

### **Research Background**

### **Objective:**

This project aims to gain a comprehensive understanding of passenger movement and utilization within the departure lounges at Heathrow Airport. This will be achieved by analysing dwell time in known congested areas, informed by QSM (Quality of Service Monitor) and ASQ (Airport Service Quality) perceptions of airport crowding.

With an anticipated busy summer in 2024, particularly in T3 and T5, there is a heightened need for validated IDL dwell models. Heathrow wants to develop a reliable model which is crucial for strategic capacity planning and supporting business initiatives aimed at mid- to long-term growth.

Terminal	Days in Terminal	AM (04:30-13:45); PM (13:00- 22:30)	Total Interviewers needed
T5 Lower Level	2 Matched sets of 3 days (also matching T5 Upper level)	4 interviewers – Seating 3 interviewers - Retail, F&B 2 interviewers- Walkway 2 interviewers - North/South Gate areas 3 floaters	14

### **GENERAL RULES – FOR ALL INTERVIEWERS**

Start counting process every 15 mins by the clock, For example 04:30, 04:45, 05:00, 05:15 and so on.	Please remember to 'reset' your counter after entering the data on the ipad after each count.
Use the same route throughout your shift when counting pax - in IDL seating, WDF, Walkways, Retail & Catering.	Avoid calling a floater midway through your count <i>unless</i> in an emergency.
Count all passengers, Adults, Children's and pets.	Avoid listening to music or using headphones whilst on duty.
Do not count <b>any</b> staff members (identify via uniforms/ security pass lanyards).	No changing or swapping post with a colleague to maintain consistency.
Do try respectfully to apologise to passengers & staff for not being able to help answer any questions, whilst you are busy counting.	When handing over shift in the afternoon, please ensure you and your colleague are both confident with the counting before leaving.
If you come into contact with another interviewer who is doing a count, avoid conversating.	



## GENERAL RULES FOR COUNTING – NORTHERN GATES – SEATING, WALKWAY & PRET – INTERVIEWER C

### DOS

There is a total of 5 type of counts in total for this zone.

- 1. Seating 3 counts
- 2. Walkway 1 count
- 3. Catering 1 count

Please complete each count in order and press submit after each count before starting the next.

### **DON'Ts**

- ☐ Don't count **any** staff members.
- ☐ Don't double count



### GENERAL RULES FOR COUNTING SEATS INTERVIEWER C

### DO'S

- ☐ There 3 types of counts for this zone:
- Empty Seat that are unoccupied.
- Standing Passenger standing around seating area.
- Blocked Seat blocked by
  - Suitcase
  - Bags
  - Rubbish
  - Personal belongings
  - Prams, wheelchair etc.
- ☐ Count people standing (near screens) last, after you have finished your seat counts.

- □ Count empty seats as you first see them. (If a passenger stands up after you have checked that seat, consider that seat as occupied).
- Count the seats based on their state of occupancy without considering momentary changes.
- When a person lies down using more than one seat, count the total seats they occupy and subtract one to determine the number of blocked seats. Example: If a passenger is lying across 3 seats: They are using 3 seats in total. You subtract 1 seat (the seat the passenger is using). The remaining 2 seats are counted as blocked.

### **DONT'S**

- ☐ Don't count **any** staff members.
- ☐ Don't double count.



### GENERAL RULES FOR COUNTING WALKWAY- INTERVIEWER C

# DO'S There is 1 type of counts for this zone. Passengers – All the passenger in the Walkway. Count people standing in front of you, walking towards you; past you and beside you. Count passengers at first sight - for example, if you see a passenger on walkways about to enter a gate, count them as a walkway passenger. Count passengers queuing in the walkway but not in the queue maze.

DON'Ts	
☐ Don't count people standing in the seating areas.	
☐ Don't count the passengers behind you.	
☐ Don't count <b>any</b> staff members.	
☐ Don't double count	



### **GENERAL RULES FOR COUNTING CATERING - INTERVIEWER C**

### DO'S

☐ There 1 type of counts for this zone.

Catering passengers - inside the outlets.

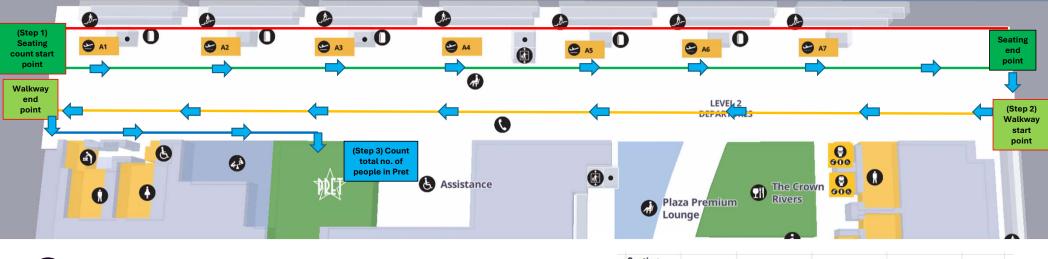
- $\hfill \Box$  Count people seated and standing inside the outlets.
- ☐ Count people at the entrance of the outlets waiting to go in.

### **DONT'S**

- Don't count any staff members.
- Don't count people on the walkway.
- Don't double-count.



### NORTHERN GATES - SEATING, WALKWAY & PRET - INTERVIEWER C

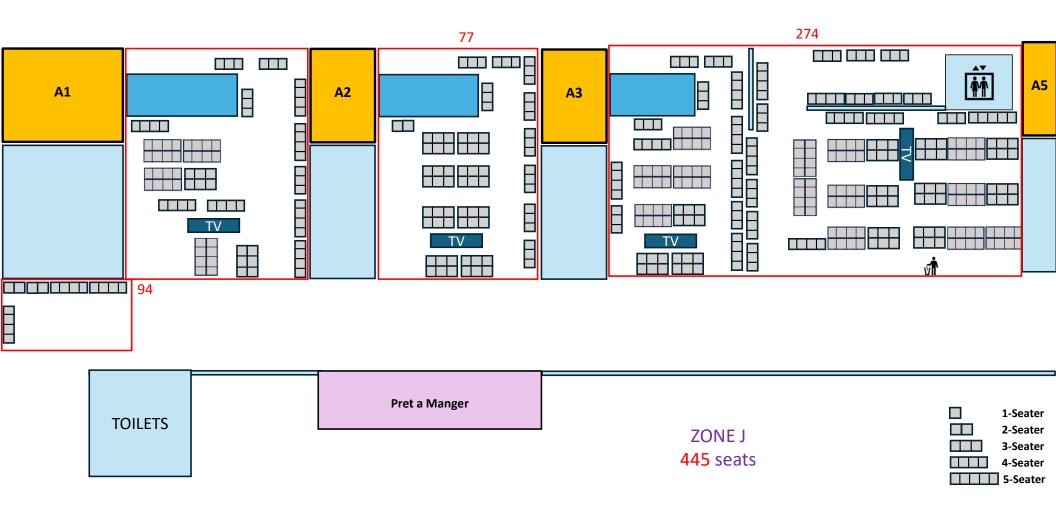


- Seating count Start seat count at A1 and finish at A7.
- Walkway count After finishing seat count, start walkway count from Plaza to end of gate A1.
- 3 Catering count After finishing the walkway count, please count Pret.

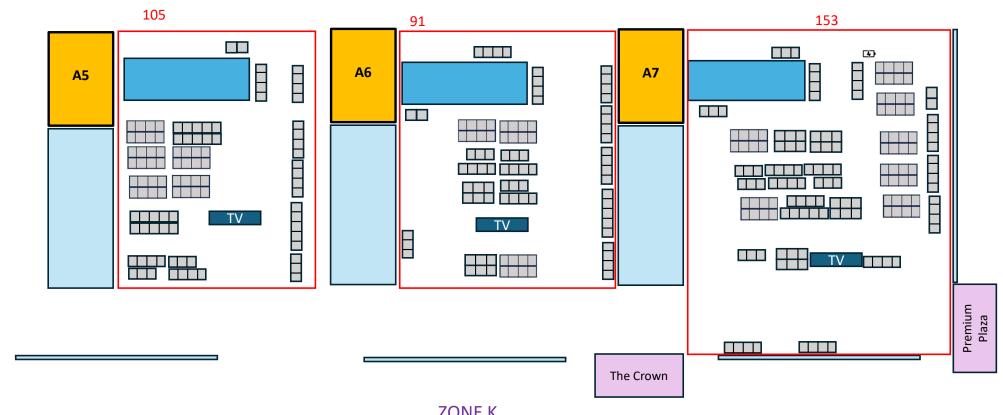
Do not count the people standing inside the queue maze waiting to board at the gates.

Seating					
	Time	<b>Empty seats</b>	Blocked	Standing	
Start	10:30				Submit
Walkway					
	Time	No. people			
Start	10:37		Submit		
Catering					
	Time	No. people	A		
Start	10:40		Submit		

# Terminal 5 - North Gates (1/2) 445 seats



# Terminal 5 - North Gates (2/2) **349** seats



ZONE K 349 seats