



Transportation Security Administration

TSA seeks to provide world-class customer service and world-class
Please help us improve our service by completing this anonymous, voluntary survey in any mailbox. It is estimated that it will take you about 5 minutes to help us. An individual's conduct or sponsor, and a person is not required to respond to, a collection of information if 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>1 <input type="checkbox"/> Very Satisfied 3 <input type="checkbox"/> Dissatisfied 5 <input type="checkbox"/> Don't know 2 <input type="checkbox"/> Satisfied 4 <input type="checkbox"/> Very Dissatisfied</p>	<p>7. How confident are you in TSA?</p> <p>1 <input type="checkbox"/> Very confident 2 <input type="checkbox"/> Fairly confident</p>
<p>2. How satisfied were you with the time it took to screen you and your carry-on items?</p> <p>1 <input type="checkbox"/> Very Satisfied 3 <input type="checkbox"/> Dissatisfied 5 <input type="checkbox"/> Don't know 2 <input type="checkbox"/> Satisfied 4 <input type="checkbox"/> Very Dissatisfied</p>	<p>8. How satisfied were you with the explanation given to you at the passenger security checkpoint?</p> <p>1 <input type="checkbox"/> Very Satisfied 3 <input type="checkbox"/> Dissatisfied 2 <input type="checkbox"/> Satisfied 4 <input type="checkbox"/> Very Dissatisfied</p>
<p>3. How would you rate the thoroughness of the passenger screening you received?</p> <p>1 <input type="checkbox"/> Excessive 3 <input type="checkbox"/> Inadequate 2 <input type="checkbox"/> Appropriate 4 <input type="checkbox"/> Don't know</p>	<p>9. How similar were the screening procedures at this checkpoint today compared with other checkpoints?</p> <p>1 <input type="checkbox"/> Very Similar 3 <input type="checkbox"/> Fairly Similar 2 <input type="checkbox"/> Fairly Similar 4 <input type="checkbox"/> Very Dissimilar</p>
<p>4. Overall, how satisfied were you with your experience at the passenger security checkpoint?</p> <p>1 <input type="checkbox"/> Very Satisfied 3 <input type="checkbox"/> Dissatisfied 5 <input type="checkbox"/> Don't know 2 <input type="checkbox"/> Satisfied 4 <input type="checkbox"/> Very Dissatisfied</p>	<p>10. Approximately how many round-trip flights did you take on an airline in the last 12 months?</p> <p>1 <input type="checkbox"/> 1-2 3 <input type="checkbox"/> 6-9 2 <input type="checkbox"/> 3-5 4 <input type="checkbox"/> 10-15</p>
<p>5. Overall, how satisfied were you with your experience at the checked baggage screening area?</p> <p>1 <input type="checkbox"/> Very Satisfied 3 <input type="checkbox"/> Dissatisfied 5 <input type="checkbox"/> Don't know 2 <input type="checkbox"/> Satisfied 4 <input type="checkbox"/> Very Dissatisfied</p>	<p>11. What is your gender?</p> <p>1 <input type="checkbox"/> Male 2 <input type="checkbox"/> Female</p>
<p>6. Was the length of time you waited in line at the passenger security checkpoint...</p> <p>1 <input type="checkbox"/> Much shorter than I expected 4 <input type="checkbox"/> Longer than I expected 2 <input type="checkbox"/> Shorter than I expected 5 <input type="checkbox"/> Much longer than I expected 3 <input type="checkbox"/> About what I expected 6 <input type="checkbox"/> I had no expectation</p>	<p>12. Do you have any comments or suggestions?</p> <p>_____</p> <p>_____</p>