

T2 PRS Security Lane Trial Research

RESEARCH OBJECTIVES

Heathrow is trialling a new designated PRS Security Lane. This will be on lane 17 in T2. Overall our objective is to evaluate the two below topics:

Passenger Satisfaction Evaluation:

- Assess PRS overall satisfaction with the designated security lane in comparison to general PRS satisfaction in T2.
- Quantify passengers' perception of wait times in the designated lane versus other lanes and its impact on overall satisfaction.
- Explore PRS's perception of the efficiency of the designated lane compared to standard lanes, examining contributing factors
- Identify suggestions for improving trial lane parameters for potential future development, including branding, layout, and staffing.

Impact of Staff Utilization on PRS Lane:

- Evaluate the effectiveness of staff and resources allocated to the PRS lane from the security team's perspective.
- Examine the influence of staff assistance on passenger satisfaction, focusing on preparation, belt loading, redress side assistance, and overall care support for PRSs.
- Identify specific elements of staff assistance that significantly contribute to passenger contentment.
- Gather opinions from Wilson James' team on the relative effectiveness of a designated PRM lane versus the status quo and obtain suggestions for improving trial lane parameters from their perspective.
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OUR JOB

Collecting feedback from PRS passengers using the designated trial lane and also PRS passengers using the normal line during non-trial. This is done to understand the perceptions and feelings about the security lane they have used.

Trial timings:

Terminal 2 – PRS Lane Trial (lane 17)	
28 th November – 1 st December 2023	5:30- 14:00
3 rd December- 6 th December 2023	5:30-14:00

The first 30 minutes will involve briefing the team; the last 30 minutes debriefing the team and so the live trial will be **06.00-13.30 hrs.**

- **Trial lane:** Soft quota on 75 interviews during trial periods
- **Non-trial lane:** Soft quota on 75 interviews during no trial period

ADDITIONAL INFO FOR FIELDWORK

- If the PRS's friends/relatives/caretakers are better able to provide feedback (through translating for the PRS) this is allowed.
- Prioritize wheelchairs and Hidden Disabilities Sunflowers. Elderly people and families with small children are legitimate targets but should be prioritized if there are none of the former passengers.

