

Heathrow reports the busiest start to its year since 2020



Overall passenger satisfaction is now at or above pre-pandemic levels, says the airport

[Heathrow Airport](#) in the United Kingdom has announced that it's "getting back to its best." The airport has reported in a news release that over 5.4 million passengers traveled through Heathrow in January 2023, the busiest start of the year since 2020.

Overall passenger satisfaction is now at or above pre-pandemic levels. In January, 98% of passengers waited less than 10 minutes for security and the airport has once again been named Travel Weekly's Best UK Airport.

Border Force successfully managed recent strike action and the airport is trialing the use of eGates for children aged 10 and 11 in Terminal 5 over half term. "We are fully supportive of Border Force's aspirations to expand the use of eGates to more families and visa holders, assisting with smooth and seamless journeys," notes the press release.

"We welcome British Airways and Virgin's announcement on restarting ticket sales to China, reopening a key market for British exports once more. Following the pandemic, we have worked tirelessly alongside our airline partners to rebuild the world-class connectivity Heathrow offers to our passengers and cargo. The half term getaway has been going very well. Like all peak periods, our management teams are out in the terminals supporting our operational colleagues and helping passengers get on their way."

Heathrow CEO John Holland-Kaye said, "Heathrow is back to its best, with passenger satisfaction scores meeting or exceeding 2019 levels. We are giving a warm welcome to families over the half

term getaway by delivering excellent service and bringing back the magic of travel.”

Terminal Passengers (000s)	Jan		Jan to		Feb 2022	
	2023	% Change	2023	% Change	to Jan 2023	% Change
Market						
UK	331	74.9	331	74.9	3,498	84.1
EU	1,623	135.0	1,623	135.0	22,232	186.4
Non-EU						
Europe	415	87.7	415	87.7	4,641	170.4
Africa	320	74.3	320	74.3	3,016	162.6
North America	1,207	119.7	1,207	119.7	16,057	322.4
Latin America	180	43.3	180	43.3	1,778	236.9
Middle East	641	74.7	641	74.7	7,220	184.8
Asia / Pacific	764	181.3	764	181.3	6,041	214.0
Total	5,482	111.0	5,482	111.0	64,483	202.5

Traffic summary at Heathrow Airport