

Airport Passenger Screening Survey

CONDUCTED BY BUSINESS TRAVEL COALITION

Sponsored by Verified Identity Pass, Inc.

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Publisher's Note: This survey was sponsored by Verified Identity Pass, Inc. To provide an extra level of transparency, all raw data as well as survey participants' comments are included so that independent analyses of survey results can be undertaken.

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I. Introduction

The Business Travel Coalition (BTC) has since 2001 surveyed, interviewed and conducted workshops with corporate travel managers and individual business travelers regarding airport passenger screening and so-called “Registered Traveler” programs. This survey was sponsored by Verified Identity Pass, Inc.

Against a current backdrop of a strategic review at the Transportation Security Administration (TSA) of all programs, BTC surveyed its members to quantify traveler frustrations with airport security screening and the potential efficacy and support for a Registered Traveler program.

BTC will use the 2005 survey results to provide input to the TSA. The Online survey of some 2,000 major corporations was conducted between May 6 and May 31. Participants included corporate travel and purchasing managers as well as frequent business travelers.

In total, 651 individuals completed the survey. 87 or 13% indicated they were completing the survey as travel managers, 429, or 66% as business travelers and 135, or 21% as both. Results were analyzed by aggregate responses as well as by filtering responses by these three categories of survey participants.

II. Summary Results

Citing long security lines and inconsistency in the screening process and the fact that they are often chosen for time-consuming secondary screening, 77% business travelers say they support or strongly support a voluntary, fee-based registered traveler program across the nation’s airports in which they would be pre-screened in return for expedited passage through security lines.

Some 60% of travel managers indicated that their corporations would likely support or strongly support such a Registered Traveler program. Several questioned why such a program is taking so long to be implemented. These Registered Traveler program supporters, however, want an affordable program, very tangible benefits and data and privacy concerns allayed. According to survey results, the majority of corporations would likely reimburse their employees for membership in such a program, were these requirements met.

III. Quantitative Results At-A-Glance

- 38% of survey respondents indicated that inconsistency among airports was the #1 most troubling aspect of the airport security process.

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- 37% indicated that long lines was their #1 concern.
- 10% identified the requirement to take off their shoes as the biggest frustration.
- During the past 6 months 66% of survey respondents were pulled out of the normal security process for secondary screening at least once. 33% underwent secondary screening two or more times.
- 77% of business travelers indicated they would “strongly support” or “support” a Registered Traveler program.
- 60% of corporate travel managers said their corporations would likely “strongly support” or “support” a Registered Traveler program.
- 57% of corporate travel managers indicated that their corporations would likely reimburse travelers for the cost of membership in such a program.

IV. Analysis

A. Survey Participation. With 651 survey respondents, this response ranks as a runaway participation record for BTC surveys indicating both a high level of interest in the issue and a keen desire to influence the direction of this program. (Note: TSA has extended its 5-airport pilot program to September 2005.)

B. Inconsistencies. Some 38% of survey respondents identified inconsistency of procedures among airports as the number one most troubling aspect of the airport security process. Inconsistency steals the business traveler’s valuable time. Not knowing whether an airport security line will be 5 or 50 minutes long requires that business travelers arrive to an airport 90 minutes or more in advance, sometimes cutting short a productive meeting with a client or important work in the office.

One survey participant stated, “If I cut the time to departure close, there is usually a long line and long wait time and I get stressed out. If I get there early to avoid stress, there may be almost no line and then I have needlessly lost time that I could have accomplished something in the office.”

C. Long Lines. Close behind inconsistency were long lines with 37% indicating that this was their number one frustration. Long lines cost business travelers valuable time but also stress and physical wear and tear. In a 50 minute-long line a business traveler with overnight and computer bags may have to bend over dozens of times to pick up these belongings and move a few feet forward in line.

One survey participant stated, *“It can take up to 50 minutes of weaving through rope cordons to get to the security checkpoint.”*

Another survey participant observed, *“I am flying less and less on commercial, because of this program. It consumes the very productivity that convenient commercial airline is designed to produce, and it does so faster than airlines can try to create workarounds.”*

D. Hassles, Customer Service. Having to remove ones’ shoes was the number one most troubling aspect for 10% of survey respondents. Other survey participants identified having to remove laptop computers and being selected for secondary screening as the most onerous requirements. It was abundantly clear that all these areas are of concern to travelers and it is their cumulative impact on travelers that is the issue.

Some 66% of survey respondents were required to go through secondary screening at least once in the past 6 months. 35% were required to do so at least twice and 11% three times.

One survey participant stated, *“I’m handicapped missing my right foot. I wear special shoes, when I remove my shoes I can’t walk I can only hop. Why can’t TSA give me a photo ID stating I’m handicapped so I’m not held up for additional screening?”*

Another survey respondent said, *“The long lines and the shoes are a bother but when id for the secondary screening it is very awkward, time consuming and personally uncomfortable”.*

One mentioned, *“I have metal knees and activate the walk-thru detector. If I do not set it off, it is not working properly but I keep my mouth shut to avoid an airport lockdown. Thus, I know I will be subject to secondary screening and will have to take off my shoes.”*

E. Registered Traveler Program Support. Just over 60% of corporate travel managers and 77% of business travelers responding to the survey would “strongly support” or “support” a Registered Traveler program. In such a program (as defined in the survey), for a fee, a background check and the use of a biometric identifier, travelers would be able to access a dedicated line and proceed through airport security expeditiously while also avoiding secondary screening.

It is clear from the quantitative results as well as the numerous narrative comments provided by survey respondents that they view a Registered Traveler program as a comprehensive solution to current airport security problems. They look to such a program as a way to **1)** recapture control of their valuable time caused by inconsistencies and long lines, **2)** reduce hassle and stress and **3)** improve the airport customer service experience.

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One survey participant stated, *“No two airports have the same process or procedure. Frequent low risk travelers are not given any priority or simplified screening process. On any given day, it is never known how much actual time will be needed to clear security. Iris scan and/ or some form of biomedical process would simplify and expedite the process.”*

Another respondent protested, *“Give me a photo ID or take a picture of the stump of my missing right foot so I don’t have to undress each time I travel using airports.”*

A frequent traveler argued, *“Have something set up where you could be prescreened as a frequent traveler, where they do a background check on you, and if you pass, they issue you an authorization to allow you to bypass the normal screening processes.”*

A travel manager stated, *“It would be reimbursed like taxes/landing fees are included in the ticket price.”*

Still, another travel manager complained, *“This program should have been started in 2002.”*

Despite strong support for some type of Registered Traveler program, many survey participants qualified their support. These travel managers and individual travelers are supportive insofar as **1)** the cost of membership is affordable, **2)** a program delivers on promised benefits and **3)** the use of, access to and protection of travelers’ data meet the highest of standards. Some 56% of corporate travel managers think it is likely that their corporations would reimburse travelers for membership in a Registered Traveler program.










One traveler stated, *“I listed support only because I have no idea of the amount of the fee. If the fee is reasonable, then I strongly support. It’s a cost/benefit question.”*

Another traveler said, *“It would have to be a firm commitment to save time and avoid secondary screenings.”*

A travel manager mentioned, *“It would depend on what type of information is gathered about the individual and company. It would also depend on who had access to the information and who is was distributed to.”*

A traveler pointed out, *“Provided my personal information is kept secure; must be failsafe so identify theft could not take place.”*

V. Survey Results

Survey Question/Answers	Count	Percent	Graph
1. Please indicate below how you are responding to this survey.			
As a Travel Manager	87	13.36%	
As a frequent business traveler	429	65.90%	
As both	135	20.74%	
2. What is THE most troubling aspect of the airport security process?			
Long lines	239	36.94%	
Inconsistency among airports	247	38.18%	
Removing my shoes	62	9.58%	
Removing my laptop computer	30	4.64%	
Being selected for secondary screening	43	6.65%	
Other	26	4.02%	

SURVEY PARTICIPANTS' COMMENTS:

- “Additional time added to each trip because of not knowing how much time it’ll take to clear security and get to the boarding gate. The current solution is plan for the worst case and hope for the best.
- Having separate lines for frequent travelers that are registered could expedite the TSA process. Being a business professional and having to wait while leisure or even new travelers figure out what the process is taking off belts, emptying pockets, removing jackets, etc., is time consuming. The lines are unpredictable to begin with due to the inconsistencies across airports if this one change could be made it would probably allow more business travelers to make it through security more quickly. The registration process is key but with it we could save a lot of time for those of us that travel multiple times each month.
- I don’t mind the long lines so much, but having to remove my shoes when I forget to bring socks can be bothersome, especially when I am wearing flip flops. I know I need to make more of an effort to remember to bring socks though.
- I wear orthotic supports, and it is painful to walk even a few feet without them.
- I’m handicapped missing my right foot. I wear special shoes, when I remove my shoes I can’t walk I can only hop. Why can’t TSA give me a photo ID stating I’m handicapped so I’m not held up for additional screening?
- In addition to the long lines, the variation of the amount of time is also troubling. I have to leave too much extra time because of the large variation.
- No two airports have the same process or procedure. Frequent low risk travelers are not given any priority or simplified screening process. On any given day, it is never known how much actual time will be needed to clear security. Iris scan and/ or some form of biomedical process

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would simplify and expedite the process.

- Shoes off in some places, shoes ok in others like JFK. I need to know how this works since I am in 25 + different airports per year. That's just domestic.
- One gets to know the airports that are stricter. Surely a suspicious person will figure this out.
- The Boarding Pass system is easily defeated: 1) It is trivial to forge a boarding pass with any name to get through security. 2) The Boarding pass is not compared to a photo ID at the gate. 3) I have never seen a gate agent compare the printed name on a boarding pass to the name that comes up from the bar code scan. In summary, if someone is on the no-fly list, they can forge a boarding pass to match their photo-ID to get through security. They can get a real boarding pass in anyone else's name to get on the plane. This does not make me feel safe at all.
- The long lines and the shoes are a bother but when it is for the secondary screening it is very awkward, time consuming and personally uncomfortable.
- The long lines are often an annoyance, and removing my shoes doesn't make sense. I don't understand why I don't have to remove my shoes at Hartsfield but do have to remove the same shoes at many smaller regional airports. When I make this point to the agents at the smaller airports and question them about it, the common response is "they're doing it wrong in Atlanta." I have a hard time believing this, and it just doesn't make sense. As a traveler, I should know to expect the same screening at every airport.
- To have to wait in a long line knowing that you'll have to have an additional screening because of a medical condition.
- Actually, it's hard to choose just one of these aspects. Combined, all of them equate to a significant hassle. Recently traveled out of Heathrow. I did not have to take my computer out, did not have to take off my shoes, and when I went through the metal detector my belt buckle set off the alarm. The guard quickly and professionally, used a hand wand to detect the belt buckle and I was on my way. Need to use the UK as a "best practice."
- All of the above.
- All of the above can be troubling at times, but the most troubling is that it is different at every airport. One place you take your shoes off, another airport you don't. I have no problem with all of the above. I'd rather be safe than sorry. The problem is people still run in at the last minute thinking they are just going to whiz through everything.
- All of the above and more.
- All of the above. Also, I show my id and boarding pass and then 2 feet later I have to show it again?
- All the above are troubling to me. Being treated like a bad person.
- Having to strip down to nothing before I walk through the x-ray machine.
- Health issue as well a nuisance.
- I don't have a problem with any of the above as it helps keep everyone safer. I do have a problem with some of the security personnel being obnoxious.
- I have found airport security to be very efficient and helpful. They make me feel much safer. I am very happy they are there. Even if there is a long line, they seem to be able to be efficient.
- I understand and appreciate the security. It is needed and needs to be consistent at each

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airport. I feel that all travelers should be screened in advance, assigned a security risk number and security should be based on this number.







- In the Wichita Airport, three different people ask me to see my boarding pass: one when you get into the security area, the second three steps after the first one, and the third as soon as I cross the metal detector. I would like to know what the purpose is for these three checks in the same security check point. Is each person checking a different line item in the boarding pass! It seems to be a worthless waste of resources and time as well as an immeasurable amount of annoyance for those of us having to deal with it.
- Inconsistency in process leads to lack of consistency of screening, additional security risk
- It also gets frustrating to get there in plenty of time (1-2 hours ahead), wait in line, and then get pushed aside as airline workers take all those folks who didn't make it in time to the head of the line, causing more delays for those of us who followed the rules.
- It is my impression that the security staff is under trained and just goes through the motions. If someone really wanted to hide contraband, I would think that they could do so with ease.
- It seems that the rules for removing shoes, belts, etc is different at various airports. Also the scanners are not calibrated with consistency between airports. From a human resource perspective, some airports have very hard working individuals while others have many individuals just talking with each other. If they concentrated on their job the normal travelers would have less stress and the risky passengers would be screened better.
- It would be easy if every airport put up BIG signs saying that you have to remove your shoes and that you MAY be id for secondary screening. Also, if the area before the xray had a continuous line of tables with many extra bins so that you have ample time to put all the necessary items in the bins without holding up the line. Not only would everyone know what to expect, but they would not feel so rushed when they get to the front of the line.
- It would save time and effort if the TSA would just x ray all bags without removing any electronics, then take the time to do inspection on any that looked suspicious.
- It's more than just shoes; it is my belt, jacket, and hair clip (there is metal in the clip). It is really the DISROBING process that is troubling for me.
- Long lines and inconsistency are a function of the foot fetish.
- Long lines are a virtual tie.
- Never knowing how early to get to an airport for a flight - balance of loss of business time against the risk of missing the flight.
- None, I think it works well as is.
- Not only between airports, but between terminals at airports. I'm sure this has to do with the different airlines, but it can be very cumbersome. It would be nice to know exactly what was expected of everyone during the security process.
- People who obviously do not appear to be a threat are being 2nd screened. I believe the US should profile and leave the senior citizen alone.
- Seeing some of the people id for secondary screening - we have all seen the mother with two children and an infant, an elderly person etc.
- Some airports say it is mandatory to take off shoes others don't.
- Some airports take 5 minutes to clear security and others have such an awful process that it

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takes close to an hour.

- Technology and staffing in the screener arena is very different between primary and secondary airports.
- The additional 1.5 - 2 hours that must be allowed for security screening. Half the time it takes only 40 - 50 minutes leaving you with an hour less sleep and a long wait at the terminal.
- The long lines are horrible I also hate removing shoes.
- The ludicrous shoe removal carnival is the most glaring inconsistency and a very close second to inconsistency in general.
- We know who the “bad guys” are - and who they AREN'T. Focus on the bad guys and don't waste time and effort on the good people.”

3. What is the SECOND most troubling aspect of the airport security process?

Long lines	197	30.50%	
Inconsistency among airports	156	24.15%	
Removing my shoes	98	15.17%	
Removing my laptop computer	71	10.99%	
Being selected for secondary screening	93	14.40%	
Other	31	4.80%	

SURVEY PARTICIPANTS' COMMENTS:

- As a frequent traveler on one day business trips I feel that I am profiled and subject to unnecessary second screening on the one day trips.
- I have been subjected to hostile secondary screening as punishment for telling an older couple that they did not have to take their shoes off because I knew it would really slow up the line. While my information had come from the then head of TSA who made a point of it in a speech, the TSA screener was going to show me who the real boss was. The screening itself was conducted in a rude and unprofessional manner.
- It can take up to 50 minutes of weaving through rope cordons to get to the security checkpoint.
- One shoe bomber, does not a trend make. And xrays cannot detect explosives, only timers and electronics.
- Sham “security” procedures such as shoe removal and fingernail clipper confiscation utterly invalidate any credibility the TSA might otherwise have. Instead of wasting time, attention and money on such idiocy they should be engaging in an actual security process that works. Focusing on making people “feel” safe (as opposed to *being* safe) may bring in the Congressional pork but it does not address the real issues.
- Some airport security personnel, flat-out demand that people take off their shoes. It is an unsanitary practice that should be ceased or dealt with in another fashion. People are intimidated by these security personnel to the point that people are scared to voice their concerns worried that they maybe subject to additional scrutiny and bad attitude/treatment







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from the TSA personnel.

- When you have a medical condition that ensures you will have to have additional screening and everybody within ear shot gets to hear all of the PERSONAL HELL you're going through.
- Again, varies widely between airports, airlines, etc.
- Security agents will take absolutely everything I've packed into my carry-on bag and dump it out in order to examine it. Then they expect me to just shove everything back in there without any consideration for how it should be repacked. In other words, if they're going to take every single little personal hygiene item out of my bag, then they really should be clever enough to know that it's going to take me more than ten seconds to repack it. They force me to wait while they examine my stuff. In turn, they should allow me some time to collect my belongings before they rudely push me out of the way to make room for the next poor person who must to inspected.
- I travel frequently enough that having to arrive 90 minutes or more before my flight just in case the security line is long is a huge time waster for both me personally and my company.
- I have missed two (2) connecting flights in the last 2 years while connecting from inbound international. Once in Atlanta and once in Miami. Atlanta international to domestic is a nightmare!!!
- Take off your shoes don't take off your shoes. Show your passport inside the gate don't show your passport inside the gate. Remove belt don't remove belt. Turn cell phone on Keep cell phone off. Make up your minds.
- I wind up having a purse, a carry on and a computer to try to get back together after going thru the security and then having to try to get my shoes back on and any coat I may have been carrying.
- Although I understand random id, if there is a potential threat aboard an aircraft, how is that threat being determined and uncovered by spending additional time with me in a secondary screening, especially when secondary screening does not appear to be more comprehensive than the primary screening process. I have experienced intense screening in both the Rome and Athens airports during the late 1980's, which appeared to be effective, but very time consuming.
- Concerned that screening process isn't good enough to find threats.
- Depending on the airport, you may have to show ID at the security checkpoint and the gate. Or some require that you show your boarding pass at the checkpoint and again at the screeners.
- During rush hours there are never enough screening portals open. Yet when it is quiet, there are screeners hanging around.
- Each airport has different screening methods for the handicapped why?
- Hand searching of checked bags at airport - the airport I fly out of is a small airport, but it is rather busy. However, it is the only one I have flown out of and I have flown out of many smaller that have the large X-ray machines to screen the checked baggage. This seems to be a much more efficient (and at some point, cost effective) method of screening.
- Having my checked in luggage left unlocked after inspection. Provides dishonest people with an opportunity to steal my property.
- Having to strip down to nothing before walking through the x-ray machine.
- I don't have to do this when I travel to Europe.

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- I find this to be a ridiculous requirement. It is bad enough that travelers have to remove jewelry, watches, change from pockets, belts - I sometimes feel like I am being strip searched before I get on a plane!
- I frankly have no problem with security issues that protects me from unnecessary risk while I travel.
- I understand that everyone needs to be screened, so this isn't troubling in that aspect. Improving consistency between airports will help this issue. And hire an engineer to design the screening patterns. Doing so may relieve the need to add more screening stations.
- I was id 50% of the time before I shaved my mustache, now I get screened less than 10% of the time.
- In Europe you do not have to remove your laptop, nor in Asia.
- Inconsistency is also very frustrating.
- Indeterminate processes, procedures, wait and dwell times. Especially because "I am not a terrorist!"
- Long lines for a wasteful and inconsistent process.
- None, I think it works well as is.
- Not being able to be prepared to get through the process more efficiently.
- Nothing else is that bad.
- Over the past 6-12 months I have seen an increased lack of attention by some, not all of the security personnel. The screener on the monitor is pretty attentive but some of the other personnel are chit chatting, about personal things and not focused on their jobs. That sends a bad message and makes you wonder why we are putting up with the inconvenience and the cost of this security if it isn't being executed PERFECTLY! They need to get this done right.
- Same answer as number three. Just to give an answer I'd say Taking my shoes off is 1 and Long lines is 2.
- Security agents are becoming complacent. I have seen people given the "courtesy" of a second x-ray scan of their bags in lieu of a real pat-down screening. I thought the rules are to secondary-screen any passenger that fails the first screen.
- Security Personnel who don't take their jobs seriously.
- Showing my boarding pass multiple times.
- Standards vary. What makes it through one security location may not make it through another.
- Vacation travelers that do not know the drill. Those who enter the lines not knowing where to go and what to do really make things slow.
- What appears to be poor security.
- What's the point of subjectively iding one person? Everyone should have the opportunity.

4. What is the THIRD most troubling aspect of the airport security process?			
Long lines	100	15.87%	
Inconsistency among airports	83	13.17%	
Removing my shoes	188	29.84%	
Removing my laptop computer	114	18.10%	
Being selected for secondary screening	103	16.35%	
Other	42	6.67%	

SURVEY PARTICIPANTS' COMMENTS:

- As for removing the shoes, this seems to be a direct reaction the shoe bomber guy. It's the flavor of the week. What is the response when some fool tries to detonate a bomb hidden in pants or shirt? Should I expect to completely disrobe for security checks? Well, at least I'll have plenty of time while waiting in line. And maybe by that time, TSA will at least allow me to keep my shoes on.
- I am flying less and less on commercial, because of this program. It consumes the very productivity that convenient commercial airline is designed to produce, and it does so faster than airlines can try to create workarounds.
- About 90% of the time, when putting my shoes back on either my bag s off my shoulder and I lose my balance or the velcro straps on my bag, purse or shoes snag my nylons. This may seem like a strange complaint but it is both costly and embarrassing considering I'm usually heading straight to a business meeting.
- I am still quite disturbed by the amount of extraneous joking around and fooling that is being conducted by the Security personnel while they are supposed to be seriously checking the items going through.
- I have metal knees and activate the walk-thru detector. If I do not set it off, it is not working properly but I keep my mouth shut to avoid an airport lockdown. Thus, I know I will be subject to secondary screening and will have to take off my shoes.
- I wear high top shoe for ankle support. It is a pain to totally unlace them to get them off and then have to replace them to get them on again.
- It's pretty disgusting knowing that your feet are touching a floor that millions of other feet have touched... Has anyone done a microbial test on that surface? That's a terrorism incident in itself...
- Making me wait until someone comes over to look at my stump, this is degrading to me.
- Some airports do not manage the lines properly, thereby ensuring that some travelers will be running late or miss their flights because of a backup at the security checkpoint.
- Sometimes I have A LOT of stuff in my carry on...so much that I think the screener gets tired of looking through all of my stuff and doesn't finish. During those times, I wonder if the system really works. I also get frustrated that when I make changes to my flight the week of, that it causes me to have the special screening.
- The new measures have added inconvenience without adding any real security. My

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inconvenience level has risen tremendously, but there are still way too many holes to think that real security has increased at all.

- They really need to consult with Disney on line management. Since they make everyone unpack so much and spread it out into 4 to 6 bins they need corresponding space on both sides of the checkpoint for people to manage their belongings. At many airports there is barely room for a single person to marshal their goods which, of course, leads to enormous bottlenecks.
- Watching 80 year old ladies get searched while young Muslim men are sent through because of fear of profiling.
- After checking in, having to take your luggage.
- At some airports I have noticed that an increasing number of security personnel are of Middle Eastern origin. I believe this is a risk factor that may be overlooked.
- Being caught behind families.
- Blatant profiling.
- Especially when the lines have caused me to be late.
- Having to double check to make sure that you have not inadvertently packed "banned" items, such as lighters and other items that could be used as potential "weapons."
- I am a white American female. I will have a foreigner behind me that looks suspicious and I will be the one to get the secondary check. I don't think that the airports pick the right ones to screen.
- I don't have to do this when I travel to Europe.
- Just don't understand the logic. There has to be a better solution.
- Lack of flow management - directing people according to flight times and amount of items to /necessity to remove shoes when the detector goes off.
- None.
- None, I think it works well as is.
- Nothing else, really. I support the security checks as far as checking all items and removing shoes.
- Poor facilities (e.g. line queuing, poor signage, etc.)
- Screeners talking to each other while screening. Too many TSA security staff are unmotivated and rude.
- Security personnel's attitude toward the travelers. How many terrorists have these people found through the security check points since 2001? How many travelers, that weren't terrorists, have they dealt with since 2001? These security people treat me and fellow travelers as we were terrorists as well. What are the odds of that being the case? Traveling is already nerve-wreaking enough for the traveler because of all that has happened, these people shouldn't be making it worse for us.
- The long lines are the only troubling effect that I have a problem with.

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- That being said - I understand the need for this and like the fact that it is random. But I also think that there should be other considerations to this randomness. I think that the separating out from the main line of security traffic is a good plan and needs to be done across all airports so that the security process for all others is not dragged out.
- The amount of time spent on each traveler appears to be proportional to the length of the screening line. Long line short time spent.
- This is a nit!!! I, as well as many frequent flyers, are willing to make sacrifices to keep the air safe. We just ask that the TSA employees respect us like we respect them and concentrate on their jobs. If they think it is boring or get tired quickly, then they should look for another job.
- Thorough screening of travelers.
- Travelers not following TSA instructions.
- We certainly can leave extra times in our lives to go through long lines if there appears to be an understandable process that is effective. Again I draw on the intense screening, interviewing and security process of my experience of the Athens airport in 1988 (which was a result of terrorist bombing). That process took from two to three hours to get from the front door of the airport to the gate, for intra-Europe travel.
- Why some screeners insist you remove your shoes, and why some airports require you to show your boarding pass 2 or 3 times.

5. [During the past six months, how often have you been pulled out for a secondary screening?](#)

Once	204	32.90%	
Twice	139	22.42%	
Three times	64	10.32%	
Other	213	34.35%	

6. [If you could change just one thing about the airport security process what would it be?](#)

SURVEY PARTICIPANTS' COMMENTS:

- Remove the second screening... really, really it's uncomfortable.
- Same process to be followed at every airport - security needs to understand that organization (table space and instructions) and personal courtesies would make the process more bearable and foster cooperation.
- Random screening only makes sense if there is an equal chance that any passenger is a bad person. We know this is false! It is foolish not to give extra screening to those most likely to cause trouble. In order to not hurt certain people's feelings, we waste huge amounts of screener effort holding everyone to the same level of suspicion. Several of the 9/11 hijackers were traveling on expired visas. A simple policy of requiring all citizens of non visa-wavered countries to show a valid US visa for ALL air travel might have prevented that tragedy. It is already illegal to overstay a visa, those caught should always face immediate arrest. Such a policy makes still more sense than making an 85 year old woman take off her shoes. We already require government issued ID to board any plane. We should go further and require that this ID state both the citizenship and country of birth of the bearer (i.e. passport or

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equivalent)

- The shoe thing. It's ridiculous.
- To be able to count on how long it will take.
- Seek terrorists, not every day objects.
- The fact that you have to remove so many articles of clothing to walk through the detectors and then no easy way to re-dress and gather your belongings without holding everyone up behind you.
- The impersonal and dehumanizing nature of the process the feeling that everyone is being treated as a terrorist until proven otherwise.
- When you are a business traveler, getting in a security line behind an 80 year old woman or a family of 4 kids is very frustrating. Develop a system (id card) for frequent flyers to bypass these lines
- Ability to clear security at check-in walk through by scanning a card or some secure identifier.
- Add an Expedited Express Service for a fee (\$25) for traveler who are late that would get travelers through security.
- All airports should have consistent processes in place so that travelers know what to expect and can prepare accordingly.
- Availability for frequent (business) travelers to be expedited through the system.
- Consistency across all airports.
- Don't make me take off my shoes!
- Exactly what you are attempting to do. Separate the road warriors from the casual traveler on vacation.
- Expedite the process somehow. The "Registered Traveler" program could be an answer...but how would it be controlled to make sure a terrorist couldn't beat the system somehow?
- Get the chip off their shoulders. Treat us courteously and with respect not as a criminal. I am the customer paying for this service and do not want to be treated like a criminal or terrorist.
- Get rid of long lines.
- Get us out of the secondary screening.
- Give me a photo ID or take a picture of my stump of my missing right foot so I don't have to undress each time I travel using airports.
- Have lines for low security risks and lines for higher security risks.
- Have something set up where you could be prescreened as a frequent traveler, where they do a background check on you, and if you pass, they issue you an authorization to allow you to bypass the normal screening processes.
- Have them stop making travelers take off their shoes.
- Having to show my ticket over and over during the screening process.

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- I would allow frequent travelers who had a background check use a separate line for the check-in process.
- If the alarm sounds when entering the screening area, let the traveler remove any additional items from there person and try again. Too often if the alarm sounds they instantly pull you out of the main line and perform a secondary screening.
- It can be humiliating sometimes to be secondarily screened and patted down in the open.. arms stretched out and such. This should be done behind a curtain or cubicle.
- Make sure that all airports have a short line for people who travel frequently, not just frequently on one airline.
- Make the security process real, and not just a show. i.e. one person had a shoe bomb, so that is what the focus is. Perhaps the staff should be better trained to search for possible unique dangers.
- Make the time for the process more consistent and predictable. If I cut the time to departure close, there is usually a long line and long wait time and I get stressed out. If I get there early to avoid stress, there may be almost no line and then I have needlessly lost time that I could have accomplished something in the office.
- Not having to remove shoes, outer coats and suit jackets. I have even been required to remove a neck scarf. Stripping to go through security is time consuming, slows the process considerably, is slightly embarrassing, and probably accomplishes very little toward ensuring the safety and security of airline travel.
- Recognition of trusted frequent flyers who are not harassed by TSA personnel.
- Not having to take shoes, jacket, jewelry, etc off while holding my boarding pass and lifting luggage onto conveyer.
- Profile passengers and provide efficient methods to reduce security lines. Love the TSA wait time webpage, but not advertised enough. Another like: SeaTac Airport has multiple access points into all gated area. This would be nice to have at all airports so you are not tied down to one entrance.
- Profile the travelers. Determine who is not a risk and focus on the unknowns.
- Put the screening location at the gates (like in Singapore). This allows easier scheduling of personnel and shorter lines (one aircraft at the time).
- Putting a "Registered Traveler Program" in place.
- A larger number of checkpoints so the process was completed faster.
- Add more TSA employees so as to reduce the lines and help those that don't travel on a regular basis. The confusion of the non frequent fliers and the elderly are a major contributor to the length of the lines.
- Improved attitude and knowledge of screeners.
- Be consistent. The tests given for the TSA jobs are not even close to ensuring that proper people are being hired for the job. It is ALL computerized and believe that it was more effective before.
- Better training for the TSA. I don't feel that they have the training to do the job of protecting the public that they need to be effective.
- Consist training for security personnel with background checks just like police or military

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personnel.

- Consistency.
- Consistency - so I know what to expect and can be prepared. I would think the lines would move faster. Maybe a sign at the beginning of the line-"Remove all shoes, jackets, sweaters, laptops before proceeding through security line."
- Consistency among all airports.
- Consistency and expediency.
- Consistency between all major airport securities.
- Consistency in procedures from the actual screening to the treatment of people.
- Consistency of entry requirements.
- Consistency of the process.
- Consistency throughout the program.
- Consistent across all airports.
- Consistent desk clerks for check-in and consistent security measures.
- Consistent guidelines and processes that would be implemented at all airports - no exceptions.
- Consistent in all airports, reasonable expectations (I should not have to remove FLIPFLOPS to walk through).
- Consistent process between all airports.
- Dedicated line.
- Different way of choosing the person for secondary checks.
- Effective use of TSA personnel.
- Eliminate magnetism and go with a sniffer or fluoroscope.
- Enforce consistency between airports.
- Every airport would be the same.
- Expedited manner for our Church leaders (corporate travel) to by-pass lines.
- Express line for frequent travelers or premium travelers.
- Fast Lane and Slow Lane for those being screened.
- Faster processing.
- Fewer people at security and use of common sense. Spending too much time with older people and handicapped.
- Figure out a way to shorten and speed up the waiting lines.

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- Frequent travelers lines separate from family travelers.
- Friendly service.
- Handling known frequent travelers in a different manner.
- Have a system that identifies persons that are not a threat to speed up their boarding process.
- Have dedicated security lines for frequent travelers.
- Have the ability to check in my Swiss pocket knife right there if needed.
- Hire people that care about their jobs and do not just stand around. This is my tax payer money they are wasting.
- I know it is hard and you can't profile, but to see a little old lady being pulled out for a second special search and more likely candidates going right on through doesn't make much sense to me. I know a lot of the airports you are pulled at random by a computer at check in. To me the start of security check people should have additional training to pull out who could be potential offenders.
- I wish there were an easier way to move travelers along so that we can get to gates at reasonable times. The long lines slow the process, but I or the travelers that book traveler through our dedicated onsite travel agency have no problems with reasonable security that protects the traveler.
- I would have the screeners be more diligent. In my experience they don't really seem to be paying much attention.
- I'd send screeners out on field trips to learn how it is done at airports that do it well. Every time I complain about inconsistency, I get the same answer "we're doing it right, those other guys are doing it wrong."
- Improve consistency between airport screening processes.
- Increase the efficiency to reduce the lines.
- Increase the number of TSA agents to move the lines along faster without compromising the screening process.
- Enhance technology to check passengers - fast - and complete.
- Integrate check-in and TSA checks into one process. Either have TSA check check-in luggage before it goes to the airline check-in agent or have TSA check the luggage after check-in luggage is given to the airline agent.
- It doesn't make sense to screen elderly white women, for example. I think frequent flyers should have special IDs which allow swift processing (with occasional spot checking) and that paying more attention to potential terrorism through some type of profiling is acceptable.
- It should be more consistent at every airport. Also, smaller airports are more troublesome than larger airports.
- Leisure travelers in separate lines.
- Fewer TSA employees standing around creating delays. Do what you have to do and get it over with.

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- Let me know the rules are the same everywhere and I will follow them.
- Long lines.
- Lines dedicated to experienced travelers vs. people with multiple children, people in the traveling party, strollers, diaper bags, etc.
- Long lines.
- Long lines.
- Long lines.
- Long lines.
- Long lines.
- Long lines.
- Long lines.
- Make it consistent.
- Make it consistent.
- Make it easier on frequent travelers.
- Make it less time consuming.
- Make it more efficient and check all checked baggage.
- Make it more thorough.
- Make the airport security process the same at all airports. Some appear to be very secure in their process (making the passengers more comfortable). Other smaller airports appear to be less secure in their process (similar to pre-9/11).
- Make the security process consistent and easier for frequent traveler and business traveler.
- Making separate business traveler lines.
- More consistency across airports.
- More consistency from airport to airport.
- More consistency, faster movement through security.
- More lines at the larger airports to speed service during peak travel times.
- More screeners to reduce lines.
- More screening area for the larger airports to cut down on delays.
- More Security personnel.
- More staffing to reduce the incredibly long lines.
- Need frequent traveler program to expedite frequent flyers at airport security screening.






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- Need to create a faster process for frequent travelers. Advanced security clearance pass or ID is needed.
- Eliminate the non-sensical contraband list such as pointed objects (nail files), lighters.
- Not having to remove my shoes.
- Not having to take my shoes off.
- Not remove my shoes.
- Open more lines to eliminate the long wait at various airports.
- Organize the security gates with lines for business, leisure, and one way travelers.
- Personnel efficiency.
- Quicker processing through the lines.
- Reduce line length.
- Reduce lines through security check.
- Reduce waste of resources looking at people who quite clearly are not a threat.
- Remove option of using internet/computer printed boarding passes. Institute secure boarding passes that are difficult to forge and are issued at the airport only.
- Removing belts and jewelry is a hassle let the wand do the work. The outcome holds everybody up for obvious metal observations that are not harmful.
- Requirement to remove shoes.
- SECURITY PROCESS DOES NOT TROUBLE ME. THE LENGH OF THE LINES AS A RESULT OF NOT ADEQUATELY STAFFING FOR PEAK TIMES NEEDS TO BE ADDRESSED.
- Shorter lines.
- Shorter lines.
- Shorter lines.
- Speed of security check points.
- Speed up the process and make it more consistent.
- Standardization.
- Standardize procedures in all airports and for early morning flights have initial agents checking boarding passes send travelers through two lines - one for flights leaving...
- Start profiling to identify our known enemies and stop harassing grandmothers, 3 year olds and middle aged white guys with laptops.
- Streamline it and be consistent.
- Taking off shoes.

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- Taking off the shoes.
- Taking out my laptop.
- Those fellow travelers obey the rules to make the process go more smoothly.
- The attitude of the TSA employees.
- The long lines.
- The need to prepare to walk through the metal detector. i.e. removal of shoes, removal of laptop from case etc.
- The quality of the airport screeners with whom we interface. There are some terrific ones . .and there are some deadbeats who have a bit of an attitude and are not really focused on anything but their next break. Get rid of them.
- The tables. Same as above. If the area before the x- ray had a continuous line of tables with many extra bins so that you have ample time to put all the necessary items in the bins without holding up the line. Also the person directing the traffic should tell people ahead of time to take off their shoes. Not only would everyone not feel so rushed when they get to the front of the line, but it would also make the line go faster.
- The variable in waiting in lines. I have had to change to smaller airport LGB to fly out to avoid the lines. More of hassle, fewer flights and more ground transfer costs.
- There should be enough TSA screeners at airports to prevent backups at the most popular travel times.
- There should be screening tools that mitigate the need to remove shoes and laptops. I don't have to do this in any other country I fly to.
- To have consistency between airports for screening processes and what is, and is not, allowed.
- Training so consistency would be in place.
- Use common sense in deciding who gets additional screening.

7. As a BUSINESS TRAVELER would you support a voluntary "Registered Traveler" program wherein for a fee, a background check and a biometric identifier, you would be able to access a dedicated line and proceed through airport security expeditiously while also avoiding sometimes onerous secondary selectee screening?

Yes, strongly support	311	48.75%	
Support	182	28.53%	
Neither support nor object	69	10.82%	
Object	24	3.76%	
Strongly object	52	8.15%	

SURVEY PARTICIPANTS' COMMENTS:

- Although in theory a "Registered Traveler" program seems like a good idea, I could not strongly support such a program without first knowing cost and the extent of the background

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check.

- Applaud the concept, but very concerned about the security of the information collected - and the "biometric" identifier.
- As long as the fee is not ridiculous. Most companies will not give reimbursement unless it is senior management. A lot of middle mgmt. is in the frequent traveler category. A high fee would hold too many back that would otherwise expedite the process for everyone.
- At every airport and the sooner the better.
- Based on all known terrorist risks, being born-in-the-USA frequent business travelers with lifetimes of zero security or law enforcement problems for harassment at airports is extremely counterproductive and intrusive. Having someone run their thumbs around my waist inside my belt or feel my genitals is unnecessary and demeaning.
- But I would have to be convinced that this check was thorough and without loopholes.
- Depends on the amount of the fee.
- Depends on the fee and the biometric security measure and what are the safeguards in place to prevent fraud and tampering.
- It would depend on what information was gathered about me.
- It would have to be a firm commitment to save time and avoid secondary screenings.
- I listed support only because I have no idea of the amount of the fee. If the fee is reasonable, then I strongly support. It's a cost/benefit question.
- I once would have supported this but now feel that the TSA is incompetent and cannot be trusted with such a responsibility.
- I would be extremely concerned that the information would be given out/leaked to people/companies that I do not wish to share my information with.
- Provided my personal information is kept SECURE must be failsafe so identify theft could not take place.
- This program should have been started in 2002.
- Since I don't have any faith in our government running this kind of program securely and honorably, I would have to oppose it not only for my self but I'd object of having such a program in place.
- There have to be enough real advantages to make it worthwhile.
- Dedicated lines alone won't do it. Also, can't make processing times for non-members worse as a result of diverted resources.
- This would need to be very well thought out. It could provide loop holes for people with ill intentions to beat the system by seemingly gaining the trust of the system over time then taking advantage.
- All of you should have to travel as a handicapped person to get a feel for what a hassle it is.
- But I caution privacy act and non-disclosure of background information outside the traveler security needs within the government. Information must remain only with those "who need to know" basis only.

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- Depends on what biometric means. If it's finger printing, yes. If it's electronic devices under my skin, then NO.
- Depends on the fee. I don't object to the background check. I do not know what a biometric identifier is. If this is something embedded in my skin, then absolutely not.
- Everyone should be required to go through the same security check and be checked the same way.
- Excellent idea!
- Fee no more the \$50 per year.
- Given that I travel so much and it is part of my job, I would like to have a Registered Traveler program.
- I find that there can be some privacy issues regarding this - and why should a traveler have to foot the bill for this?
- I support the concept but don't feel yet another fee is in order. We already pay enough fees for the privilege of traveling by air.
- I would have to eliminate virtually all screening to be worth it.
- I would support a fee and background check, but do not know enough about the biometric identifier program to make a decision.
- I'm afraid it would not help me since I would still set off the walk thru alarm.
- If terrorists can obtain false documents such as employee badges, id's etc., how easy would it be to obtain a real or fake Registered Traveler id?
- It depends on the program details. It must be fair to me and also some checks balances for the people that slip through.
- It would be an invasion of my privacy.
- It would be dependent upon the fee for me personally because I don't travel more than 6 one way segments annually.
- Makes sense.
- No fee! Other than that, I would support!
- No problem with this. In NJ, the state police have all my personal data due to firearm purchases.
- Not enough information provided.
- Not for a fee, and possibly not if it was particularly intrusive, in terms of data and background requirements. I am not a terrorist!
- Not for a fee....we already pay enough fees. Would do it for free and wouldn't it make it easier on airport security personnel to have "Registered Traveler" program in effect?
- Not sure what a biometric identifier is?
- Of course, it depends on how much this fee is.

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- Past background is NEVER a given for future acts. Evil will happen as long as you give them a possibility. Anyone and I mean anyone can perform evil acts no exceptions!!!!
- Personally, I feel that it is intrusive and discriminatory.
- Resources are much better allocated in developing a national database of known criminals, including potential terrorists, (which can be shared with other countries), than creating one for people like me.
- Security screening should be applied equally to all passengers, if it is to be effective. Even somebody with no criminal history may believe in some cause enough to try and do harm to themselves or others.
- Security starts at our borders.
- Strongly support as long as fee is reasonable.
- Strongly support as long as the fee was not too expensive.
- Terrorists would be smart enough to exploit this for their benefit. Would not be leak proof.
- The fee has to be affordable for a business traveler to pay as most corporations will probably not budget for this cost for all of their travelers.
- There should be no fee, as this will save per capita on the cost of screening.
- This infringes on the privacy of the individual.
- This will just give a terrorist (or potential terrorist) another way to avoid security screening. What if someone on this list decides one day to commit suicide by blowing himself up on a plane? This just opens another hole in the security process.
- This would be saying just because I can afford it I wouldn't have to bother. The some of the most affluent travelers have been shown to have terrorist connections.
- This would represent a huge loss of privacy and freedom just to save the government from having to make the correct, but politically incorrect call of targeting our enemies.
- What would be the estimated fee?
- While I don't travel a lot, there have been times where I did travel back to back. It takes a lot of time to go through some of the safety processes. The background check would probably identify 98% of would be offenders, but now you open up a new opportunity for someone to infiltrate the system. I would support the fee, if it was worth the time lost in lines etc... I am not sure what is meant by the biometric identifier. If you are talking about an implant, no way would I support that. If you are talking about a thumb or pupil scan or something along those lines, I would support that.
- Why do I have to pay for it? I already went through the trouble and expense of buying a passport now I have to pay for fast service? You are planning more detailed background checks on fliers than you do on people getting a driver's license.
- Why anyone should be put a profile list! Know BB watches when I fly! How about a Train Watch list; those who drive black suburban.
- Why would a person who wishes to cause harm not simply sign up as a "Registered Traveler?"
- Would be dependent on the fee.

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- Would you still have to put your luggage through the x-ray? If so, I don't see how the line would be less.
- Yes, I would support the program however, the fee should be nominal. I believe that labor cost to conduct the screening could be significantly reduced to offset the cost of a Registered Traveler program.

8. [As a CORPORATE TRAVEL MANAGER, would your corporation support a voluntary "Registered Traveler" program wherein for a fee, a background check and a biometric identifier, you travelers would be able to access a dedicated line and proceed through airport security expeditiously?](#)

Yes, strongly support	115	33.43%	
Support	93	27.03%	
Neither support nor object	102	29.65%	
Object	11	3.20%	
Strongly object	23	6.69%	

SURVEY PARTICIPANTS' COMMENTS:

- Would need to know more about the costs involved but in general terms, YES the Corporation would support this.
- Applaud the concept, but very concerned about the security of the information collected - and the "biometric" identifier.
- Assuming that the fee is reasonable, heavy travelers would get it approved for reimbursement.
- Cost is a definite issue as we as a company struggle to keep travel cost down.
- Even when requesting driver license information for yearly checking our employees are extremely concerned about confidentiality...the government cannot make a promise that the information would remain confidential, there are too many leaks in government.
- I support the concept and the expected benefits, but I would have to defer to our individual travelers and their possible concerns over privacy issues.
- Travelers' time is too precious to waste in lines at the airport.
- I would pay almost any fee to have this privilege.
- It would depend on what type of information is gathered about the individual and company. It would also depend on who had access to the information and who is was distributed to.
- Again, not for a fee....we already pay exorbitant fees.
- Although in theory a "Registered Traveler" program seems like a good idea, I could not strongly support such a program without first knowing cost and the extent of the background check.
- Assuming the fee is reasonable.
- Depending on the amount of the fee.

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- Don't know.
- Don't think my company as a whole would support this.
- However, the fee would have to be reasonable.
- I just don't know - it would be interesting to find out.
- I once would have supported this but now feel that the TSA is incompetent and cannot be trusted with such a responsibility.
- It is not the responsibility of corporations to pick up the tab for the government's inability to control their own process.
- It would be an invasion of my privacy.
- Need the details.
- Not enough information provided.
- Not for a fee, and possibly not if it was particularly intrusive, in terms of data and background requirements. I am not a terrorist!
- Not in the budget.
- Not known at this time
- Not sure. There may be privacy and cost concerns. It would have to be an "opt in" program.
- Our company currently does not pay for any types of programs such as preferred airline programs so they most likely would not reimburse travelers for this type of program. It would be at an individual traveler's level but supported.
- Our job is not politics.
- The suggested expedited process is wrong, and easily subject to circumvention and ineffectiveness - another meaningless exercise in futility.
- This has not been explored as an option with business travelers.
- Why should I pay to get on a non suspect list?
- Would be dependent on the fee.

9. [As a CORPORATE TRAVEL MANAGER, would your corporation likely reimburse its travelers for the cost of a Registered Traveler program?](#)

Yes, very likely	94	26.11%	
Likely	111	30.83%	
Unlikely	43	11.94%	
Very unlikely	40	11.11%	
Not sure	72	20.00%	

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SURVEY PARTICIPANTS' COMMENTS:

- It would be reimbursed like taxes/landing fees are included in the ticket price.
- Really depends on whether the cost would be considered a government allowable expense.
- Reimbursement would probably be based a minimum number of annual segments.
- Unlikely unless all travelers in the program or department are allowed to join or over a certain amount of travel. Ours needs to be an upper management decision.
- We don't currently reimburse for other "convenience" costs like airline clubs where productivity could even be impacted more.
- A decision like this would have to be put to our executive committee. It will also depend on the amount of the fee.
- Based on the reasonableness of the fee.
- Depending on costs and effectiveness.
- Depending on the amount of the fee.
- Depends on price.
- Even if this were to happen the TSA should not charge for it. It should be seen as a cost *saving* measure on their part not a profit center. Such a program would reduce their costs by helping them to focus on real problems rather than wasting time on non-problems.
- However, depending on the cost, there would probably be parameters set regarding reimbursement i.e., frequency of travel, etc.
- I believe they would.
- I manage my conference budgets, and I would not be interested in increasing my travel costs.
- It would depend upon the cost and the amount of travel the employee does.
- Just high volume travelers.
- Not enough information provided.
- That doesn't make sense.
- We would not support a program like this at all.
- Why? We pay taxes, right?
- Would most likely create a level for reimbursement based on number of trips.
- Yes, if the cost was fair.

###