Customer Service Questionnaire

TSA Aviation Channeling Service Provider Project

TSA would like your feedback on the customer service provided as part of the TSA Aviation Channeling Service Provider Project and help desk support that is provided by your Designated Aviation Channeler (DAC) (i.e., AAAE, MorphoTrust, and Telos ID). Your participation in this survey is requested but not required, and your response will help TSA gauge the effectiveness of services that the three TSA DACs are responsible to provide to you under their Other Transaction Agreement with TSA.

The objective of TSA's Aviation Channeling Project was to provide aviation stakeholders with a choice of DACs. The project began in April 2012, and since that time, some aviation stakeholders have exercised their new choice by selecting a new and different DAC. Given the fact that the project has operated for over a year now, TSA is interested in obtaining your feedback on the level of customer service that you receive as part of the new program.

For the purposes of this questionnaire, the terms "Customer Service", "Customer Support", and "Help Desk' are the same. To the extent practicable, responses should reflect the totality of your experience since April 2012.

1. **General Information**

    a. Of the choices below, please select your affiliation.

        i. Airport

        ii. Air Carrier

        iii. General Aviation, or

        iv. Other (please specify)

    b. If an 'Airport', what airport category (e.g., 'X', '1', '4', etc.)

    c. Your position or role (e.g., Airport Badging Office Supervisor, Badging Office Clerk, Law Enforcement, Security Manager, Human Resources Manager, etc.)

    d. Do you anticipate changing DACs within the next 12-months? (Yes, No, or Unknown)

    e. Time Zone (Eastern, Central, Mountain, Pacific, etc.)

2. **Availability of the DAC's help desk/customer service department**

This question relates to your ability to reach your DAC for assistance, when you need it, regardless of method used to contact your DAC.

Customer Service Questionnaire

TSA Aviation Channeling Service Provider Project

    a.   How would you rate the availability of your DAC to your customer service inquiries?

        1. Always available

        2. Available most of the time

        3. Available sometimes

        4. Rarely available

        5. Never available

        6. Unsure

3. Knowledge of DAC

This question relates to the knowledge and skill of the DAC representative once you reach them for assistance.

    a.   When you contact your DAC for assistance,

        1. Very knowledgeable

        2. Knowledgeable

        3. Somewhat knowledgeable

        4. Not very knowledgeable

        5. Not knowledgeable at all

        6. Unsure

4. Trouble ticket / problem reporting process

This question relates to the feedback (and assurance) that you receive from your DAC when you contact them to report an issue or problem.

    a.   When you contact your DAC for assistance, how often does your DAC create a trouble ticket or other reference number, and provide it to you for future reference?

        1. Every time

        2. Most of the time

Customer Service Questionnaire

TSA Aviation Channeling Service Provider Project

> 3.Sometimes
>
> 4.Rarely
>
> 5.Never
>
> 6.Unsure

5. Problem Resolution

This question relates to how quickly your DAC resolves or fixes the reported problem to your satisfaction.

> a. When you contact your DAC for assistance, how quickly is the reported problem fixed to your satisfaction?
>
> > 1.Very Quickly
> >
> > 2.Quickly
> >
> > 3.Average
> >
> > 4.Slowly
> >
> > 5.Very slowly or hardly ever
> >
> > 6.Unsure

6. Overall, how would you rate the customer service that is provided to you by your DAC?

> 1. Outstanding
>
> 2. Excellent
>
> 3. Satisfactory
>
> 4. Poor
>
> 5. Unacceptable
>
> 6. Unsure

7. Other comments/feedback you may have:

Customer Service Questionnaire

TSA Aviation Channeling Service Provider Project

PAPERWORK REDUCTION ACT STATEMENT: TSA is collecting this information to determine your satisfaction with DAC customer service. This is a voluntary collection of information. TSA estimates that the total average burden per response associated with this collection is approximately **5 minutes**. An agency may not conduct or sponsor a collection, and a person is not required to respond to a collection of information, unless it displays a valid Office of Management and Budget (OMB) control number. OMB Control no. 1652-0058, Exp. Date: 07/31/2016