



2025 WASHINGTON- BALTIMORE REGIONAL AIR PASSENGER SURVEY

Initial Findings

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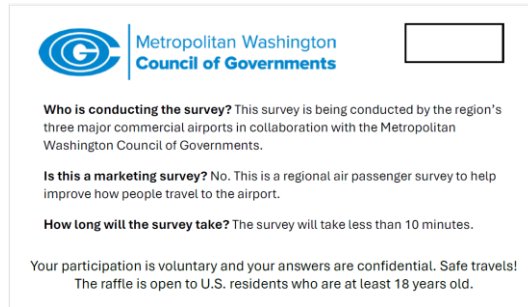
APS Field Operations Overview

- Postponed from October 2025 to April 2026 due to the Federal Government shutdown
- Airport presentations conducted in September 2025
- Badging process started/continued in January 2026
- Training of field staff from March 30 through April 2
 - Virtual training conducted for all field staff and supervisors
 - Airport-specific training for conducted for personnel at BWI, DCA, and IAD
- **Main survey period conducted over 14 consecutive days (April 7 – 20)**
- **Resurvey period conducted over 6 consecutive days (April 25 – 30)**
- Each airport was assigned one field supervisor and 4 data collectors per shift (total of 7-10 badged data collectors by airport)
- Survey operations were observed by COG/TPB staff and survey contractor staff
- Closing activities at the airports were completed on May 1 and May 4

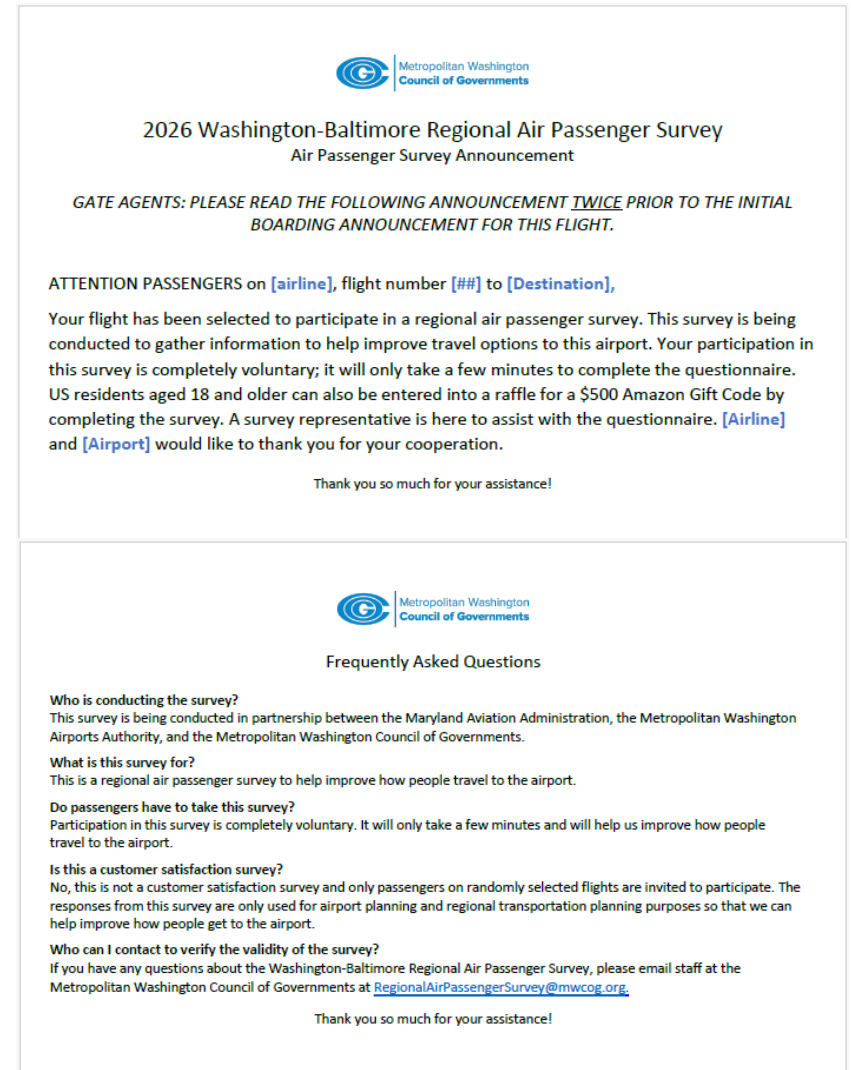


Survey Materials

- Survey Business Cards with QR Codes
 - Distributed to selected passengers prior to boarding
 - QR codes scanned by passengers to complete the survey on their personal devices



- Survey tablets provided to allow passengers to complete the survey
- Gate agent scripts and FAQ sheets provided to gate agents upon arrival at the gate to announce the survey
- Letter of support and airport bulletins signed by MAA/MWAA



Overview of Data Collection Process

- Arrived at the airport, parked and checked into field office
- Picked up tablets, reviewed daily sampled flights, prepared materials before arriving at the gate
- Surveyed passengers waiting at the assigned gate/flight until boarding time by asking them to scan the survey QR code or take the survey on a tablet
- Approached gate agents to read announcements about the survey
- Continued surveying until flight boarding, distributed cards with QR codes to departing passengers
- Obtained revenue passenger counts from gate agents or over the counter
- Returned to the field office and checked out with the supervisor
- Data collectors utilized a communication channel during active survey hours to report major problems, cancellations, or other issues and to receive immediate guidance.



Overview of 2025 APS Field Operations

Total flights scheduled **529** (403 during the main survey period and 126 during the resurvey period)

Total flights surveyed: **473**

140 at BWI

162 at DCA

171 at IAD

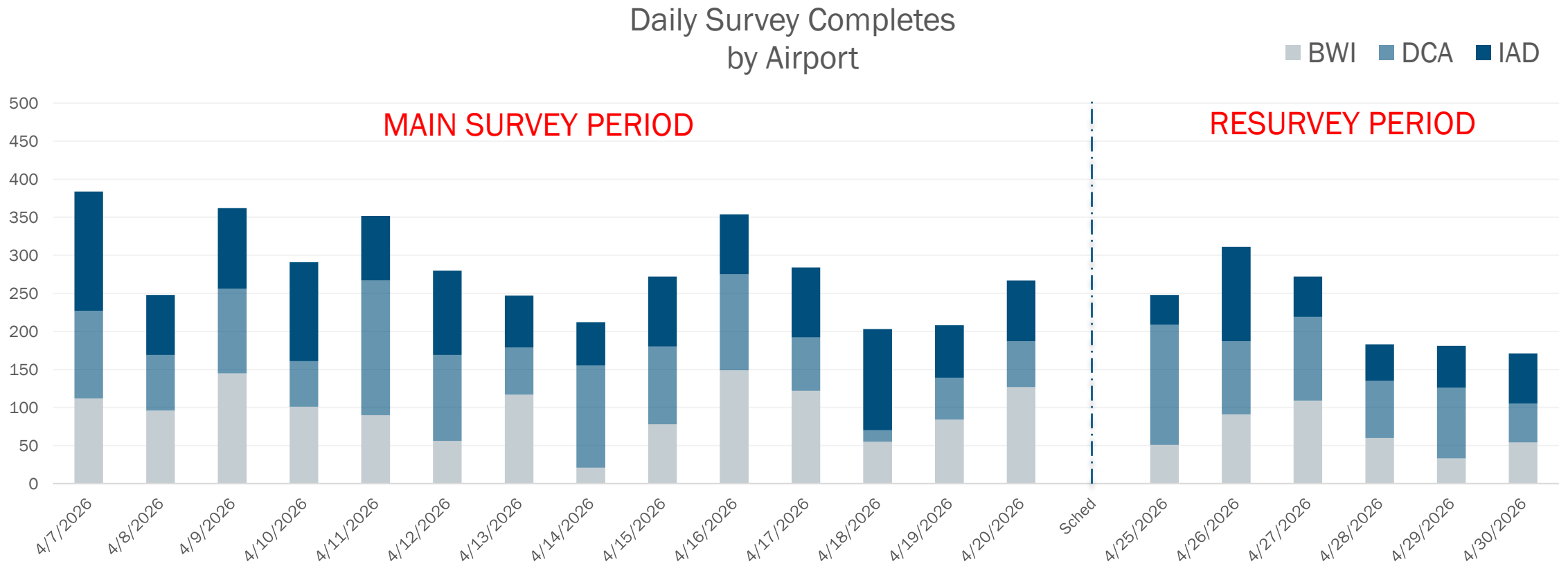
A total of **5,330** completed survey responses were received during the main survey and resurvey periods for all three airports:

Airport	Full-Scale Survey	Resurvey Period	Total Completes
BWI	1,353	398	1,751
DCA	1,273	583	1,856
IAD	1,338	385	1,723

NOTE: Preliminary data subject to revision.



Daily Survey Completes by Airport

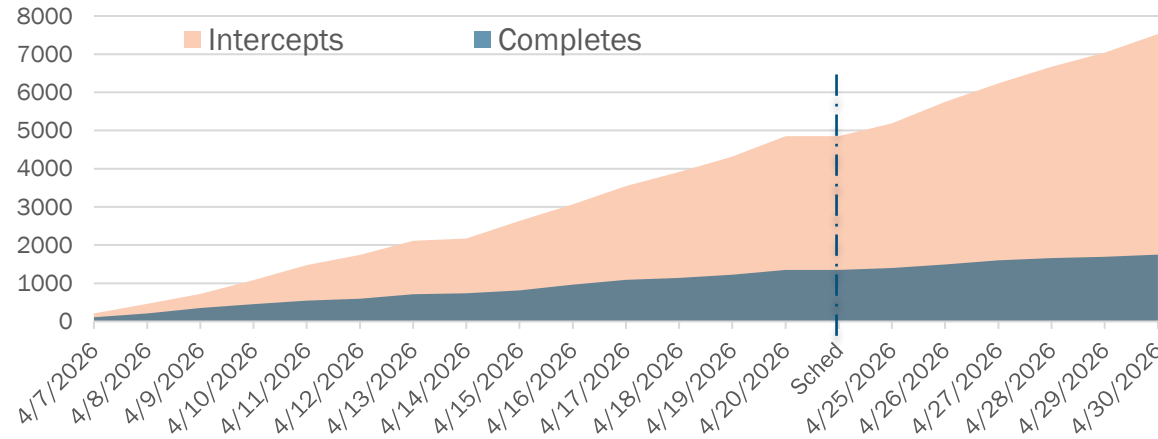


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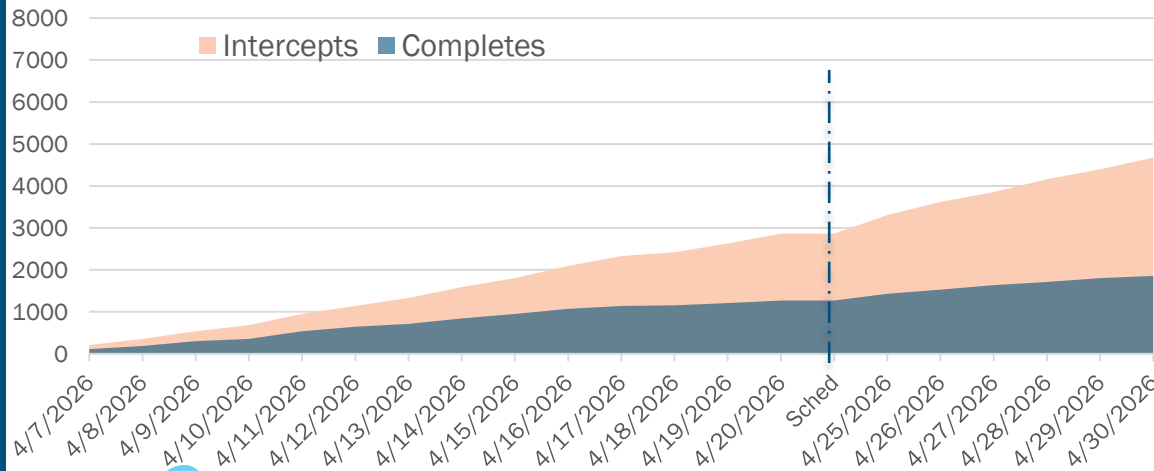


Survey Intercepts and Completes by Airport

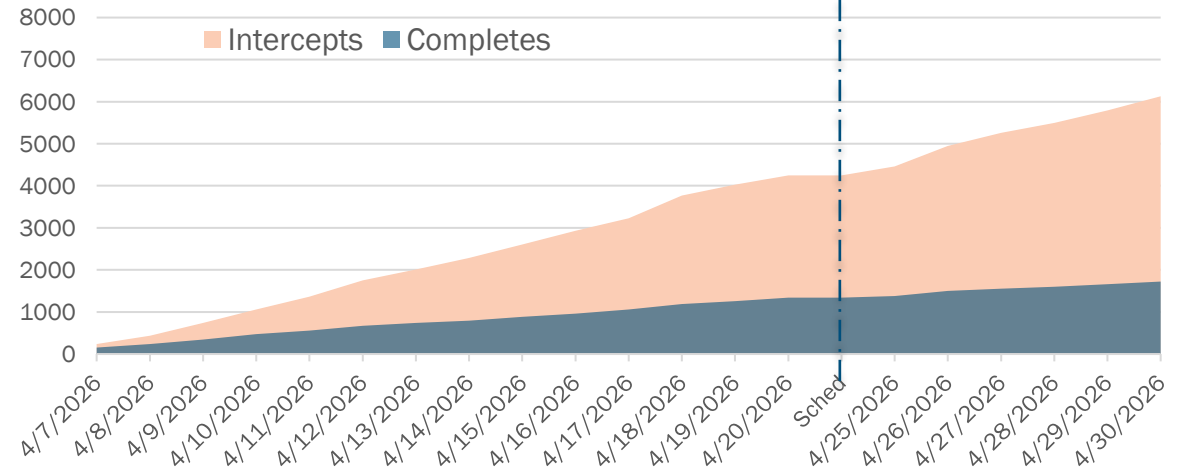
BWI Cumulative Intercepts and Completes



DCA Cumulative Intercepts and Completes

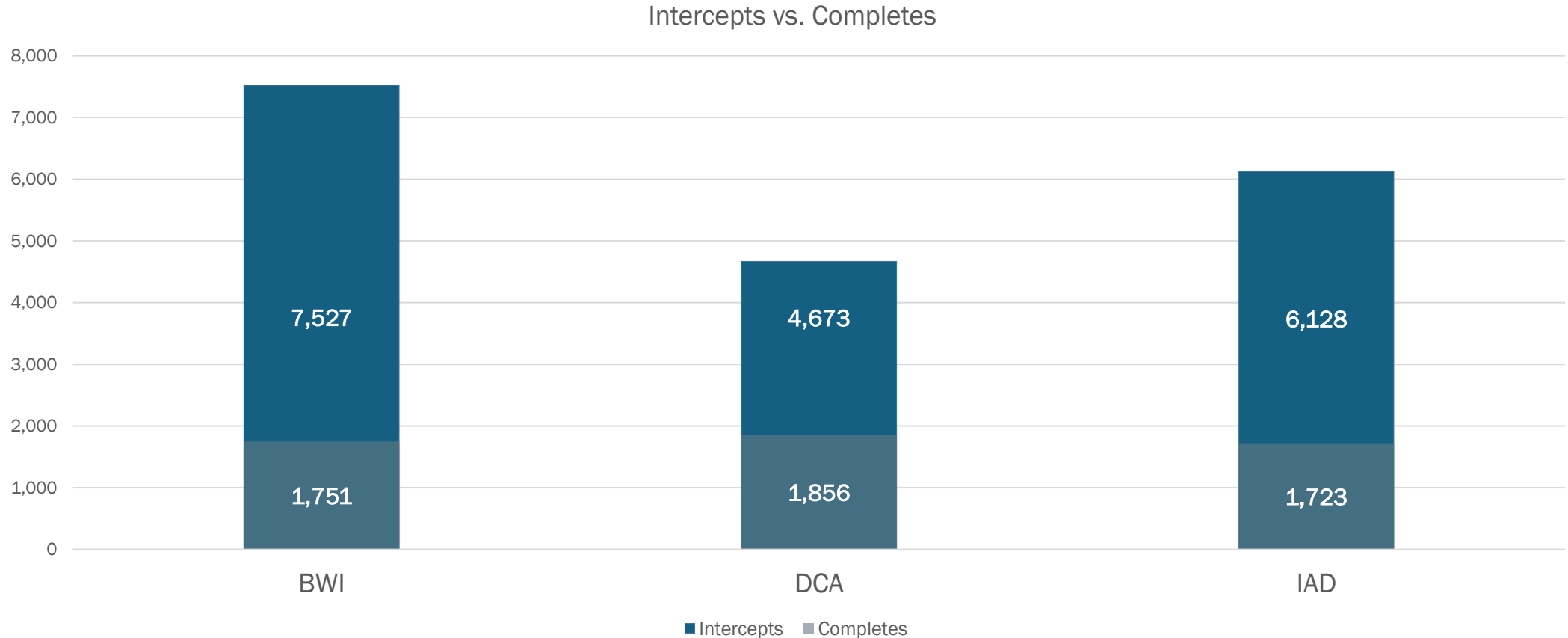


IAD Cumulative Intercepts and Completes



NOTE: Preliminary data subject to revision.

Intercepted Passengers vs. Completed Surveys



NOTE: Preliminary data subject to revision.



Initial Findings

- The total number of completed surveys were approximately half the total number received during the 2023 APS, consistent with recent trends observed in survey participation.
- Reagan National Airport (DCA) recorded the highest number of completed surveys, followed by Baltimore/Washington International Marshall Airport (BWI), and Dulles International Airport (IAD).
- DCA had higher share of intercepted passengers who completed the survey, while IAD and BWI had lower completion rates among intercepted passengers.
- Reagan National Airport (DCA) recorded a relatively lower number of completes during the main survey period but recovered during the resurvey period.
- More detailed survey results will be shared once the final dataset has been fully analyzed.



Challenges During Survey Fielding

- Some airlines and/or gate agents were unwilling to provide revenue passenger counts (e.g., Allegiant, Spirit, and United).
- Some gate agents were uncooperative with assisting with the survey effort. In a few extreme cases, gate agents instructed field staff not to conduct the survey.
- A small number of sampled flights did not operate and had to be resurveyed due to last-minute changes in flight schedules.
- At the end of the two-week main survey period, DCA reported lower completion rates. Consequently, field staff focused on achieving a target number of completions comparable to those at the other airports.
- COG staff closely monitored field operations during both the main survey and resurvey periods to identify these issues and coordinated with the contractor and MAA/MWAA to address them effectively.



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