

Opening Text:

TSA has been in the process of reviewing service delivery of the operations of its Visible Intermodal Prevention and Response (VIPR) Program, which is designed to augment federal, state, and local transportation security and law enforcement personnel to mitigate the risk of terrorist activities. As part of the review process, we are conducting this brief survey of our transportation security and law enforcement stakeholders to understand their satisfaction with the VIPR operations planned and conducted at their locations, and the level of customer service provided by TSA in the delivery of related operations and equipment.

Please complete the 18 question survey to help us in our efforts. The survey can be completed in approximately 20 minutes. All surveys need to be completed within one week of receipt.

Closing Text:

Thank you for your time! Please push the 'Submit Survey' button to complete the survey.

The survey data will be used to help TSA with continually improving the delivery of VIPR Program operations. Your responses to the survey provide us with valuable insight into your transportation security perspective. Thank you again for sharing your perspective and thoughts with us through the survey!

Demographic/Stratification

Demographics

1) What is your primary transportation **mode**?

- a) Commercial Aviation
- b) Air Cargo
- c) General Aviation Mass Transit/Passenger Rail
- d) Maritime <tab>
- e) Highway Infrastructure
- f) Freight Rail
- g) Pipeline

2) How would you describe your **organization**?

- a) Transportation System Stakeholder
- b) Facility Operator
- c) Law Enforcement Organization

3) How would you characterize the **scope** of your organization?

- a) Regional
- b) National

4) What is your primary **role**?

- a) Corporate Manager
- b) Field Manager/Supervisor
- c) Non-Supervisory Personnel

VIPR Program Operations Value

VIPR Program Value

5) How effectively do VIPR's services contribute to terrorist threat risk mitigation at your locations especially when considering integration with your mission and the force multiplier effects of TSA resources?

- 1) Not Effective
- 2) Limited Effectiveness
- 3) Somewhat Effective
- 4) Good Effectiveness
- 5) Highly Effective

6) How could TSA improve the **value** of VIPR operations to your organization?

Perception

7) What is your **perception** of the value that VIPR operations contribute to the security of the public at your locations?

- 1) No Value
- 2) Limited Value
- 3) Some Value
- 4) Good Value
- 5) High Value

8) How could TSA improve your **perception** of the value that VIPR operations deliver to the public at your locations?

Preparedness

9) To what extent has participation in VIPR operations contributed to the level of **preparedness** and **threat response** capabilities?

- 1) No Contribution

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- 2) Limited Contribution
- 3) Some Contribution
- 4) Good Contribution
- 5) High Contribution

10) How could TSA improve the VIPR operations at your locations to support your **preparedness** and **threat response** capabilities?

VIPR Program Personnel and Equipment

VIPR Capabilities

11) To what extent do you value these **TSA VIPR operational capabilities** as part of VIPR operations in your locations?

Law enforcement	1) No Value
Individual screening	2) Limited Value
Personal property screening	3) Some Value
Vehicle screening	4) Good Value
Behavior detection	5) High Value
Explosive detection (canine)	

12) Please provide any clarifying comments or additional information related to your responses in #11 above, regarding the **TSA VIPR operational capabilities** outlined in the previous question, including suggestions for how TSA could improve customer service in these areas.

; VIPR Equipment

13) To what extent do you value this **TSA VIPR operational equipment** as part of VIPR operations in your locations?

Preventative Radiological Nuclear Detection (PRND)	1) No Value
Imaging technology for property screening	2) Limited Value
Long gun	3) Some Value
Explosives Detection technology	4) Good Value
Personal protective equipment for law enforcement	5) High Value
Personal protective equipment for non-law enforcement	
Interoperable Communications	

14) Please provide any clarifying comments or additional information related to your responses in #13 above, regarding the **TSA VIPR operational equipment** outlined in the previous question, including suggestions for how TSA could improve customer service in these areas.

VIPR Training

15) How do you assess the level of preparedness, in regard to their **training** and **equipment**, of TSA VIPR personnel to participate in VIPR operations at your locations?

	Training	Equipment
Law enforcement officers	1) Not Trained	1) Not equipped
Behavior Detection Officers (BDO)	2) Adequate	2) Adequate
Transportation Security Officers (TSO)	3) Well Trained	3) Well equipped
Transportation Security Inspectors (TSI)		
Transportation Security Specialists – Explosives (TSS-E)		

16) How could TSA improve the **training** and **equipment** for TSA VIPR personnel?

Stakeholder Relationship
TSA VIPR/Stakeholder Relationship

17) How effective is your **relationship** with your TSA VIPR point of contact in regard to planning and conducting VIPR operations?

- 1) Not Effective/No relationship
- 2) Limited Effectiveness
- 3) Somewhat Effective
- 4) Good Effectiveness
- 5) Highly Effective

18) To what extent have VIPR operations contributed to **terrorist threat vulnerability identification** at your locations?

- 1) None
- 2) Limited
- 3) Somewhat
- 4) Good
- 5) High

19) Please feel free to provide additional comments regarding your perspectives about the VIPR operations at your locations.
