

# CP24 Security Post Trial

## RESEARCH OBJECTIVES

Heathrow is trialling a new Security Lane technology and process on Lane 6 at Control Post 24A. Control Post 24A is only accessible by a vehicle and is used on average by 50-60 users a day with several of them repeat users throughout the day and week. All users of this post would be driven in a vehicle to the control post and while their vehicle is being searched they will make their way inside to go through security themselves. This research aims to assess any differences in satisfaction between users of the Security Lane with the new security technology (Lane 6) versus those using the other Security lanes 1, 2 & 3 which utilise older technology featuring, metal archway detectors.

Specifically, Heathrow want to understand the impact the trial lane and different operating models, has on perception of user satisfaction:

- Measure and compare differences between new lane and existing security processes
- Identify stress points for improving efficiency, speed, and the overall experience
- Help in determining the most effective resourcing model through the trial of multiple resource levels, including different iterations of staff, rotational impacts, technological changes, and process improvements to enhance efficiency.
- Assess how well the new enhancements meet the user needs for an efficient and improved security experience.

## OUR JOB

Collecting feedback from users regarding their Control Post security experience (trial lane and non-trial lane) to understand the perceptions and feelings about the security lane they have used.

- **Trial lane (6):** Total of 75 interviews per iteration (max. 20 interviews per session)
- **Non-trial lane (1-3):** Total of 25 interviews per iteration (max. 7 interviews per session)

If the survey on the iPad is not working due to bad reception, please use the paper questionnaires.

## HEATHROW – CONTACT INFORMATION

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