

Customer Satisfaction Performance Measure – Email Survey

PAPERWORK REDUCTION ACT STATEMENT OF PUBLIC BURDEN: Through this information collection, TSA is collecting and reporting on customer satisfaction of the TSA Contact Center website, different aspects of the customer experience, and the 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.

1. How would you rate your level of overall satisfaction with the TSA Contact Center?

Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied	Don't Know/ Not Applicable
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2. Do you feel your email to the TSA Contact Center was responded to in a timely manner?

- Addresses Contact Process

3. What was your reason for emailing the TSA Contact Center (general question, complaint, security vulnerability)?

- Addresses Contact Process

4. Did the response provide resolution to your email?

- Addresses knowledge, correct information provided

5. Was the response easily understood?

- Addresses communication

6. How satisfied are you with the response?

7. How would you rate the thoroughness of the information provided?

RETURNING Customers

8. Was this your first email inquiry to the TSA Contact Center?

9. How would you rate your level of overall satisfaction with TSA Contact Center?

10. How would you rate your level of overall satisfaction with the level of communication through the TSA Contact Center?

11. Did you attempt to find the information in the TSA Website?

12. How would you rate the ease of contacting the TCC?

13. Do you feel the response you received from the TCC was accurate?

14. Did you feel the response you received from the TCC was helpful?

15. If your issue involved the Customer Support Manager (CSM) at the airport, how satisfied were you with the response from the CSM?

PAPERWORK REDUCTION ACT STATEMENT OF PUBLIC BURDEN: Collection of this information is made under 49 U.S.C.114(e) & (f). Providing this information is **voluntary**. TSA will use the information to improve customer service. It will take no more that 5 minutes to complete this form. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is **OMB 1601-0014, which expires 10/31/2014.**

16. If your issue involved the customer support manager at the airport, how satisfied were you with the timeliness with which you were contacted by CSM?
17. What do you feel is the best way to get questions answered?
 - a. Website, b. phone, c. e-mail, d. mobile app