Customer Satisfaction Performance Measure – Telephone Survey

- 1. Do you feel your call to the TSA Contact Center (TCC) was answered in a timely manner?
- 2. Was the length of time you waited on the telephone (much longer than expected, longer than expected, about what was expected, shorter than expected, had no expectation)?
- 3. Did the TCC agent properly greet and identify himself/herself?
- 4. Was the TCC agent professional, courteous and friendly?
- 5. What was your reason for calling the TCC (general question, complaint, security vulnerability)?
- 6. Did the TCC agent understand your reason for calling?
- 7. Was the TCC agent knowledgeable of TSA policies and procedures?
- 8. Did the TCC agent provide resolution to your question?
- 9. How satisfied are you with the information provided by the agent regarding your call?
- 10. How would you rate the thoroughness of the information provided?
- 11. Was this your first inquiry with the TCC?
- 12. Was your interaction with the TCC, which is the subject to this survey, successfully completed?
- 13. How satisfied are you with your overall experience with the TCC?
- 14. How would you rate the ease of contacting the TCC?
- 15. Do you feel the response you received from the TCC was accurate?
- 16. Did you feel the response you received from the TCC was helpful?
- 17. If your issue involved the Customer Support Manager (CSM) at the airport, how satisfied were you with the response from the CSM?
- 18. 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?
- 19. What do you feel is the best way to get questions answered?
 - a. Website, b. phone, c. e-mail, d. mobile app

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.