



2025 WASHINGTON-BALTIMORE REGIONAL AIR PASSENGER SURVEY

Status Update

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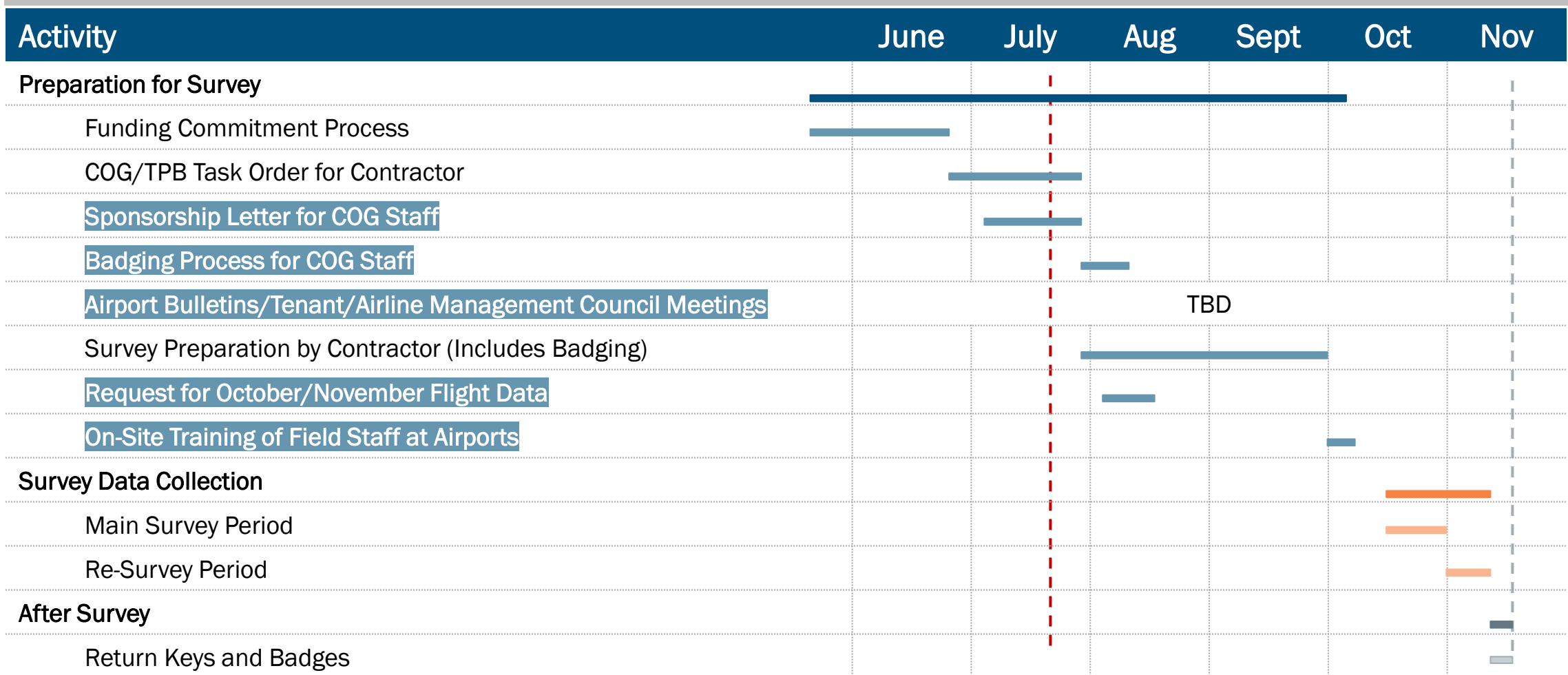
Aviation Technical Subcommittee
July 24, 2025



Current Project Status

- Funding commitment letters have been received from airport partners (MWAA and MAA), and planning has begun for the 2025 Regional Air Passenger Survey.
- A task order proposal request has been sent to ICF, the on-call contractor for the survey.
- **Preparations are currently underway to begin the badging process for COG staff.**
- Badging process for contractor/subcontractor staff will begin once the task order is issued (anticipated by early August).

Tentative Timeline for the 2025 APS



Note: The following timeline only applies to activities directly related to data collection for the 2025 survey. Activities following data collection, such as review or analysis, are not included in the timeline.

Logistical Needs From Airport Partners

- October-November Flight Data – To successfully identify eligible flights for the APS 2025 and establish fielding dates for at-gate flight interviewers, we require the flight data for both domestic and international flights covering:
 - The entire month of October (from the 1st to the 31st) for the main survey period.
 - The first two weeks of November (from the 1st to the 15th) for the re-survey period.
- Gate Agent Letter
- Airport Bulletin
- Airport Tenant Meeting/Announcement
- Secure Room – We request access to one secure room at each airport with the following specifications:
 - Location: Centrally located for easy access by survey staff to pick up materials and proceed to gates.
 - Size: At least 10' x 10' (slightly larger preferred)
 - Purpose: Primarily for storing survey materials (e.g., tablets, business cards) and use by survey supervisors.
 - Duration: October 1st to November 15th
 - Amenities: Electrical outlets to charge data collection tablets.



Examples from 2023 APS Printed Materials

Metropolitan Washington
Airports Authority
1 Aviation Circle
Washington, DC 20001-6000



September 1, 2023

Dear DCA Gate Agent,

The 2023 Baltimore-Washington Regional Air Passenger Survey is being conducted in partnership between the Maryland Aviation Administration, the Metropolitan Washington Airports Authority, and the Metropolitan Washington Council of Governments. The purpose of this survey is to help improve how people travel to the airport.

- The full-scale survey will be conducted at Dulles International Airport (IAD) and Reagan National Airport (DCA) during the first half of October 2023.

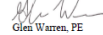
Trained survey staff will approach passengers at selected gates to invite them to participate in a survey using a handheld tablet or a personal mobile device using a QR code. The survey will take passengers about ten minutes to complete. Participation in the survey is voluntary and the responses from the survey will be only used for airport planning and regional transportation planning purposes. Passengers who do not have enough time to complete the survey before their flight will be handed a business card with the QR code.

Survey staff will arrive at the gate about 1 to 1.5 hours prior to the scheduled departure time of the flight. They will introduce themselves to the gate agents and ask them to read an announcement twice before the pre-board announcements. Survey staff will be required to complete a full day of orientation and training to ensure that proper protocols are being followed so that it is not disruptive to gate agents and passengers.

MWAA requests your cooperation in allowing survey staff to approach passengers at the gates prior to boarding for the pretest and full-scale survey periods. Questions or concerns about the Regional Air Passenger Survey should be directed to the Metropolitan Washington Council of Governments at RegionalAirPassengerSurvey@mwcoo.org.

If you have any questions or need additional information, please contact me at MWAA-Planning Department at 703-572-0264 or directly via Mobile at 703-981-6244.

Sincerely,


Glen Warren, PE
Airport-Landside Planner
MWAA-Planning Department

Dulles International | Reagan National | Dulles Toll Road
mwaa.com



AIRPORT BULLETIN							
							
2023 Baltimore-Washington Regional Air Passenger Survey							
On select days between Monday, April 17 th through Sunday, April 30 th , the 2023 Baltimore-Washington Regional Air Passenger Survey is being conducted to help improve how people travel to the airport. Trained survey staff will approach passengers at selected aircraft gates to invite them to participate in a survey using a handheld tablet or a personal mobile device with a QR code.							
Participation in the survey is voluntary and the responses from the survey will be only used for airport planning and regional transportation planning purposes. Passengers who do not have enough time to complete the survey before their flight will be handed a business card with the QR code.							
The Metropolitan Washington Airports Authority requests your cooperation in allowing survey staff to approach passengers at the gates prior to boarding.							
<div><div>Please ensure that your employees are aware of this activity. If you have questions or need additional information, please contact the originator as indicated or the Airport Operations Office at 703-572-2710.</div><table border="1"><tr><td>APPROVAL: Richard Golinowski Vice President and Airport Manager Michelle Bado</td><td>PHONE: 703-572-2710</td><td>BULLETIN #: 2023-0407</td><td>DATE: 4/7/2023</td></tr></table></div>				APPROVAL: Richard Golinowski Vice President and Airport Manager Michelle Bado	PHONE: 703-572-2710	BULLETIN #: 2023-0407	DATE: 4/7/2023
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TENANT INFORMATION ADVISORY

Retention: November 17, 2023

September 26, 2023

23-040

AIRLINE BOARDING AREA PASSENGER SURVEYS

Beginning October 1 through October 31, the Metropolitan Washington Council of Governments (MWCOG) will survey passengers in boarding areas at BWI Marshall Airport. The Regional Air Passenger Survey is sponsored by the region's three airports (BWI, DCA, and IAD) and FAA. The surveys are performed by MWCOG staff and contract personnel. The survey effort will collect information on passenger profiles relative to local origin and mode of access. This detail is essential for airport and regional planners in monitoring trends and planning for proactive ground transportation solutions.

During the survey period MWCOG surveyors will approach agents at gates to request assistance with the following:

- Reading survey announcements over the sound system
- Reporting revenue passenger counts

Surveyors will approach passengers before the boarding process commences to conduct passenger surveys. An email will be sent this week to station managers with the desired boarding announcement.

All survey team members will be badged, but they are not expected to be wearing any vests. The point of contact is Olga Perez-Perez at 202-962-3267. Alternatively, you may contact Shawn Ames, MAA Office of Planning, at 410-859-7089 or 410-404-3059.

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AIRPORT OPERATIONS

Gregory W. Solak
Director
Office of Airport Operations

DISTRIBUTION: B

P.O. Box 8764, BWI Airport, Maryland 21140-0764 | 410-869-7100 | 800-455-0904 | Maryland Safety 711 410-869-7727 | marylandaviation.com



Wes Moore
Governor
Alana Hill
Lieutenant Governor
Paul J. Wiedefeld
Acting Secretary
Riley D. Smith, Sr.
Executive Director

September 26, 2023

Dear BWI Marshall Gate Agent:

The 2023 Baltimore-Washington Regional Air Passenger Survey is being conducted in partnership between the Maryland Aviation Administration (MAA), the Metropolitan Washington Airports Authority, and the Metropolitan Washington Council of Governments (MWCOG). The purpose of this survey is to help improve how people travel to/from the airports in Baltimore-Washington metropolitan area.

- The MWCOG survey will be conducted at various gates throughout the Baltimore-Washington International Thurgood Marshall Airport (BWI Marshall) the entire month of October 2023.

Trained survey staff will approach passengers at selected gates to invite them to participate in a survey using a handheld tablet or a personal mobile device using a QR code. The survey will take passengers about ten minutes to complete. Participation in the survey is voluntary and the responses from the survey will be only used for airport planning and regional transportation planning purposes. Passengers who do not have enough time to complete the survey before their flight will be handed a business card with the QR code.

Survey staff will arrive at the gate about 1 to 1.5 hours prior to the scheduled departure time of the flight. They will introduce themselves to the gate agents and ask them to read an announcement twice before the pre-board announcements. Survey staff will be required to complete a full day of orientation and training to ensure that proper protocols are being followed so that it is not disruptive to gate agents and passengers.

The MAA requests your cooperation in allowing survey staff to approach passengers at the gates prior to boarding for the survey period, beginning October 1st. Questions or concerns about the Regional Air Passenger Survey should be directed to the MWCOG at RegionalAirPassengerSurvey@mwcoo.org. If you have any questions or need additional information, please contact me directly at ames@bwiairport.com or 410-859-7089.

Sincerely,



Shawn P. Ames, C.M.
Deputy Director, Office of Planning & Environmental Services

Enclosures

P.O. Box 8764, BWI Airport, Maryland 21140-0764 | 410-869-7100 | 800-455-0904 | Maryland Safety 711 410-869-7727 | marylandaviation.com



National Capital Region
Transportation Planning Board

Overview of 2025 APS Survey Instrument

Airline and Flight

- What airlines are you taking today?
- What is the flight number?

Part A – About Your Trip Today

- How did you get to BWI/DCA/IAD Airport for this trip?
- What is the final destination for your travel (following air travel and any additional connections for ground transportation)?
- What is the primary purpose of your trip?

Note: The highlighted questions indicate items we may consider removing from the survey if the information is no longer relevant or is being collected through other sources.



Overview of 2025 APS Survey Instrument

Part B – About Your Ground Trip to BWI/DCA/IAD

- To help us understand your route to the airport and plan improvements, what is the approximate location of the place you started your ground trip to this airport?
- What is the location of the place you started your trip today?
- What time did you begin your trip to the airport today?
- What time did you arrive at the airport today?
- INCLUDING YOURSELF, how many people who came to the airport with you are on your flight today?
- What was your primary mode of travel to this airport today?
- What was your MAIN reason for choosing your mode of GROUND transportation to this airport TODAY?



Overview of 2025 APS Survey Instrument

Part C – About Your Airport Choice

Rank the three most important reasons for choosing BWI/DCA/IAD Airport for your flight today.

Please specify any other reasons for choosing BWI/DCA/IAD Airport for your flight today.

Rank the region's airports in your order of preference.



Overview of 2025 APS Survey Instrument

Part D – About Yourself

- Are you visiting the local area or do you live here?
- What is the location of your current residence?
- How many people live in your household, including yourself?
- Select your age group
- What is your household's total annual income?
- Describe your typical mode of travel to the airport:
 - Before the COVID-19 pandemic (i.e., before March 2020)
 - Now and in the future?
 - Why has your mode of travel changed?



Overview of 2025 APS Survey Instrument

Part E – Your Experience at the Airport

Which TSA security lane did you use?

Where did you check your baggage?

Where did you obtain your boarding pass for your flight?

How much did you spend on airport concessions during your visit?

Part F – Raffle

- Do you wish to provide contact information to be included in the raffle for the gift card?



Items Needed from the Airports

- October/November Flight Data (October 1 – November 15) – **Need by August 15.**
- Copies of survey questionnaires from other airport surveys – **Need ASAP**
- Access request forms/sponsorship letters for contractor/subcontractor – **Need ASAP once contract is executed in early August.**
- Secure room for the three airports – **Need by October 1**
- Coordination to present on the Airport Tenant Meeting/Announcement – **TBD**
- Gate agent letter – **Need by October 1**
- Airport bulletins - **Need by October 1**



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