DEPARTMENT OF HOMELAND SECURITY

Transportation Security Administration

**AIR CARGO MANAGEMENT SYSTEMS USER SURVEY**

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| **INSTRUCTIONS:** The Transportation Security Administration (TSA) Air Cargo Security Program is conducting a user assessment of its Air Cargo Management Systems. By completing this voluntary survey, users will assist the program in identifying and prioritizing ongoing improvements opportunities for its systems. Please provide a copy of the completed survey to the Air Cargo Security Program by visiting the [Indirect Air Carrier Management System (IACMS)](https://extranet.tsa.dhs.gov/iac/), [Known Shipper Management System (KSMS](https://topsso.tsa.dhs.gov/sso/pages/TSALogin.jsp)), or [Security Threat Assessment Tool (STAT)](https://extranet.tsa.dhs.gov/stat/). |
| SECTION I. Contact Information (Optional) |
| Name      | Organization      | Email      |
| **SECTION II. Required Information**  |
| 1. What is your primary role in using Air Cargo Systems?
2. [ ]  Indirect Air Carrier (IAC)
3. [ ]  Air Carrier (AC)
4. [ ]  Certified Cargo Screening Program (CCSP) Shipper
5. [ ]  Independent Cargo Screening Facility (ICSF)
6. [ ]  Other (please indicate role:      )
7. What Air Cargo System(s) do you use?
8. [ ]  Indirect Air Carrier Management System (IACMS)
9. [ ]  Known Shipper Management System (KSMS)
10. [ ]  Security Threat Assessment Tool (STAT)
11. How frequently do you use the system(s)?
12. [ ]  Daily
13. [ ]  Weekly
14. [ ]  Monthly
15. [ ]  Seldom
16. [ ]  Never
17. How long have you used Air Cargo Systems?
18. [ ]  Less than 1 year
19. [ ]  1-2 years
20. [ ]  3-4 years
21. [ ]  More than 4 years
22. Which web browsers do you use to access Air Cargo System(s)? Please indicate whether you use the browser frequently, occasionally, or never use the browser to access the system(s).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Internet Explorer | Firefox | Chrome | Safari | Other:       |
| Use Frequently | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Use Occasionally | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Never Use | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

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| 1. Which words **best** describe your thoughts about each system? Please select from following list of descriptive words, or use your own descriptive word(s).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Well-organized | Effective | Functional | Inconvenient | Time-consuming |
| Convenient | Fast | Practical | Confusing | Slow |
| Reliable | Effortless | Inefficient | Complicated | Painstaking |
| User-friendly | Efficient | Tedious | Poor quality | Convoluted |

1. What currently operates well within the system(s)?

     1. Please indicate whether you agree or disagree with the following statements regarding each system:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | N/A |
| System is available when I need it | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| System is easy to navigate | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| The page layout, fonts, text spacing, and graphics in the system are clear | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Content in the system is complete and accurate | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| System performance is acceptable | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| System contains the functionality I need | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| New system releases have improved system functionality | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

1. What is/are the biggest problem(s) you are experiencing with the current system(s)?

     1. Are there any limitations with the current system(s) that prevent you from efficiently complying with TSA air cargo security requirements? If so, please explain.

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**PAPERWORK REDUCTION ACT BURDEN STATEMENT:** TSA is collecting this information to identify ongoing improvement opportunities for its Air Cargo Management Systems. The public burden for collecting this information is estimated to be approximately 10 minutes. This is a voluntary collection of information. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058, 601 South 12th Street, Arlington, VA 20598. An agency may not conduct or sponsor, and persons are not required to respond to a collection of information, unless it displays a valid OMB control number. The OMB control number assigned to this collection is 1652-0058, which expires 07/31/2016.

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