

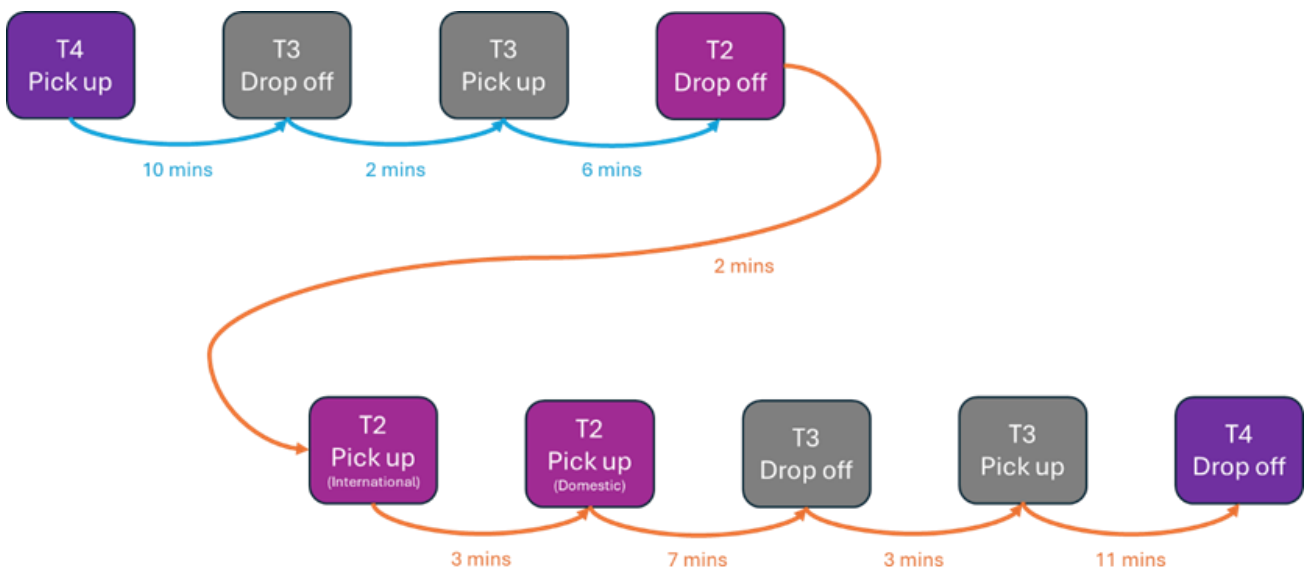
# Inter-terminal Bus Route

## Background

Heathrow recently launched a trial re-routing of one of the Inter-terminal Buses which serves passengers connecting between Terminals 2, 3 & 4, based upon analysis of the principal passenger flow volumes between these terminals.

In essence the flow was switched from  $T4 > T2 > T3 > T2 > T4$  to  $T4 > T3 > T2 > T3 > T4$ . This change was introduced at 05.00 hrs on Sunday 4th August and is scheduled to run on a continuous trial basis until at least the end of 2024.

The current target timings for these journeys (including pick-up/drop-off times) are shown in the image below.



## What we need to do:

We have been asked by the Heathrow Research & Insights team to capture feedback from passengers about their Connections bus journey to help Heathrow understand whether this change in bus route has led to an overall benefit in passenger experience.

Because passengers are rushing to their next flight as soon as they get off the bus at their connecting terminal, we only have an opportunity to interview, ***whilst travelling on the bus.***

So we have resorted to the tried & tested way of capturing feedback using pen & paper so that more than none interview can be obtained on each bus journey leg.

You will need to board the Bus at T4 (where all bus driver journeys start) and *stay on the bus* as it drops people at each stop and moves forward to pick-up the next passenger cohort for the next journey.

## **Buses**

Do not interview on the leg between T3 to T2 (this leg has not changed at all), and only interview between T2 to T3 if the pax is going on to T4 (the Heathrow Helper asks for a show of hands of these before the bus pulls away).

Your role is to recruit respondents; give out questionnaire booklets and pens/ pencils; answers any queries and collect these back as the pax disembark.

Please write your interviewer number and approximate time of interview on the front page when recollected the booklets.

Before your shift ends all responses will have to be punched into the online survey form on the iPad. Please make sure to take the time to do this properly.

Any questions relating to the research methodology, please ask Rupal on 07584 460689.

## **Useful information**

Nick Dranko, Service Recovery Programme Manager at Heathrow, has an agreement from Transdev that you can stay on the bus (apart from when driver goes on a break back at T4).

Please direct any push-back from any of the drivers to Nick, *in the moment* and he will get the management to call the driver.

Nick telephone no.: 07771 387134