

PAPERWORK REDUCTION ACT STATEMENT OF PUBLIC BURDEN: Through this information collection, DHS is collecting and reporting on redress-seeker impressions of the TRIP website, different aspects of the redress experience, and their overall satisfaction with the program, with the aim of using this information to identify areas for improvement. The public burden for this collection of information is estimated to be ten minutes. This is a voluntary collection of information. If you have any comments on the DHS TRIP Smart Form, you may contact DHS TRIP, 601 S. 12th Street, TSA-901, Arlington, VA 20598-6901-4220. An agency may not conduct or sponsor, and persons are not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number assigned to this collection is 1652-0044.

DHS 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! **(DHS Traveler Redress Inquiry Program Effectiveness Survey)**

DHS TRIP website

1) How would you rate your level of overall satisfaction with the DHS TRIP Website?

Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied	Don't Know/ Not Applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2a) How satisfied are you that the website had the necessary information that you needed to help you decide whether to apply for redress?

Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied	Don't Know/ Not Applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2b) How satisfied are you that you could easily find the necessary information on the website that you needed to help you decide whether to apply for redress?

Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied	Don't Know/ Not Applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2c) What information would have been helpful in your decision? _____

3a) How satisfied are you that the website provided clear guidance on the process for applying for redress?

Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied	Don't Know/ Not Applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3b) What additional information would have been helpful to guide you in the process for applying for redress?

4) Additional comments: _____

RETURNING Customers

1) How would you rate your level of overall satisfaction with DHS TRIP?

Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied	Don't Know/ Not Applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2) How would you rate your level of overall satisfaction with the level of communication through DHS TRIP?

Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied	Don't Know/ Not Applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For the following questions, please check the answer that best reflects your level of agreement with the following statements:

3) I believe that DHS TRIP ensured that appropriate action was taken for my redress application.

Disagree Strongly	Disagree	Neither Nor Disagree	Agree	Agree Strongly	Don't Know/ Not Applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4) Given the research that may have been necessary to review my case, I believe that my redress application was processed in a reasonable amount of time.

Disagree Strongly	Disagree	Neither Nor Disagree	Agree	Agree Strongly	Don't Know/ Not Applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5) I feel that my redress application has resulted in an improved travel experience.

Disagree Strongly	Disagree	Neither Nor Disagree	Agree	Agree Strongly	Don't Know/ Not Applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6) Additional comments: _____