

#	Question Category	Status	OMB Question #	Question	Response
1	Confidence in Security Procedures	OMB Approved	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 FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
2	Confidence in Security Procedures	New	N/A	How confident are you that the security screening procedures that were used on you and your baggage are effective at keeping air travel secure?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
3	Confidence in Security Procedures	New	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?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
4	Confidence in Security Procedures	New	N/A	How confident are you that the security screening procedures that were used on your baggage are effective at keeping air travel secure?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
5	Confidence in Security Procedures	OMB Approved	7	How satisfied were you that you and your carry-on items were effectively screened?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DON'T KNOW
6	Confidence in Security Procedures	New	N/A	How confident are you that carry-on items are thoroughly screened?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
7	Confidence in Screening Equipment	New	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?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
8	Confidence in Personnel	OMB Approved	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 FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
9	Confidence in Personnel	New	N/A	How confident are you in the ability of the TSA personnel you experienced at the checkpoint today to keep air travel secure?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
10	Experience at Checkpoint	OMB Approved	1	How satisfied were you overall with your experience at the passenger security checkpoint?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DON'T KNOW
11	Experience at Checkpoint	New	N/A	Overall, how satisfied were you with your experience at the security screening checkpoint?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DON'T KNOW
12	Experience at Checkpoint	New	N/A	Did you go through <device/screening process> today?	YES NO
13	Experience at Checkpoint	New	N/A	Did a TSO open and inspect your baggage at the security checkpoint today?	YES NO
14	Experience at Checkpoint	New	N/A	Was a plastic bag available to you for your liquids at the passenger security checkpoint today?	YES NO DON'T KNOW
15	Experience at Checkpoint	New	N/A	Please consider the following statement. I was comfortable being screened by the < device, with a procedure, etc.>."	STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE

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16	Experience at Checkpoint	New	N/A	Please consider the following statement. I would rather be screened by the <device> than <current policy>."	DON'T KNOW STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE DON'T KNOW
17	Experience at Checkpoint	New	N/A	Please consider the following statement. I feel that the screening process at this airport was consistent with policies at other airports."	STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE DON'T KNOW
18	Experience at Checkpoint Satisfaction with Wait Time	New	N/A	Please consider the following statement. The amount of time it took to be screened by the <device> was reasonable."	STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE DON'T KNOW
19	Experience at Checkpoint	New	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."	STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE DON'T KNOW
20	Experience at Checkpoint	New	N/A	Overall, the security screening process was efficient and passenger-friendly.	NO OPINION OR DOES NOT APPLY STRONGLY DISAGREE DISAGREE NEITHER AGREE NOR DISAGREE AGREE STRONGLY AGREE
21	Experience at Checkpoint	New	N/A	Overall, the security screening process was thorough and professional.	NO OPINION OR DOES NOT APPLY STRONGLY DISAGREE DISAGREE NEITHER AGREE NOR DISAGREE AGREE STRONGLY AGREE
22	Experience at Checkpoint Satisfaction with Wait Time	New	N/A	The time required for security screening was reasonable.	NO OPINION OR DOES NOT APPLY STRONGLY DISAGREE DISAGREE NEITHER AGREE NOR DISAGREE AGREE STRONGLY AGREE
23	Experience at Checkpoint	New	N/A	There was enough space in front of the X-Ray area to allow you to prepare.	NO OPINION OR DOES NOT APPLY STRONGLY DISAGREE DISAGREE NEITHER AGREE NOR DISAGREE AGREE STRONGLY AGREE
24	Experience at Checkpoint	New	N/A	The flow of passengers through the checkpoint gave you enough time to prepare.	NO OPINION OR DOES NOT APPLY STRONGLY DISAGREE DISAGREE NEITHER AGREE NOR DISAGREE AGREE STRONGLY AGREE
25	Experience at Checkpoint	New	N/A	There was enough space for you to gather your belongings after security.	NO OPINION OR DOES NOT APPLY STRONGLY DISAGREE DISAGREE NEITHER AGREE NOR DISAGREE AGREE STRONGLY AGREE
26	Experience at Checkpoint	New	N/A	The checkpoint environment helped you to focus on the security process.	NO OPINION OR DOES NOT APPLY STRONGLY DISAGREE DISAGREE NEITHER AGREE NOR DISAGREE AGREE

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27	Satisfaction with Wait Time	OMB Approved	18	Was the length of time you waited in line before the passenger security checkpoint. . .	STRONGLY AGREE 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
28	Satisfaction with Wait Time	New	N/A	How long in advance did you arrive at the airport before your flight departure?	LESS THAN 1 HOUR 2 HOURS 3 HOURS 4 OR MORE HOURS
29	Satisfaction with Wait Time	OMB Approved	21	How satisfied were you with the length of time you waited in line before the passenger security checkpoint?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DON'T KNOW
30	Satisfaction with Wait Time	New	N/A	How acceptable was the length of time you waited in line at the security screening checkpoint?	COMPLETELY ACCEPTABLE ACCEPTABLE NEITHER ACCEPTABLE NOR UNACCEPTABLE UNACCEPTABLE COMPLETELY UNACCEPTABLE
31	Satisfaction with Wait Time	OMB Approved	23	How long, in minutes, did you wait in line before you passed through the walk-through metal detector?	OPEN-ENDED
32	Satisfaction with Wait Time	New	N/A	How long did you wait in line before you passed through the walk-through metal detector?	0 to 15 minutes 15 to 30 minutes 30 to 45 minutes 45 to 60 minutes More than 60 minutes
33	Satisfaction with Screening Time	OMB Approved	22	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
34	Satisfaction with Screening Time	New	N/A	How acceptable was the amount of time it took to complete the security screening process?	COMPLETELY ACCEPTABLE ACCEPTABLE NEITHER ACCEPTABLE NOR UNACCEPTABLE UNACCEPTABLE COMPLETELY UNACCEPTABLE
35	Satisfaction with Screening Time	OMB Approved	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
36	Satisfaction with Screening Time	New	N/A	What is the maximum acceptable time you think it should take to complete the checkpoint security screening process? Up to:	5 minutes 10 minutes 15 minutes 20 minutes 25 minutes 30 minutes 35 minutes 40 minutes Other
37	Separation from Belongings	OMB Approved	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
38	Separation from Belongings	New	N/A	If you were separated from your carry-on items, were you able to see your items at all times?	NO YES I WAS NOT SEPARATED FROM MY CARRY-ON ITEMS
39	Separation from Others in Party	New	N/A	During any point in the screening process, were you separated from any other people with whom you were traveling?	NO YES I WAS NOT TRAVELING WITH ANYONE
40	Separation from Others in Party	New	N/A	If you were separated from your travel companion(s), were you able to see them and speak with them at all times?	NO YES

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41	Stress Level	New	N/A	How comfortable were you with your experience at the security screening checkpoint?	I WAS NOT TRAVELING WITH ANYONE VERY RELAXED SLIGHTLY RELAXED NEITHER RELAXED NOR STRESSED SLIGHTLY STRESSED VERY STRESSED
42	Convenience of Divesting	New	N/A	Did the <PROCEDURE OR EQUIPMENT> at the checkpoint make the security screening process:	EASY DIFFICULT
43	Convenience of Divesting	OMB Approved	17	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
44	Quality of Communication	OMB Approved	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)
45	Quality of Checkpoint Communication	OMB Approved	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 DONT KNOW
46	Quality of Checkpoint Communication	New	N/A	Were verbal instructions from the officers needed?	YES NO
47	Quality of Checkpoint Communication	New	N/A	If so, were instructions provided by the officers?	YES NO
48	Quality of Checkpoint Communication	New	N/A	Were the officers's verbal instructions clear?	YES NO
49	Quality of Checkpoint Communication	New	N/A	Were the officer's verbal instructions helpful?	YES NO
50	Quality of Checkpoint Communication	New	N/A	Were the officer's verbal instructions accurate?	YES NO
51	Quality of Checkpoint Communication	New	N/A	Were the officer's verbal instructions sufficient to complete security screening?	YES NO
52	Quality of Checkpoint Communication	New	N/A	Were officers courteous and professional in their interaction with you?	YES NO
53	Quality of Checkpoint Communication	New	N/A	Did the officers' uniforms present a professional appearance?	YES NO
54	Quality of External Communication	OMB Approved	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 DONT KNOW
55	Quality of External Communication	OMB Approved	15	Before traveling today, how well informed were you about passenger security procedures?	WELL INFORMED SOMEWHAT INFORMED SLIGHTLY INFORMED POORLY INFORMED
56	Quality of Printed or Posted Materials	New	N/A	Were additional printed materials needed at the checkpoint?	YES NO
57	Quality of Printed or Posted Materials	New	N/A	If so, were printed materials provided?	YES NO
58	Quality of Printed or Posted Materials	New	N/A	Were printed materials clear?	YES

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59	Quality of Printed or Posted Materials	New	N/A	Were printed materials helpful in moving you through the checkpoint?	NO YES NO
60	Quality of Printed or Posted Materials	New	N/A	Were printed materials accurate?	YES NO
61	Quality of Printed or Posted Materials	New	N/A	Were printed materials sufficient?	YES NO
62	Quality of Printed or Posted Materials	New	N/A	Did signage effectively guide you through the security process?	YES NO
63	Quality of Printed or Posted Materials	New	N/A	Did signage clearly explain TSA's requirements?	YES NO
64	Quality of Printed or Posted Materials	New	N/A	Did signage clearly explain new technology at the checkpoint?	YES NO
65	Quality of Printed or Posted Materials	New	N/A	Was it easy to find information on how to prepare for the security checkpoint experience before coming to the airport?	YES NO
66	Quality of Printed or Posted Materials	OMB Approved	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
67	Customer Service - Personnel Courtesy	OMB Approved	8	How satisfied were you with the courtesy of the passenger security screeners?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DON'T KNOW
68	Customer Service - Personnel Courtesy	New	N/A	How courteous were the security screeners you saw at the checkpoint?	VERY COURTEOUS SOMEWHAT COURTEOUS NEUTRAL NOT VERY COURTEOUS NOT AT ALL COURTEOUS
69	Customer Service - Personnel Attentiveness to Duty	OMB Approved	9	How satisfied were you with the passenger security screeners' attentiveness to their duties?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DON'T KNOW
70	Customer Service - Personnel Attentiveness to Duty	OMB Approved	6	How would you rate the thoroughness of passenger screening you received?	EXCESSIVE APPROPRIATE INADEQUATE DON'T KNOW
71	Customer Service - Checkpoint Environment	OMB Approved	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
72	Customer Service - Checkpoint Environment	OMB Approved	11	How satisfied were you with the cleanliness of the security checkpoint?	VERY SATISFIED

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73	Passenger Demographic Information - General	OMB Approved	28	What is your age range?	SATISFIED DISSATISFIED VERY DISSATISFIED DON'T KNOW UNDER 30 30-49 50-69 70 OR ABOVE
74	Passenger Demographic Information - General	New	N/A	How old are you?	under 20 between 20 and 29 between 30 and 39 between 40 and 49 between 50 and 59 between 60 and 69 between 70 and 79 over 79
75	Passenger Demographic Information - General	OMB Approved	29	What is your gender?	FEMALE MALE
76	Passenger Demographic Information - Purpose of Travel	OMB Approved	26	What is the purpose of your trip today?	BUSINESS LEISURE OTHER
77	Passenger Demographic Information - Frequency of Travel	New	N/A	About how many round trip commercial airline flights have you taken in the last 12 months (INCLUDING THIS ONE)?	1-2 3-5 6-9 10-19 20 OR MORE
78	Miscellaneous	OMB Approved	25	Do you have additional comments about your experience through the passenger security checkpoint today?	OPEN-ENDED
79	Baggage Screening Area	OMB Approved	2	How satisfied were you overall with your experience at the checked baggage screening area?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DON'T KNOW
80	Baggage Screening Area	OMB Approved	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
81	Airline Ticket Counter	OMB Approved	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
82	Airline Ticket Counter	New	N/A	Are you comfortable with the drop and go method for your checked baggage?	YES NO