

Heathrow Airport

Currently undertaking this activity

Partially undertaking this activity

Not currently undertaking/not applicable to airport

Information provision/data type	Fulfils CAA/Air Navigation Guidance 2017	Additional comments	Link to webpages that contain this information
Runway utilisation and operations		Statistics on runway utilisation are published in regular Flight Performance Reports. Statistics are also published monthly on the Heathrow Noise website and daily on the Operational Data website. The runway alternation policy is explained using diagrams, maps and video clips. To help communities plan ahead, the airport publishes an annual schedule of runway use.	https://www.heathrow.com/noise/heathrow-operations/runway-alternation https://www.heathrow.com/noise/reports-and-statistics/operational-data/runway-adherence https://www.heathrowoperationaldata.com/
Standard Instrument Departure (SID) utilisation		Statistics on SID utilisation are published in regular Flight Performance Reports and monthly on the Heathrow Noise website. Details on departure flight paths are explained using diagrams, maps and video clips.	https://www.heathrow.com/noise/heathrow-operations/departure-flight-paths https://www.heathrow.com/noise/reports-and-statistics/operational-data/route-usage
Arrivals data		Arrivals data is published in regular Flight Performance Reports. Statistics are also published monthly on the Heathrow Noise website and daily on the Operational Data website. Details on arrival flight paths are explained using diagrams, maps and video clips.	https://www.heathrow.com/noise/heathrow-operations/arrival-flight-paths https://www.heathrow.com/noise/reports-and-statistics/operational-data/flight-movements https://www.heathrowoperationaldata.com/
Continuous Descent Approach (CDA) &		The airport publishes statistics on CDA compliance and the minimum 4% climb gradient requirement in their annual and quarterly Flight Performance Reports.	https://www.heathrow.com/noise/reports-and-statistics/reports

Continuous Climb Operations (CCO)			
Flight tracking & tools		<p>Heathrow's publicly available tools allows stakeholders to investigate and review real-time and historical airport noise, flights and weather.</p> <p>XPlane allows a user to analyse historical flights over their area by carrying out their own analysis, to obtain data such as height, position and types of aircraft.</p> <p>Webtrak allows a user to track specific flights on specific days in relation to where they live.</p> <p>Webtrak 'My Neighbourhood' system gives a user a general overview of where planes fly, giving a better understanding of Heathrow's operations over time.</p>	<p>https://www.heathrow.com/noise/what-you-can-do/track-flights-on-maps</p> <p>http://xplane.bksv.com/</p> <p>https://webtrak.emsbk.com/lhr</p> <p>http://myneighbourhood.bksv.com/lhr/</p>
Aircraft Traffic Movements		ATM statistics dating back to the year 2000 are available online.	https://www.heathrow.com/noise/reports-and-statistics/operational-data/flight-movements
Night quota count		Information on night flights, how the restrictions work and Heathrow's Quota Count policy are available online. Quota usage is published in regular Flight Performance Reports.	https://www.heathrow.com/noise/heathrow-operations/night-flights
Slot allocation, transfers & sales		ACL is the appointed Coordinator for Heathrow under EC Regulation 95/93. ACL coordinates the airport in a neutral, non-discriminatory and transparent way and is the sole person responsible for the allocation of slots at the airport. A slot allocated by the Coordinator is a permission to use all the airport infrastructure (i.e. runway, aircraft parking stands and terminals)	https://www.heathrow.com/company/company-news-and-information/company-information/who-does-what
Air Traffic Control Practices		Departure and arrival ATC practices and procedures are explained online in layperson terms using diagrams, maps and videos clips.	<p>https://www.heathrow.com/noise/heathrow-operations/arrival-flight-paths</p> <p>https://www.heathrow.com/noise/heathrow-operations/departure-flight-paths</p>
Weather-related conditions		The airport explains how weather, particularly wind direction, affects their operations.	<p>https://www.heathrow.com/noise/heathrow-operations/wind-direction</p> <p>https://www.heathrow.com/noise/reports-and-statistics/operational-data/wind-direction</p>
Aircraft types used by airlines		The airport publishes statistics on 'Movements by Aircraft Types' in their Flight Performance Reports.	https://www.heathrow.com/noise/reports-and-statistics/reports

Airline operators		An airline directory is available online.	https://www.heathrow.com/more/contact-us/airline-contacts
Airline route networks/destinations (including changes)		The airport publishes a list of the destinations it serves including a route map.	https://www.heathrow.com/plan-and-book-your-trip/destinations-and-airlines
Airline Standard Operational Procedures		Full details of CDA and CCO procedures and compliance statistics are published within the airport's NAP and Flight Performance Reports. Noise Abatement Departure Procedures (NADP) for specific airlines are not published.	https://www.heathrow.com/noise/reports-and-statistics/reports https://www.heathrow.com/noise/making-heathrow-quieter/noise-action-plan
Historic comparisons of route networks flown		Each year Heathrow commissions annual maps providing information on the number of arrivals and departures by easterly and westerly operations.	https://www.heathrow.com/noise/reports-and-statistics/operational-data/annual-flight-maps
League tables of airline operational performance		The Fly Quiet and Green programme aims to reduce aircraft noise, encourages airlines to use quieter aircraft and to fly them in the quietest possible way. Published quarterly, this league table shows a red/amber/green rating for seven noise and emissions criteria.	www.heathrowflyquietandgreen.com
Data on operations outside of normal operating hours		Heathrow has some of the strictest restrictions of any hub airport in Europe in terms of movements permitted between 11:30pm and 6:00am. Heathrow is restricted to 5,800 take-offs and landings a year during these times. Information on night flights, how the restrictions work and the Quota Count Policy are available online. Quota usage is published in regular Flight Performance Reports.	https://www.heathrow.com/noise/heathrow-operations/night-flights
Airport Consultative Committee (ACC)		In 2017 it was agreed that the Heathrow Airport Consultative Committee (HACC), an existing forum for local authorities, airport users and interest groups, would take on the additional responsibilities of the engagement board. The HACC was relaunched formally as the Heathrow Community Engagement Board (HCEB) at the start of 2018. HCEB operates independently from the airport.	https://www.hceb.org.uk/aboutus
Airport noise forums/boards		The Heathrow Community Noise Forum (HCNF), established in 2015, is made up of representatives from local authorities around Heathrow and aviation stakeholders. Heathrow set up the forum in response to local concerns regarding future changes to airspace as a result of the Government's airspace modernisation strategy. HCNF meeting notes and presentations are published	https://www.heathrow.com/noise/heathrow-community-noise-forum

		online. Details on all forums/boards are published in the airport's NAP and Flight Performance Reports.	
Community noise reports		<p>The airport has developed a noise monitoring programme which aims to provide more detailed information for specific areas around the airport. Different locations are selected annually, and a series of reports are produced and published online. The latest reports are presented in a new format developed in conjunction with members of the HCNF. Community Information Reports use a range of metrics to help those without a technical knowledge.</p> <p>Annual and quarterly Flight Performance Reports provide detailed information on performance including the number of noise infringements, night flights, and how the airport is doing on their NAP commitments.</p>	<p>https://www.heathrow.com/noise/reports-and-statistics/reports/community-noise-reports</p> <p>https://www.heathrow.com/noise/reports-and-statistics/reports</p>
Community relations events		The airport regularly engages with residents through local newspapers, resident meetings and the various different groups set up to provide local people with the opportunity to find out more about airport operations and Heathrow's expansion plans. Heathrow hosts numerous community relations events and workshops as an engagement channel on airspace change and expansion.	<p>https://www.heathrow.com/company/community-and-environment/community</p> <p>https://www.heathrowexpansion.com/local-community/community-news-events/</p>
Noise Action Plan (NAP)		Heathrow's NAP sets out how it plans to manage and reduce the impact of aircraft noise over a five-year period. Further information on the current NAP 2013-2018, including details on the new NAP 2019-2023, which required formal public consultation, are available online. The NAP is reviewed annually.	<p>https://www.heathrow.com/noise/making-heathrow-quieter/noise-action-plan</p> <p>www.heathrowconsultation.com</p>
Noise & Track keeping performance (NTK)		Heathrow's Airspace and Noise Performance Team, using its ANOMS Noise and Track Keeping system, publishes various pieces of information on aircraft operations to the public. NTK statistics, including NPR compliance, are published in Heathrow's annual and quarterly Flight Performance Reports and online.	<p>https://www.heathrow.com/noise/reports-and-statistics/reports</p> <p>https://www.heathrow.com/noise/reports-and-statistics/operational-data/track-keeping</p>
Noise Contour Mapping		Annual noise contours are produced and published online.	https://www.heathrow.com/noise/reports-and-statistics/reports
Noise complaints data, reports and handling		There are four ways in which residents can make a noise complaint (online form, by email, by phone or via WebTrak. Heathrow aim to respond to all complaints within five working days. All complaints are reported daily on	https://www.heathrow.com/noise/what-you-can-do/make-a-complaint-about-noise

		<p>Heathrow's Operational Data website and quarterly to the Heathrow Community Engagement Board (HCEB). Noise Complaints Reports dating back to 2015 are published online.</p>	<p>https://www.heathrowoperationaldata.com/</p> <p>https://www.heathrow.com/noise/reports-and-statistics/reports/noise-complaints-reports</p>
<p>Information on permanent and temporary Airspace Change including trials</p>		<p>Information relating to airspace change at Heathrow including expansion plans, modernising UK airspace, the Development Consent Order and the Airspace Change Process are available online. A dedicated Heathrow Expansion website has been created. The airport also publishes reports online on airspace trials.</p>	<p>https://www.heathrow.com/noise/future-airspace</p> <p>https://www.heathrowexpansion.com/</p> <p>https://www.heathrow.com/noise/reports-and-statistics/reports/operational-trial-reports</p>