

#	Question Category	Status	OMB Question #	Question	Response
1	Confidence in Security Procedures	OMB Approved	1	How confident are you in the ability of the TSA security process you experienced to keep air travel secure from individuals with hostile intentions?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
2	Confidence in Security Procedures	OMB Approved	2	How confident are you that the security screening procedures that were used on you and your baggage are effective at keeping air travel secure?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
3	Confidence in Security Procedures	OMB Approved	3	How confident are you that the security screening procedures that were used to screen your body are effective at keeping air travel secure?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
4	Confidence in Security Procedures	OMB Approved	4	How confident are you that the security screening procedures that were used on your baggage are effective at keeping air travel secure?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
5	Confidence in Security Procedures	OMB Approved	5	How satisfied were you that you and your carry-on items were effectively screened?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DONT KNOW
6	Confidence in Security Procedures	OMB Approved	6	How confident are you that carry-on items are thoroughly screened?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
7	Confidence in Screening Equipment	OMB Approved	7	How confident are you that <THE DEVICE> used to screen your carry on baggage are effective at finding items that could be dangerous?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
8	Confidence in Personnel	OMB Approved	8	How confident are you in the ability of the TSA personnel you experienced to keep air travel secure from individuals with hostile intentions?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
9	Confidence in Personnel	OMB Approved	9	How confident are you in the ability of the TSA personnel you experienced at the checkpoint today to keep air travel secure?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
10	Experience at Checkpoint	OMB Approved	10	How satisfied were you overall with your experience at the passenger security checkpoint?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DONT KNOW
11	Experience at Checkpoint	OMB Approved	11	Overall, how satisfied were you with your experience at the security screening checkpoint?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DONT KNOW
12	Experience at Checkpoint	OMB Approved	12	Did you go through <device/screening process> today?	YES NO
13	Experience at Checkpoint	OMB Approved	13	Did a TSO open and inspect your baggage at the security checkpoint today?	YES NO
14	Experience at Checkpoint	OMB Approved	14	Was a plastic bag available to you for your liquids at the passenger security checkpoint today?	YES NO DONT KNOW
15	Experience at Checkpoint	OMB Approved	15	Please consider the following statement. I was comfortable being screened by the < device, with a procedure, etc.>.*	STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE DONT KNOW
16	Experience at Checkpoint	OMB Approved	16	Please consider the following statement. I would rather be screened by the <device> than <current policy>.*	STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE DONT KNOW
17	Experience at Checkpoint	OMB Approved	17	Please consider the following statement. I feel that the screening process at this airport was consistent with policies at other airports.*	STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE DONT KNOW
18	Experience at Checkpoint Satisfaction with Wait Time	OMB Approved	18	Please consider the following statement. The amount of time it took to be screened by the <device> was reasonable.*	STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE DONT KNOW
19	Experience at Checkpoint	OMB Approved	19	Please consider the following statement. I feel that I was adequately informed about the <specific policy> before I arrived at the passenger security checkpoint today.*	STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE DONT KNOW
20	Experience at Checkpoint	OMB Approved	20	Overall, the security screening process was efficient and passenger-friendly.	NO OPINION OR DOES NOT APPLY STRONGLY DISAGREE DISAGREE NEITHER AGREE NOR DISAGREE AGREE STRONGLY AGREE
21	Experience at Checkpoint	OMB Approved	21	Overall, the security screening process was thorough and professional.	NO OPINION OR DOES NOT APPLY STRONGLY DISAGREE DISAGREE NEITHER AGREE NOR DISAGREE AGREE STRONGLY AGREE
22	Experience at Checkpoint Satisfaction with Wait Time	OMB Approved	22	The time required for security screening was reasonable.	NO OPINION OR DOES NOT APPLY STRONGLY DISAGREE DISAGREE NEITHER AGREE NOR DISAGREE AGREE STRONGLY AGREE

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23	Experience at Checkpoint	OMB Approved	23	There was enough space in front of the X-Ray area to allow you to prepare. NO OPINION OR DOES NOT APPLY STRONGLY DISAGREE DISAGREE NEITHER AGREE NOR DISAGREE AGREE STRONGLY AGREE	
24	Experience at Checkpoint	OMB Approved	24	The flow of passengers through the checkpoint gave you enough time to prepare. NO OPINION OR DOES NOT APPLY STRONGLY DISAGREE DISAGREE NEITHER AGREE NOR DISAGREE AGREE STRONGLY AGREE	
25	Experience at Checkpoint	OMB Approved	25	There was enough space for you to gather your belongings after security. NO OPINION OR DOES NOT APPLY STRONGLY DISAGREE DISAGREE NEITHER AGREE NOR DISAGREE AGREE STRONGLY AGREE	
26	Experience at Checkpoint	OMB Approved	26	The checkpoint environment helped you to focus on the security process. NO OPINION OR DOES NOT APPLY STRONGLY DISAGREE DISAGREE NEITHER AGREE NOR DISAGREE AGREE STRONGLY AGREE	
27	Experience at Checkpoint	New	N/A	If you traveled with a child / children today 12 years old or younger, how would you rate their screening? EXCESSIVE APPROPRIATE INADEQUATE DONT KNOW	
28	Satisfaction with Wait Time	OMB Approved	27	Was the length of time you waited in line before the passenger security checkpoint... MUCH LONGER THAN I EXPECTED LONGER THAN I EXPECTED ABOUT WHAT I EXPECTED SHORTER THAN I EXPECTED MUCH SHORTER THAN I EXPECTED I HAD NO EXPECTATION	
29	Satisfaction with Wait Time	OMB Approved	28	How long in advance did you arrive at the airport before your flight departure? LESS THAN 1 HOUR 2 HOURS 3 HOURS 4 OR MORE HOURS	
30	Satisfaction with Wait Time	OMB Approved	29	How satisfied were you with the length of time you waited in line before the passenger security checkpoint? VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DONT KNOW	
31	Satisfaction with Wait Time	OMB Approved	30	How acceptable was the length of time you waited in line at the security screening checkpoint? COMPLETELY ACCEPTABLE ACCEPTABLE NEITHER ACCEPTABLE NOR UNACCEPTABLE UNACCEPTABLE COMPLETELY UNACCEPTABLE	
32	Satisfaction with Wait Time	OMB Approved	31	How long, in minutes, did you wait in line before you passed through the walk-through metal detector? OPEN-ENDED	
33	Satisfaction with Wait Time	OMB Approved	32	How long did you wait in line before you passed through the walk-through metal detector? 0 to 15 minutes 15 to 30 minutes 30 to 45 minutes 45 to 60 minutes More than 60 minutes	
34	Satisfaction with Screening Time	OMB Approved	33	How satisfied were you with the amount of time it took to screen you and your carry-on items? VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DONT KNOW	
35	Satisfaction with Screening Time	OMB Approved	34	How acceptable was the amount of time it took to complete the security screening process? COMPLETELY ACCEPTABLE ACCEPTABLE NEITHER ACCEPTABLE NOR UNACCEPTABLE UNACCEPTABLE COMPLETELY UNACCEPTABLE	
36	Satisfaction with Screening Time	OMB Approved	35	What is the maximum acceptable security screening time for you from the moment you enter the queuing line to when you leave the checkpoint? OPEN-ENDED	
37	Satisfaction with Screening Time	OMB Approved	36	What is the maximum acceptable time you think it should take to complete the checkpoint security screening process? Up to: 5 minutes 10 minutes 15 minutes 20 minutes 25 minutes 30 minutes 35 minutes 40 minutes Other	
38	Separation from Belongings	OMB Approved	37	If you were separated from your carry-on items, could you maintain visual contact with the items at all times? YES NO DONT KNOW	
39	Separation from Belongings	OMB Approved	38	Were you separated from your carry-on items, were you able to see your items at all times? NO YES I WAS NOT SEPARATED FROM MY CARRY-ON ITEMS	
40	Separation from Others in Party	OMB Approved	39	During any point in the screening process, were you separated from any other people with whom you were traveling? NO YES I WAS NOT TRAVELING WITH ANYONE	
41	Separation from Others in Party	OMB Approved	40	If you were separated from your travel companion(s), were you able to see them and speak with them at all times? NO YES I WAS NOT TRAVELING WITH ANYONE	
42	Stress Level	OMB Approved	41	How comfortable were you with your experience at the security screening checkpoint? VERY RELAXED SLIGHTLY RELAXED NEITHER RELAXED NOR STRESSED SLIGHTLY STRESSED VERY STRESSED	
43	Convenience of Divesting	OMB Approved	42	Did the «PROCEDURE OR EQUIPMENT» at the checkpoint make the security screening process: EASY VERY EASY EASY SOMEWHAT DIFFICULT VERY DIFFICULT DIFFICULT	

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44	Convenience of Divesting	OMB Approved			
45	Quality of Communication	OMB Approved			
			43	From start to finish how easy was it for you to physically comply with the security requirements? Please explain.	
			44	What type of media has helped educate you on the passenger security process? (Please check all that apply.) TSA INTERNET SITE AIRLINE OR TRAVEL SERVICE INTERNET SITE AIRPORT SIGNAGE PRINTED INFORMATION PAMPHLETS TVNEWS/PAPER/RADIO/OTHER MEDIA DISCUSSIONS WITH OTHER PASSENGERS/WORD OF MOUTH OTHER (PLEASE SPECIFY)	
46	Quality of Checkpoint Communication	OMB Approved	45	How satisfied were you with the way security procedures were explained to you at the passenger security checkpoint?	VERY SATISFIED SATISFIED DISSATISFIED
47	Quality of Checkpoint Communication	OMB Approved	46	VERY DISSATISFIED DONT KNOW Were verbal instructions from the officers needed?	YES NO
48	Quality of Checkpoint Communication	OMB Approved	47	If so, were instructions provided by the officers?	YES NO
49	Quality of Checkpoint Communication	OMB Approved	48	Were the officers' verbal instructions clear?	YES NO
50	Quality of Checkpoint Communication	OMB Approved	49	Were the officer's verbal instructions helpful?	YES NO
51	Quality of Checkpoint Communication	OMB Approved	50	Were the officer's verbal instructions accurate?	YES NO
52	Quality of Checkpoint Communication	OMB Approved	51	Were the officer's verbal instructions sufficient to complete security screening?	YES NO
53	Quality of Checkpoint Communication	OMB Approved	52	Were officers courteous and professional in their interaction with you?	YES NO
54	Quality of Checkpoint Communication	OMB Approved	53	Did the officers' uniforms present a professional appearance?	YES NO
55	Quality of External Communication	OMB Approved	54	How satisfied were you with the information about security procedures you received before you went to the airport (e.g., via the TSA web site)?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DONT KNOW
56	Quality of External Communication	OMB Approved	55	Before traveling today, how well informed were you about passenger security procedures?	WELL INFORMED SOMEWHAT INFORMED SLIGHTLY INFORMED POORLY INFORMED
57	Quality of Printed or Posted Materials	OMB Approved	56	Were additional printed materials needed at the checkpoint?	YES NO
58	Quality of Printed or Posted Materials	OMB Approved	57	If so, were printed materials provided?	YES NO
59	Quality of Printed or Posted Materials	OMB Approved	58	Were printed materials clear?	YES NO
60	Quality of Printed or Posted Materials	OMB Approved	60	Were printed materials helpful in moving you through the checkpoint?	YES NO
61	Quality of Printed or Posted Materials	OMB Approved	61	Were printed materials accurate?	YES NO
62	Quality of Printed or Posted Materials	OMB Approved	61	Were printed materials sufficient?	YES NO
63	Quality of Printed or Posted Materials	OMB Approved	62	Did signage effectively guide you through the security process?	YES NO
64	Quality of Printed or Posted Materials	OMB Approved	63	Did signage clearly explain TSA's requirements?	YES NO
65	Quality of Printed or Posted Materials	OMB Approved	64	Did signage clearly explain new technology at the checkpoint?	YES NO
66	Quality of Printed or Posted Materials	OMB Approved	65	Was it easy to find information on how to prepare for the security checkpoint experience before coming to the airport?	YES NO
67	Quality of Printed or Posted Materials	OMB Approved	66	How satisfied were you with the information about security procedures you received at the airport (e.g., via the signs and/or television monitors at the checkpoint or information conveyed by TSA personnel during the screening process)?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DONT KNOW
68	Customer Service - Personnel Courtesy	OMB Approved	67	How satisfied were you with the courtesy of the passenger security screeners?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DONT KNOW
69	Customer Service - Personnel Courtesy	OMB Approved	68	How courteous were the security screeners you saw at the checkpoint?	VERY COURTEOUS SOMEWHAT COURTEOUS NEUTRAL NOT VERY COURTEOUS NOT AT ALL COURTEOUS
70	Customer Service - Personnel Attentiveness to Duty	OMB Approved	69	How satisfied were you with the passenger security screeners' attentiveness to their duties?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DONT KNOW
71	Customer Service - Personnel Attentiveness to Duty	OMB Approved	70	How would you rate the thoroughness of passenger screening you received?	EXCESSIVE APPROPRIATE INADEQUATE DONT KNOW
72	Customer Service - Checkpoint Environment	OMB Approved	71	How satisfied were you with the environmental aspects (lighting, temperature, amount of space, etc.) of the security checkpoint?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DONT KNOW
73	Customer Service - Checkpoint Environment	OMB Approved	72	How satisfied were you with the cleanliness of the security checkpoint?	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DONT KNOW
74	Passenger Demographic Information - General	OMB Approved	73	What is your age range?	UNDER 30 30-49 50-69 70 OR ABOVE
75	Passenger Demographic Information - General	OMB Approved	74	How old are you?	under 20 between 20 and 29 between 30 and 39 between 40 and 49 between 50 and 59 between 60 and 69 over 70

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76	Passenger Demographic Information - General	OMB Approved	75	FEMALE MALE	What is your gender?
77	Passenger Demographic Information - Purpose of Travel	OMB Approved	76	BUSINESS LEISURE OTHER	What is the purpose of your trip today?
78	Passenger Demographic Information - Frequency of Travel	OMB Approved	77	1-2 3-5 6-9 10-19 20 OR MORE	About how many round trip commercial airline flights have you taken in the last 12 months (INCLUDING THIS ONE)?
79	Miscellaneous	OMB Approved	78	OPEN-ENDED	Do you have additional comments about your experience through the passenger security checkpoint today?
80	Baggage Screening Area	OMB Approved	79	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DONT KNOW	How satisfied were you overall with your experience at the checked baggage screening area?
81	Baggage Screening Area	OMB Approved	80	MUCH LONGER THAN I EXPECTED LONGER THAN I EXPECTED ABOUT WHAT I EXPECTED SHORTER THAN I EXPECTED MUCH SHORTER THAN I EXPECTED I HAD NO EXPECTATION	Was the length of time you waited in line at the baggage screening area...
82	Airline Ticket Counter	OMB Approved	81	MUCH LONGER THAN I EXPECTED LONGER THAN I EXPECTED ABOUT WHAT I EXPECTED SHORTER THAN I EXPECTED MUCH SHORTER THAN I EXPECTED I HAD NO EXPECTATION	Was the length of time you waited in line at the airline ticket counter...