

HEATHROW TRAVEL REPORT
2024

Incorporating the Sustainable Travel
Zone Annual Report – Year Three



EXECUTIVE SUMMARY

The 2024 Heathrow Travel Report provides information on progress towards our surface access targets as set out in our Surface Access Strategy. The Sustainable Travel Zone Report is now also incorporated within this document. We intend to issue an annual update as part of our sustainability reporting, providing a public record of our performance on surface access over time.

How people travel to and from Heathrow is critical for our operation. We are committed to improving the range of travel options as well as the quality of each individual's experience. We published our Surface Access Strategy in 2022 with sustainability at its heart, setting out a vision to transform journeys to and from Heathrow by making them faster, easier, more reliable and more sustainable. To do this, it is vital to understand how surface access networks are being used.

This report provides information on the key surface access targets set out in our Surface Access Strategy, and a summary of the improvements delivered in 2024. The first of these is air passenger public transport mode share. In 2024, our Profiler passenger survey data showed that this was 45.2% across the whole year; above our target mode share of 45% by the end of 2026.

The second metric is colleague single-occupancy-car mode share. As with passengers, we need to encourage colleagues to reduce the number of vehicle trips they take to

work at the airport. The Colleague Travel Survey took place in 2024 and provides a vast array of colleague travel data. The results show that colleague single-occupancy-car mode share has reduced by 10% since 2017 and now sits at to 52%, well below our target of 57% by 2026.

The third metric is surface access carbon emissions. In 2024, our surface access-related emissions (by colleagues and passengers) was 563,128tCO₂e, demonstrating a reduction of 25% compared to our 2019 baseline, and showing good progress towards

our target to reduce surface access emissions by 49% by 2030.

The final metric is our passenger public transport catchment. In 2024, we have increased the population within 1.5 hours public transport journey time of Heathrow by 59% and 3 hours by 15% compared to our 2019 baseline. We had already achieved our target for 1.5-hour journey time in 2023 and it is very pleasing that in 2024 we have now also met the 3-hour journey time target that was set for the end of 2026.

2023 was a transformational year for surface access at Heathrow due to the full running of the Elizabeth line, the ULEZ expansion and the implementation of 23 new or improved bus and coach services. In 2024 we have further built on this through 14 enhancements to bus services to the airport, 11 of which were funded by Heathrow, and we have seen impressive growth in patronage on these Heathrow funded routes.



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INTRODUCTION

WHAT IS THE HEATHROW TRAVEL REPORT

The 2024 Heathrow Travel Report provides an update on progress towards our surface access targets as set out in our Surface Access Strategy¹, published in 2022.

Surface access refers to all the ways in which passengers, visitors, colleagues and goods travel to and from Heathrow. This includes travelling to or from Heathrow by public transport, taxis, private hire vehicles, cars, lorries, walking and cycling. It does not include trips by aircraft (e.g. transfer passengers or crew).

We intend to annually issue an updated Travel Report, providing a public record of our performance on surface access over time. The 2019 Travel Report was our first, and the 2023 Travel Report was the second publication. This was because the Covid-19 pandemic led to significant changes to demand for flights, surface access network use and how Heathrow operated as an airport. As such, we did not publish a Travel Report for 2020, 2021 or 2022. This year the Sustainable Travel Zone report, which has previously been published separately, is incorporated into this document.

This report brings together publicly available datasets and Heathrow-owned datasets to create the best possible insight into Heathrow-related surface transport.

Data contained in this report has been collected in a way that can be replicated for future reports, enabling trends and patterns to be identified over time. We will endeavour to present data in the most appropriate format and medium available at the time of each publication, whilst maintaining consistency in the metrics and type of data. We may however choose to introduce new datasets in the future, as and when they become available.

WHY PRODUCE A TRAVEL REPORT

How people travel to and from Heathrow is critical for the airport’s operations. We are committed to improving the range of options for people travelling to and from Heathrow and improving the quality of their experience, particularly in relation to the speed, ease and reliability of journeys. Most importantly, this includes Heathrow’s aspiration to get passengers and colleagues travelling more sustainably to the airport, reducing the impact of congestion and emissions on the surrounding areas. To do this, it is vital to understand how people are using the surface access network today.

Heathrow cannot manage and improve surface access without the involvement of others. To this end, we work closely with the Heathrow Area Transport Forum (HATF). This is a body put in place following guidance in the Aviation Policy Framework² by the Department for Transport (DfT) to scrutinise Heathrow. It brings together various organisations in the private and public sectors seeking to improve accessibility and increase public transport use to, from, and in the area around Heathrow. In 2024, we have also continued to work ever more closely with Heathrow’s Local Community Forum in order to tackle the issues which impact the local residents the most.

The publication of the 2024 Heathrow Travel Report provides HATF and other stakeholders with transparency around the operation of surface access at Heathrow and allows us to work closely with them to improve surface access around the airport.

The Travel Report sets out our performance against targets set out in our Sustainability Strategy, Heathrow 2.0: Connecting People and Planet³, Net Zero Plan⁴ and Surface Access Strategy. Heathrow 2.0 represents a step-change for our business and captures the momentum of an industry-wide shift towards a sustainable future.

Our targets are to:

- 1
- Achieve a passenger public transport mode share of 45% by 2026 (compared to a 2019 baseline of 40%).
- 2
- Achieve a colleague single-occupancy-car mode share of 57% (compared to a 2017 baseline of 62%).
- 3
- Reduce surface access carbon emissions by 49% by 2030 (compared to a 2019 baseline of 747,879tCO₂e).
- 4
- Expand the catchment area to bring 25% more people within a 1.5-hour public transport journey time of Heathrow and to increase the 3-hour catchment population by 12% – both by 2026.

¹ Heathrow’s Surface Access Strategy, 2022.
² The UK Government’s Aviation Policy Framework.

³ Heathrow 2.0: Connecting People and Planet, 2022.
⁴ Heathrow’s Net Zero Plan, 2022.

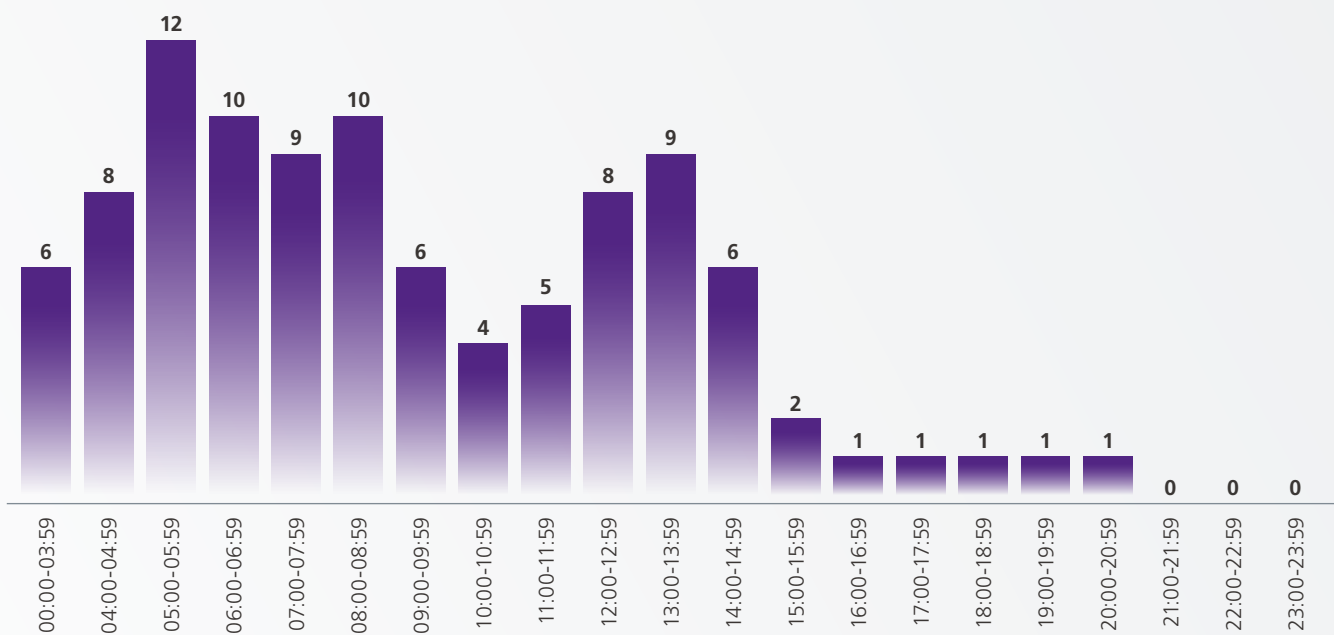
SURFACE ACCESS CONSIDERATIONS AT HEATHROW

It is important to understand the drivers of surface access demand at the airport, in contrast with general travel demand in a city or town.

Airports operate under different conditions to typical workplaces, requiring staff 24 hours a day. There are over 80,000 colleagues working at Heathrow, many of whom work non-traditional shift patterns, starting early in the morning or finishing late at night. Similarly, flights arrive and depart the airport throughout the day. As such, passenger travel by surface access reflects this.

Traditionally, travel demand has two peaks, one in the morning and one in the evening, associated with commuters travelling to and from work and school. By contrast, at Heathrow the number of passengers arriving and departing is fairly consistent throughout the day and is much lower at night when flights do not arrive at or depart from the airport. Similarly, colleagues tend to access the airport at non-traditional hours, as shown in Figure 2.1.

Figure 2.1: Colleague time of arrival (%)
(based on 2024 Colleague Travel Survey responses)



Further to this, Heathrow sees peak demand for flights during holiday periods such as the school summer holidays, Christmas and New Year. This is when wider demand for travel on surface access networks tends to be lower.

Heathrow also acts as a hub for freight, with cargo movements being made 24 hours a day, 365 days a year. These movements are typically made on road by large vehicles such as lorries and vans and as such require specific road provisions to ensure safe access to and from the airport.

It is clear that travel demand at the airport differs considerably to general demand in cities or towns, and provides a unique challenge for enabling fast, efficient, accessible and reliable journeys across all users and all modes of surface access.

To meet this challenge, Heathrow must work closely with public sector organisations, transport operators and airport stakeholders across rail, underground, bus, coach and roads. This is because, although Heathrow provides and manages much of the surface access infrastructure within the airport (such as the internal perimeter roads, forecourts, and bus and rail stations), services are often run and operated by third parties.

This unique context and Heathrow’s broader goals are captured and addressed in the key aims of the Surface Access Strategy, which are to:

- Reduce congestion
- Improve local air quality
- Improve sustainable transport options for local communities, passengers and colleagues
- Improve access to employment opportunities
- Improve colleague wellbeing
- Increase operational resilience
- Reduce issues in local communities (such as nuisance parking).

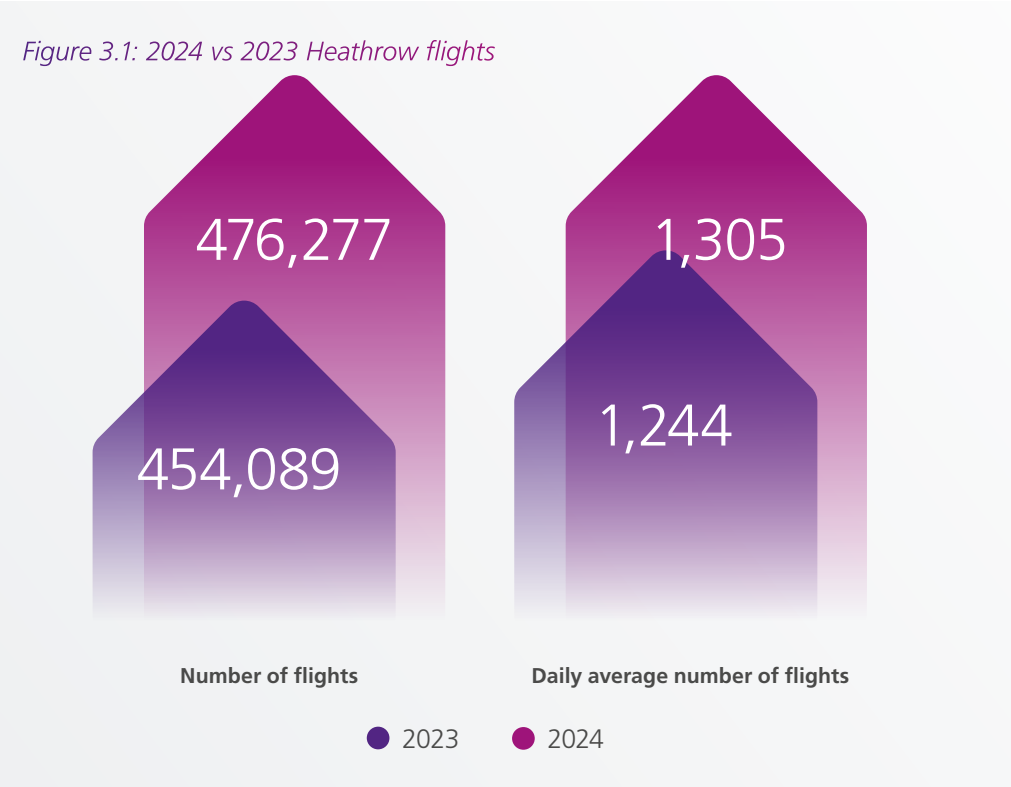
FLIGHT, PASSENGER AND CARGO STATISTICS

This section provides a summary of Heathrow flight, passenger and cargo statistics as published in our Traffic Statistics data sheets⁵.

FLIGHT STATISTICS

Heathrow is currently limited to a maximum of 480,000 air traffic movements per year. This is a condition of the planning permission that was granted for Terminal 5 in 2001. In 2024, Heathrow air traffic movements totaled 476,277.

While the airport is technically open 24 hours a day, it is capped to 5,800 night-time take-offs and landings per year between 23:30 and 06:00. The majority of night flights at Heathrow are between 04:30 and 06:00. Heathrow has a voluntary ban in place that prevents flights scheduled between 04:30 and 06:00 from landing before 04:30. Heathrow does not schedule any departures between 23:00 and 06:00.



AIR PASSENGER STATISTICS

In 2024, Heathrow recorded its busiest year ever with 83.9 million air passengers, demonstrating not only a complete post-pandemic recovery but also continued growth. Heathrow is the busiest airport in the UK by a large margin, followed by Gatwick Airport as the next busiest with a reported 42.9 million air passengers in 2024⁶.

Whilst the majority of passengers are making journeys that start or end at Heathrow, the airport's hub role also means that there are a significant number of passengers connecting between flights without leaving the airport, known as transfer passengers. In 2024, transfer passengers made up 21.4% of total passenger numbers. These passengers do not touch surface access networks at or around Heathrow.

CARGO STATISTICS

Heathrow moved a total of 1.58 million metric tonnes of cargo, remaining the largest UK port by value, and marking a 10% year on year growth despite the decreased cargo slots this year. Most cargo moved through the airport is carried in the belly hold of passenger flights, although in 2024 there were 2,667 dedicated cargo flights.

Figure 3.2: 2024 air passenger numbers

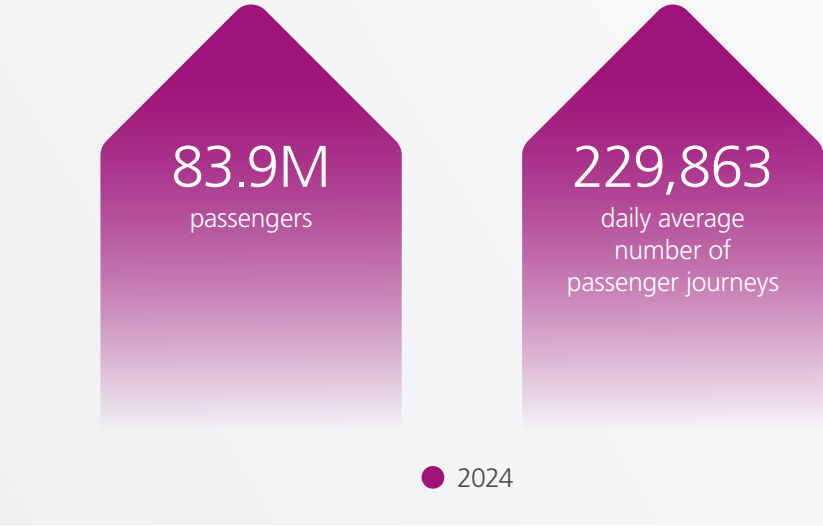
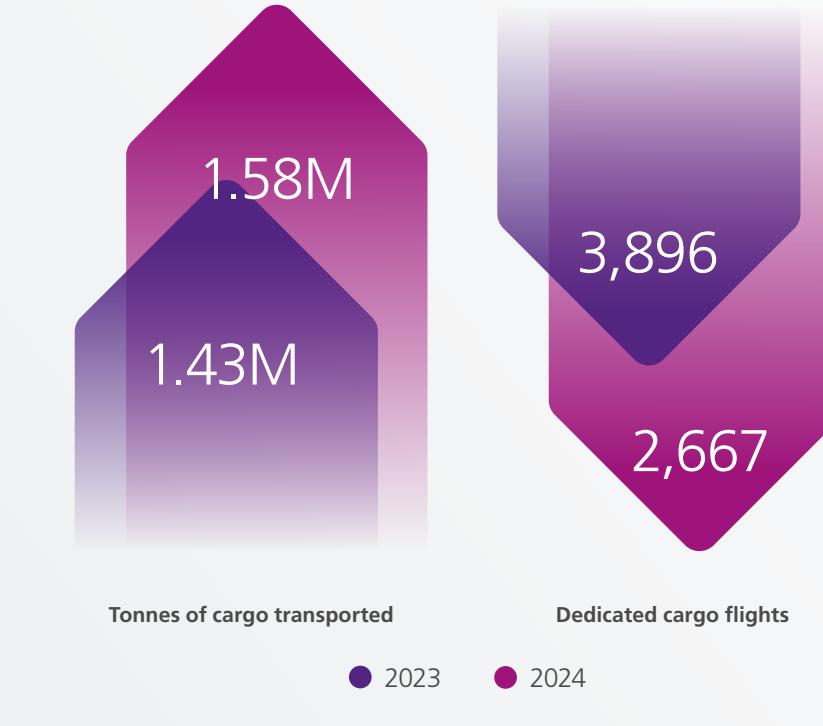


Figure 3.3: 2024 cargo volumes and number of flights



⁵ Jan_25_Heathrow_Monthly_Traffic_Statistics.xlsx (live.com).
⁶ Table_01_Size_of_UK_Airports_PDF.rdl (caa.co.uk).

SURFACE ACCESS

HEADLINE METRICS

This section provides information on our headline metrics related to travel to and from Heathrow, so that it can be used to understand how people travel today.

These four metrics reflect our surface access targets as set out in our Surface Access Strategy, and underpin how we will manage surface access in the future.

PUBLIC TRANSPORT MODE SHARE FOR PASSENGERS

Our target is to achieve a passenger public transport mode share of 45% by 2026 (compared to a 2019 baseline of 40% and based on Civil Aviation Authority data).

If the number of passengers that use public transport to travel to and from the airport can be increased, the environmental impact on local communities will be limited by reducing the amount of congestion and emissions generated from private vehicle trips to and from Heathrow.

Data on passenger public transport mode share is collected by our own Heathrow Profiler departing passenger survey. The Heathrow Profiler data provides a robust method for measuring public transport mode share.

For 2024, the average public transport mode share for passengers was 45.2%. This is a 1.6% increase on 2023. This result suggests that we have already achieved our 2026 target.

Figure 4.1: 2019 to 2024 passenger public transport mode share (Heathrow Profiler data)

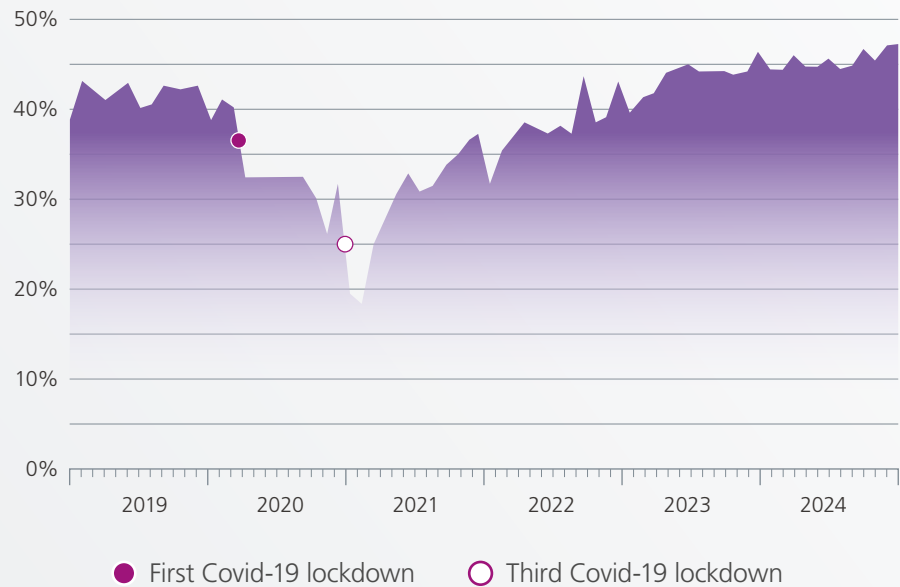


Figure 4.2: 2024 passenger public transport mode share (Heathrow Profiler data)

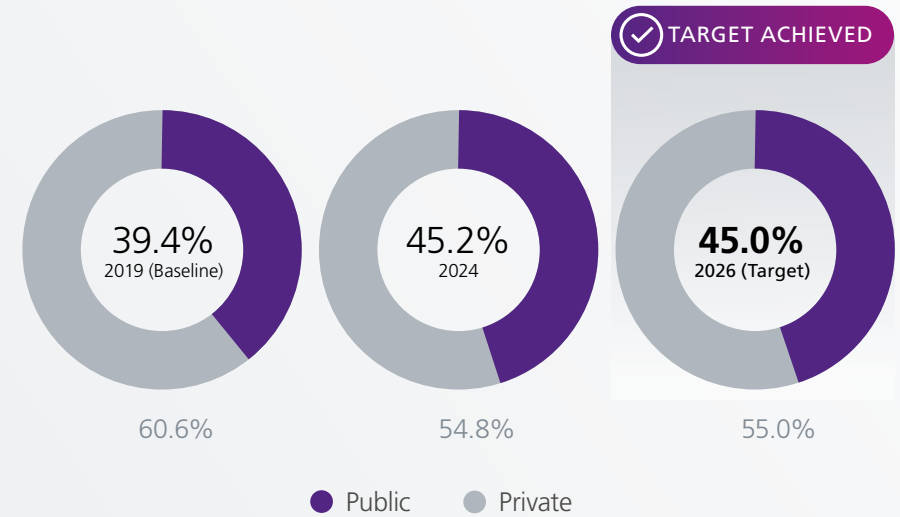


Figure 4.3 shows the full breakdown of passenger mode shares for 2024. Compared to 2023 data, private modes decreased by 1.6%, of which the majority came from a reduction in private car. Conversely, public modes increased from 43.6% to 45.2%. The increase in public transport modes is largely generated by a 3.5% growth on the Elizabeth line. Bus and coach mode share also increased (by 0.2% and 0.5% respectively). However, there were small decreases in Piccadilly Line (-0.9%) and Heathrow Express (-1.8%), which is likely due to redistribution onto the Elizabeth Line. This data suggests that we have already achieved our 2026 target of 45% passenger public transport mode share. Whilst we will continue to push beyond 45%, the target is not currently set to change. Although continued targeted interventions are planned, we do not expect a step change like the Elizabeth Line or Terminal Drop-off Charge in the next few years. Our future targets will be considered as part of the development of a new Surface Access Strategy for H8 and prospective future growth plans.

SINGLE-OCCUPANCY-CAR MODE SHARE FOR COLLEAGUES

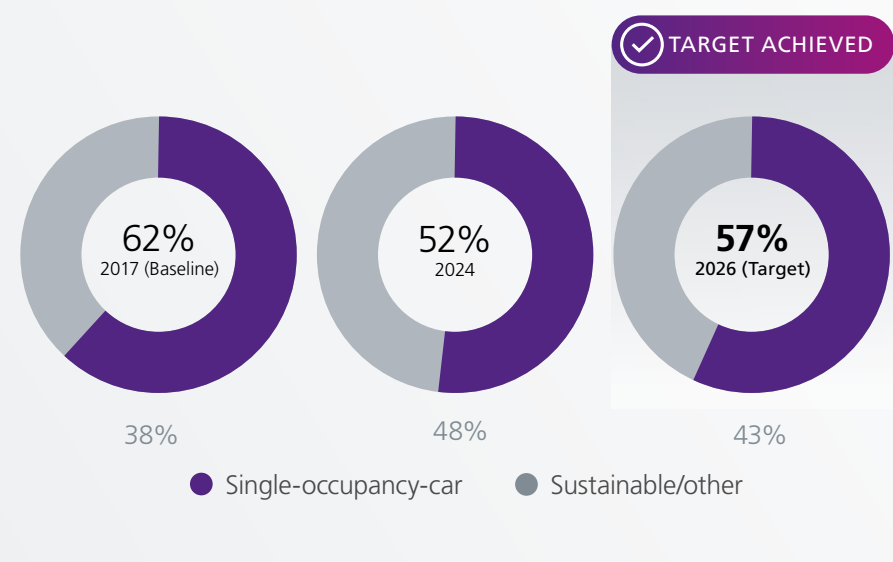
Our target is to achieve a colleague single-occupancy-car mode share of 57% by 2026 (compared to a 2017 baseline of 62%).

We had previously used a definition of ‘staff’ (colleagues) with the Department for Transport as being: “persons working within the Airport boundary or travelling to the Airport for employment within the aviation industry whether they are directly employed by Heathrow Airport Limited or not”. We refer to these as ‘Team Heathrow colleagues’ and it is estimated that there are currently over 80,000 colleagues working at more than 600 businesses.

Figure 4.3: 2024 passenger mode share (Heathrow Profiler data)

Mode		2024 Mode Share	
Private	Taxi/private hire	28.37%	54.76%
	Private car (car park, kiss, fly)	23.45%	
	Rental car	1.81%	
	Other	1.13%	
Public	Underground (Piccadilly Line)	14.36%	45.22%
	Elizabeth Line	13.92%	
	Coach	7.65%	
	Heathrow Express	4.76%	
	Public bus	2.72%	
	Hotel Shuttle	1.20%	
	Rail: all other services	0.61%	

Figure 4.4: 2024 colleague single-occupancy-car mode share

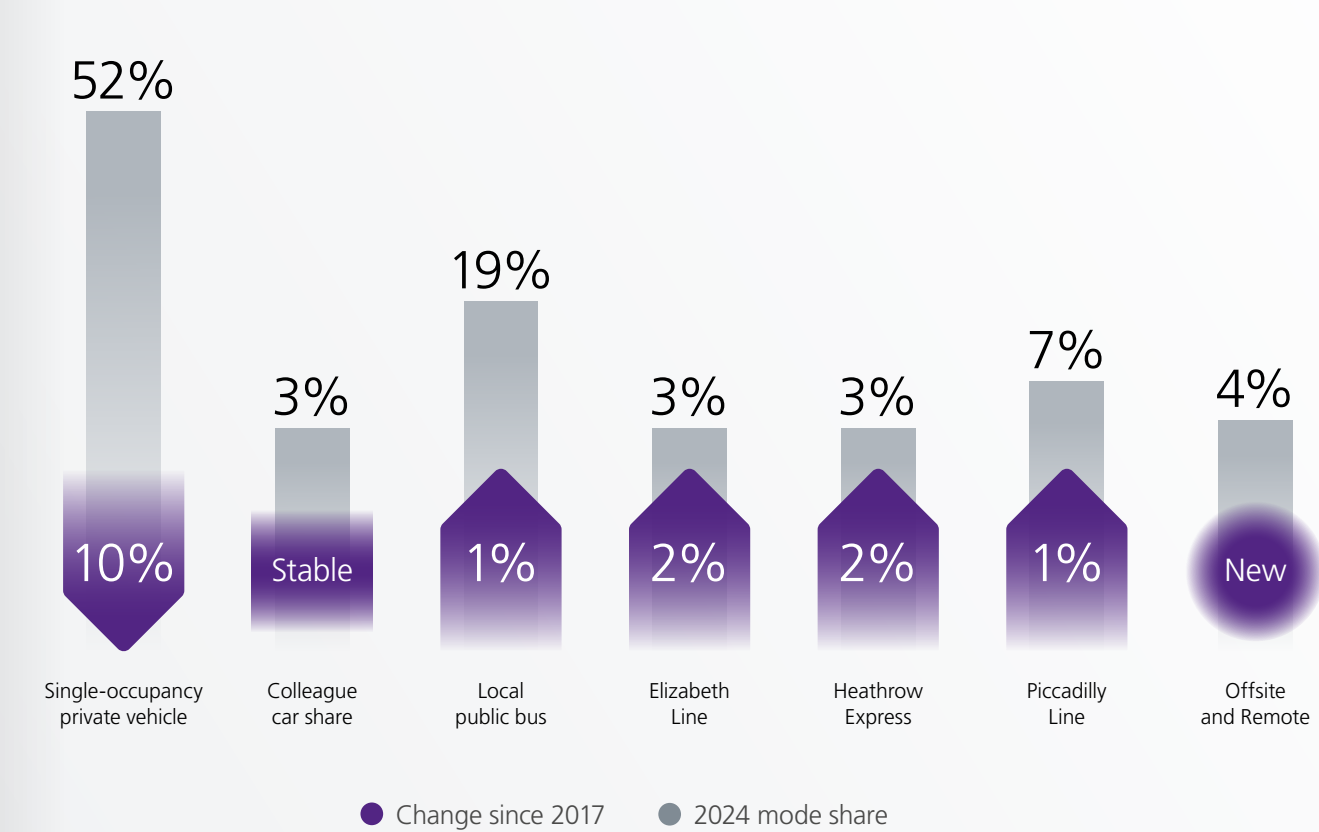


As with the passenger public transport mode share metric, reducing the number of car trips made by our colleagues is important to limit the impact of the airport’s operations on local communities. These trips are of particular importance because, in contrast to passenger journeys, they are regular and habitual in nature.

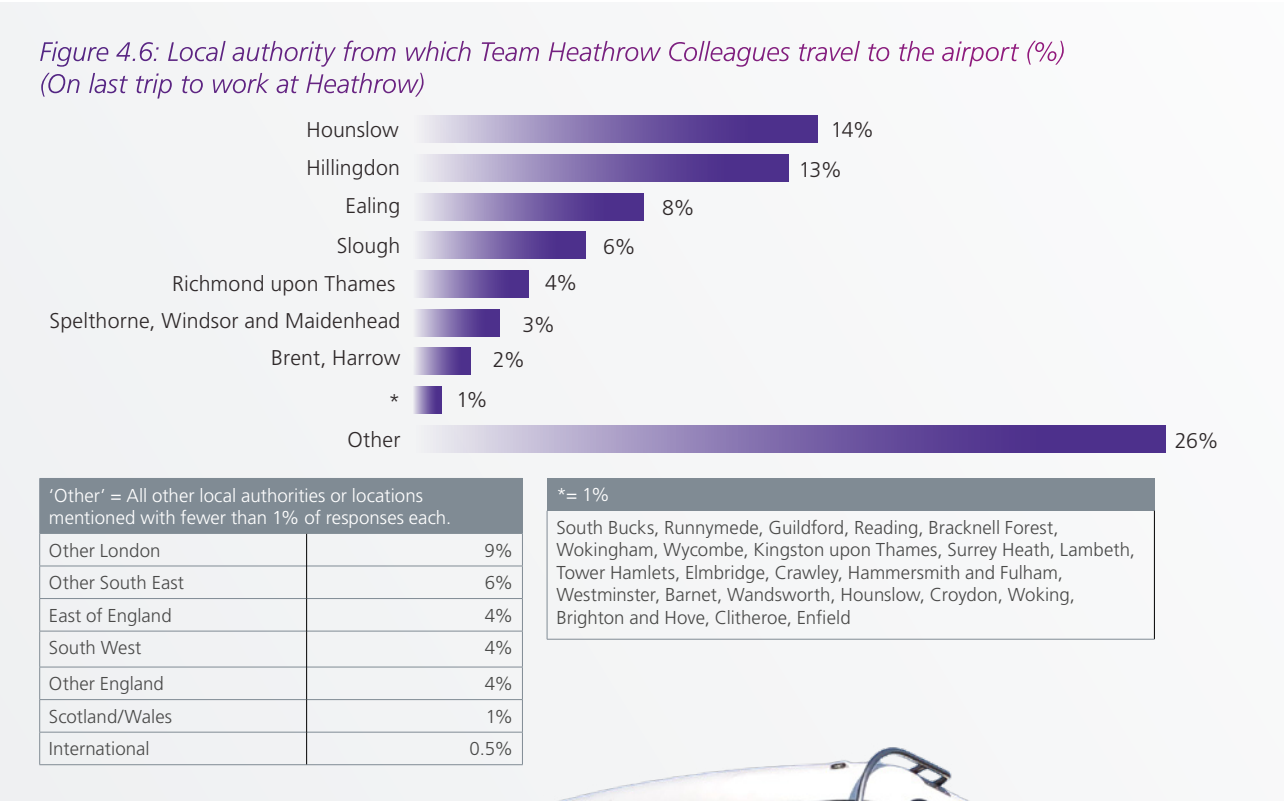
The data source for colleague mode shares is the Heathrow Colleague Travel Survey. This was undertaken in 2024 and the results were published in early 2025. The data shows that there has been a significant 10% reduction in single-occupancy-car commuting trips and the mode share now sits at 52%. This means we have already hit, and improved upon, the 2026 target.

Figure 4.5 shows an overview of colleague mode share and how it compares to 2017, and Figure 4.6 shows a more detailed breakdown of this data. Although over half of all colleague journeys are in single-occupancy private vehicles, there has been a very significant decrease of 10% in this mode since 2017. Simultaneously, there has been an increase in the use of both bus and rail for commuting journeys. The 2024 survey also captured, for the first time, the proportion of Team Heathrow colleagues who worked offsite and remotely and therefore did not commute to Heathrow. The number of journeys this saves is equivalent to a 4% mode share. Since Covid-19, the prevalence of remote working has helped reduce the number of vehicle trips to the airport.

Figure 4.5: Complete mode share breakdown from 2024 Colleague Travel Survey



The Colleague Travel Survey also captured data on the locations from which Team Heathrow colleagues are commuting. This is shown in Figure 4.6 below.



SURFACE ACCESS
CARBON EMISSIONS

Our target is to reduce surface access carbon emissions by 49% by 2030 (compared to a 2019 baseline of 747,879tCO₂e).

In 2024, our surface access-related emissions (by colleagues and passengers) was 563,128tCO₂e, demonstrating a reduction of 25% compared to our 2019 baseline, and showing progress towards our target. This is a result of a combination of modal shift from private to public transport and average vehicle emissions reducing due to a gradual transition to newer, cleaner vehicles.

It should be noted that in 2023 the total emissions was 1,895tCO₂e lower, however in 2024 there were over 4.7 million more passengers than in 2023 and 3,000 more Team Heathrow colleagues. With these increased numbers taken into account, the 2024 total emissions figure is still showing good progress towards our target for 2030.

PUBLIC TRANSPORT CATCHMENT
FOR PASSENGERS

Our target is to expand our catchment area to bring 25% more people within a 1.5-hour public transport journey time of Heathrow and to increase the 3-hour catchment population by 12% – both by 2026. For monitoring purposes, we've set a maximum of one interchange to ensure journeys meet passenger requirements (speed, ease and trust).

In 2023, we had increased the population within 1.5 hours public transport journey time of Heathrow by 36% compared to our 2019 baseline. This is already ahead of our 2026 target and demonstrates strong growth since 2022 which was 20% higher than our baseline. In 2024 we built upon this, and the population within 1.5 hours of Heathrow increased to 10.5 million, which is an increase of 59% on the 2019 baseline figure.

In 2024, we also achieved the target for population within 3 hours public transport journey time of Heathrow, as 21.3 million people are now within this catchment. This was most likely driven by improved coach connections, and is an increase of 15% on the 2019 baseline and represents excellent progress.

Overall, this means that 15% of the UK population is within the 1.5 hour catchment and 31% are within the 3 hour catchment.

Figure 4.7: 2024 surface access carbon emissions

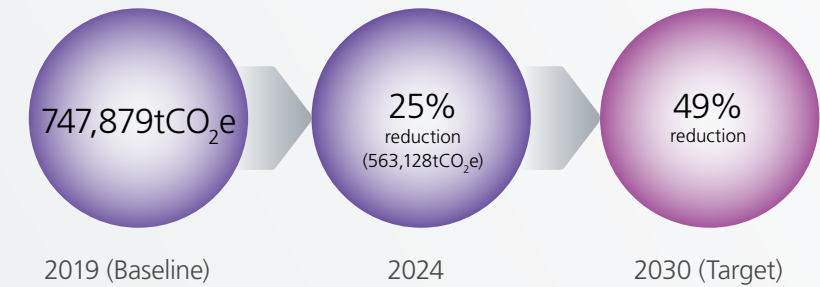


Figure 4.8: 2025* public transport catchment (number of people within 1.5-hour journey time of Heathrow)

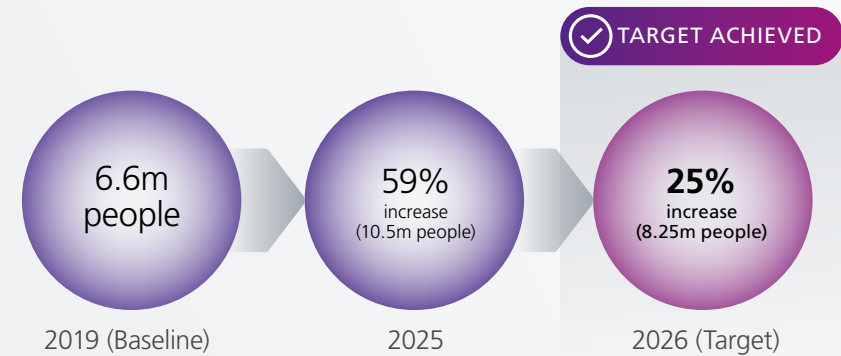
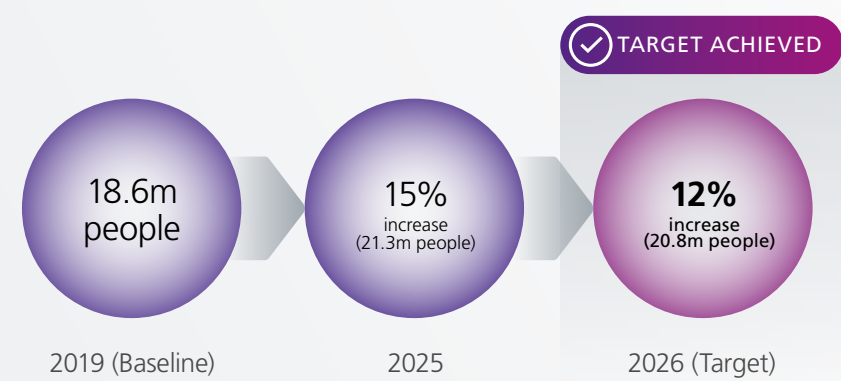


Figure 4.9: 2025* public transport catchment (number of people within 3-hour journey time of Heathrow)



*Spring 2025 public transport timetable data has been used as this was what was available at the time of calculation.

IMPROVEMENTS TO SURFACE ACCESS IN 2024

This section sets out the improvements to Heathrow surface access that were implemented in 2024. The majority of these were delivered as part of our colleague-focused Sustainable Travel Zone, more detail on which can be found in the next section of the report.

HEATHROW EXPRESS

In 2024, Heathrow Express continued to contribute towards our passenger public transport mode share despite ongoing competition from the Elizabeth Line. Heathrow Express maintained its high passenger satisfaction levels of 90% through the year – offering a differentiated, safe and elevated service to passengers as the only direct air rail link to an airport from central London.

During the year, Heathrow Express introduced cheaper advanced fares as well as conducting a promotional

roadshow at Great Western Railway stations that connect to Paddington – expanding the attractiveness of travel for customers in the Southwest and Wales. Heathrow Express continued to offer free travel for passengers aged 15 and under, ‘Two Together’ tickets, and introduced a new ‘Three Together’ ticket option, helping to make Heathrow Express a cost-effective and efficient choice for families and groups.

TFL’S ULTRA-LOW EMISSION ZONE (ULEZ) EXPANSION

TfL expanded their ULEZ to cover the whole of Greater London on 29 August 2023. Heathrow’s location is 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. This presented opportunities to deliver modal shift to sustainable travel and an improvement in air quality, but also challenges in terms of colleague retention and recruitment due to increased costs of travel.

We therefore focused a lot of our STZ investment 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. There was significant investment in new bus routes in 2023 and this has continued into 2024 with increasing patronage being recorded on these services.

In addition, various schemes were introduced to help enable Team Heathrow colleagues to make the switch to ULEZ compliant vehicles. A car loan scheme was established in June 2023 and ran until March 2024, during which time 331 applications were received. Alongside this, Heathrow engaged Tusker Direct Limited to support Heathrow Airport Limited colleagues with a ULEZ compliant car benefit through a salary sacrifice scheme. Since this scheme opened in September 2023 it has been used by 145 Heathrow colleagues.

In the One Year Report published by the Greater London Authority,⁷ data shows that 97% of vehicles driving in London are now ULEZ compliant and that NO₂ concentrations are 27% lower.

⁷ London-wide ULEZ One Year Report.

COLLEAGUE INCENTIVES APP ROLL OUT

Following a successful trial of the Betterpoints incentives app in 2023, the app was then officially launched and rolled out across Team Heathrow in January 2024.

This app aims to offer Team Heathrow staff incentives to travel more sustainably, and over the course of the year, more than 100 Team Heathrow businesses have engaged with the app, and over 3,000 individual users have signed up. We know that over 50% of those who are signed up to the app are regularly interacting with it and feedback from colleagues is positive.

A particular highlight was the success of a specific campaign which ran between May and November whereby targeted messaging and specific rewards were offered to encourage colleagues to switch their car journey to a more sustainable mode. This campaign proved successful and 690 journeys that would have previously been made by car took place using sustainable modes instead.

Going forward, we are continuing to monitor the uptake of and engagement with the app, and consider how best to utilise this tool to encourage colleague mode shift to sustainable modes.

PUBLIC SPACE PROTECTION ORDERS

As part of the efforts to tackle nuisance parking in the local area, Heathrow supported the implementation of and provided funding for the enforcement of a new Public Space Protection Order (PSPO) that was put in place in May 2024 in Stanwell and Stanwell Moor in the Borough of Spelthorne. As of the end of 2024, there have been over 1500 interventions in the form of written warnings and Fixed Penalty Notices, but only 4 repeat offenders which shows the success of the scheme.

As of the end of 2024 and following the success experienced so far in Spelthorne, plans were well progressed to have a complementary PSPO in the Heathrow villages in Hillingdon to deal with any displacement from the Stanwell area. As with the Spelthorne PSPO, Heathrow has offered funding to support with additional enforcement of these areas. In addition, the efforts of the Heathrow Area Transport Forum Parking Special Interest Group have helped to support this work and also ensure collaboration and the transfer of best practice between local stakeholders and community representatives.





SUSTAINABLE TRAVEL ZONE

2024
ANNUAL REPORT

INTRODUCTION

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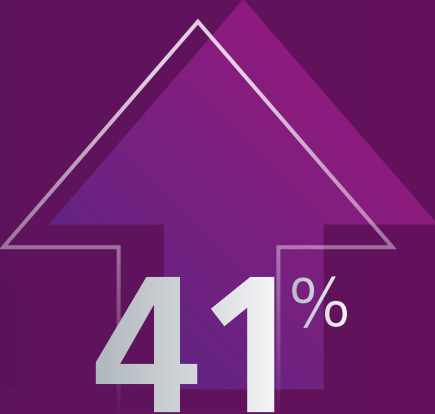
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Welcome to the 2024 Sustainable Travel Zone (STZ) Annual Report, providing a summary of all the changes during the year.

The STZ was introduced in January 2022 and is designed to encourage more passengers and colleagues to travel to and from the airport more sustainably.

The significant achievements of the STZ during the first two years enabled Heathrow to win gold in the ‘Going for Growth’ category at the UK Bus Awards in November 2024. The judges liked the goals set and how Heathrow produced a clear strategy to achieve them.

The award was presented by TV news presenter Jane Hill (far left) and David Brown from Velociti (far right). Heathrow’s Surface Access Team are represented by (from left to right) Rathish Ramachandran, Dawid Bogusz, Sophie Chapman, Matthew Wooll, Tim Wells, and Tim Leech.



Increase in the total number of passengers boarding services 7, 8, 102, 442/X442, 703 and A4 at Heathrow (2024 compared with 2023). For other 2024 outcomes, please see pages 3 and 4.

*N.B. These routes are the same as those in the 2023 report introduction which enables a direct comparison.

2024 OUTCOMES AS A DIRECT RESULT OF THE STZ

3%



increase in the number of bus and coach services* arriving at Heathrow before 04:00 (162% increase since 2021). 87.2% of services now arrive before 04:00.

3%



increase in the number of bus and coach services* departing Heathrow after 23:00 (113% increase since 2021). 87.2% of services now depart after 23:00.



Go2Gate
98.03%

service satisfaction on Go2Gate.

11

improvements to bus services (14 when you include those not funded by Heathrow).



Go2Gate
96.1%

Go2Gate customers dropped off within 5 minutes of booked time.

76%



increase in the number of passengers using the overnight N30 service (September-December 2024 compared with September-December 2023).

295%



increase in the number of passengers boarding the Flightline 730 at Heathrow (September-December 2024 compared with September-December 2023).

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

£975

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



222

Club Pret voucher codes (for 50% off 5 drinks a day for a month) to Car Sharers.

373

bike services carried out for free at the Heathrow Cycle Hub (2023 = 387).



WAY 2 GO



35

Way2Go roadshows and Team Heathrow awareness sessions at the airport (12 x Destination Heathrow, 12 x Way2Go Roadshows, 5 x Safety Week days (May), 5 x Safety Week days (Oct), 1 x Community Safety Event).



307

passenger journeys on Christmas Day on route 703 (Slough – Heathrow) (2023 = 246).



GOLD

Heathrow's STZ won gold at the 2024 UK Bus Awards in the Going for Growth category.

1091

colleagues joined the Team Heathrow car share community (2023 = 767).



Over
1m



journeys commenced at the airport on public bus and coach services receiving Heathrow's financial support.

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 by 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

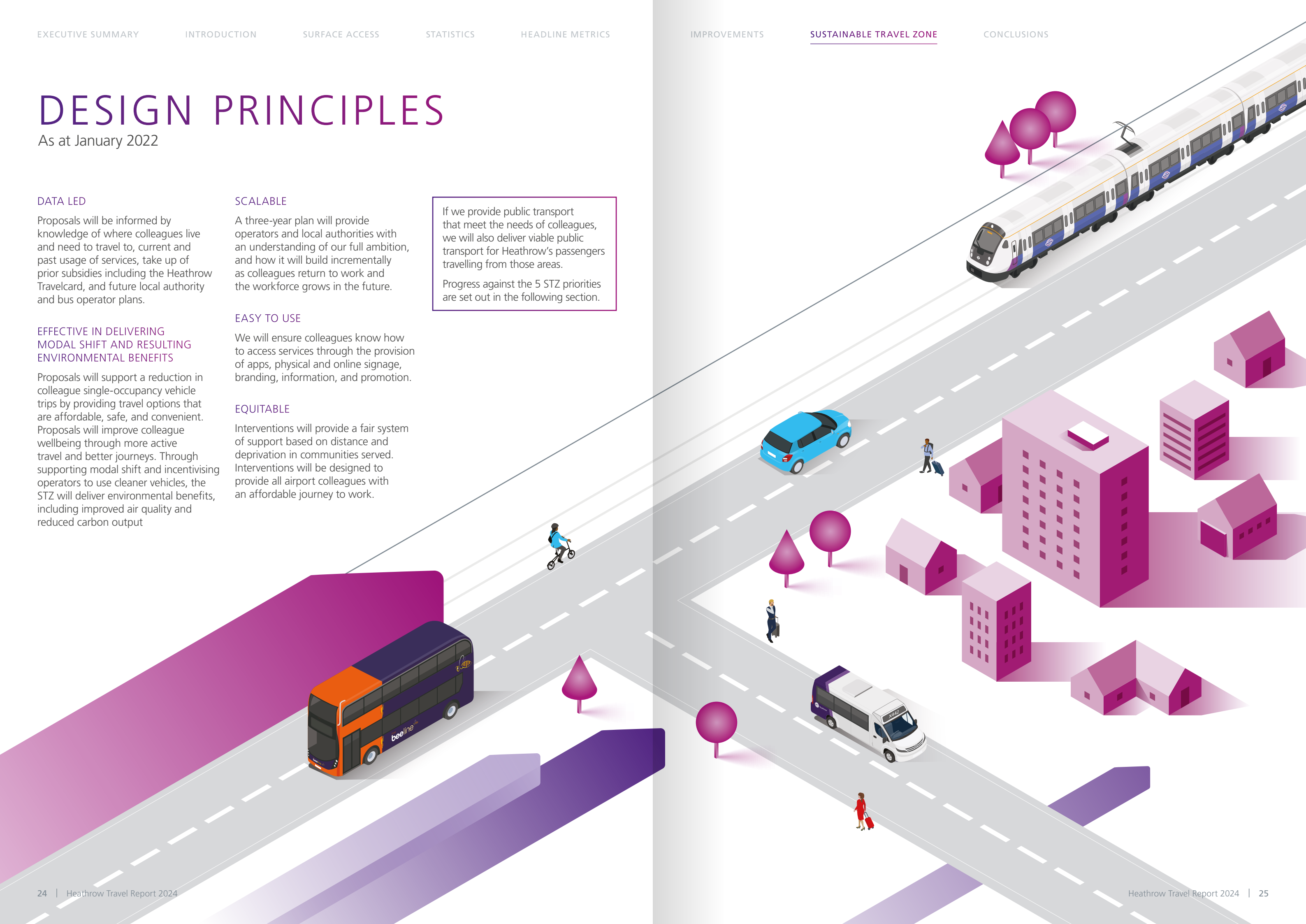
We will ensure colleagues know how to access services through the provision of apps, physical and online signage, branding, information, and promotion.

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.

If we provide public transport that meet the needs of colleagues, we will also deliver viable public transport for Heathrow’s passengers travelling from those areas.

Progress against the 5 STZ priorities are set out in the following section.



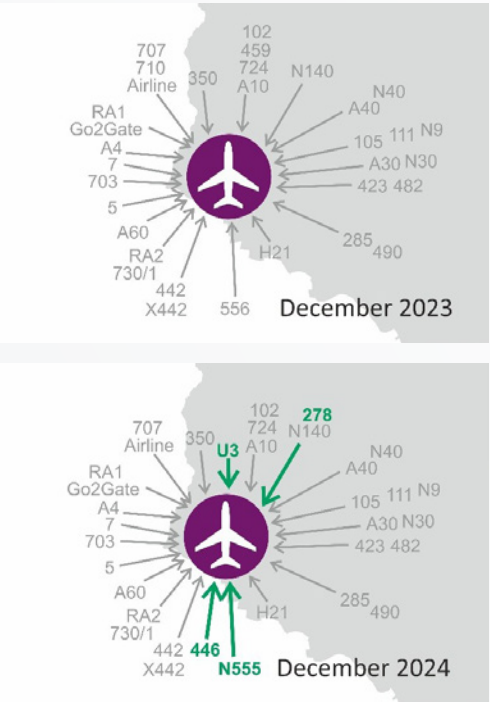
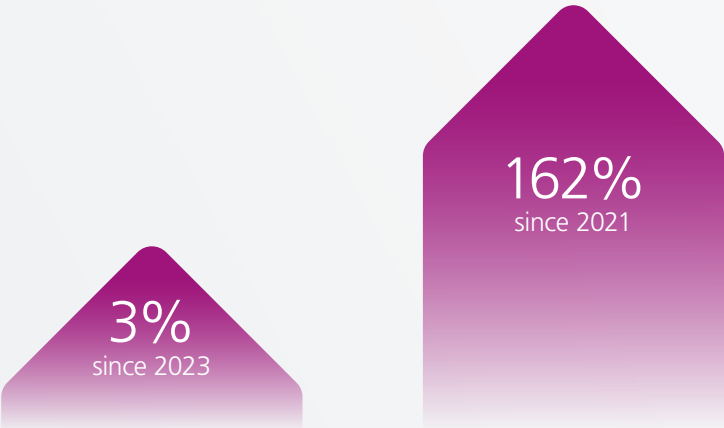
PRIORITY



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

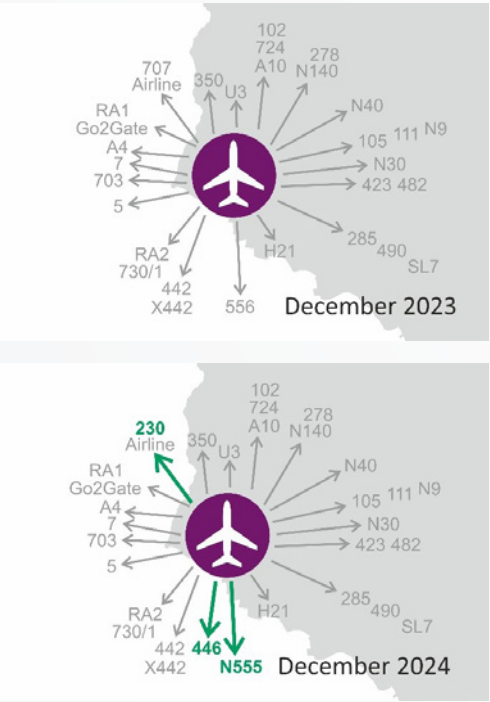
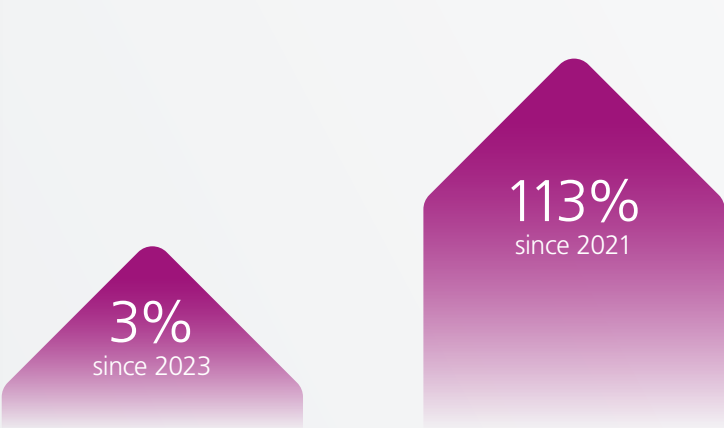
Date	Service	Description
27 Jan	278	New early morning journeys between Ruislip and Heathrow.
17 Feb	U3	New early morning journeys between Uxbridge and Heathrow.
29 July	446	New early morning journeys between Chertsey and Hatton Cross.
24 Aug	459	Service withdrawn (replaced by U3 and diverted A60).
24 Aug	556	Service withdrawn (replaced by early morning journeys on the 446 and N555).
24 Aug	710	Service withdrawn (without replacement).
24 Aug	N555	New early morning journeys between Walton-on-Thames and Heathrow.
16 Dec	Heathrow Express	Earlier journey from Paddington at 04:51 on Mondays to Saturdays.

Note: Four services added and three withdrawn, resulting in a net increase of one service (3% growth since December 2023).



LATER EVENING JOURNEYS

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



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

Date	Service	Description
1 July	707	The last journey from Heathrow withdrawn but see route 230 below.
15 July	230	The last journey from Heathrow diverted via Hemel Hempstead to replace the withdrawn journey on the 707.
29 July	446	New late evening journeys as far as Chertsey.
24 Aug	556	Service withdrawn (replaced by later journeys on the 446 and N555).
24 Aug	N555	New late evening journeys between Heathrow and Walton-on-Thames.

Note: Three services added and two withdrawn, resulting in a net increase of one service (3% growth since December 2023).

PRIORITY



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



Following the publication of the [Heathrow Local Cycling and Walking Infrastructure Plan](#) (LCWIP) in April 2023, we continue to work in collaboration with our local authorities and Transport for London to deliver these routes. The proposed cycling 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.

The Heathrow Cycle Hub continues to provide a dedicated service to Team Heathrow colleagues. Staff are on hand to support with cycling enquiries, including bike repairs and free servicing, a weekly roadshow at Cargo Centre as well as providing advice and support when buying a bike. During 2024 there were 373 free services that took place for Team Heathrow colleagues.

Plans are progressing for both cycling into Terminals 2 and 3 and the Southern Perimeter Road between Terminal 4 and Cargo Centre, and both projects continued to progress through capital governance during 2024. The 2024 Colleague Travel Survey highlighted that 25% of non-cyclists said they might be encouraged to cycle to work, with many citing safer cycle routes as a key factor which would encourage them to do so. Signage and wayfinding will be integrated to all active travel projects, which will make it easier to navigate around campus and surrounding areas.

At the start of 2024 we commenced work on two further projects to improve cycling infrastructure on the airport campus:

ACTIVE TRAVEL EAST

Similar to the Terminal 4 to Cargo Centre route and Central Terminal Area (Terminals 2 and 3) cycle route, this project will develop a cycling route along the Eastern Perimeter Road between Terminal 4 and the Northern Perimeter Road.

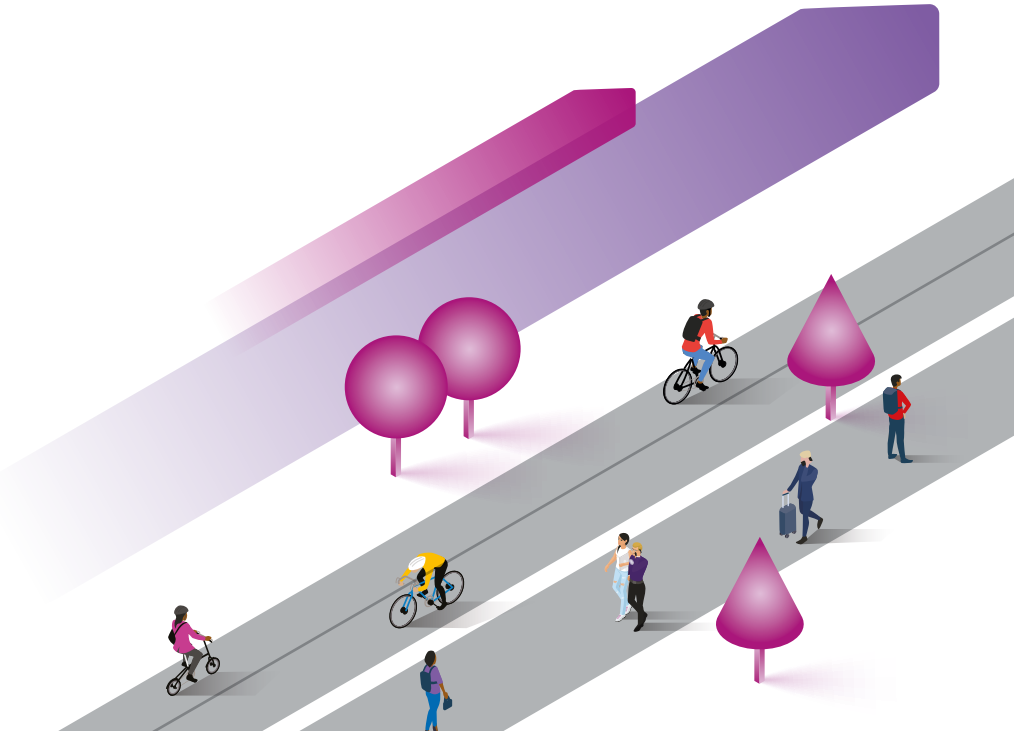
We are currently working closely with a range of internal and external stakeholders, including Transport for London and local authorities, to progress designs to both ensure minimal impact on traffic and link in with upcoming cycle routes and any future developments on the campus.

SECURE CYCLE PARKING

Colleagues often question the lack of secure cycle parking locations around the Heathrow campus, and note that this is preventing them from choosing to cycle to and from Heathrow.

An audit of all existing cycle parking sites around the Heathrow campus took place during Summer 2024 to understand the current cycle parking infrastructure available. This occurred alongside colleague workshops and a questionnaire to help gain an even greater understanding of colleague requirements and usage.

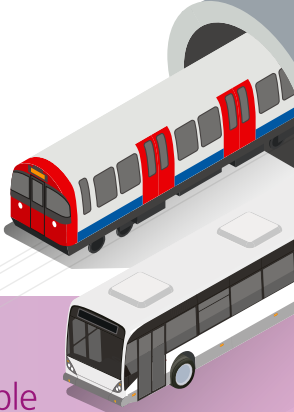
Following the audit we have now commenced creating cycle parking designs and finalising requirements including CCTV, lighting and access.



PRIORITY



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.

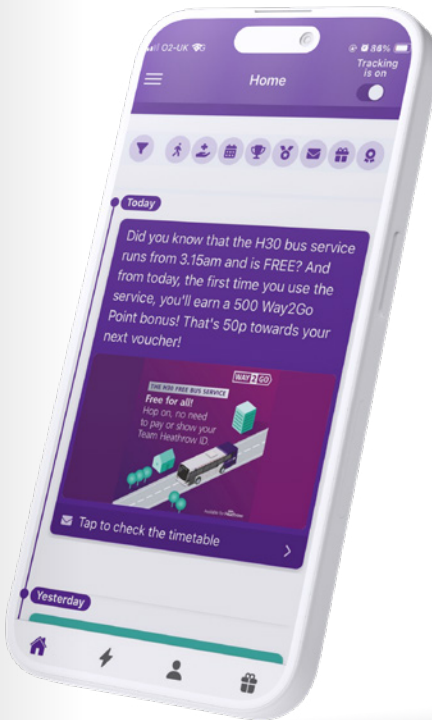
In 2022, we extended free travel to include Hatton Cross Underground Station and introduced the early morning H30 free bus, linking the four underground stations at the airport before the first tube services commence. The H30 was improved in August 2023 to operate between Terminal 4 and Terminal 5 throughout the day. Colleagues can also travel for free on Hotel Hoppa buses between the Renaissance Hotel and Terminals 2 and 3.

Changes to campus connectivity for 2024 are shown in the table below.



Date	Service	Description
2 April	Staff bus	Timetable adjustment to the free bus between Compass Centre and Terminal 5 on Mondays to Fridays, with a two-hour gap between approximately 12:30 and 14:30.
24 Aug	459	Early morning journeys withdrawn, but alternative services between Central Bus Station and Terminal 5 operate 5-10 minutes later.
25 Dec	H31	Service approximately every hour on Christmas Day between 05:00 and 23:00, providing links to Harlington Corner, Eastern Perimeter Road, Hatton Cross, and Cargo from Terminals 2, 3 and 4, due to the absence of TfL services on this day. This service was free for Team Heathrow.

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





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 commencement of early and late journeys on the 446 on 29 July was supported by the introduction of a Team Heathrow discount – £45 for a month (63% discount*) and a 10-journey ticket for £15 (55% discount*).

*Due to the variable fares on the 446 based on distance travelled, the discounts shown have been calculated based on the longest possible journey.

SUMMARY OF TEAM HEATHROW DISCOUNTS AVAILABLE

Service	Single tickets	Return tickets	10/12-trip tickets	28 day/month tickets	Annual tickets
5	x	x	x	✔	x
7	x	x	✔	✔	x
8	x	x	✔	✔	x
102	x	x	✔	✔	✔
442	x	x	✔	✔	x
446	x	x	✔	✔	x
555	x	x	✔	✔	x
703	x	x	x	✔	x
724	x	x	x	✔	✔
730/1	x	x	✔ (5 x day tickets)	✔	x
A4	x	x	✔	✔	x
Go2Gate	✔	x	x	x	x
Hotel Hoppa	✔	✔	x	x	x
N555	x	x	x	✔ (555 accepted)	x
National Express	✔	✔	x	x	x
RailAir RA1, RA2, RA3	x	x	✔	x	x
The Airline	x	x	✔	x	x
X442	x	x	✔	✔	x
Heathrow Express	✔	✔	✔	x	x

THE FOLLOWING IS AVAILABLE TO DIRECT EMPLOYEES OF HEATHROW AIRPORT LIMITED

Service	Single tickets	Return tickets	Week tickets	28 day/month tickets	Annual tickets
Elizabeth line	✔	✔	✔	✔	✔

Services without any Team Heathrow discounts: 105, 111, 278, 285, 350, 423, 482, 490, A10, N9, N140, SL7, SL9, U3, and the Piccadilly line.



FREE TRAVEL IS AVAILABLE TO TEAM HEATHROW ON THE FOLLOWING SERVICES

Service	Description of free travel
7	Terminal 5 to Central Bus Station (early morning journey).
A4	Compass Centre to Central Bus Station.
A60	Whole route (early morning journeys).
H31	Whole route (Christmas Day only).
RA1 (RailAir)	Reading, Twyford, Maidenhead, and Taplow to Heathrow on the 02:40 and 03:40 journeys from Reading.
N30	Any journeys wholly within Heathrow (Central Bus Station and Hatton Cross).
N40	Any journeys wholly within Heathrow (Central Bus Station and Hatton Cross).
N555	Any journeys wholly within Heathrow (Central Bus Station and Scylla Road).
H2X (Hotel Hoppa)	Terminals 2 and 3 to Renaissance Hotel.
Staff buses	Compass Centre to T5, car park N1 to T5, car park N4 to T2/3, car park N5 to T5, car park PEx to T2/3, car park S1 to T4.

FREE TRAVEL IS AVAILABLE TO ANYBODY ON THE FOLLOWING SERVICES

Service	Description of free travel
H30	Whole route.
Elizabeth line	Between terminals.
Heathrow Express	Between terminals.
Piccadilly line	Between terminals, plus journeys between terminals and Hatton Cross.

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

PRIORITY
3

New or improved services to serve new areas or improve the service on existing routes.

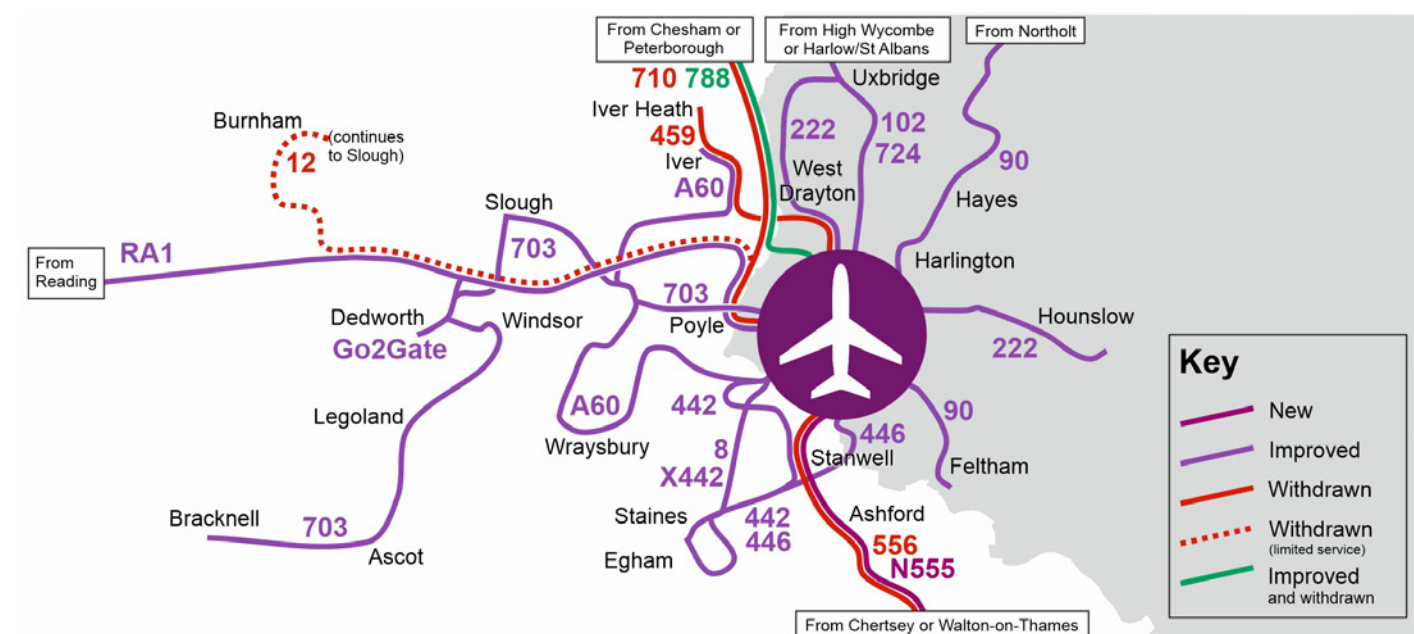
NEW SERVICES

Date	Service
24 Aug	N555 (Walton-on-Thames – Heathrow) – replaced the early morning and late evening journeys on the 556 but also provides new overnight journeys.

WITHDRAWN SERVICES

Date	Service
1 March	008 withdrawn.
24 March	12 (Slough – Burnham) – extension to Heathrow on Sundays and Public Holidays withdrawn, but the frequency on these days doubled to improve connections at Slough with Flightline 703.
12 July	788 (Peterborough – Heathrow) – withdrawn due to low patronage.
24 Aug	459 (Iver – Heathrow) – early morning service withdrawn, but the link from Iver covered by an extension to the A60, and the link from West Drayton replaced by the U3 since 17 Feb.
24 Aug	556 (Chertsey – Heathrow) – withdrawn, but the link from Chertsey covered by the 446 since 29 July and the early morning and late evening journeys from Shepperton covered by the N555.
24 Aug	710 (Chesham – Heathrow) – early morning service withdrawn due to low patronage.

STZ services are continuously reviewed to ensure they represent value for money.



IMPROVED SERVICES

Date	Service
7 Jan	724 (Harlow – Heathrow) – improved timetable on Mondays to Saturdays, with additional daytime journeys to provide clockface departure times and operate at least every 2 hours overnight.
8 Jan	788 (Peterborough – Heathrow) – 8 out of 12 journeys diverted via Hemel Hempstead. But service withdrawn on 12 July.
25 March	703 (Bracknell/Slough – Heathrow) – improved timetable with a 30-minute service between Slough and Terminal 5 from approx. 03:00 to 23:00, and with many more journeys to/from Windsor and Bracknell, particularly early in the morning and in the evenings, seven days a week. New hourly night service between Slough and Terminal 5.
4 May	442/X442 (Staines – Heathrow) – additional journeys on Saturdays, Sundays and Public Holidays, providing a 30-minute frequency for longer periods of the day.
2 June	102 (High Wycombe – Heathrow) – daytime frequency increased to every 30 minutes on all days of the week, with additional journeys at other times.
30 June	RA1 ⁺ (Reading – Heathrow) – frequency increased to every 20 mins at most times of the day on Mondays to Saturdays. Trial use of Terminal 5 departure forecourt for setting-down, to reduce congestion on stop 9.
29 July	446 (Woking – Hatton Cross) – extended to Hatton Cross on Saturdays, Sundays and Public Holidays, and earlier and later journeys introduced on all days of the week replacing early and late journeys on the 556.
5 Aug	030 ⁺ (Fareham – London via Portsmouth) – diverted via Heathrow, replacing the 203 via Southampton and Winchester which was withdrawn (Southampton and Winchester are still served by the 205). Improved journey times from Portsmouth to Heathrow.
31 Aug	90 ⁺ (Northolt – Feltham) – early morning frequency increased on all days of the week.
1 Sept	102 (High Wycombe – Heathrow) – improved service on Sundays and Public Holidays.
14 Sept	222 ⁺ (Uxbridge – Hounslow) – early morning frequency increased on all days of the week.
27 Oct	703 ⁺ (Bracknell/Slough – Heathrow) – improved timetable with more journeys operating to/from Bracknell.
27 Oct	Go2Gate (Dedworth – Heathrow) – the zone in Dedworth extended to cover more roads.

[†] = Introduced without Heathrow's financial support but included as they form an important part of the Sustainable Travel Zone.

CHRISTMAS DAY

First Bus once again operated the A4 (Cippenham – Slough – Central Bus Station) commercially on Christmas Day, as well as route 7 (Britwell – Slough – Terminal 5), RA1 (Reading – Heathrow), RA2 (Guildford – Woking – Heathrow) and RA3 (Watford – Heathrow).

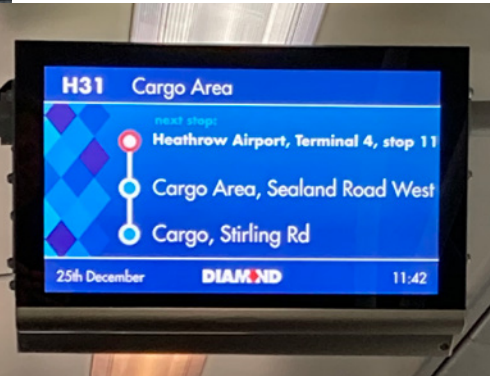
Other commercially operated services were provided by Flixbus, National Express, and the Oxford Bus Company (The Airline).

Routes 442/X442, 703 and H31 were operated with some financial assistance from Heathrow, and all experienced patronage growth compared to last year. The number of journeys made are shown in the table to the right.

25-Dec	Locations served from Heathrow	2022	2023	% growth	2024	% growth
442/X442	Staines, Stanwell, Stanwell Moor	n/a	72	n/a	117	62.5%
703	Slough, Colnbrook	46	246	434.8%	307	24.8%
H31	Hatton Cross	n/a	71	n/a	80	12.7%



Heathrow Express provided a free train shuttle between terminals, operating every 20-30 minutes.



BOXING DAY

As per 2023, most commercial services operated on Boxing Day, as well as those with contractual obligations to Heathrow.

Arriva were unable to provide the daytime service on the 724, so an agreement was reached with Carousel Buses to operate an improved level of service compared to last year, with high-specification buses departing up to every 60 minutes between Heathrow and Watford Junction. 280 passenger journeys were made on these 724 services, compared to 80 in 2023. Arriva provided their early morning and late evening contractual journeys.

Heathrow's only bus and coach services not operating on Boxing Day were the 446, 555, N30 and N40. Transport for London's 24 hour services and night buses didn't operate overnight between Christmas Day and Boxing Day.

Heathrow Express provided a free train shuttle between terminals, operating every 20-30 minutes.



RESULTS

Monitoring the performance of the STZ bus and coach improvements is very important to demonstrate that the investment in sustainable travel options is representing value for money.

The patronage data received during the year has been used to update the table below. For commercial reasons, percentage increases are reported rather than absolute numbers.

Route	Growth in 2024 compared with 2023
724	30.3%
442/X442	50.0%
102	122.1%
A4	51.6%
RA1	15.9%
RA2	33.1%
RA3*	95.0%
H21*	117.5%
N30*	75.5%
A30	-11.0%
A40	19.1%
730*	294.7%
5*	40.0%
703	47.2%
Go2Gate*	106.4%

- Passengers boarding at Heathrow (this is our standard data criteria for consistency)
- Total passengers (it's assumed that the majority of journeys are airport related)
- Towards Heathrow only (as Heathrow doesn't pay for the return journey from Heathrow to London Victoria)

**Where full year data isn't available, a direct comparison of corresponding months where the full data is available has been taken.*



A CLOSER LOOK:
FLIGHTLINE

Flightline is taking the Heathrow bus experience to the next level.

The network was introduced in 2023 when the operators of two existing bus routes and a new coach service agreed to use the new brand. These are the 102 (Heathrow to High Wycombe via Uxbridge and Beaconsfield), 703 (Heathrow to Bracknell via Slough and Windsor) and 730/731 (Heathrow to Frimley/ Basingstoke via Bagshot and Camberley). Additional buses were introduced in 2024 on the 102 and 703 to support frequency improvements.

Just like the previous vehicles, they have large luggage racks, free WiFi, charging points and next-stop information as standard. But it's the attention to detail that helps set these vehicles apart from traditional buses, backed up with an eye-catching livery designed by Best Impressions, the industry's leading agency for marketing and branding. We would like to see the Flightline network grow, so more of Heathrow's passengers and colleagues can experience quality public transport at great-value prices.



UPDATE ON
LUGGAGE RACKS

People using buses and coaches at Heathrow will often have large items of luggage.

Heathrow continues to work with bus operators to build on the success over the last couple of years, so that buses become just as convenient as coaches for passengers and colleagues with luggage.

In 2024 we saw the completion of rack fitting to the two-door buses added to Superloop SL7 for the frequency increase in 2023, supplementing the single-door buses which already had luggage racks. We also saw the completion of the refurbishment of buses for Flightline 102.



All vehicles regularly used	Some of the vehicles used	Plan to fit to all the vehicles regularly used	Services without any vehicles fitted
H30, Flightline 102, Flightline 703, Flightline 730/1, Flixbus, Go2Gate, Hotel Hoppa, N30, N40, N555, National Express, RailAir RA1/2/3, Superloop SL7, The Airline	7, A4	H21, 446	5, 8, 105, 111, 278, 285, 350, 423, 442, 446, 482, 490, 555, 724, A10, A60, N9, N140, Superloop SL9, U3, X442

UPDATE ON BUS LANES

The RA1 RailAir coach service to Reading is benefitting from Reading Borough Council’s new westbound bus lane introduced in 2024 along London Road, approaching Cemetery Junction.

This prioritisation of buses and coaches over other traffic should maintain the attractiveness and punctuality of the

service as well as incentivise car users to make the switch to public transport, which will have a knock-on benefit to other parts of the town.

We were also pleased to see the long-awaited bus gate in Poyle being constructed by Slough Borough Council at the end of 2024. We look forward to seeing a reduction in the number of large goods vehicles using Bath Road as a short cut, which will help keep buses flowing smoothly towards Heathrow on routes 5, 81 and 703.

Slough’s impressive bus lanes continue to do their job, keeping journey times down and making bus travel more attractive. We encourage other local authorities to review their road network and deliver similar bus priority measures, to help protect bus and coach services from extended journey times, higher operating costs, and less revenue due to increases in traffic congestion.



CAR SHARE

The Team Heathrow car share programme continued to be successful in 2024.



Over the course of the year, 1091 colleagues became new members of the 7,000 strong car share community and 14,422 car share journeys were authenticated. This was equivalent to 110.25 tonnes of CO₂e saved and over 561,000 miles saved. In addition, £975 in high street vouchers were given as prizes for Car Sharers who validated their journeys and 222 Club Pret voucher codes (for 50% off 5 drinks a day for a month) were awarded to the top 20 validators each month.

In addition, a successful parking enforcement trial took place between October 2023 and March 2024 to ensure that priority car share parking spaces (of which there are over 150 across all colleague car parks) were being used only by drivers who had validated a car share journey.

Lastly, 2024 saw the introduction of the new Mobilityways app platform for Team Heathrow car share. This new app (formerly Liftshare) offers an improved and more user friendly experience.

Download and register the Mobilityways app.*

*existing members will need to redownload the Mobilityways app.

1 Register for Liftshare

2 Select your Team Heathrow community

3 Add your journey details

4 Find your matches

5 Download your permit

6 Validate your journey

WAY2GO Available for **Team Heathrow**

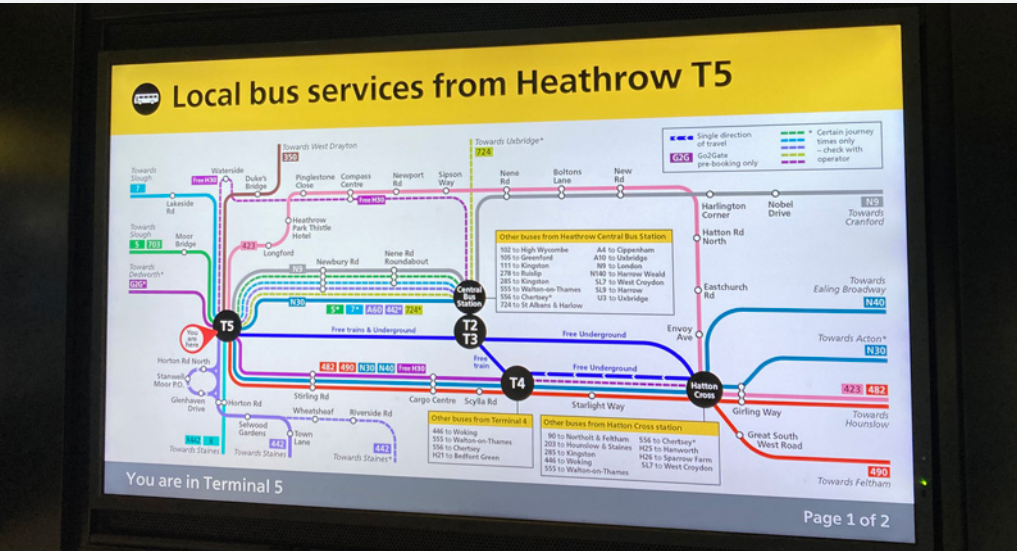
Car Share for a better Way2Go

Find out more at: heathrow.com/commuter



MARKETING

Improvements at the airport during the year included updated and additional information at the Central Bus Station, above the lifts at Terminal 2, in the Onward Travel Information Zones at Terminals 2 and 5, and outside Hatton Cross Station.

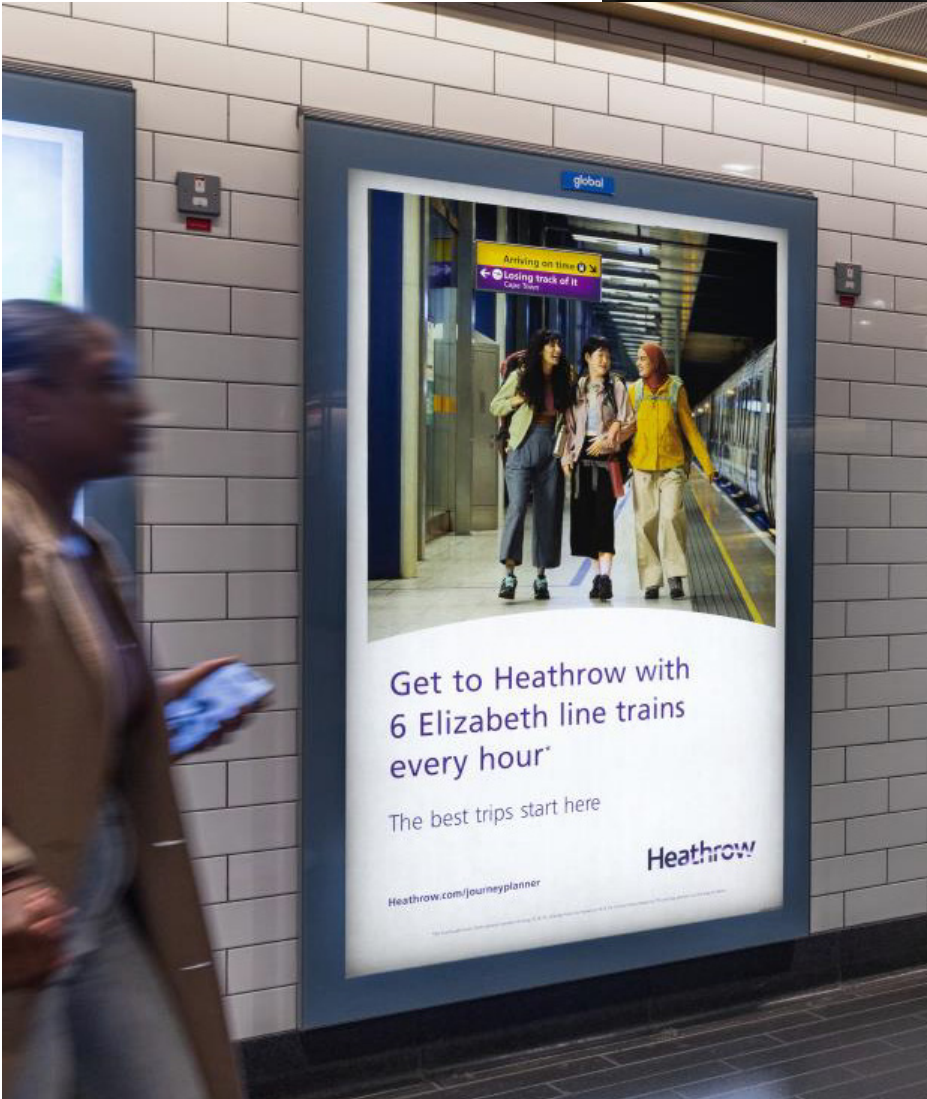


We carried out our usual marketing to inform passengers about potential service disruptions over the Christmas and New Year festive period, including a comprehensive PDF guide which could be downloaded from our website.

This year we were able to trial e-paper displays mounted to the top of some portable retractable barriers. The message was a generic one about onward travel information but could be changed at the click of a button when situations dictated. We hope that this will lead to trials of larger digital signage over the next couple of years to help during times of disruption.



Outside the airport, we ran our own “Travel to Heathrow” marketing campaign to raise awareness of the Elizabeth line, Heathrow Express and Coach. We were also very pleased with the steps taken by our operating partners and local authorities. Highlights included the appearance of adverts on petrol pumps in Windsor, promoting bus travel including Flightline 703 to Heathrow, attractive posters in bus shelters in Beaconsfield providing comprehensive details about Flightline 102, and TfL’s inclusion of H21 timetables at bus stops and route numbers on bus flags.



In October, First bus arranged for five buses in the Reading Buses fleet to be fitted with mega-rear adverts promoting RailAir. The campaign is due to last for 12 months and complements the advertising sometimes displayed on the large electronic advertising board outside Reading Station.

Heathrow's support included the continuation of leaflet door-drops to homes and businesses to promote significant service improvements, including an improved coach experience from Portsmouth. We also made sure that roadside information about Go2Gate was available in the extended pick-up/drop-off zone in Dedworth.



The use of Heathrow purple on vehicles was extended to the two dedicated buses used on the free H30 service between Terminal 4 and Terminal 5 via Cargo.

Arriva decided to repaint their purple based Green Line-liveried buses on service 724 back into generic fleet colours, after only completing four out of the planned seven since December 2022.



MARKETING COLLEAGUE FOCUSSED

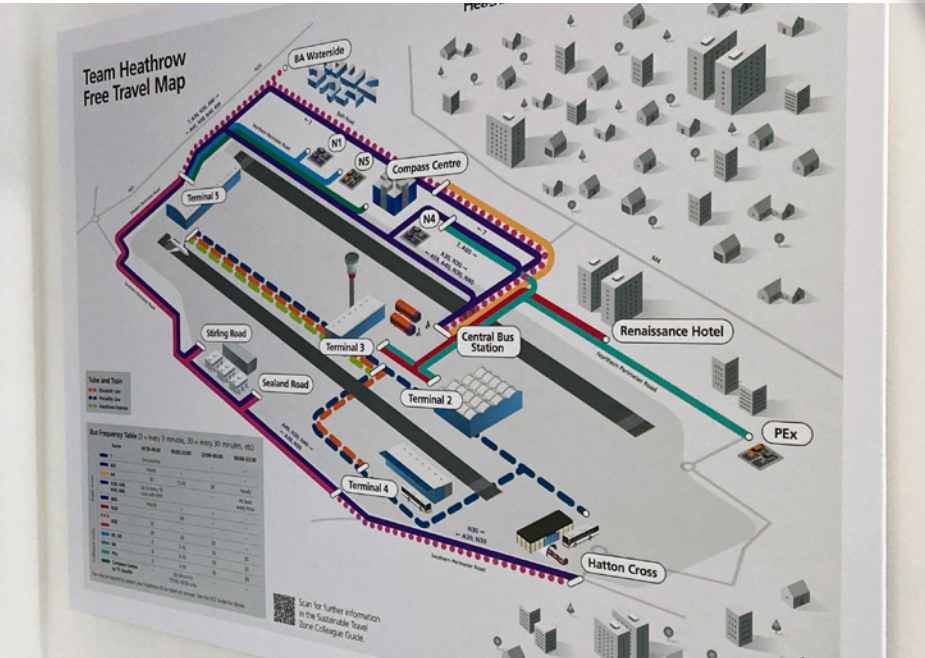
Once again, our team attended many events across the airport (indoors and out!) to provide information and free gifts to encourage colleagues who drive to work to try a more sustainable commute.





We continued to provide information throughout the year using our Intranet, the Airport Community App, and our airport social media platform. This included details about forthcoming service changes or service disruption, and where to find out more details.

We also introduced a wall poster at Compass Centre, presenting the free travel options around the campus.



Parts of the A3 and the M25 will be closed between the 15th and 18th of March 2024 for demolition works, full details on the closures can be found [here](#). Please consider these when planning your journey to work.

The need for traffic to divert will mean longer journeys and additional traffic on neighboring roads, especially during the daytime between 09:00-19:00.

Users of the following bus and coach services should allow extra time for their journey:

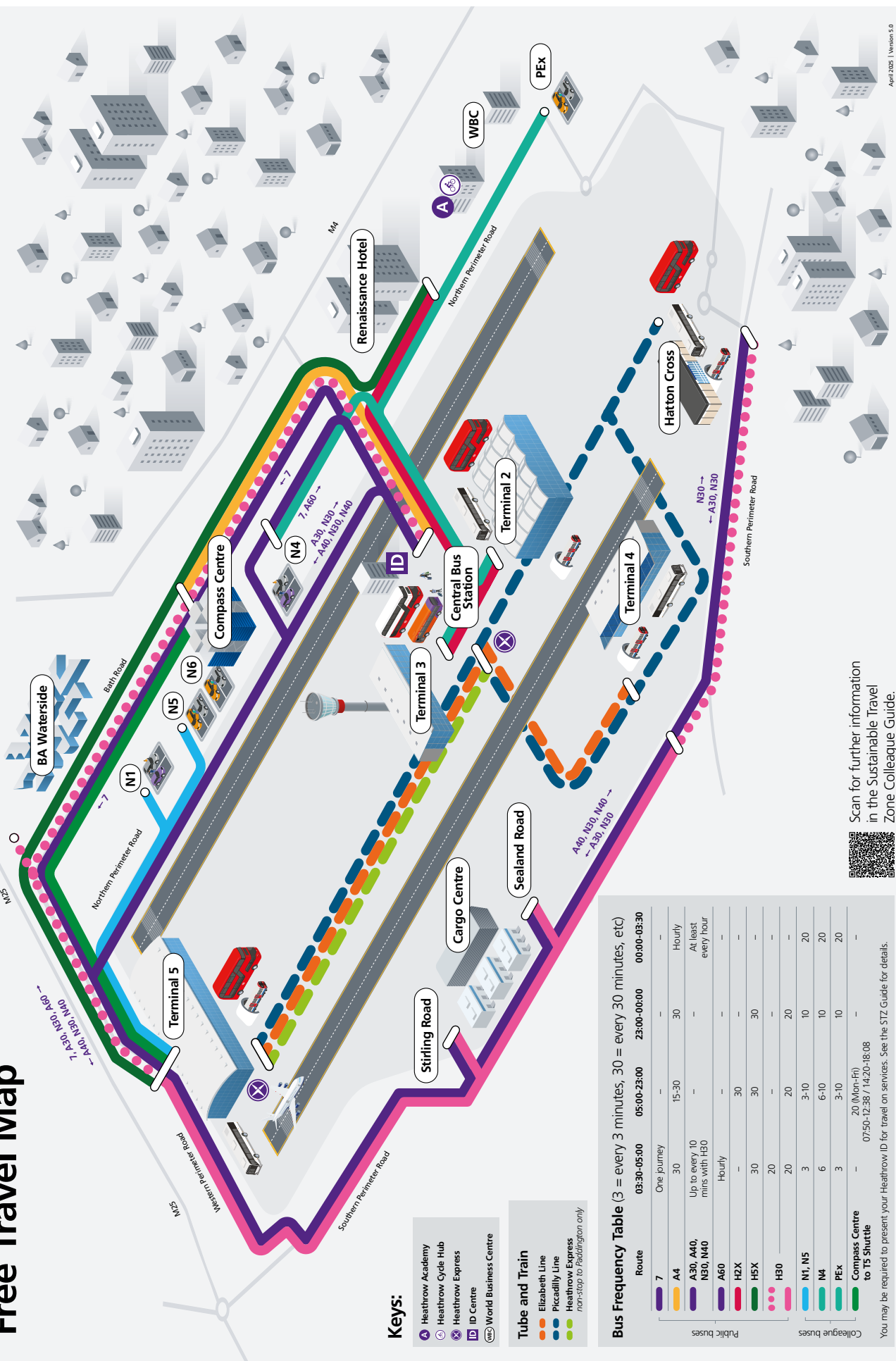
- FlixBus 940, National
- 747, RailAir RA2 and
- [www.bustimes.org](#)

You can find alternative routes on the [Sustainable Travel](#) website. This includes various direct colleagues.

RA2 on 1	
Due to the closure of the M25 between junctions 10 and 11, an emergency timetable will be in operation on Saturday 16 March and Sunday 17 March 2024. The times are shown below.	
Passengers should allow extra time for their journey, as the exact conditions cannot be predicted. We are sorry for the inconvenience.	
Direction	Time
Towards Heathrow	05:00, 05:15, 05:30, 05:45, 06:00, 06:15, 06:30, 06:45, 07:00, 07:15, 07:30, 07:45, 08:00, 08:15, 08:30, 08:45, 09:00, 09:15, 09:30, 09:45, 10:00, 10:15, 10:30, 10:45, 11:00, 11:15, 11:30, 11:45, 12:00, 12:15, 12:30, 12:45, 13:00, 13:15, 13:30, 13:45, 14:00, 14:15, 14:30, 14:45, 15:00, 15:15, 15:30, 15:45, 16:00, 16:15, 16:30, 16:45, 17:00, 17:15, 17:30, 17:45, 18:00, 18:15, 18:30, 18:45, 19:00, 19:15, 19:30, 19:45, 20:00, 20:15, 20:30, 20:45, 21:00, 21:15, 21:30, 21:45, 22:00, 22:15, 22:30, 22:45, 23:00, 23:15, 23:30, 23:45, 24:00, 24:15, 24:30, 24:45, 25:00, 25:15, 25:30, 25:45, 26:00, 26:15, 26:30, 26:45, 27:00, 27:15, 27:30, 27:45, 28:00, 28:15, 28:30, 28:45, 29:00, 29:15, 29:30, 29:45, 30:00, 30:15, 30:30, 30:45, 31:00, 31:15, 31:30, 31:45, 32:00, 32:15, 32:30, 32:45, 33:00, 33:15, 33:30, 33:45, 34:00, 34:15, 34:30, 34:45, 35:00, 35:15, 35:30, 35:45, 36:00, 36:15, 36:30, 36:45, 37:00, 37:15, 37:30, 37:45, 38:00, 38:15, 38:30, 38:45, 39:00, 39:15, 39:30, 39:45, 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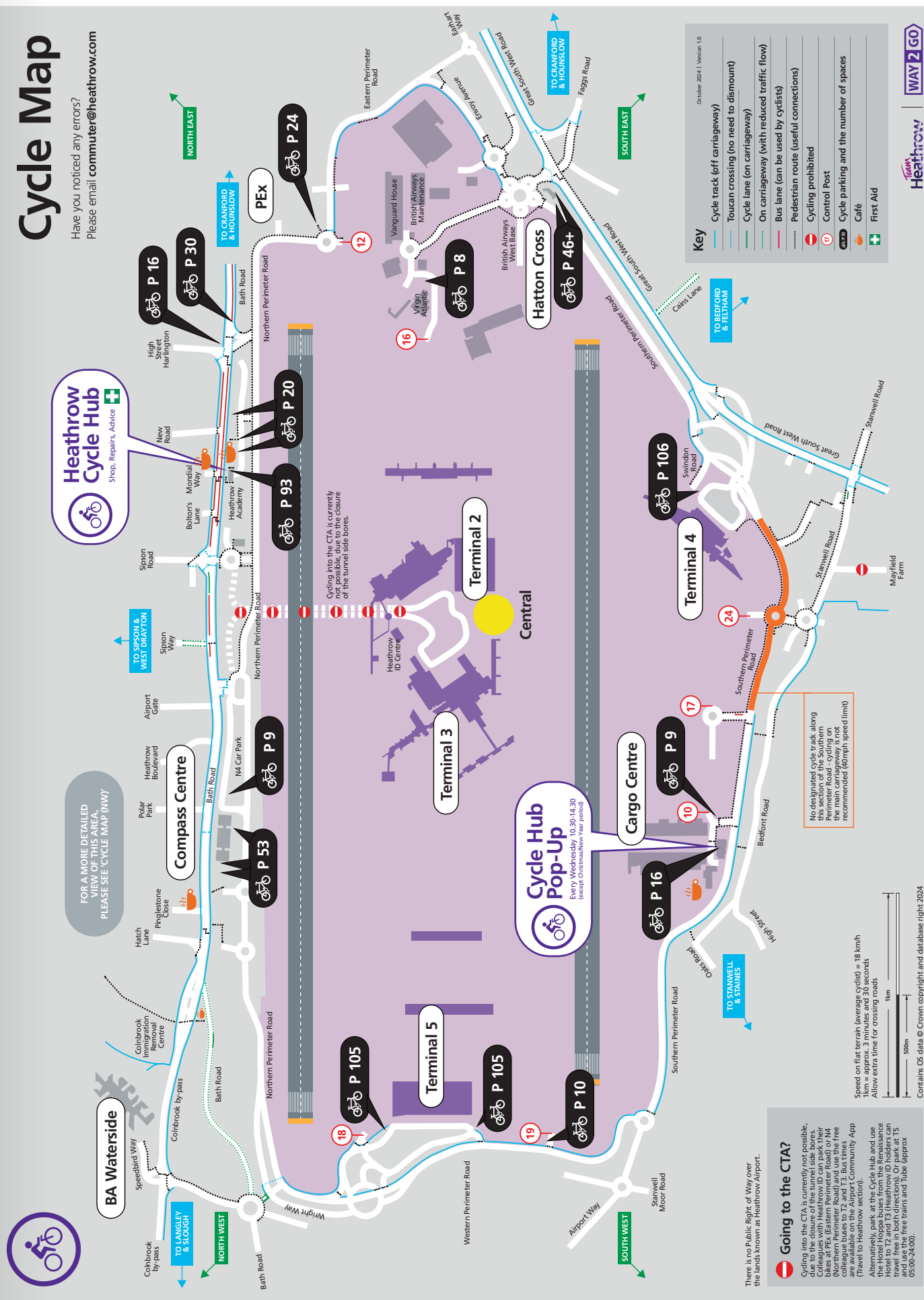
Team
Heathrow

These services are free for Team Heathrow. Trains, Tube and the H30 bus are also free for passengers.

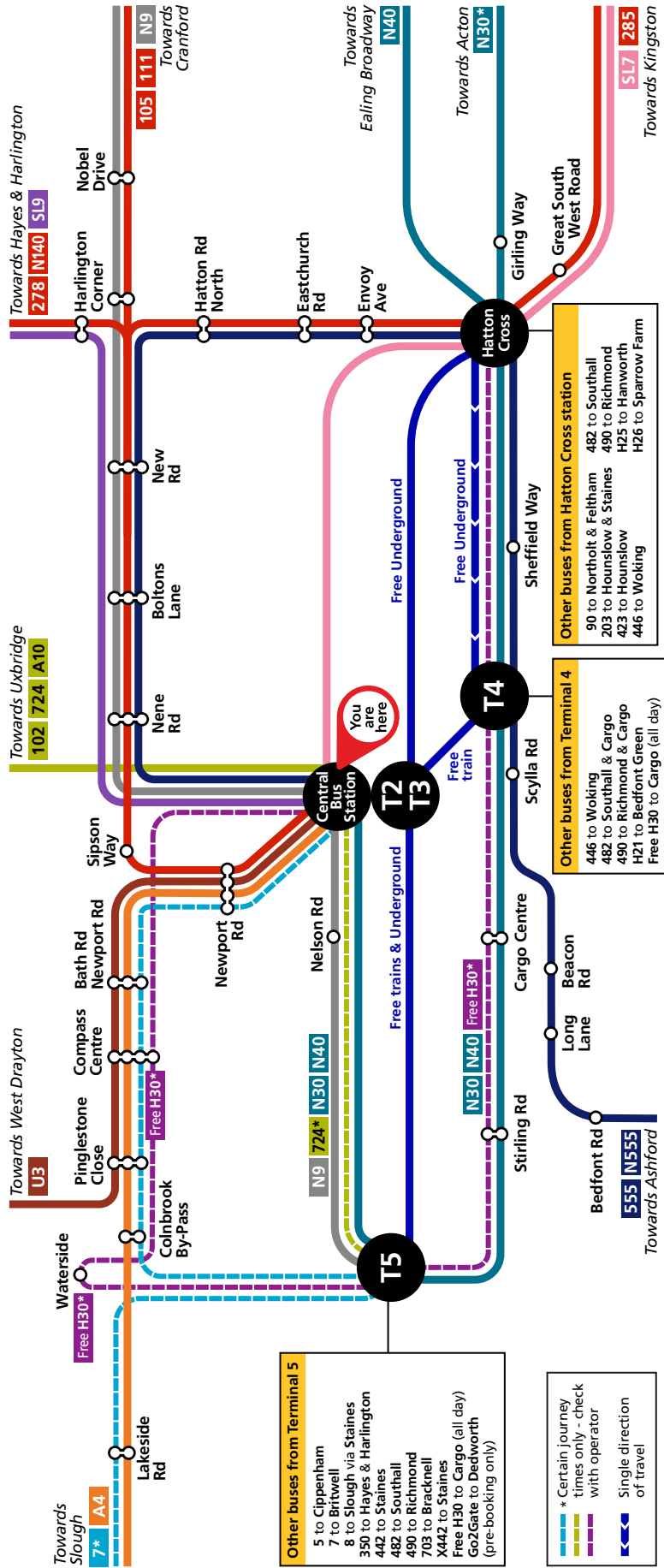


Cycle Map

Have you noticed any errors?
Please email commuter@heathrow.com

Please email commuter@heathrow.com

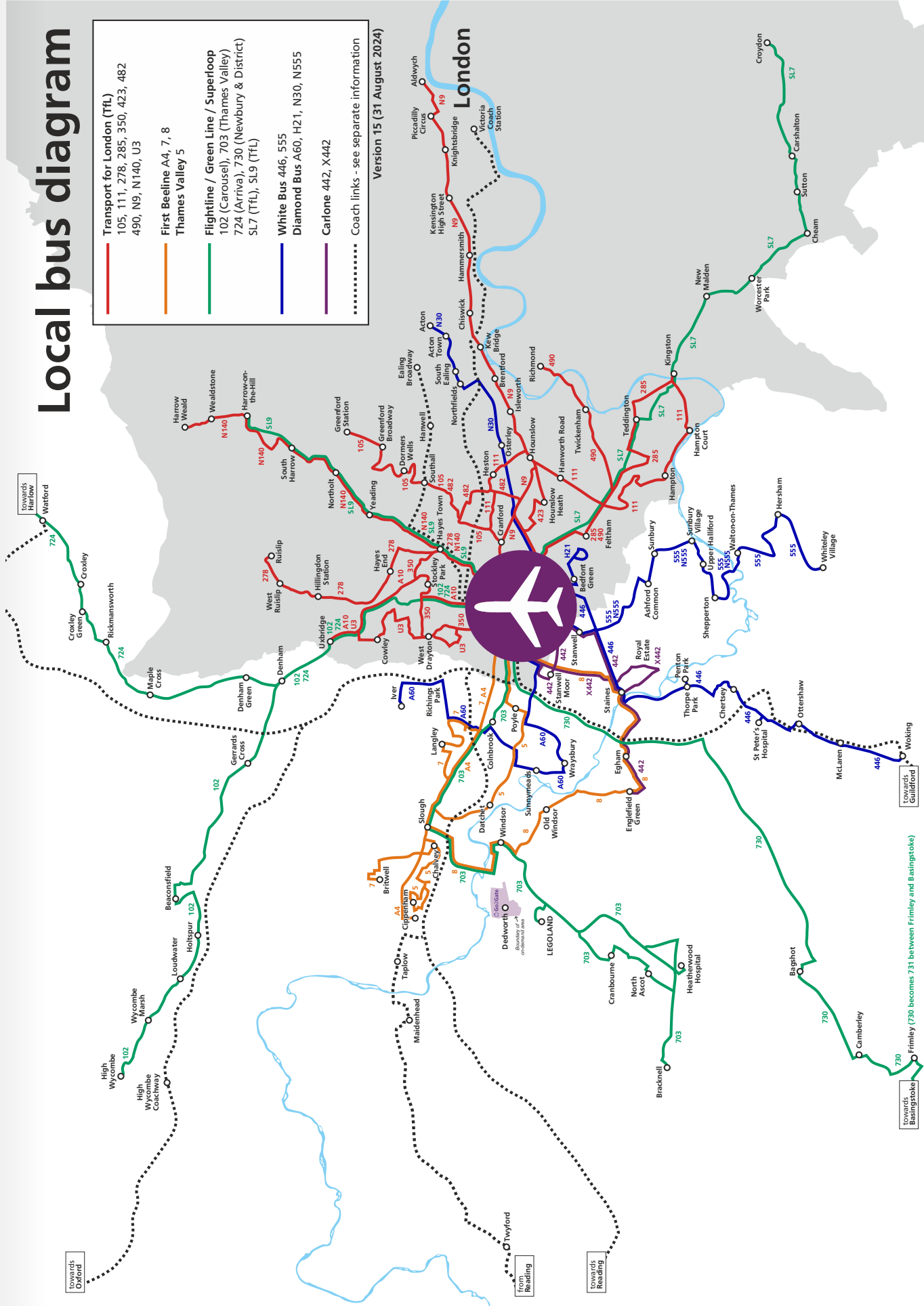
Local bus services from Central Bus Station

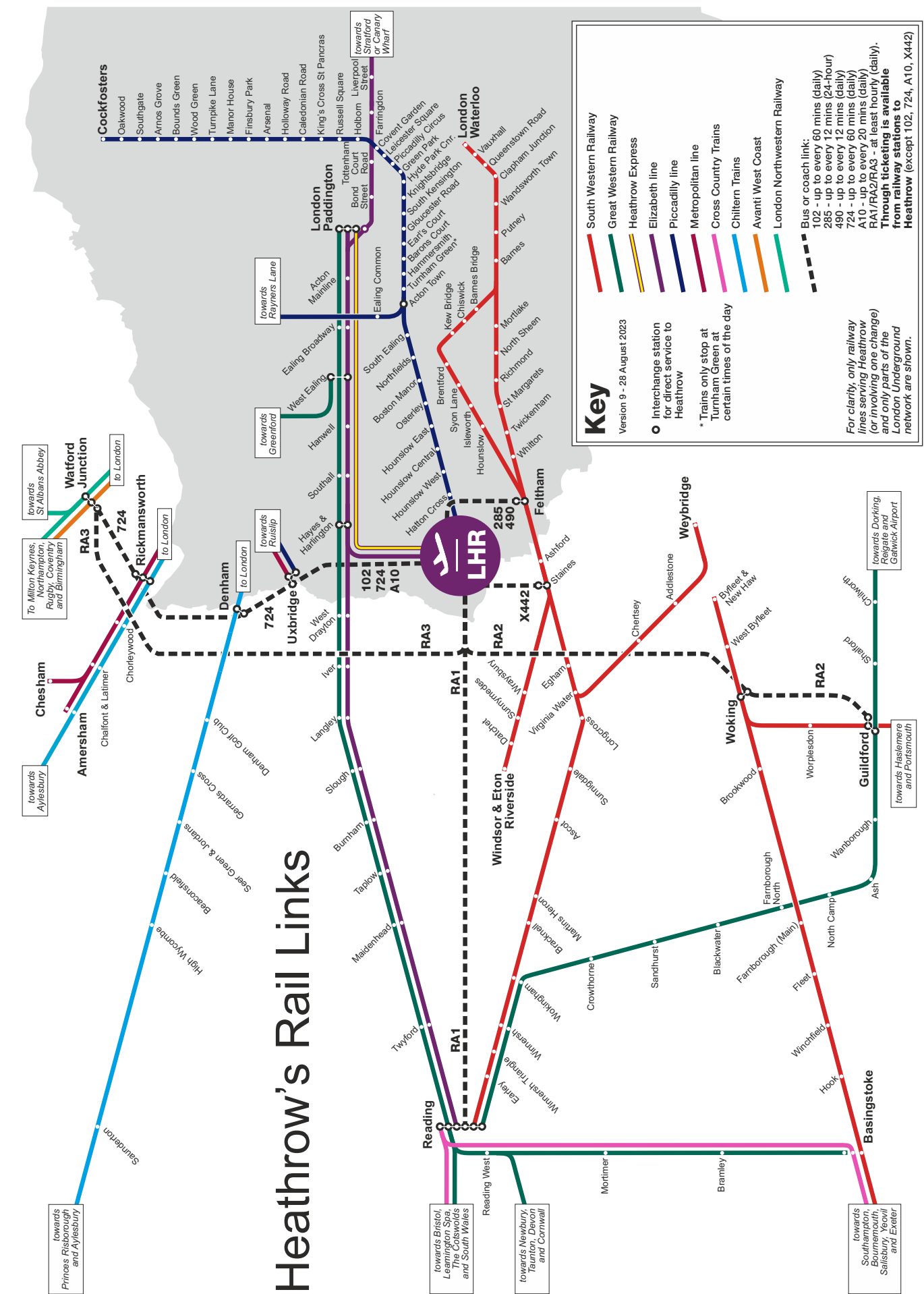


You are in Terminal 2

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Local bus diagram





CONCLUSIONS AND CLOSING REMARKS

This Travel Report has demonstrated that we have already achieved three of our four surface access targets and are making good progress towards the target for carbon emissions.

Whilst we are pleased with this progress, we recognise that we need to maintain this momentum. We will continue to evaluate our investment in public transport to ensure it delivers value for money and is effective in reducing the number of car trips made by passengers and colleagues.

We will also support the transition to zero emission vehicles, with the aim to reduce the impact of congestion and vehicle emissions on local communities and contribute to reducing the airport's carbon footprint.

We will continue to report on progress and look forward to continuing our collaborative work with our stakeholders to deliver on our shared ambitions for sustainable surface access to, from and around Heathrow.



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