



## **Aviation Technical Subcommittee Highlights of the July 27, 2023 Meeting**

### **Meeting Participants:**

- Shawn Ames, Maryland Aviation Administration, (MAA)
- Glen Warren, Metropolitan Washington Airports Authority (MWAA)
- Rusty Harrington, Virginia Department of Aviation (VDOAV)

### **TPB Staff:**

- Tim Canan
- Kenneth Joh
- Zhuo Yang
- Olga Perez

### **1. WELCOME, INTRODUCTIONS, AND APPROVAL OF HIGHLIGHTS FROM PREVIOUS MEETING (MAY 23, 2023)**

Mr. Tim Canan called the meeting to order at 10:34 A.M. The meeting was conducted virtually by Microsoft Teams teleconference. The highlights of the previous meeting, held May 23, 2023, were approved by the Subcommittee, as written.

### **2. STAFF ANNOUNCEMENTS**

Mr. Canan shared MWCOG staff changes with the Subcommittee.

- Ms. Olga Perez will be supporting the CASP Program as the new Planning Program Specialist (Airport Systems Planner.)
- Dr. Zhuo Yang is in the process of transitioning back to the office.
- Ms. Nicole McCall left MWCOG to take a position at the Metropolitan Planning Organization in the Cleveland Area. Therefore, Dr. Joh will be taking the leadership in some of her responsibilities. Due to his experience, he will be focusing on the Air Passenger Survey.

Mr. Canan also announced that staff have been working to close out some older grants, including the supplemental grant in which was conducted the Air Passenger Survey Evaluation and CASP 34 for the 2019 Air Passenger Survey. Both processes are an administrative procedure. Finally, Mr. Canan informed that MWCOG received the last grant awarded earlier this summer, submitted for CASP 38.

### **3. 2023 WASHINGTON-BALTIMORE REGIONAL AIR PASSENGER SURVEY ACTIVITIES**

Dr. Joh briefed the Subcommittee with some recommendations as a result of the pretest. These recommendations provide instructions for changes and modifications needed to make to the survey design, instruments, and methods. The pretest was conducted this past April at Washington Dulles International Airport (IAD) over four specific days in 2 weeks period. The key findings are:

- The badging process may take more time than expected. Therefore, the contractor was advised to take extra time and to have their staff complete the badging process on time for the full-scale survey.
- There was a shortage of staffing on the pretest. Therefore, mitigation measures will be applied to avoid this on the full-scale survey. In addition, changes like conducting a full day of training and field observations at each of the three airports will provide more preparation for the staff.
- Overlaps on flights were identified by the data collectors, particularly on large flights. So, Dr. Joh and Dr. Yang are working to avoid these overlaps as they prepare the survey sample to improve the staffing coverage.
- Preference of the use of personal devices. Most respondents preferred to scan the QR code on their personal devices over tablets. So, even though tablets will still be an option for the respondents, the full-scale survey will rely mostly on scanning the QR code on personal devices for the data collection.
- Two staff approaching each gate arriving at the gate earlier and the preparation of the pitch on the day of fielding facilitated the interception of passengers.
- Challenges in engaging with the gate agent at the conclusion of boarding were identified by the data collectors. Therefore, when this situation takes place, data collectors can approach the agent at the kiosk after the flight departure to obtain the final information of revenue passengers.
- Providing official documentation from the airport like official letters, bulletins, and briefing; facilitated the engagement with the gate agent at the beginning of the data collection and increased the respondent rate.
- The secure room allowed the data collection staff to store the survey materials, tablets, and other tools needed for the data collection.

Dr. Joh made several requests of both the Maryland Aviation Administration, (MAA) and the Metropolitan Washington Airports Authority (MWAA) to help ensure the full-scale survey's success in the fall:

- The latest flight data for the three airports for the month of October for developing the sample selection.
- To provide official documentation like letters, bulletins, and briefings with tenants, to share information about the survey's purpose, dates when it will be conducted, and other information concerning the development of the survey.
- One secure room at each airport to store data collection material.

Dr. Joh expressed gratitude to Mr. Warren his support during the pretest. The arrangements he coordinated were instrumental in the survey collection. Mr. Warren ensured that MWAA will try to provide the same level of service at both Dulles International Airport (IAD) and Ronald Reagan Washington National Airport (DCA) for the full-scale survey. He also inquired about the badging process starting date. Dr Joh stated that all the MWCOG staff is already badged. Moreover, the contractor and subcontractor are planning to start their badging process in about two weeks.

Mr. Ames (MAA) inquired about the stated date on which the full-scale survey would occur, and Dr. Joh indicated that the tentative dates would be the first 2 weeks of October, starting October 1<sup>st</sup> through the 14<sup>th</sup> clarifying, that after the meeting with the contractor the following week, MWCOG will be able to provide the final schedule of activities.

Dr. Joh requested clarification from Mr. Ames on how the signature forms process will be for the contractor and subcontractor. Mr. Ames will follow up after communicating with Mr. Mark Williams.

Dr. Joh inquired to both Mr. Ames and Mr. Warren on how soon the flight schedule for the month of October could be available after the request is made. Mr. Ames answered that he will be able to have that information as soon as it is requested. Mr. Ames also asked about the resampling time schedule, which staff confirmed would be three days after the full-scale survey is completed. Therefore, Mr. Ames replied that as soon as he receives the final schedule of both the full-scale survey and the resampling period, he will request the flight data for both periods. Mr. Warren was unsure of how long it would take for MWAA to share that information. He will investigate it and give a response as soon as possible.

Dr. Joh inquired about the process to get access to a secured room in the three airports. Mr. Warren responded that he would start the requirement process to get access to the secure room at DCA and will try to get the same room used on the pretest, or one with similar conditions, for IAD. Mr. Ames responded that the airport would provide one for BWI similar to the one that was provided for the 2019 APS.

In addition, Dr. Joh noted that it would be helpful to start requesting the bulletin and gate agent letter, which was very helpful during the pretest. Mr. Ames agreed and added that BWI holds a monthly tenant meeting, and MWCOG will be invited most probably in September to the meeting. Regarding the letter, it will address everybody at the airport, not just the gate agent and airlines, but also the security to make them aware of the presence of the data collectors and survey activities. Mr. Canan agreed and noted that in the past APS similar activities were done, with an outstanding outcome, mitigating the number of occurrences when a gate agent was unaware. Also, Mr. Canan stated that MWCOG will be happy to participate and to add to the effort of the BWI airport.

Dr. Joh noted that he assumes data collectors will be using the public Wi-Fi, and asked Mr. Ames, and Mr. Warren about any issue with this on BWI, DCA, and IAD, respectively. They both answered that they do not anticipate any problem with the use of the public Wi-Fi in any of the airports. Dr. Joh inquired the possibility to have information of other survey conducted during the same period of the 2023 APS. Mr. Ames confirmed that the information may be difficult to obtain due to the size of the organization. He also clarified that there is a monthly satisfaction survey conducted by the WB&A and there is another entity responsible for conducting airport satisfaction and quality survey, however, he is not certain whether will overlap with the 2023 APS.

Dr. Joh stressed the importance of the data flight to prepare the samples so the contractor can develop their staff schedule. So, MWCOG will confirm the dates of the activities -full-scale survey and resurvey period- after the meeting with the contractor.

Finally, Mr. Canan stated that Dr. Joh or Ms. Perez will be in contact with the requirements and inquire if Mr. Ames and Mr. Warren would prefer a compilation of all the requirements. Both Mr. Ames and Mr. Warren agreed.

#### **4. ROUNDTABLE DISCUSSION**

Mr. Harrington started by thanking Dr. Joh for his report and all the members of the subcommittee for the support.

Mr. Harrington noted that the FAA Airports District Office was not able to participate in the subcommittee meeting today.

Mr. Warren from MWAAs noted that both airports DCA and IAD have ongoing projects in the transportation area. DCA is starting a major DCA roadways project to relieve some congestion at the airport and to better align entries and exits. DCA is also working with Arlington County on the bridge that connects DCA to Crystal City/National Landing. In addition, IAD has several projects as well, including a short-term project aiming to improve congestion, as well as the long-term inside Master plan.

Mr. Harrington and Mr. Canan stated that no delegate from The Washington Airports Task Force (WATF) was in the meeting today.

Mr. Harrington stated that the Virginia Air Transportation System Plan, which has been an ongoing effort for the past 2 years, is now in its final stage. It is in the process of addressing the needs of the Virginia Secretary Transportation Office for the final review of the document. On August 9, the Virginia Airports Operator's Council has their annual aviation conference in Williamsburg. Accordingly, it will occur The Virginia Aviation Board Meeting on August 11 at the conclusion of the annual conference.

VDOAV received a grant from FAA for updates of our facilities and equipment for the NAVAIDS Study, which will start next month, and it is expected to last about 22 months. Finally, the Department of Aviation recently issued an RFP for the air service on call contract.

#### **5. OTHER BUSINESS**

Mr. Canan stated that MWCOC team will be getting ahead with other projects, such as the Ground Access Travel Time Study and The Air Cargo Element Update. These will be Ms. Perez's priority after the conclusion of the survey. Mr. Ames indicated that it is great timing due to a comprehensive cargo analysis that is taking place at the BWI. Mr. Harrington inquired if there is any time limit for the study, and Ms. Canan clarified that it is covered under one open AIP grants, so there is not a critical milestone to manage at this point.

#### **6. ADJOURN**

The meeting was adjourned. The next Subcommittee meeting is scheduled for September 28, 2023. It will be held virtually.