

APPENDIX B. DRAFT EXAMPLE SURVEY FORM



**Transportation
Security
Administration**

TSA seeks to provide world-class customer service and world-class security.

Please help us improve our service by completing this anonymous, voluntary survey and dropping it in any mailbox. It is estimated that it will take you about 5 minutes to help us. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Thank you for your participation!

<p>1. How satisfied were you with the courtesy of the passenger screeners?</p> <p>10.4 <input type="checkbox"/> Very satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Don't know <input type="checkbox"/> Satisfied <input type="checkbox"/> Very dissatisfied</p> <p>2. How satisfied were you with the time it took to screen you and your carry-on items?</p> <p>11.4 <input type="checkbox"/> Very satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Don't know <input type="checkbox"/> Satisfied <input type="checkbox"/> Very dissatisfied</p> <p>3. How would you rate the thoroughness of the passenger screening you received?</p> <p>12.3 <input type="checkbox"/> Excessive <input type="checkbox"/> Inadequate <input type="checkbox"/> Appropriate <input type="checkbox"/> Don't know</p> <p>4. Overall, how satisfied were you with your experience at the passenger security checkpoint?</p> <p>13.4 <input type="checkbox"/> Very satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Don't know <input type="checkbox"/> Satisfied <input type="checkbox"/> Very dissatisfied</p> <p>5. Was the length of time you waited in line at the passenger security checkpoint. . . .</p> <p>15.6 <input type="checkbox"/> Much shorter than I expected <input type="checkbox"/> Longer than I expected <input type="checkbox"/> Shorter than I expected <input type="checkbox"/> Much longer than I expected <input type="checkbox"/> About what I expected <input type="checkbox"/> I had no expectation</p>	<p>6. How confident are you in TSA's ability to keep air travel secure?</p> <p>16.4 <input type="checkbox"/> Very confident <input type="checkbox"/> Not very confident <input type="checkbox"/> Fairly confident <input type="checkbox"/> Not at all confident</p> <p>7. How similar were the screening procedures at this passenger checkpoint today compared with previous trips you have taken?</p> <p><input type="checkbox"/> Very similar <input type="checkbox"/> Fairly different <input type="checkbox"/> Don't know <input type="checkbox"/> Fairly similar <input type="checkbox"/> Very different</p> <p>8. Before traveling today, how familiar were you with passenger security procedures?</p> <p>18.4 <input type="checkbox"/> Very familiar <input type="checkbox"/> Not very familiar <input type="checkbox"/> Somewhat familiar <input type="checkbox"/> Not at all familiar</p> <p>9. Which media type(s) educated you on the screening process?</p> <p><input type="checkbox"/> TSA website <input type="checkbox"/> Airport signs <input type="checkbox"/> Airline/ travel agent website <input type="checkbox"/> Public service announcements <input type="checkbox"/> Printed information <input type="checkbox"/> Friends, family, word of mouth</p> <hr/> <p>10. Approximately how many round trips have you taken by commercial airline in the last 12 months?</p> <p>18.4 <input type="checkbox"/> 1-2 <input type="checkbox"/> 3-5 <input type="checkbox"/> 6-9 <input type="checkbox"/> 10-19 <input type="checkbox"/> 20 or more</p> <p>11. What is your gender?</p> <p><input type="checkbox"/> Male <input type="checkbox"/> Female</p> <p>12. Do you have any comments about your checkpoint experience?</p> <p>_____</p>
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U.S. Department of Homeland Security · Transportation Security Administration
TSA Contact Center: 866-289-9673 or TellTSA@dhs.gov or <http://www.tsa.gov>