

2025 WASHINGTON-BALTIMORE REGIONAL AIR PASSENGER SURVEY

Status Update

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Aviation Technical Subcommittee September 25, 2025

Current Project Status

- COG staff is badged at 2 out of 3 airports, and preparations are underway to begin the badging process for COG's contractor/subcontractor staff (ICF/Ebony).
- In coordination with ICF, COG staff is developing the web-based survey instrument and reviewing the operations plan for conducting the survey.
- COG staff is developing a program for selecting sampled flights using flight data obtained from the airports.
- Presentations have been delivered by COG staff at the airport management/tenant meetings at BWI, DCA, and IAD.
- COG staff is coordinating with airport partners to secure badges, airport secure rooms, official airport letters/bulletins, and parking passes.



List of Tasks

- Task 1: Badging Process
- Task 2: Presentation to the Airports
- Task 3: Web Based Survey and Printed Material
- Task 4: Administration, Staffing and Security Procedures
- Task 5: Preparation for Survey Implementation
- Task 6: Conduct Survey Field Collection



Task Description

Task 1: Badging Process

Obtain badges for COG, ICF, and Ebony staff at BWI, IAD, and DCA airports.

Task 2: Presentation to Airports

COG staff will present at airport management/tenant meetings at all three airports to ensure that key airport stakeholders – Security and Airlines— are informed about survey activities.

Task 3: Web-Based Survey and Printed Materials

In coordination with COG staff, ICF will prepare the survey questionnaire, online dashboard, business cards with QR codes, and interviewer scripts.



Task Description (2)

Task 4: Administration, Staffing and Security Procedures

Oversee the hiring process of data collection staff, prepare training materials, and manage the scheduling and implementation of survey activities across the three airports. COG staff will also coordinate with airport partners to secure rooms, airport letters and bulletins, and parking passes for survey field staff.

Task 5: Preparation for Survey Implementation

Complete final testing of the survey instrument, online dashboard, and on-site training before survey launch.

Task 6: Conduct Survey Field Collection

Under the supervision of COG and ICF staff, Ebony staff will conduct survey field collection over 14 days concurrently at the three airports, followed by a 7-day resurvey period.



Current Timeline

Task 1: Badging Process

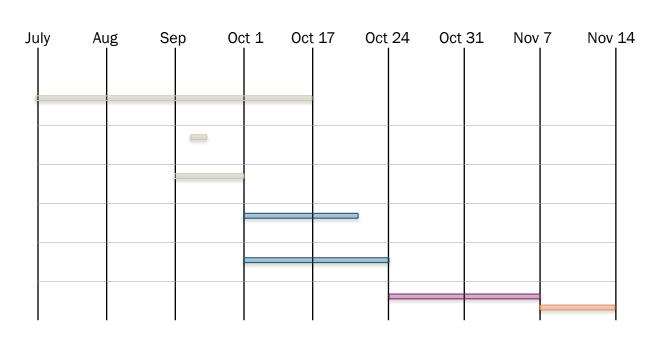
Task 2: Presentation to the Airports

Task 3: Web Based Survey and Printed Material

Task 4: Administration, Staffing and Security Procedures

Task 5: Preparation for Survey Implementation

Task 6: Conduct Survey Field Collection



NOTE: This is the current targeted timeline; exact dates have not yet been determined.



Survey Fielding Schedule

Training Period (exact date TBD)

- Half day on-site training
- Participants: Data collectors, COG staff, and contractor staff
- Purpose: Familiarize field staff with airport access and gates

Primary Survey Period (exact date TBD)

Two full weeks, from late October through early November

Resurvey Period (exact date TBD)

- One full week in mid-November
- Conducted for flights that did not meet the threshold response rate (to be determined from the primary survey period)



Request to Airports - Update

Badging Process

DCA: COG staff badged;
 Contractor sponsorship process ongoing

IAD: COG staff badged;
 Contractor sponsorship process ongoing

 BWI: COG staff badging process ongoing Contractor sponsorship process ongoing

Airport Room

DCA: In coordination

IAD: Arranged

• BWI: Arranged

Airport Official Letters

Ideally issued in the weeks prior to the start of the survey

Parking Passes - By Airport

- On-Site Training: 15 parking passes
- Data Collection Period: 315 Parking Passes (21 per day)
- Resurvey Period: 147 Parking Passes (21 per day)



Airport Letters – Examples from 2023 APS

Metropolitan Washington Airports Authority 1 Aviation Circle



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 2022

Trained survey staff will approach passengers at selected gates to invite them to participate in a survey using a handled tablet or a personal mobile device using a QR. cavice using the passengers about ten minutes to complete. Participation in the survey is to be universely used for support planning and regional transportation planning purposes. Passengers who do not have enough time to complete the survey before their flight will be handled a business card with the QR code in the passenger who are the passengers who are the passenger who are the passengers when the passengers who are the passengers who are the passengers who are the passengers who are the passengers when the passengers who are the passengers who are the passengers who are the passengers when the passengers when the passengers who are the passengers who are the passengers when the passengers when the passengers when the passengers who are the passengers who are the passengers when the passengers who are the passengers when the passengers when the passengers when the passengers when the passengers who are the passengers when the

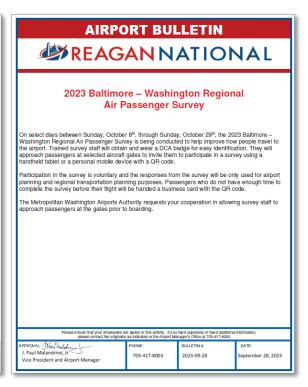
Survey staff will arrive at the gate about 1 to 1.5 hours prior to the scheduled departure time of the flight. They will introduce themselves to the gate agents and ask them to read an announcement twice before the pre-board announcements. Survey staff will be required to compete a full day of orientation 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 Regional Air Passenger Survey/minvog.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.

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

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





TENANT INFORMATION ADVISORY

Retention: November 17, 2023

September 26, 2023

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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 Airpott. 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 profiler relative to local origination 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 announcement 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 Pelaez at 202-962-3265. Alternativity, you may contact Shawn Ames, MAA Office of Planning, at 410-839-7089 or 410-043-059.

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Gregory W. Solek Director

Office of Airport Operations

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P. O. Box 9786, Battimore/Washington International Airport, Maryland 21240



Wes Moore Governor Aruna Miller Lleutenant Governor Paul J. Wiedefeld Acting Secretary Ricky 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 Auroports Authority, and the Metropolitan Washington Courcel of Governments (MWCOG). The purpose of this survey is to help improve how people travel to/from the airports in Baltimore-Washington metropolitan new partners.

 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 hundled tablet or a personal mobile device using a QR code. The survey will table 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 six them to read an announcement twice before the pre-board announcements. Survey staff will be required to complete a flid yet of crientation and training to ensure that proper protocols are being followed so that it is not disruptive to gate agents and

The MAA request your cooperation in allowing survey staff to approach passengers at the gates prior to bourding for the survey period, beginning October 1st, Questions or concerns about the Regional Air Passenger Survey should be directed to the MWCOG at RegionalAirPassengerSurvey@mwcog.org.

If you have any questions or need additional information, please contact me directly at sames@bmsingort.com or 410.8597.0089.

Sincerely.

Shew P. Am

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

Enclosures

PO Box 8766, BWI Airport, Maryland 21240-0766 | 410.859.7100 | 800.435.9294 | Maryland Relay TTY 410.859.7727 | marylandaviation.com



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