

TERMINAL 2 – INTERVIEWER C

UPPER IDL WALKWAY



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
T2 Upper level	3 (Two weekdays, 1 weekend day)	2 interviewer – Retail, F&B & Seating 1 interviewer = Walkway South & North 1 floater	4
T2 Lower Level		1 Walkways 1 All Retail & F&B 1 Seating North 1 Seating South 2 floaters	6

GENERAL RULES – FOR ALL INTERVIEWERS

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

GENERAL RULES FOR WALKWAY COUNTING – INTERVIEWER C

DO'S

- There are 2 type of counts for this zone.
 - **Passengers** – All the passenger in the walkway South.
 - **Passengers** – All the passenger in the walkway North.
- Start count outside Jones the Grocer. 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 retail unit, count them as a walkway passenger.
- Count passengers queuing for an F&B outlet if 'only' they are in the walkway zone.
- Take a snapshot of the areas where there is a red eye on the map. This is done by stopping and counting the area where the red dotted line is marked.
- When you reach to the changeover point by security, submit south walkway count, reset clicker and start counting north Walkway. Walkaround by WH smith, shops, restaurants and the perfectionist café. End count after Mulberry.

DON'Ts

- Don't count people standing in the seating areas.
- Don't count the passengers behind you.
- Don't count **any** staff members.
- Don't double count

Tip: When necessary, use the floor colours to guide you to distinguish between walkway/seating/outlets

Walkway start point by Jones the Grocer

Interviewer C
Walkway North & South Upper Level

Walkway end point after Mulberry stand

Change over point. Submit walkway North and start walkway South.

Important information.
Snapshot
Take a snapshot of the area where there is a red eye.
This is done by stopping and counting the area where the dotted line is marked.

