



# Transportation Security Administration

**Q. How satisfied were you with the courtesy of the passenger security screeners?**

Airport	Region	Category	Very Satisfied	Satisfied	Positive Responses	Dissatisfied	Very Dissatisfied	Negative Responses
Albuquerque	SC	I	50%	44%	<b>94%</b>	5%	1%	<b>6%</b>
Amarillo	SC	II	66%	31%	<b>97%</b>	2%	1%	<b>3%</b>
Atlanta	SE	X	44%	51%	<b>95%</b>	3%	2%	<b>5%</b>
Bangor	NE	II	67%	32%	<b>99%</b>	1%	0%	<b>1%</b>
Charlotte	SE	X	58%	38%	<b>96%</b>	2%	2%	<b>4%</b>
Chicago Midway	NC	I	49%	43%	<b>92%</b>	6%	2%	<b>8%</b>
Chicago O'Hare	NC	X	45%	51%	<b>96%</b>	3%	1%	<b>4%</b>
Cincinnati	NC	X	51%	41%	<b>92%</b>	6%	2%	<b>8%</b>
Dayton	NC	I	60%	36%	<b>96%</b>	3%	1%	<b>4%</b>
Daytona Beach	SE	II	74%	25%	<b>100%</b>	0%	0%	<b>0%</b>
Denver	SC	X	56%	40%	<b>96%</b>	3%	1%	<b>4%</b>
Fairbanks	W	II	54%	42%	<b>96%</b>	3%	1%	<b>4%</b>
Ft. Wayne	NC	II	60%	39%	<b>98%</b>	1%	1%	<b>2%</b>
Jacksonville	SE	I	67%	30%	<b>97%</b>	2%	1%	<b>3%</b>
Las Vegas	W	X	55%	38%	<b>93%</b>	5%	2%	<b>7%</b>
Los Angeles	W	X	42%	44%	<b>87%</b>	11%	2%	<b>13%</b>
New York Kennedy	NE	X	48%	49%	<b>97%</b>	1%	2%	<b>3%</b>
Orlando	SE	X	48%	49%	<b>97%</b>	2%	1%	<b>3%</b>
Philadelphia	NE	X	42%	51%	<b>93%</b>	3%	4%	<b>7%</b>
Phoenix	SC	X	54%	43%	<b>96%</b>	4%	0%	<b>4%</b>
Pittsburgh	NE	I	50%	45%	<b>95%</b>	3%	2%	<b>5%</b>
Portland	W	I	53%	42%	<b>95%</b>	4%	1%	<b>5%</b>
Seattle-Tacoma	W	X	59%	38%	<b>97%</b>	1%	1%	<b>3%</b>
St Louis	SC	X	51%	45%	<b>97%</b>	2%	1%	<b>3%</b>
Washington Dulles	NE	X	47%	44%	<b>91%</b>	6%	2%	<b>9%</b>
<b>All TSA Airports (weighted average)*</b>			<b>50%</b>	<b>44%</b>	<b>94%</b>	<b>4%</b>	<b>2%</b>	<b>6%</b>

**Q. How satisfied were you with the time it took to screen you and your carry-on items?**

<b>Airport</b>	<b>Region</b>	<b>Category</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Positive Responses</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Negative Responses</b>
Albuquerque	SC	I	56%	34%	<b>90%</b>	5%	5%	<b>10%</b>
Amarillo	SC	II	60%	35%	<b>95%</b>	3%	2%	<b>5%</b>
Atlanta	SE	X	50%	43%	<b>93%</b>	5%	2%	<b>7%</b>
Bangor	NE	II	61%	35%	<b>96%</b>	3%	1%	<b>4%</b>
Charlotte	SE	X	50%	44%	<b>95%</b>	5%	1%	<b>5%</b>
Chicago Midway	NC	I	41%	42%	<b>83%</b>	10%	6%	<b>17%</b>
Chicago O'Hare	NC	X	44%	46%	<b>90%</b>	9%	1%	<b>10%</b>
Cincinnati	NC	X	36%	50%	<b>86%</b>	8%	7%	<b>14%</b>
Dayton	NC	I	58%	37%	<b>96%</b>	3%	1%	<b>4%</b>
Daytona Beach	SE	II	73%	26%	<b>99%</b>	1%	0%	<b>1%</b>
Denver	SC	X	56%	38%	<b>94%</b>	5%	1%	<b>6%</b>
Fairbanks	W	II	53%	43%	<b>96%</b>	2%	2%	<b>4%</b>
Ft. Wayne	NC	II	59%	38%	<b>96%</b>	3%	1%	<b>4%</b>
Jacksonville	SE	I	67%	30%	<b>97%</b>	2%	0%	<b>3%</b>
Las Vegas	W	X	57%	37%	<b>93%</b>	4%	3%	<b>7%</b>
Los Angeles	W	X	41%	42%	<b>83%</b>	12%	5%	<b>17%</b>
New York Kennedy	NE	X	53%	38%	<b>91%</b>	6%	3%	<b>9%</b>
Orlando	SE	X	46%	49%	<b>94%</b>	4%	1%	<b>6%</b>
Philadelphia	NE	X	45%	42%	<b>87%</b>	7%	6%	<b>13%</b>
Phoenix	SC	X	52%	43%	<b>95%</b>	3%	2%	<b>5%</b>
Pittsburgh	NE	I	49%	44%	<b>93%</b>	3%	4%	<b>7%</b>
Portland	W	I	49%	45%	<b>94%</b>	5%	1%	<b>6%</b>
Seattle-Tacoma	W	X	63%	31%	<b>93%</b>	5%	2%	<b>7%</b>
St Louis	SC	X	53%	42%	<b>95%</b>	3%	2%	<b>5%</b>
Washington Dulles	NE	X	42%	45%	<b>87%</b>	9%	5%	<b>13%</b>
<b>All TSA Airports (weighted average)*</b>			<b>50%</b>	<b>41%</b>	<b>91%</b>	<b>6%</b>	<b>3%</b>	<b>9%</b>

**Q. Overall, how satisfied were you with your experience at the passenger security checkpoint?**

<b>Airport</b>	<b>Region</b>	<b>Category</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Positive Responses</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Negative Responses</b>
Albuquerque	SC	I	37%	53%	<b>90%</b>	7%	2%	<b>10%</b>
Amarillo	SC	II	45%	50%	<b>95%</b>	3%	2%	<b>5%</b>
Atlanta	SE	X	35%	58%	<b>93%</b>	5%	2%	<b>7%</b>
Bangor	NE	II	49%	48%	<b>98%</b>	2%	1%	<b>2%</b>
Charlotte	SE	X	41%	55%	<b>95%</b>	3%	2%	<b>5%</b>
Chicago Midway	NC	I	26%	61%	<b>88%</b>	7%	5%	<b>13%</b>
Chicago O'Hare	NC	X	31%	61%	<b>92%</b>	7%	1%	<b>8%</b>
Cincinnati	NC	X	34%	55%	<b>89%</b>	8%	4%	<b>11%</b>
Dayton	NC	I	43%	51%	<b>94%</b>	4%	2%	<b>6%</b>
Daytona Beach	SE	II	60%	39%	<b>99%</b>	1%	0%	<b>1%</b>
Denver	SC	X	40%	54%	<b>94%</b>	4%	1%	<b>6%</b>
Fairbanks	W	II	39%	55%	<b>94%</b>	3%	3%	<b>6%</b>
Ft. Wayne	NC	II	46%	50%	<b>96%</b>	3%	1%	<b>4%</b>
Jacksonville	SE	I	55%	43%	<b>98%</b>	2%	1%	<b>2%</b>
Las Vegas	W	X	39%	53%	<b>92%</b>	5%	3%	<b>8%</b>
Los Angeles	W	X	31%	53%	<b>84%</b>	13%	3%	<b>16%</b>
New York Kennedy	NE	X	34%	58%	<b>92%</b>	6%	3%	<b>8%</b>
Orlando	SE	X	35%	60%	<b>95%</b>	4%	1%	<b>5%</b>
Philadelphia	NE	X	30%	56%	<b>87%</b>	7%	7%	<b>13%</b>
Phoenix	SC	X	42%	51%	<b>93%</b>	5%	1%	<b>7%</b>
Pittsburgh	NE	I	36%	56%	<b>92%</b>	6%	3%	<b>8%</b>
Portland	W	I	41%	51%	<b>92%</b>	6%	2%	<b>8%</b>
Seattle-Tacoma	W	X	47%	46%	<b>93%</b>	6%	1%	<b>7%</b>
St Louis	SC	X	34%	60%	<b>94%</b>	5%	2%	<b>6%</b>
Washington Dulles	NE	X	33%	53%	<b>86%</b>	9%	5%	<b>14%</b>
<b>All TSA Airports (weighted average)*</b>			<b>36%</b>	<b>55%</b>	<b>91%</b>	<b>6%</b>	<b>2%</b>	<b>9%</b>

**Q. Overall, how satisfied were you with your experience at the checked baggage screening area?**

<b>Airport</b>	<b>Region</b>	<b>Category</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Positive Responses</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Negative Responses</b>
Albuquerque	SC	I	36%	56%	<b>92%</b>	6%	2%	<b>8%</b>
Amarillo	SC	II	46%	49%	<b>95%</b>	3%	2%	<b>5%</b>
Atlanta	SE	X	37%	57%	<b>94%</b>	5%	1%	<b>6%</b>
Bangor	NE	II	51%	46%	<b>97%</b>	2%	1%	<b>3%</b>
Charlotte	SE	X	38%	56%	<b>94%</b>	3%	2%	<b>6%</b>
Chicago Midway	NC	I	36%	52%	<b>88%</b>	7%	5%	<b>12%</b>
Chicago O'Hare	NC	X	29%	62%	<b>91%</b>	7%	2%	<b>9%</b>
Cincinnati	NC	X	36%	55%	<b>91%</b>	5%	4%	<b>9%</b>
Dayton	NC	I	45%	50%	<b>95%</b>	3%	1%	<b>5%</b>
Daytona Beach	SE	II	56%	43%	<b>99%</b>	1%	0%	<b>1%</b>
Denver	SC	X	N/A**	N/A**	<b>N/A**</b>	N/A**	N/A**	<b>N/A**</b>
Fairbanks	W	II	37%	56%	<b>94%</b>	4%	2%	<b>6%</b>
Ft. Wayne	NC	II	50%	46%	<b>96%</b>	3%	1%	<b>4%</b>
Jacksonville	SE	I	N/A**	N/A**	<b>N/A**</b>	N/A**	N/A**	<b>N/A**</b>
Las Vegas	W	X	35%	57%	<b>92%</b>	7%	1%	<b>8%</b>
Los Angeles	W	X	25%	55%	<b>80%</b>	17%	3%	<b>20%</b>
New York Kennedy	NE	X	36%	58%	<b>94%</b>	5%	1%	<b>6%</b>
Orlando	SE	X	37%	58%	<b>95%</b>	4%	1%	<b>5%</b>
Philadelphia	NE	X	30%	62%	<b>92%</b>	5%	4%	<b>8%</b>
Phoenix	SC	X	43%	51%	<b>94%</b>	5%	1%	<b>6%</b>
Pittsburgh	NE	I	41%	55%	<b>95%</b>	3%	2%	<b>5%</b>
Portland	W	I	39%	53%	<b>92%</b>	7%	1%	<b>8%</b>
Seattle-Tacoma	W	X	43%	51%	<b>94%</b>	5%	1%	<b>6%</b>
St Louis	SC	X	42%	53%	<b>95%</b>	3%	2%	<b>5%</b>
Washington Dulles	NE	X	32%	59%	<b>91%</b>	5%	4%	<b>9%</b>
<b>All TSA Airports (weighted average)*</b>			<b>36%</b>	<b>56%</b>	<b>91%</b>	<b>7%</b>	<b>2%</b>	<b>9%</b>

**Q. How would you rate the thoroughness of passenger screening you received?**

<b>Airport</b>	<b>Region</b>	<b>Category</b>	<b>Excessive</b>	<b>Appropriate</b>	<b>Inadequate</b>
Albuquerque	SC	I	11%	<b>86%</b>	3%
Amarillo	SC	II	12%	<b>86%</b>	3%
Atlanta	SE	X	6%	<b>91%</b>	3%
Bangor	NE	II	13%	<b>86%</b>	1%
Charlotte	SE	X	7%	<b>91%</b>	2%
Chicago Midway	NC	I	10%	<b>85%</b>	5%
Chicago O'Hare	NC	X	6%	<b>89%</b>	5%
Cincinnati	NC	X	8%	<b>90%</b>	2%
Dayton	NC	I	9%	<b>88%</b>	3%
Daytona Beach	SE	II	7%	<b>92%</b>	1%
Denver	SC	X	6%	<b>91%</b>	3%
Fairbanks	W	II	10%	<b>88%</b>	2%
Ft. Wayne	NC	II	12%	<b>86%</b>	2%
Jacksonville	SE	I	6%	<b>92%</b>	2%
Las Vegas	W	X	9%	<b>88%</b>	3%
Los Angeles	W	X	8%	<b>85%</b>	7%
New York Kennedy	NE	X	4%	<b>88%</b>	8%
Orlando	SE	X	7%	<b>90%</b>	3%
Philadelphia	NE	X	6%	<b>89%</b>	5%
Phoenix	SC	X	8%	<b>91%</b>	1%
Pittsburgh	NE	I	7%	<b>89%</b>	3%
Portland	W	I	8%	<b>89%</b>	3%
Seattle-Tacoma	W	X	6%	<b>91%</b>	3%
St Louis	SC	X	5%	<b>92%</b>	3%
Washington Dulles	NE	X	10%	<b>85%</b>	5%
<b>All TSA Airports (weighted average)*</b>			<b>4%</b>	<b>89%</b>	<b>7%</b>

**Q. How confident are you in TSA's ability to keep air travel secure?**

<b>Airport</b>	<b>Region</b>	<b>Category</b>	<b>Very Confident</b>	<b>Fairly Confident</b>	<b>Positive Responses</b>	<b>Not Very Confident</b>	<b>Not at All Confident</b>	<b>Negative Responses</b>
Albuquerque	SC	I	17%	58%	<b>75%</b>	22%	4%	<b>25%</b>
Amarillo	SC	II	24%	64%	<b>88%</b>	8%	3%	<b>12%</b>
Atlanta	SE	X	15%	65%	<b>81%</b>	15%	4%	<b>19%</b>
Bangor	NE	II	33%	57%	<b>90%</b>	8%	2%	<b>10%</b>
Charlotte	SE	X	20%	67%	<b>87%</b>	10%	3%	<b>13%</b>
Chicago Midway	NC	I	20%	57%	<b>77%</b>	19%	4%	<b>23%</b>
Chicago O'Hare	NC	X	15%	63%	<b>78%</b>	19%	3%	<b>22%</b>
Cincinnati	NC	X	14%	68%	<b>82%</b>	13%	5%	<b>18%</b>
Dayton	NC	I	22%	63%	<b>84%</b>	11%	4%	<b>16%</b>
Daytona Beach	SE	II	40%	55%	<b>95%</b>	5%	1%	<b>5%</b>
Denver	SC	X	14%	65%	<b>78%</b>	16%	5%	<b>22%</b>
Fairbanks	W	II	20%	61%	<b>81%</b>	13%	6%	<b>19%</b>
Ft. Wayne	NC	II	26%	61%	<b>87%</b>	11%	2%	<b>13%</b>
Jacksonville	SE	I	21%	67%	<b>88%</b>	10%	3%	<b>12%</b>
Las Vegas	W	X	19%	65%	<b>84%</b>	13%	3%	<b>16%</b>
Los Angeles	W	X	15%	65%	<b>80%</b>	15%	4%	<b>20%</b>
New York Kennedy	NE	X	16%	60%	<b>77%</b>	18%	6%	<b>23%</b>
Orlando	SE	X	23%	67%	<b>91%</b>	8%	1%	<b>9%</b>
Philadelphia	NE	X	14%	64%	<b>78%</b>	17%	5%	<b>22%</b>
Phoenix	SC	X	18%	69%	<b>87%</b>	9%	4%	<b>13%</b>
Pittsburgh	NE	I	22%	62%	<b>84%</b>	12%	4%	<b>16%</b>
Portland	W	I	16%	64%	<b>80%</b>	17%	4%	<b>20%</b>
Seattle-Tacoma	W	X	17%	69%	<b>86%</b>	11%	3%	<b>14%</b>
St Louis	SC	X	17%	64%	<b>81%</b>	17%	2%	<b>19%</b>
Washington Dulles	NE	X	15%	55%	<b>69%</b>	23%	8%	<b>31%</b>
<b>All TSA Airports (weighted average)*</b>			<b>17%</b>	<b>64%</b>	<b>82%</b>	<b>15%</b>	<b>4%</b>	<b>18%</b>

**Q. How similar were the screening procedures at this passenger checkpoint today compared with previous trips you have taken?**

<b>Airport</b>	<b>Region</b>	<b>Category</b>	<b>Very Similar</b>	<b>Fairly Similar</b>	<b>Positive Responses</b>	<b>Fairly Different</b>	<b>Very Different</b>	<b>Negative Responses</b>
Albuquerque	SC	I	39%	47%	<b>86%</b>	11%	2%	<b>14%</b>
Amarillo	SC	II	44%	44%	<b>88%</b>	10%	2%	<b>13%</b>
Atlanta	SE	X	38%	45%	<b>82%</b>	11%	7%	<b>18%</b>
Bangor	NE	II	37%	50%	<b>87%</b>	8%	5%	<b>13%</b>
Charlotte	SE	X	43%	45%	<b>88%</b>	10%	2%	<b>12%</b>
Chicago Midway	NC	I	32%	50%	<b>82%</b>	9%	9%	<b>18%</b>
Chicago O'Hare	NC	X	37%	45%	<b>83%</b>	11%	6%	<b>17%</b>
Cincinnati	NC	X	30%	49%	<b>79%</b>	12%	9%	<b>21%</b>
Dayton	NC	I	44%	42%	<b>86%</b>	10%	5%	<b>14%</b>
Daytona Beach	SE	II	41%	48%	<b>89%</b>	7%	4%	<b>11%</b>
Denver	SC	X	42%	49%	<b>91%</b>	7%	2%	<b>9%</b>
Fairbanks	W	II	40%	49%	<b>90%</b>	6%	4%	<b>10%</b>
Ft. Wayne	NC	II	40%	43%	<b>84%</b>	13%	4%	<b>16%</b>
Jacksonville	SE	I	39%	45%	<b>83%</b>	10%	6%	<b>17%</b>
Las Vegas	W	X	38%	47%	<b>85%</b>	9%	6%	<b>15%</b>
Los Angeles	W	X	28%	53%	<b>81%</b>	12%	8%	<b>19%</b>
New York Kennedy	NE	X	30%	49%	<b>79%</b>	13%	8%	<b>21%</b>
Orlando	SE	X	31%	56%	<b>87%</b>	9%	4%	<b>13%</b>
Philadelphia	NE	X	31%	52%	<b>83%</b>	9%	9%	<b>17%</b>
Phoenix	SC	X	40%	54%	<b>94%</b>	4%	2%	<b>6%</b>
Pittsburgh	NE	I	41%	46%	<b>86%</b>	10%	4%	<b>14%</b>
Portland	W	I	32%	47%	<b>80%</b>	16%	5%	<b>20%</b>
Seattle-Tacoma	W	X	33%	53%	<b>86%</b>	11%	2%	<b>14%</b>
St Louis	SC	X	36%	52%	<b>89%</b>	9%	3%	<b>11%</b>
Washington Dulles	NE	X	33%	51%	<b>85%</b>	9%	7%	<b>15%</b>
<b>All TSA Airports (weighted average)*</b>			<b>35%</b>	<b>50%</b>	<b>85%</b>	<b>10%</b>	<b>5%</b>	<b>15%</b>

**Q. Was the length of time you waited in line at the passenger security checkpoint. . .**

Airport	Region	Category	Much Shorter than I Expected	Shorter than I Expected	About What I Expected	Positive Responses	Longer than I Expected	Much Longer than I Expected	Negative Responses
Albuquerque	SC	I	30%	24%	35%	<b>90%</b>	9%	2%	<b>10%</b>
Amarillo	SC	II	25%	25%	42%	<b>92%</b>	6%	2%	<b>8%</b>
Atlanta	SE	X	27%	32%	34%	<b>93%</b>	5%	2%	<b>7%</b>
Bangor	NE	II	26%	23%	44%	<b>93%</b>	6%	1%	<b>7%</b>
Charlotte	SE	X	27%	30%	37%	<b>94%</b>	4%	2%	<b>6%</b>
Chicago Midway	NC	I	16%	21%	41%	<b>78%</b>	14%	8%	<b>22%</b>
Chicago O'Hare	NC	X	20%	26%	36%	<b>82%</b>	14%	4%	<b>18%</b>
Cincinnati	NC	X	19%	20%	41%	<b>79%</b>	13%	8%	<b>21%</b>
Dayton	NC	I	28%	29%	33%	<b>90%</b>	9%	2%	<b>10%</b>
Daytona Beach	SE	II	45%	29%	24%	<b>99%</b>	1%	0%	<b>1%</b>
Denver	SC	X	26%	35%	31%	<b>92%</b>	6%	2%	<b>8%</b>
Fairbanks	W	II	28%	23%	41%	<b>93%</b>	6%	1%	<b>7%</b>
Ft. Wayne	NC	II	29%	26%	39%	<b>94%</b>	5%	2%	<b>6%</b>
Jacksonville	SE	I	33%	31%	31%	<b>95%</b>	4%	1%	<b>5%</b>
Las Vegas	W	X	34%	32%	24%	<b>90%</b>	5%	4%	<b>10%</b>
Los Angeles	W	X	24%	22%	34%	<b>79%</b>	14%	7%	<b>21%</b>
New York Kennedy	NE	X	32%	31%	29%	<b>92%</b>	5%	3%	<b>8%</b>
Orlando	SE	X	26%	24%	33%	<b>83%</b>	15%	2%	<b>17%</b>
Philadelphia	NE	X	22%	26%	27%	<b>75%</b>	13%	12%	<b>25%</b>
Phoenix	SC	X	29%	22%	34%	<b>86%</b>	10%	4%	<b>14%</b>
Pittsburgh	NE	I	21%	31%	36%	<b>88%</b>	8%	4%	<b>12%</b>
Portland	W	I	25%	31%	33%	<b>89%</b>	8%	3%	<b>11%</b>
Seattle-Tacoma	W	X	35%	32%	23%	<b>90%</b>	7%	3%	<b>10%</b>
St Louis	SC	X	23%	28%	38%	<b>89%</b>	8%	2%	<b>11%</b>
Washington Dulles	NE	X	18%	28%	37%	<b>84%</b>	11%	5%	<b>16%</b>
<b>All TSA Airports (weighted average)*</b>			<b>26%</b>	<b>28%</b>	<b>33%</b>	<b>95%</b>	<b>10%</b>	<b>4%</b>	<b>14%</b>

\* Weighted Average weights each airport in sample with the associated traffic serviced by TSA.

\*\* N/A scores indicate the airport has an inline (non-customer facing) baggage screening system.



**Q. How satisfied were you with the courtesy of the passenger security screeners?**

Airport	Region	Category	Very Satisfied	Satisfied	Positive Responses	Dissatisfied	Very Dissatisfied	Negative Responses
Jackson Hole	W	III	66%	32%	<b>98%</b>	2%	0%	<b>2%</b>
Kansas City	SC	I	56%	39%	<b>95%</b>	4%	2%	<b>5%</b>
Rochester	NE	II	68%	31%	<b>98%</b>	1%	1%	<b>2%</b>
San Francisco	SW	X	54%	41%	<b>95%</b>	3%	2%	<b>5%</b>
Tupelo	SE	IV	73%	27%	<b>99%</b>	0%	0%	<b>1%</b>
<b>All PP5 Airports (weighted average*)</b>			<b>56%</b>	<b>39%</b>	<b>95%</b>	<b>3%</b>	<b>2%</b>	<b>5%</b>

**Q. How satisfied were you with the time it took to screen you and your carry-on items?**

Airport	Region	Category	Very Satisfied	Satisfied	Positive Responses	Dissatisfied	Very Dissatisfied	Negative Responses
Jackson Hole	W	III	55%	38%	<b>93%</b>	6%	1%	<b>7%</b>
Kansas City	SC	I	54%	39%	<b>94%</b>	4%	2%	<b>6%</b>
Rochester	NE	II	63%	32%	<b>96%</b>	2%	2%	<b>4%</b>
San Francisco	SW	X	50%	43%	<b>93%</b>	6%	1%	<b>7%</b>
Tupelo	SE	IV	66%	31%	<b>98%</b>	2%	0%	<b>2%</b>
<b>All PP5 Airports (weighted average*)</b>			<b>52%</b>	<b>41%</b>	<b>94%</b>	<b>5%</b>	<b>2%</b>	<b>6%</b>

**Q. Overall, how satisfied were you with your experience at the passenger security checkpoint?**

Airport	Region	Category	Very Satisfied	Satisfied	Positive Responses	Dissatisfied	Very Dissatisfied	Negative Responses
Jackson Hole	W	III	42%	54%	<b>96%</b>	4%	1%	<b>4%</b>
Kansas City	SC	I	36%	57%	<b>93%</b>	4%	3%	<b>7%</b>
Rochester	NE	II	47%	49%	<b>96%</b>	3%	1%	<b>4%</b>
San Francisco	SW	X	35%	56%	<b>92%</b>	6%	3%	<b>8%</b>
Tupelo	SE	IV	55%	45%	<b>99%</b>	1%	0%	<b>1%</b>
<b>All PP5 Airports (weighted average*)</b>			<b>37%</b>	<b>56%</b>	<b>93%</b>	<b>5%</b>	<b>2%</b>	<b>7%</b>

**Q. Overall, how satisfied were you with your experience at the checked baggage screening area?**

Airport	Region	Category	Very Satisfied	Satisfied	Positive Responses	Dissatisfied	Very Dissatisfied	Negative Responses
Jackson Hole	W	III	40%	55%	<b>95%</b>	4%	2%	<b>5%</b>
Kansas City	SC	I	39%	55%	<b>94%</b>	3%	2%	<b>6%</b>
Rochester	NE	II	47%	47%	<b>95%</b>	4%	1%	<b>5%</b>
San Francisco	SW	X	N/A**	N/A**	<b>N/A**</b>	N/A**	N/A**	<b>N/A**</b>
Tupelo	SE	IV	55%	43%	<b>99%</b>	1%	0%	<b>1%</b>
<b>All PP5 Airports (weighted average*)</b>			<b>41%</b>	<b>53%</b>	<b>94%</b>	<b>4%</b>	<b>2%</b>	<b>6%</b>

**Q. How would you rate the thoroughness of passenger screening you received?**

Airport	Region	Category	Excessive	Appropriate	Inadequate
Jackson Hole	W	III	9%	<b>89%</b>	2%
Kansas City	SC	I	10%	<b>88%</b>	2%
Rochester	NE	II	9%	<b>89%</b>	2%
San Francisco	SW	X	7%	<b>89%</b>	4%
Tupelo	SE	IV	12%	<b>87%</b>	1%
<b>All PP5 Airports (weighted average*)</b>			<b>8%</b>	<b>88%</b>	<b>3%</b>

**Q. How confident are you in TSA's ability to keep air travel secure?**

Airport	Region	Category	Very Confident	Somewhat Confident	Positive Responses	Not Very Confident	Not at All Confident	Negative Responses
Jackson Hole	W	III	22%	61%	<b>83%</b>	15%	2%	<b>17%</b>
Kansas City	SC	I	22%	63%	<b>84%</b>	12%	3%	<b>16%</b>
Rochester	NE	II	32%	58%	<b>91%</b>	8%	2%	<b>9%</b>
San Francisco	SW	X	15%	61%	<b>76%</b>	20%	4%	<b>24%</b>
Tupelo	SE	IV	45%	50%	<b>95%</b>	3%	1%	<b>5%</b>
<b>All PP5 Airports (weighted average*)</b>			<b>19%</b>	<b>61%</b>	<b>80%</b>	<b>17%</b>	<b>4%</b>	<b>20%</b>

**Q. How similar were the screening procedures at this passenger checkpoint today compared with previous trips you have taken?**

Airport	Region	Category	Very similar	Fairly similar	Positive Responses	Fairly different	Very different	Negative Responses
Jackson Hole	W	III	37%	48%	<b>85%</b>	12%	4%	<b>15%</b>
Kansas City	SC	I	32%	53%	<b>85%</b>	9%	6%	<b>15%</b>
Rochester	NE	II	38%	46%	<b>84%</b>	10%	6%	<b>16%</b>
San Francisco	SW	X	35%	52%	<b>87%</b>	10%	4%	<b>13%</b>
Tupelo	SE	IV	50%	40%	<b>90%</b>	7%	3%	<b>10%</b>
<b>All PP5 Airports (weighted average*)</b>			<b>34%</b>	<b>51%</b>	<b>86%</b>	<b>9%</b>	<b>5%</b>	<b>14%</b>

**Q. Was the length of time you waited in line at the passenger security checkpoint. . .**

Airport	Region	Category	Much Shorter than I Expected	Shorter than I Expected	About What I Expected	Positive Responses	Longer than I Expected	Much Longer than I Expected	Negative Responses
Jackson Hole	W	III	21%	21%	42%	<b>83%</b>	14%	4%	<b>17%</b>
Kansas City	SC	I	28%	31%	35%	<b>93%</b>	6%	1%	<b>7%</b>
Rochester	NE	II	29%	31%	32%	<b>92%</b>	7%	2%	<b>8%</b>
San Francisco	SW	X	25%	30%	35%	<b>90%</b>	8%	2%	<b>10%</b>
Tupelo	SE	IV	27%	22%	47%	<b>97%</b>	3%	0%	<b>3%</b>
<b>All PP5 Airports (weighted average*)</b>			<b>26%</b>	<b>30%</b>	<b>35%</b>	<b>91%</b>	<b>7%</b>	<b>2%</b>	<b>9%</b>

\* Weighted Average weights each airport in sample with the associated traffic serviced by TSA.

\*\* N/A scores indicate the airport has an inline (non-customer facing) baggage screening system.