



Airport Security Wait Time Survey

CONDUCTED BY BUSINESS TRAVEL COALITION

Sponsored by Verified Identity Pass, Inc.

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BTC Survey – January 10, 2006

Airport Security Wait Time Survey Results



Survey Question/Answers	Count	Percent	Graph
1. In the last month have you experienced wait times at security at your home airport of more than ten minutes?			
Yes	424	68.39%	
No	196	31.61%	

SAMPLE COMMENTS FROM POLL PARTICIPANTS

- Yes, I have experienced waits of more than 10 minutes, but that's been relatively infrequent. My home airports are IAD / DCA.
- Security at O'Hare is sometimes a breeze and other times ridiculous (30 to 60 minutes).
- I have been arriving at the airports much earlier, which lengthens the wait after security.
- Have to wait once we check in at the airline counter and TSA takes luggage. The second wait is on the way to the gate area.
- National Airport/Dulles Airport seem to both have wait times in excess of 15 min at peak periods.

2. [In the last month have you experienced wait times at security at your home airport of more than TWENTY minutes?](#)

Yes	180	29.03%	
No	440	70.97%	

SAMPLE COMMENTS FROM POLL PARTICIPANTS

- Last wait at BOS was 18 minutes, making boarding relatively close to time door was closed.
- I have been arriving at the airports much earlier, which is time consuming both before and after security.
- During Sunday night and Monday morning outbound business rush it always exceeds 20 minutes.
- I have an artificial knee which sets off the alarms in security. I always inform them of this before passing through. They always put me in a holding area for a "manual" scan which sometimes takes a very long time.

3. [At an airport OTHER THAN your home airport, have you experienced a security line wait time of more than twenty minutes in the last TWO MONTHS?](#)

Yes	324	52.77%	
No	290	47.23%	

SAMPLE COMMENTS FROM POLL PARTICIPANTS

- Chicago.
- Over 1 hour last Tuesday at Dulles.
- Yes, DTW and ATL at peak times are terrible.
- Especially bad at Dulles and JFK.
- The Las Vegas airport is frequently backed up.
- Miami Airport - the worst!

4. [How would you respond to the following statement: "Without a Registered Traveler program, security wait times and frequent flyer complaints in my home airport about wait time are likely to get worse."](#)

True	388	63.82%	
False	220	36.18%	

SAMPLE COMMENTS FROM POLL PARTICIPANTS

- Volume won't reduce, so either security for all is reduced, or lines increase or stay about the same. I would have to agree with the statement.
- It is faster to clear El Al security that get to the gate at a US airport. It has taken me over 2 hours to reach the gate at Honolulu, San Diego, Rochester, Albany and DC in the past two months. Security is critical - but there MUST be a better way.
- I don't think times will get worse - but I doubt they will get better. I flew greater than 215,000 miles in 2005. The Registered Traveler program will improve my productivity while traveling. It's not an option - it's an essential must have.
- The entire situation is ridiculous. Those of us that fly every week need to be properly handled. We are not terrorists. We drive this economy.
- A Registered Traveler Program would streamline those of us who are the road warriors, as well as our clients who experience the same. Anything to make the process between check in and boarding more efficient and easier would be great.
- You are always going to get complaints from people who hate to be inconvenienced in any way. But the people that do travel often should have a method to bypass some (but not all) of the security procedures at the airport. It may just make more sense to have a separate security checkpoint for frequent travelers since they travel more.
- For anyone who travels more that 4 times a month, they need to take into consideration the amount of wasted time we face.

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