

#	Question Category	Status
1	Confidence in Security Procedures	New
2	Confidence in Security Procedures	OMB Approved
3	Confidence in Screening Equipment	New
4	Confidence in Personnel	OMB Approved
5	Experience at Checkpoint	OMB Approved
6	Experience at Checkpoint	New
7	Experience at Checkpoint	New
8	Experience at Checkpoint	New
9	Experience at Checkpoint	New

10	Experience at Checkpoint	New
11	Satisfaction with Wait Time	OMB Approved
12	Satisfaction with Wait Time	OMB Approved
13	Satisfaction with Wait Time	OMB Approved
14	Satisfaction with Screening Time	OMB Approved
15	Satisfaction with Screening Time	OMB Approved
16	Satisfaction with Wait Time	OMB Approved
17	Separation from Belongings	OMB Approved
18	Convenience of Divesting	New
19	Convenience of Divesting	OMB Approved

20	Quality of Checkpoint Communication	OMB Approved
21	Quality of External Communication	OMB Approved
22	Quality of External Communication	OMB Approved
23	Quality of Printed or Posted Materials	OMB Approved
24	Customer Service - Personnel Courtesy	OMB Approved
25	Customer Service - Personnel Attentiveness to Duty	OMB Approved
26	Customer Service - Personnel Attentiveness to Duty	OMB Approved
27	Customer Service - Cheeckpoint Environment	OMB Approved
28	Customer Service - Cheeckpoint Environment	OMB Approved
29	Passenger Demographic Information	OMB Approved

30	Passenger Demographic Information	OMB Approved
31	Passenger Demographic Information	New
32	Passenger Demographic Information	OMB Approved
33	Miscellaneous	OMB Approved
34	Baggage Screening Area	OMB Approved
35	Baggage Screening Area	OMB Approved

= Standard set of general satisfaction questions

= Standard set of demographic questions

OMB Question # Question

N/A	How confident are you that the security screening procedures that were used to screen your body are effective at keeping air travel secure?
7	How satisfied are you that you and your carry-on items were effectively screened?
N/A	How confident are you that <THE DEVICE> used to screen your carry on baggage are effective at finding items that could be dangerous?
4	How confident are you in the ability of the TSA personnel you experienced to keep air travel safe from individuals with hostile intentions?
1	How satisfied are you overall with your experience at the passenger security checkpoint?
N/A	Did you go through <device/screening process> today?
N/A	Please consider the following statement. I was comfortable being screened by the < device, with a procedure, etc.>."
N/A	Please consider the following statement. I would rather be screened by the <device> than <current policy>."
N/A	Please consider the following statement. The amount of time it took to be screened by the <device> was reasonable."

N/A	Please consider the following statement. I feel that I was adequately informed about the <specific policy> before I arrived at the passenger security checkpoint today."
18	Was the length of time you waited in line before the passenger security checkpoint. . .
21	How satisfied were you with the length of time you waited in line before the passenger security checkpoint?
23	How long, in minutes, did you wait in line before you passed through the walk-through metal detector or alternate screening device?
22	How satisfied were you with the amount of time it took to screen you and your carry-on items?
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?
20	Was the length of time you waited in line at the airline ticket counter...
5	If you were separated from your carry-on items, could you maintain visual contact with the items at all times?
N/A	The <PROCEDURE OR EQUIPMENT> at the checkpoint made the screening process _____.
17	From start to finish how easy was it for you to physically comply with the security requirements? Please explain.

12	How satisfied were you with the way security procedures were explained to you at the passenger security checkpoint?
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)?
15	Before traveling today, how well informed were you about passenger security procedures?
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)?
8	How satisfied were you with the courtesy of the passenger security screeners?
9	How satisfied were you with the passenger security screeners' attentiveness to their duties?
6	How would you rate the thoroughness of the passenger screening you received?
10	How satisfied were you with the environmental aspects (lighting, temperature, amount of space, etc.) of the security checkpoint?
11	How satisfied were you with the cleanliness of the security checkpoint?
28	What is your age range?

29	What is your gender?
N/A	About how many round trip commercial airline flights have you taken in the last 12 months (including this one)?
26	What is the purpose of your trip today?
25	Do you have additional comments about your experience going through the passenger security checkpoint today?
2	How satisfied were you overall with your experience at the checked baggage screening area?
19	Was the length of time you waited in line at the baggage screening area...

Answers

Extremely confident / Very confident / Moderately confident / Slightly confident / Not at all confident

Very satisfied / Satisfied / Neither satisfied nor dissatisfied / Dissatisfied / Very dissatisfied

Extremely confident / Very confident / Moderately confident / Slightly confident / Not at all confident

Extremely confident / Very confident / Moderately confident / Slightly confident / Not at all confident

Very satisfied / Satisfied / Neither satisfied nor dissatisfied / Dissatisfied / Very dissatisfied

YES / NO

Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree

Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree

Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree

Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree
MUCH LONGER THAN I EXPECTED / LONGER THAN I EXPECTED / ABOUT WHAT I EXPECTED / SHORTER THAN I EXPECTED / MUCH SHORTER THAN I EXPECTED / I did not know what to expect
Very satisfied / Satisfied / Neither satisfied nor dissatisfied / Dissatisfied / Very dissatisfied
0 to 15 minutes / 15 to 30 minutes / 30 to 45 minutes / 45 to 60 minutes / More than 60 minutes
Very satisfied / Satisfied / Neither satisfied nor dissatisfied / Dissatisfied / Very dissatisfied
5 minutes / 10 minutes / 15 minutes / 20 minutes / 25 minutes / 30 minutes / 35 minutes / 40 minutes / 45 minutes / More than 45 minutes
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 / Not applicable
YES / NO / I was not separated from my carry-on items
Very easy / Somewhat easy / Neither easy nor difficult / Somewhat difficult / Very difficult
Very easy / Somewhat easy / Neither easy nor difficult / Somewhat difficult / Very difficult

Very satisfied / Satisfied / Neither satisfied nor dissatisfied / Dissatisfied / Very dissatisfied / Not applicable
Very satisfied / Satisfied / Neither satisfied nor dissatisfied / Dissatisfied / Very dissatisfied / Not applicable
WELL INFORMED / SOMEWHAT INFORMED / SLIGHTLY INFORMED / POORLY INFORMED
Very satisfied / Satisfied / Neither satisfied nor dissatisfied / Dissatisfied / Very dissatisfied
Very satisfied / Satisfied / Neither satisfied nor dissatisfied / Dissatisfied / Very dissatisfied
Very satisfied / Satisfied / Neither satisfied nor dissatisfied / Dissatisfied / Very dissatisfied
EXCESSIVE / APPROPRIATE / INADEQUATE / DON'T KNOW
Very satisfied / Satisfied / Neither satisfied nor dissatisfied / Dissatisfied / Very dissatisfied
Very satisfied / Satisfied / Neither satisfied nor dissatisfied / Dissatisfied / Very dissatisfied
UNDER 30 / 30-49 / 50-69 / 70 OR ABOVE

FEMALE / MALE
1-2 / 3-5 / 6-9 / 10-19 / 20 or more
BUSINESS / LEISURE / OTHER
OPEN-ENDED
Very satisfied / Satisfied / Neither satisfied nor dissatisfied / Dissatisfied / Very dissatisfied / Not applicable
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 / Not applicable