

## 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><b>1. How satisfied were you with the courtesy of the passenger screeners?</b></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><b>2. How satisfied were you with the time it took to screen you and your carry-on items?</b></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><b>3. How would you rate the thoroughness of the passenger screening you received?</b></p> <p>12.3 <input type="checkbox"/> Excessive    <input type="checkbox"/> Inadequate  <input type="checkbox"/> Appropriate    <input type="checkbox"/> Don't know</p> <p><b>4. Overall, how satisfied were you with your experience at the passenger security checkpoint?</b></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><b>5. Was the length of time you waited in line at the passenger security checkpoint. . . .</b></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><b>6. How confident are you in TSA's ability to keep air travel secure?</b></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><b>7. How similar were the screening procedures at this passenger checkpoint today compared with previous trips you have taken?</b></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><b>8. Before traveling today, how familiar were you with passenger security procedures?</b></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><b>9. Which media type(s) educated you on the screening process?</b></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 style="border-top: 1px dashed black;"/> <p><b>10. Approximately how many round trips have you taken by commercial airline in the last 12 months?</b></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><b>11. What is your gender?</b></p> <p><input type="checkbox"/> Male    <input type="checkbox"/> Female</p> <p><b>12. Do you have any comments about your checkpoint experience?</b></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>