:25	23:25	03:25	23:25	03:25	23:25	03:25	23:25

Trains		Elizabeth line / Heathrow Express		Monday - Friday		Saturday		Sunday	
From	To	First	Last	First	Last	First	Last	First	Last
Terminals 2 & 3	Terminal 4	05:06	23:52	05:07	23:52	05:07	23:52	05:51	23:27
Terminals 2 & 3	Terminal 5	05:00	23:43	05:01	23:43	05:01	23:43	05:16	23:46
Terminal 4	Terminals 2 & 3	05:30	23:47	05:30	23:47	05:30	23:47	06:03	23:47
Terminal 4	Terminal 5	Change at Terminals 2 & 3							
Terminal 5	Terminals 2 & 3	05:12	00:07	05:12	00:07	05:12	00:07	05:27	00:07
Terminal 5	Terminal 4	Change at Terminals 2 & 3							

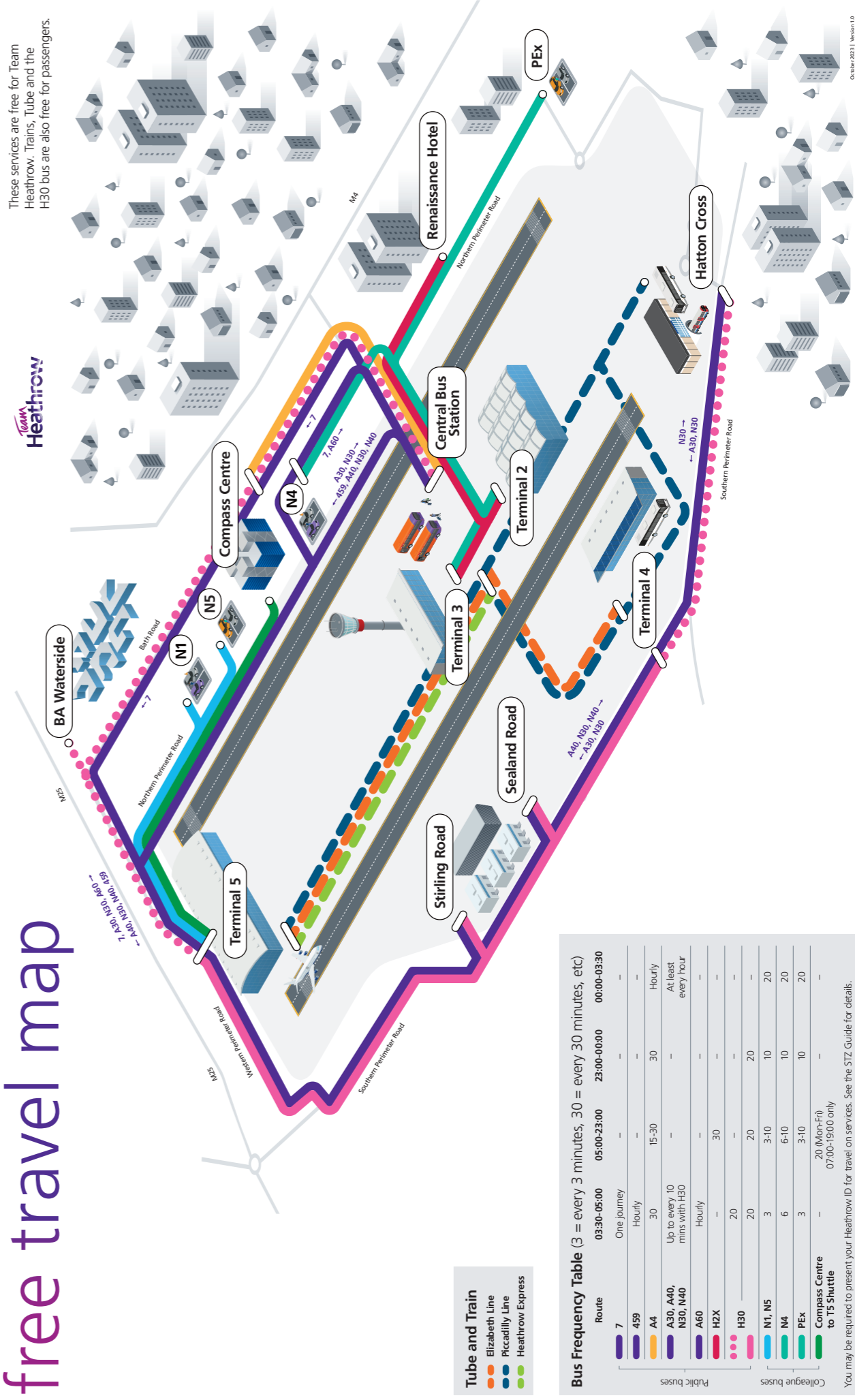
#later journeys are possible by changing at Terminals 2 & 3.

24hr Operates throughout the night

A Saturday or Sunday service usually operates on Public Holidays, but without a 24hr service in the morning or evening. Special arrangements apply at Christmas.

All details are correct at the time of printing, but Heathrow cannot be held responsible for any errors.

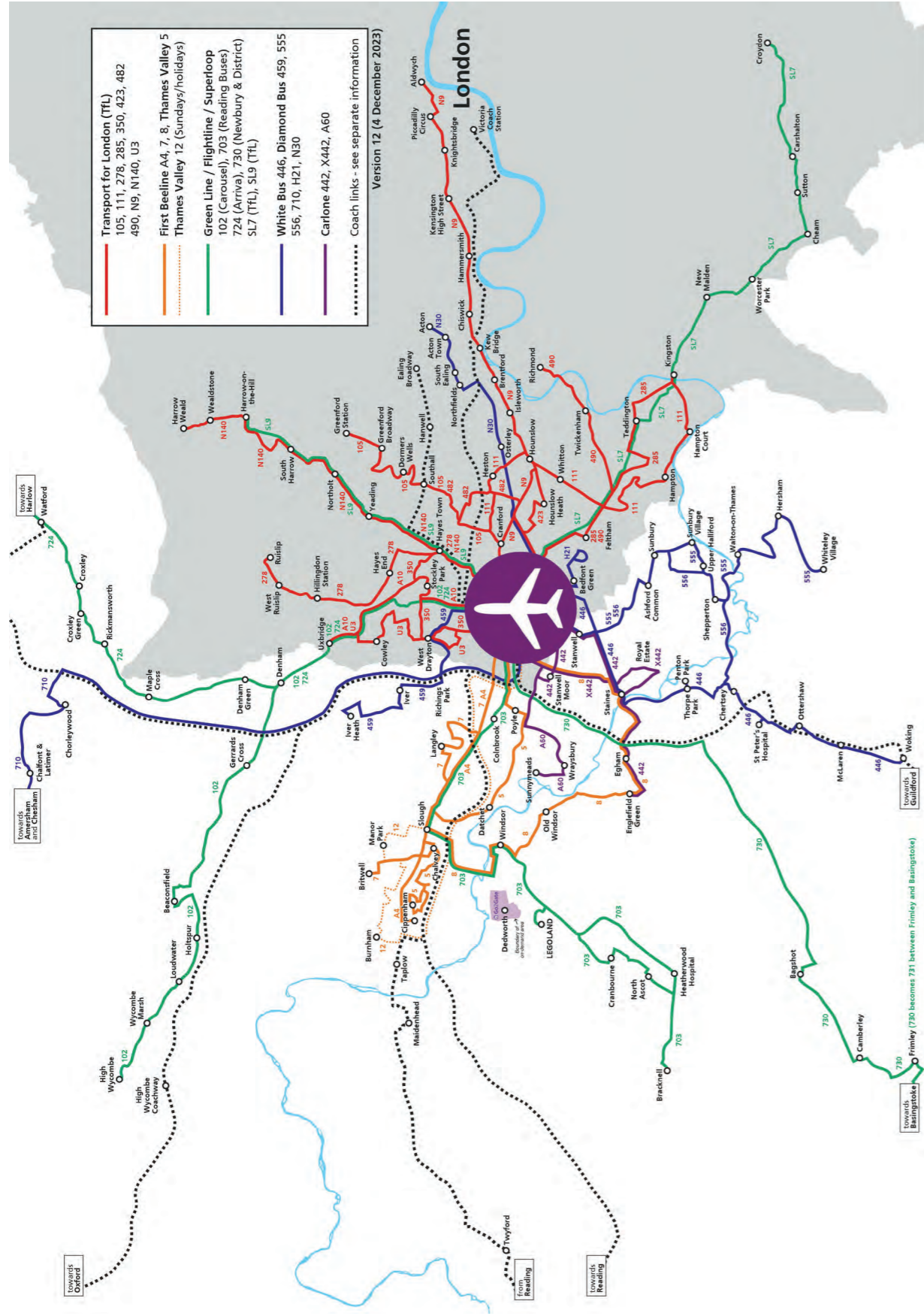
Team Heathrow free travel map



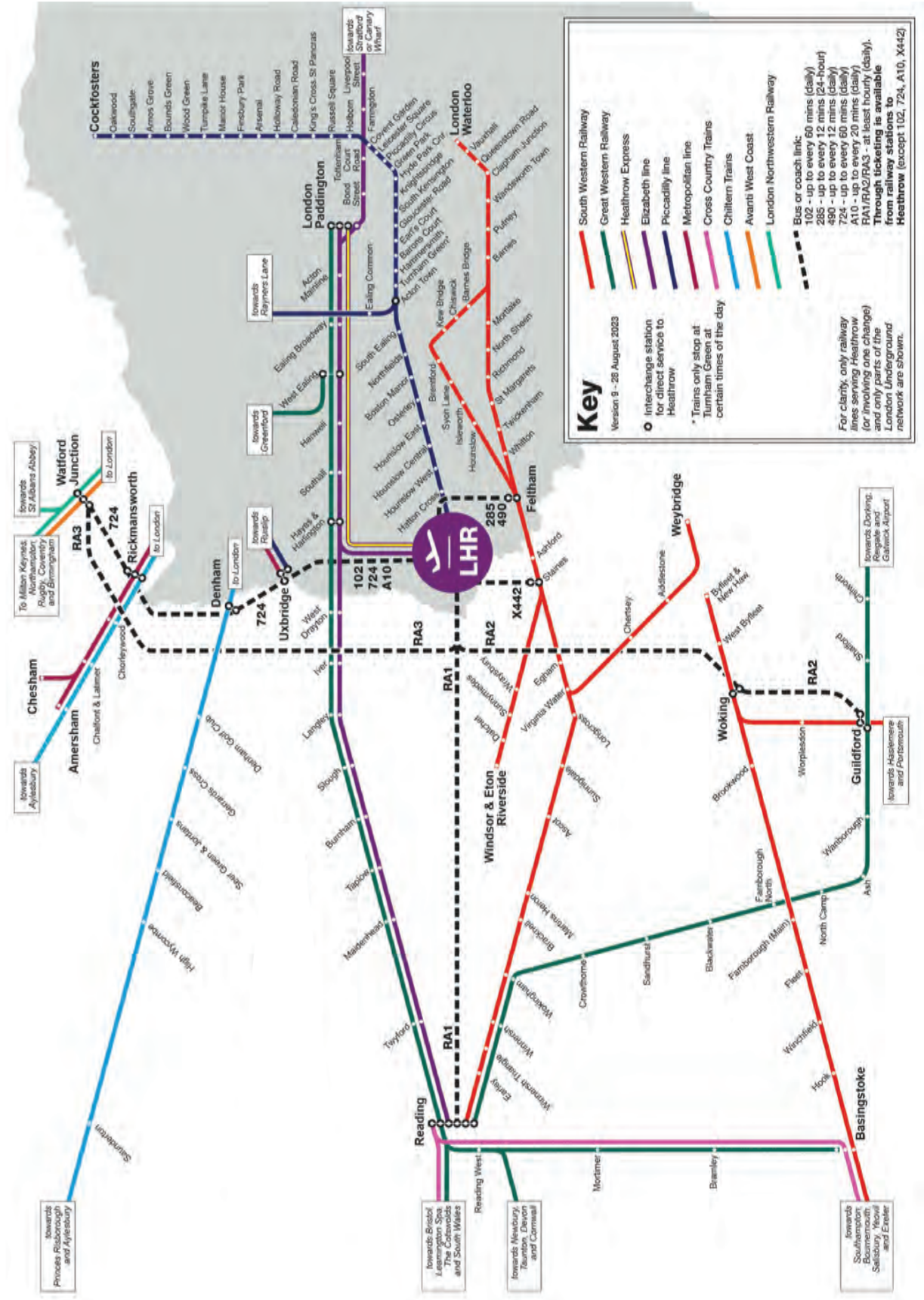
Route	03:30-05:00	05:00-23:00	23:00-00:00	00:00-03:30
7	One journey	-	-	-
459	Hourly	-	-	-
A4	30	15-30	30	Hourly
A30, A40, N30, N40	Up to every 10 mins with H30	-	-	At least every hour
A60	Hourly	-	-	-
H2X	-	30	-	-
H30	-	20	-	-
M1, N5	-	20	20	-
N4	3	3-10	10	20
N4	6	6-10	10	20
PEX	3	3-10	10	20
Compass Centre to T5 Shuttle	-	20 (Mon-Fri) 07:00-19:00 only	-	-

You may be required to present your Heathrow ID for travel on services. See the STZ Guide for details.

Local bus diagram



Heathrow's rail links





January 2024

Heathrow (SP) Limited
The Compass Centre
Nelson Road
Hounslow
Middlesex
TW6 2GW

www.heathrow.com

Company registration number: 06458621

Printed in the UK on
100% recycled paper