

October 2022 Noise KPI Chart

KPI	Comparable 2021 data January to Oct 2021	2022 Comparison January to Oct 2022	RAG
1000ft	13	250	
Noise Infringements Night	0	1	
Noise Infringements Day	1	0	
Track Keeping Average 27R	98.15%	98.33%	
Track Keeping Average 27L	97.51%	97.88%	
Track Keeping Average 09R	90.12%	89.16%	
Track Keeping Average 09L***	69.98%	71.28%	
Track Keeping All Runways	93.97%	95.57%	
Departures 4% Climb Gradient	99.93%	99.86%	
CCO Compliance All Runways	84.1%	70.5%	
CDA Day Average	88.64%	90.67%	
CDA Night Average	91.22%	92.11%	
CDA Core Night Average	96.78%	96.88%	
CDA 06:00 Hour Average	89.81%	90.77%	
24 Hour CDA Average*	89.13%	91.09%	
Joining Point Day LATES Average	0.22%	0.21%	
Joining Point Day LOWS Average	20.58%	20.85%	
Joining Point Night LATES Average*	2.21%	1.66%	
Joining Point Night LOWS Average*	4.23%	4.92%	
Night Quota Pro Rata for Quota Count**	32.9%	45.8%	
Night Quota Pro Rata for Movements**	42.7%	66.7%	

Service levels in NATS contract



^{**} Excess usage pro-rata indicates increased risk of aircraft being refused permission to arrive or depart during 23:30-06:00hrs local

^{***} RAG – Green: Better than previous score or within 4.99%. Amber: Worse than previous score, but within 5 - 9.99%. Red; Worse than the previous score, by 10% or greater.

Classification: Public

Future KPI Presentation

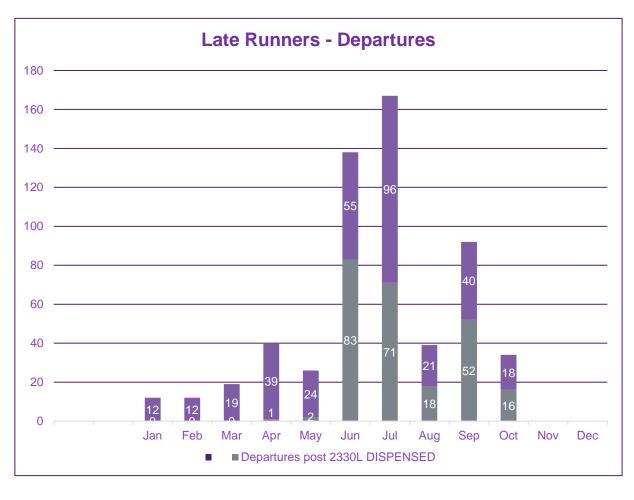


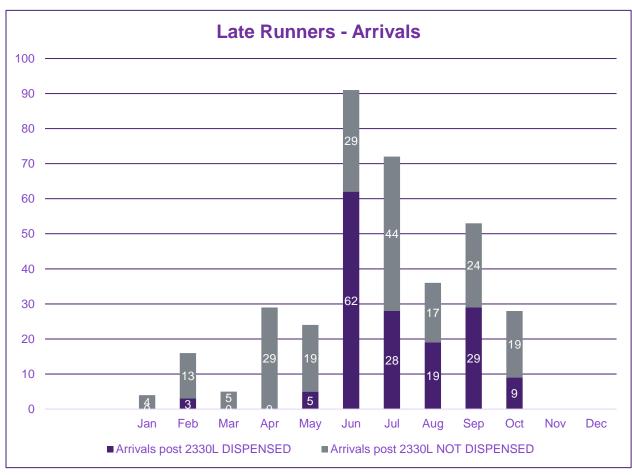
- · This is a concept for a new data dashboard
- Still focus on key AIP metrics with some additional night flight metrics
- We will continue to compile the extended metrics as previously seen in the RAG chart
- The AIP metrics would show the current year plus previous 2 years
- The night flight data would show dispensed vs nondispensed for the current year
- Each metric will have its definition below as a reminder of what we are measuring along with pertinent commentary
- The CDA metric will be enhanced from 2023 to measure from 6800ft





Late Runners 2022 YTD





Classification: Public

Dispensation Reasons

As a designated London Airport, Under Section 78 of the Civil Aviation Act, Heathrow is permitted to disregard SOME late running movements from any quota count pool subject to the flight meeting certain criteria. These flights will be dispensed based on the following categorisation

Emergencies

- Medical
- Diversion
- Low Visibility
- Risk to Life

Serious Airfield and Terminal Congestion

- Hardship to Passengers
- Long Delays
- Terminal Overcrowded and Facilities Strained
- Insufficient Hotel Accommodation
- Hardship to Animals
- Single Runway Operations

Widespread and Prolonged ATC Delays

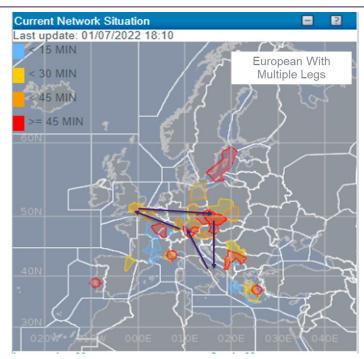
- ATC Flow Restrictions
- Thunderstorms / Strong Winds
- Snow and Ice
- ATC Strike or Computer Problems

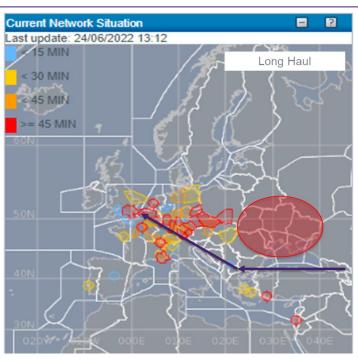
DfT Dispensation

- Heads of State
- Royal Families (Inc. Foreign)
- Senior Ministers on Official Business
- Relief Flights
- Civil Aircraft Affected by Hostilities
- Military Flights on Compassionate Ground

Why So Many Dispensations This Summer?

- Dispensations are only applied when an airline is put in a situation where it has no control
- This summer saw a number of challenges across the network caused by Air Traffic Control sectors
- These flights which were solely affected by ATC restrictions were dispensed under "Widespread and Prolonged ATC Delays."
- A full investigation takes place for each late running flight to ascertain reasoning before a dispensation is applied
- Our Aircraft Ops Duty Managers are on shift 24/7 to work with airlines and NATS to mitigate any late runners
- Dispensations and late runners are always a last resort Low visibility is one of the biggest challenges faced this year
- Despite the challenges, Heathrow remained within and below our quota allowances





Quarterly night flight reports can be found here: Reports | Heathrow