

APPENDIX A. PROPOSED SURVEY QUESTIONS

The following are the proposed questions for the Aviation Security Customer Satisfaction Performance Measurement Passenger Survey. Questions asked at each airport would rotate from among these. Additionally, questions might change slightly based on input from the passenger focus groups, but the main content areas and burden on respondents will not change.

[TSA logo. Introductory language explaining the survey, asking the respondent to consider his/her trip today when responding, and thanking the respondent for participating.]

[Card will be coded with an identifier of airport, checkpoint, and time of day.]

Substantive questions

1. How satisfied were you overall with your experience at the passenger security checkpoint?
[VERY SATISFIED, SATISFIED, DISSATISFIED, VERY DISSATISFIED, DON'T KNOW]
2. How satisfied were you overall with your experience at the checked baggage screening area?
[VERY SATISFIED, SATISFIED, DISSATISFIED, VERY DISSATISFIED, DON'T KNOW, DOES NOT APPLY]
3. How confident are you in the ability of the TSA security process you experienced to keep air travel secure from individuals with hostile intentions?
[VERY CONFIDENT, CONFIDENT, NOT VERY CONFIDENT, NOT AT ALL CONFIDENT]
4. How confident are you in the ability of the TSA personnel you experienced to keep air travel secure from individuals with hostile intentions?
[VERY CONFIDENT, SOMEWHAT CONFIDENT, NOT VERY CONFIDENT, NOT AT ALL CONFIDENT]
5. If you were separated from your carry-on items, could you maintain visual contact with the items at all times?
[YES, NO, DON'T KNOW, WAS NOT SEPARATED FROM MY CARRY-ON ITEMS]
6. How would you rate the thoroughness of passenger screening you received?
[EXCESSIVE, APPROPRIATE, INADEQUATE, DON'T KNOW]

7. How satisfied were you that you are your carry-on items were effectively screened?
[VERY SATISFIED, SATISFIED, DISSATISFIED, VERY DISSATISFIED, DON'T KNOW]
8. How satisfied were you with the courtesy of the passenger security screeners?
[VERY SATISFIED, SATISFIED, DISSATISFIED, VERY DISSATISFIED, DON'T KNOW]
9. How satisfied were you with the passenger security screeners' attentiveness to their duties?
[VERY SATISFIED, SATISFIED, DISSATISFIED, VERY DISSATISFIED, DON'T KNOW]
10. How satisfied were you with the environmental aspects (lighting, temperature, amount of space, etc.) of the security checkpoint?
[VERY SATISFIED, SATISFIED, DISSATISFIED, VERY DISSATISFIED, DON'T KNOW]
11. How satisfied were you with the cleanliness of the security checkpoint?
[VERY SATISFIED, SATISFIED, DISSATISFIED, VERY DISSATISFIED, DON'T KNOW]
12. How satisfied were you with the way security procedures were explained to you at the passenger security checkpoint?
[VERY SATISFIED, SATISFIED, DISSATISFIED, VERY DISSATISFIED, DON'T KNOW]
13. How satisfied were you with the information about security procedures you received before you went to the airport (e.g., via the TSA web site)?
[VERY SATISFIED, SATISFIED, DISSATISFIED, VERY DISSATISFIED, DON'T KNOW, DOES NOT APPLY]
14. How satisfied were you with the information about security procedures you received at the airport (e.g., via the signs and/or television monitors at the checkpoint or information conveyed by TSA personnel during the screening process)?
[VERY SATISFIED, SATISFIED, DISSATISFIED, VERY DISSATISFIED, DON'T KNOW, DOES NOT APPLY]
15. Before traveling today, how well informed were you about passenger security procedures?
[WELL INFORMED, SOMEWHAT INFORMED, SLIGHTLY INFORMED, POORLY INFORMED]

16. What type of media has helped educate you on the passenger security process?
(Please check all that apply.)

[TSA INTERNET SITE, AIRLINE OR TRAVEL SERVICE INTERNET SITE,
AIRPORT SIGNAGE, PRINTED INFORMATION PAMPHLETS,
TV/NEWSPAPER/RADIO/OTHER MEDIA, DISCUSSIONS WITH OTHER
PASSENGERS/WORD-OF-MOUTH, OTHER (PLEASE SPECIFY)]

17. From start to finish how easy was it for you to physically comply with the security requirements? Please explain.

[VERY EASY, EASY, DIFFICULT, VERY DIFFICULT] *[Also open-ended area to provide more information]*

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

[MUCH LONGER THAN I EXPECTED, LONGER THAN I EXPECTED,
ABOUT WHAT I EXPECTED, SHORTER THAN I EXPECTED, MUCH SHORTER
THAN I EXPECTED, I HAD NO EXPECTATION]

19. Was the length of time you waited in line at the baggage screening area. . .

[MUCH LONGER THAN I EXPECTED, LONGER THAN I EXPECTED,
ABOUT WHAT I EXPECTED, SHORTER THAN I EXPECTED, MUCH SHORTER
THAN I EXPECTED, I HAD NO EXPECTATION]

20. Was the length of time you waited in line at the airline ticket counter. . .

[MUCH LONGER THAN I EXPECTED, LONGER THAN I EXPECTED,
ABOUT WHAT I EXPECTED, SHORTER THAN I EXPECTED, MUCH SHORTER
THAN I EXPECTED, I HAD NO EXPECTATION]

21. How satisfied were you with the length of time you waited in line at the passenger security checkpoint?

[VERY SATISFIED, SATISFIED, DISSATISFIED, VERY DISSATISFIED,
DON'T KNOW]

22. How satisfied were you with the amount of time it took you to screen you and your carry-on items?

[VERY SATISFIED, SATISFIED, DISSATISFIED, VERY DISSATISFIED,
DON'T KNOW]

23. How long, in minutes, did you wait in line before you passed through the walk-through metal detector?

[OPEN-ENDED]

24. What is the maximum acceptable security screening time for you from the moment you enter the queuing line to when you leave the checkpoint?

[OPEN-ENDED]

25. Do you have any additional comments about your experience through the passenger security checkpoint today?

[OPEN-ENDED]

Demographic questions

26. What is the purpose of your trip today?

[BUSINESS, LEISURE, OTHER/DON'T KNOW]

27. Approximately how many round trips have you taken by commercial airline in the last 12 months?

[1-2, 3-5, 6-9, 10-19, 20 OR MORE]

28. What is your age range?

[UNDER 30, 30-49, 50-69, 70 OR ABOVE]

29. What is your gender?

[MALE, FEMALE]

[Language providing mail-back instructions and thanking the respondent again for participating. TSA Contact Center and local airport Customer Service Manager phone number, e-mail address, and web site address.]