



Transportation Security Administration

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

Please help us improve our service completing this anonymous, voluntary survey. 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! **Whole Body Imager (WBI) Passenger Survey**

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 would you rate the thoroughness of passenger screening you received?

- Excessive Appropriate Inadequate Don't know

3. 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

4. How satisfied were you with the information about security procedures you received before you went to the airport (e.g., via the TSA website)?

- Very satisfied Satisfied Dissatisfied
 Very dissatisfied Don't know Does not apply

5. How satisfied were you with the information you received at the airport (e.g., via the signs and/or T.V. 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

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

- TSA Internet site Airline or travel Internet site
 Airport signage Printed information pamphlets
 TV/newspaper/radio/other media Discussions with other passengers/word-of-mouth Other (please specify)

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

- Very easy Easy Somewhat difficult Very difficult

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

- Very Satisfied Satisfied Dissatisfied
 Very dissatisfied Don't know

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

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U.S. Department of Homeland Security – Transportation Security Administration

Contact Center: 866-289-9673 or Tell TSA@dhs.gov or <http://www.tsa.gov>