 view of view of v	1	# Question Category Confidence in Security Procedures	Status OMB Approved	OMB Question #	Question Response 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
 s konst back house d backers 					FARLY CONFIDENT NOT VERY CONFIDENT NOT AT LL CONFIDENT
i Best and Provide Source So	2	Confidence in Security Procedures	OMB Approved		VERV CONFIDENT FARLY CONFIDENT NOT VERV CONFIDENT
I Jackson Jakana Jackson I Jackson Jackson Jackson Jackson <td< td=""><td>3</td><td>Confidence in Security Procedures</td><td>OMB Approved</td><td>3</td><td>How confident are you that the security screening procedures that were used to screen your body are effective at keeping air travel secure?</td></td<>	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?
4. Order and States States Protects Off build If the AL DEFERSION of the States Protects in the States P	4	Confidence in Security Procedures	OMB Approved	4	NOT AT ALL CONFIDENT How confident are you that the security screening procedures that were used on your bacquee are effective at keeping air travel secure?
1InstructionControlNote that the instruction multiply seems	5	Confidence in Security Procedures	OMB Approved	5	NOT AT ALL CONFIDENT How satisfied were you that you and your carry-on items were effectively screened? VERY SATISFIED
 Jane and Landard and Landard Andread and Participants and Participant and Participants and Participants and Participants and Part					DISSATISFIED VERY DISSATISFIED DONT KNOW
Image: Source is character in the source is called a local to call and the source of an an abase as in the source of an abase and abase and in the source of an abase and abase abase aba	6	Confidence in Security Procedures	OMB Approved		How confident are you that camp-on items are thoroughly screened? VERY CONFIDENT FARILY CONFIDENT NOT VERY CONFIDENT
Image: Contract Processed Out Accord Image: Contract Processed Image: Contract Processed Image: Contract Processed Out Accord Out Accord Image: Contract Processed Image: Contract Processed Image: Contract Processed Out Accord Out Accord Image: Contract Processed Image: Contract Processed Image: Contract Processed Out Accord Out Accord Image: Contract Processed Image: Contract Processed Image: Contract Processed Out Accord Image: Contract Processed Image: Contract Processed Image: Contract Processed Image: Contract Processed Out Accord Image: Contract Processed Image: Contract Processed Image: Contract Processed Image: Contract Processed Out Accord Image: Contract Processed Image: Contract Processed Image: Contract Processed Image: Contract Processed Out Accord Image: Contract Processed Image: Contract Processed Image: Contract Processed Image: Contract Processed Out Accord Image: Contract Processed Image: Contract Processed Image: Contract Processed Image: Contract Processed Out Accord Image: Contrate Processed Image: Contrate Processed<	7	Confidence in Screening Equipment	OMB Approved	7	How confident are you that <the device=""> used to screen your carry on bacacace are effective at finding items that could be dangerous? VERY CONFIDENT</the>
1 Onlines in Figure 10, in the Safety of the TS Astrong 10 in the Safety of the TS Astrong 10 is used where it the sequence is the independent of the Astrong 10 in the Safety of the TS Astrong 10 is used where it the sequence is the independent of the Astrong 10 is used where it the sequence is the independent of the Astrong 10 is used where it the sequence is the s	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?
Instrument of Decisions Other Second at Control Other Second at Control If a Control 12 Events at Chatslant Other Second 1 If an instrument of the second at control on decision of the second at the second at control on decision of the second at the second	9	Confidence in Personnel	OMB Approved	9	NOT AT ALL CONFIDENT How confident are you in the ability of the TSA personnel you experienced at the checkpoint today to keep air travel secure? VFRY CONFIDENT
Instrume at Chackgoint OBB Agenesal OBB	1	9 Experience at Checkpoint	OMB Approved	10	NOT AT ALL CONFIDENT How satisfied were you overall with your experience at the passenger security checknoint?
1 Eventors al Checkeerin ONE Agenered Imageneric al Checkeerin ONE Agenered Imageneric al Checkeerin 12 Eventors al Checkeerin ONE Agenered Imageneric al Checkeerin ONE Agenered Imageneric al Checkeerin 13 Eventors al Checkeerin ONE Agenered Imageneric al Checkeerin Imageneric al Checkeerin Imageneric al Checkeerin 14 Eventors al Checkeerin ONE Agenered Imageneric al Checkeerin Imageneric al Checkeerin 15 Eventors al Checkeerin ONE Agenered Imageneric al Checkeerin Imageneric al Checkeerin 16 Eventors al Checkeerin ONE Agenered Imageneric al Checkeerin Imageneric al Checkeerin 17 Fernationa al Checkeerin ONE Agenered Imageneric al Checkeerin Imageneric al Checkeerin 18 Fernationa al Checkeerin ONE Agenered Imageneric al Checkeerin Imageneric al Checkeerin 19 Fernationa al Checkeerin ONE Agenered Imageneric al Checkeerin Imageneric al Checkeerin 19 Fernationa al Checkeerin ONE Agenered Imageneric al Checkeerin Imageneric al Checkeerin 19 Fernationa al Checkeerin ONE Agenered Imageneric al Checkeerin Imageneric al Checkeerin 19 Fernationa al Checkeerin ONE Agenered					SATISFIED DISSATISFIED VERV DISSATISFIED
Instrumental construction Construmental construmental construmental construction Construmental co	1	1 Experience at Checkpoint	OMB Approved	11	Overall, how satisfied were you with your experience at the security screening checkpoint? VERY SATISFIED SATISFIED DISSATISFIED
Instrumentation Dela Tablementation Dela Tablementation Image: Second Control Control OMB Accorect The Control Control Control Control Image: Second Control Control OMB Accorect The Control Contro Control Control Control Control Control Control Control Co	1:	2 Experience at Checkpoint	OMB Approved	12	Did you go through <device process="" screening=""> today? YES</device>
Instructure Checkwoold Checkwoold Yes Over Theory or control West and the two states was analyzed to vise for over locals at the constance statuth checkwort locals? 15 Experience at Checkwort OMB Agenoved 16 Theoreman states analyzed to vise for over locals at the constance statuth checkwort locals? 16 Functions of Checkwort OMB Agenoved 16 Theoreman states analyzed to vise over locals at the constance of the schedures statement. I was confine the localizes at the constance of the schedures at the constance of the schedures at the constance of the schedures. 17 Functions of Checkwort OMB Agenoved 17 Theoreman state holds and the localizes statement. I was full the to schedure by the schedures. The over local at the constance of the schedures at the constance of the localizes at the analyzes was reasonable. 18 Functions of Checkwort OMB Agenoved 18 Theoreman state holds and the schedures statement. I feel that the schedure globales was reasonable. 18 Executions of Checkwort OMB Agenoved 18 Theoreman schedure the localizes at the analyzes was reasonable. 19 Executions of Checkwort OMB Agenoved 18 The devices was reasonable. 19 Executions of Checkwort OMB Agenoved 18 The devices was reasonable.	1:	3 Experience at Checkpoint	OMB Approved	13	Did a TSO open and inspect your baggage at the security checkpoint today? YFS
Instrument Description OME Approved Instrument 12 Experience at Checkooint OME Approved Instrument 13 Experience at Checkooint OME Approved Instrument 14 Experience at Checkooint OME Approved Instrument 15 Experience at Checkooint OME Approved Instrument 16 Experience at Checkooint OME Approved Instrument 17 Functioners at Checkooint OME Approved Instrument 18 Experience at Checkooint OME Approved Instrument 19 Experience at Checkooint OME Approved Instrument 10	1	4 Experience at Checkpoint	OMB Approved	14	Was a clastic bao available to vou for vour liouids at the classencer security checkooint today? YES NO
Beneficiene at Obschools OMB Accound DOMP Notestife the Societion at Obschools Description at Charlows Description at Charlows <thdescript< td=""><td>1</td><td>5 Experience at Checkpoint</td><td>OMB Approved</td><td>15</td><td>Please consider the following statement. I was comfortable being screened by the < device, with a procedure, etc.>.* STRONELY ACREE AGREE DISAGREE</td></thdescript<>	1	5 Experience at Checkpoint	OMB Approved	15	Please consider the following statement. I was comfortable being screened by the < device, with a procedure, etc.>.* STRONELY ACREE AGREE DISAGREE
Image: Provision of Drucknoint QMB Approved 17 FIROMELY DIAGREE DO TROUM ADDEE Image: Provision of Drucknoint QMB Approved 18 Statisticity With Provision of the bioloning statement. The statement is as inport was consistent with publicles at other airports." ADDEE Image: Provision of Drucknoint Statisticity with Wat Time OMB Approved 18 Statisticity With Provision Provision of Drucknoint Statisticity with Wat Time OMB Approved 18 Statisticity With Provision Provision of Drucknoint DO TROUCY DIAGREE DO TROUCY DIAGREE DO REPORT Image: Provision of Drucknoint Statisticity with Wat Time OMB Approved 19 Provision of Drucknoint DO REPORT Provision of Drucknoint DO REPORT Troug Provision of Drucknoint statement. The Hult was adequately informed about the «devices was reasonable." DO REPORT Image: Provision of Drucknoint Statisticity with Wat Time OMB Approved 20 Provision of Eloning statement. The Hult was adequately informed about the «devices was reasonable." DO REPORT Image: Provision of Drucknoint OMB Approved 20 Provision of Eloning statement. The Hult was adequately informed about the «devices was reasonable." DO REPORT Image: Provision of Drucknoint OMB Approved 21 Provision of Eloning statement. The statement. The statement is creating process was thorough and professional. NETTHER ADDEE NOT	1	6 Exnerience at Checknoint	OMB Approved	16	DONT KNOW Please consider the following statement. I would rather be screened by the <devices <current="" policys,*<br="" than="">STRONCLY AGREE AGREE</devices>
Image: Standardion with Wait Time OMB Approved 18	1	7 Experience at Checkpoint	OMB Approved	17	STRONGLY DISAGREE DON'T KNOW
Statisticition with Wait Time Statisticitii Time Statistici Time Statisticitii Time Statistici					AGREE DISAGREE STRONGLY DISAGREE DON'T KNOW
Piereinene at Checkoont OMB Approved 9 Description of the following statement. If ele that I was adequately informed about the <specific agree<="" arrived="" at="" checkool="" i="" passenger="" policy-before="" security="" strongly="" td="" the=""> Piereinene at Checkoont OMB Approved 20 Formerinene at Checkoont DisAGREE Piereinene at Checkoont OMB Approved 20 Coverall, or people DisAGREE Piereinene at Checkoont OMB Approved 20 Coverall, or people DisAGREE Piereinene at Checkoont OMB Approved 20 Coverall, or people DisAGREE Piereinene at Checkoont OMB Approved 20 Coverall, or people DisAGREE Piereinene at Checkoont OMB Approved 21 Coverall, or people DisAGREE Piereinene at Checkoont OMB Approved 21 Coverall, or people DisAGREE Piereinene at Checkoont OMB Approved 21 Coverall, or people DisAGREE Piereinene at Checkoont OMB Approved 22 The time required of security screening process was through and professional. Coverall, or people Piereinene at Checkoont OMB Approved 22 The time required of security screening was reasonable. Piereine</specific>	1	Satisfaction with Wait Time	OWB Approved	18	STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREF
Privatience at Checkonint OMB Approved STRONICLY DISAGREE DISAGREE Privatience at Checkonint OMB Approved Coverall, or exempting process was efficient and passenger-friendly.	1	9 Experience at Checkpoint	OMB Approved	19	DON'T RNOW. 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 ACREF</specific>
21 Experience at Checkonint 22 Experience at Checkonint 23 MB Approved 21 24 Experience at Checkonint 24 Experience at Checkonint 25 Experience at Checkonint 26 Statistication with Wait Time 27 25 Statistication with Wait Time 28 35	21	9 Exnerience at Checknoint	OMB Approved	20	STRONGLY DIBAGREE DON'T KNOW NO DENION OF DOCESTING STREENING process was efficient and passenger-friendly.
22 Excertisinge at Checkboint OMB Approved 22 Statisfaction with Wait Time 23 Excertising at Checkboint OMB Approved 22 24 Excertising at Checkboint OMB Approved 25 TRONGLY ADREE 3 Statisfaction with Wait Time					NEITHER AGREE NOR DISAGREE AGREE STRONGLY AGREE
AGREE STRONGLY AGREE Statisfaction with Wait Time Satisfaction with Wait Time Statisfaction	2	Experience at Checknoint	UMB Approved	21	STRONGLY DISAGREE DISAGREE NETHER DISAGREE
DISAGREE NEITHER AGREE NOR DISAGREE AGREE	2	2 Experience at Checkpoint Satisfaction with Wait Time	OMB Approved	22	AGREE STRONGLY AGREE The time required for security screening was reasonable. NO OPINION OR DOES NOT APPLY
					DISAGREE NEITHER AGREE NOR DISAGREE

# 23	Question Category Experience at Checkpoint	Status OMB Approved	OMB Question		NO OPINION OR E	Question Response There was encouch space in front of the X-Ray area to allow you to prepare. DOES NOT APPLY
24	Experience at Checkpoint	OMB Approved		24	STRONGLY DISAN NEITHER AGREE AGI STRONGLI NO OPINION OR I STRONGLY DISAN NEITHER AGREE AGI	/ DISAGREE GREE NED DISAGREE LV AGREE The flow of passengers through the checkpoint gave you enough time to prepare. DOES NOT APPL DOES NOT APPL NED RISAGREE NOR DISAGREE
25	Exnerience at Checknoint	OMB Accroved		25	NO OPINION OR I	There was enough space for you to aather your belongings after security. DOES NOT APPL DESAGREE SHED INSLAGREF
26	Experience at Checknoint	OMB Approved		26	NO OPINION OR I STRONGLY DISA NEITHER AGREE AGI	The dheckpoint environment helped you to focus on the security process. DOES NOT APPL / DISAGREE GREE N NR DISAGREE REE
27	Experience at Checkpoint	New		N/A	EXCE APPRO INADE	LY AGREE If you traveled with a child / children today 12 years old or younger, how would you rate their screening? SSIVE PRIATE QUATE KNOW
28	Satisfaction with Wait Time	OMB Approved		LONGE ABOUT SHORTE MUCH SHO	NGER THAN I EXP ER THAN I EXPECT T WHAT I EXPECT ER THAN I EXPECT ORTER THAN I EXP NO EXPECTATIO	Was the lenath of time vou waited in line before the bassencer security checkboint ECTED TED TED TED TED PECTED
29	Satisfaction with Wait Time	OMB Approved		28 LES	SS THAN 1 HOUR 2 HOURS 3 HOURS	How long in advance did you arrive at the airport before your flight departure?
30	Satisfaction with Wait Time	OMB Approved		29 VI	OR MORE HOURS SATISFIED DISSATISFIED RY DISSATISFIED DON'T KNOW	How satisfied were you with the length of time you waited in line before the passenger security checkpoint?
31	Satisfaction with Wait Time	OMB Approved		30 COMPL NEITHER ACCEF	LETELY ACCEPTA ACCEPTABLE PTABLE NOR UNA INACCEPTABLE ITELY UNACCEPT	ACCEPTABLE
32	Satisfaction with Wait Time	OMB Approved			OPEN-ENDED	How long, in minutes, did you wait in line before you passed through the walk-through metal detector?
33	Satisfaction with Wait Time	OMB Approved		32 1 3 4	OPEN-ENDED 0 to 15 minutes 15 to 30 minutes 30 to 45 minutes 45 to 60 minutes re than 60 minutes	How long did you wait in line before you passed through the walk-through metal detector?
	Satisfaction with Screening Time	OMB Approved		33 VI VEF	ERY SATISFIED SATISFIED DISSATISFIED RY DISSATISFIED DON'T KNOW	
35	Satisfaction with Screening Time	OMB Approved		34 COMPL NEITHER ACCEF U COMPLE	ETELY ACCEPTA ACCEPTABLE PTABLE NOR UNA INACCEPTABLE TELY UNACCEPT	How acceptable was the amount of time it took to complete the security screening process? BLE CCCEPTABLE 7ABLE
36	Satisfaction with Screening Time	OMB Approved		35	OPEN-ENDED	What is the maximum acceptable security screening time for you from the moment you enter the queuing line to when you leave the checkpoint?
37	Satisfaction with Screening Time	OMB Approved		36	5 minutes 10 minutes 15 minutes 20 minutes 25 minutes 30 minutes 35 minutes 40 minutes	What is the maximum acceptable time you think it should take to complete the checkpoint security screening process? Up to:
38	Separation from Belongings	OMB Approved		37 WAS NOT SEPARA	YES	If you were separated from your carry-on items, could you maintain visual contact with the items at all times?
39	Separation from Belongings	OMB Approved		38	NO YES	If you were separated from your carry-on items, were you able to see your items at all times?
40	Separation from Others in Party	OMB Approved		I WAS NOT SEPARA	NO YES TRAVELING WITH	During any point in the screening process, were you separated from any other people with whom you were traveling?
41	Separation from Others in Party	OMB Approved		40	NO YES TRAVELING WITH	If you were separated from your travel companion(s), were you able to see them and speak with them at all times?
42 5	Stress Level	OMB Approved	41 NE	VERY RELA	How comfortab AXED SLIGHTLY R OR STRESSED SL	ble were you with your experience at the security screening checkpoint? ELAXED
43 C	Convenience of Divesting	OMB Approved	42	VE SOMEWHAT I	ERY STRESSED Did the <proc ERY EASY EASY DIFFICULT VERY DIFFICULT</proc 	EDURE OR EQUIPMENT> at the checkpoint make the security screening process: EASY DIFFICULT

# Question Category	Status	OMB Question #		Question Respo	ponse	
44 Convenience of Divesting 45 Quality of Communication	OMB Approved OMB Approved	AIRLINE OR TRAV	t type of media has helped e /EL SERVICE INTERNET S	educate you on the passenger	shysically comply with the security requirements? Please explain. er security process? (Please check all that apply.) TSA INTERNET SITE FDIA	
46 Quality of Checkpoint Communication	OMB Approved	DISCUSSIONS WITH OTHER F 45 How sa VERY	PASSENGERS/WORD OF	MOUTH OTHER (PLEASE SI ay security procedures were ex ISSATISFIED	SPECIFY) explained to you at the passenger security checkpoint?	
47 Quality of Checkpoint Communication	OMB Approved		verbal instructions from the YES NO			
48 Quality of Checkpoint Communication	OMB Approved	47 If so.	, were instructions provided YES NO	by the officers?		
49 Quality of Checkpoint Communication	OMB Approved	48 Wer	e the officers' verbal instruct YES NO	tions clear?		
50 Quality of Checkpoint Communication	OMB Approved	49 Wer	e the officer's verbal instruct YES NO	tions helpful?		
51 Quality of Checkpoint Communication	OMB Approved	50 We	re the officer's verbal instruc YES NO	ctions accurate?		
52 Quality of Checkpoint Communication	OMB Approved	51 W	ere the officer's verbal instru YES NO	uctions sufficient to complete s	e security screening?	
53 Quality of Checkpoint Communication	OMB Approved	52 We	re officers courteous and pro YES NO	rofessional in their interaction w	n with you?	
54 Quality of Checkpoint Communication	OMB Approved	53 Did	d the officers' uniforms prese YES NO	ent a professional appearance	ce?	
55 Quality of External Communication	OMB Approved	VERY	w satisfied were you with the SATISFIED SATISFIED DIS ERY DISSATISFIED DON'T	ISSATISFIED	r procedures you received before you went to the airport (e.g., via the TSA web site)?	
56 Quality of External Communication	OMB Approved	55 Be WELL INFORMED SOMEWE	fore traveling today, how we	ell informed were you about pa	passenger security procedures? ORMED	
57 Quality of Printed or Posted Materials	OMB Approved	56 Wer	e additional printed material: YES NO	Is needed at the checkpoint?	?	
58 Quality of Printed or Posted Materials	OMB Approved	57 If s	o, were printed materials pro YES NO	ovided?		
59 Quality of Printed or Posted Materials	OMB Approved	58 We	re printed materials clear? YES			
60 Quality of Printed or Posted Materials	OMB Approved	59	NO	Were printed materials helpfu	oful in moving you through the checkgoint?	
61 Quality of Printed or Posted Materials	OMB Approved	08	YES NO YES	Were printed materials accur	zurate?	
62 Quality of Printed or Posted Materials	OMB Approved	61	NO	Were printed materials suffici	ticical?	
	OMB Approved		YES			
63 Quality of Printed or Posted Materials		62	YES	Did signage effectively guide	de you through the security process?	
64 Quality of Printed or Posted Materials	OMB Approved	63	YES	Did signage clearly explain T		
65 Quality of Printed or Posted Materials	OMB Approved	64	YES	Did signage clearly explain n	new technology at the checkpoint?	
66 Quality of Printed or Posted Materials	OMB Approved	65	NO YES NO	Was it easy to find informatio	tion on how to prepare for the security checkpoint experience before coming to the airport?	
67 Quality of Printed or Posted Materials	OMB Approved	66		How satisfied were you with t personnel during the screening	h 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 TS anino process)?	SA
			VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED DON'T KNOW		ang procody.	
68 Customer Service - Personnel Courtesy	OMB Approved	67	VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED		h the courtesy of the passenger security screeners?	
69 Customer Service - Personnel Courtesy	OMB Approved	68	DON'T KNOW VERY COURTEOUS SOMEWHAT COURTEOU NEUTRAL NOT VERY COURTEOL	s DUS	scurity screeners you saw at the checkpoint?	
70 Customer Service - Personnel Attentiveness to Du	ity OMB Approved	69	NOT AT ALL COURTEO	OUS How satisfied were you with t	h the passenger security screeners' attentiveness to their duties?	
			VERY SATISFIED SATISFIED DISSATISFIED VERY DISSATISFIED			
71 Customer Service - Personnel Attentiveness to Du	ity OMB Approved	70	DON'T KNOW		proughness of passenger screening you received?	
			EXCESSIVE APPROPRIATE INADEQUATE			
72 Customer Service - Checkpoint Environment	OMB Approved	71	DON'T KNOW	How satisfied were you with t	h the environmental aspects (lighting, temperature, amount of space, etc.) of the security checkpoint?	
			VERY DISSATISFIED DON'T KNOW			
73 Customer Service - Checkpoint Environment	OMB Approved	72	VERY SATISFIED SATISFIED DISSATISFIED		h the cleanliness of the security checkpoint?	
		70	VERY DISSATISFIED DON'T KNOW			
74 Passenger Demographic Information - General	OMB Approved	73	UNDER 30 30-49 50-69	What is your age range?		
75 Passenger Demographic Information - General	OMB Approved	74	70 OR ABOVE	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 between 70 and 79 over 79			
			546175			

#	Question Category	Status	OMB Question #	Question Response
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	What is the purpose of your trip today?
78	Passenger Demographic Information - Frequency of Trave	I OMB Approved	0THER 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 vou have additional comments about vour experience through the passenger security checkpoint today?
80	Baqqaqe Screening Area	OMB Approved	79 VERY SATISFIED SATISFIED DISSATISFIE VERY DISSATISFIE DON'T KNOW	How satisfied were you overall with your experience at the checked baggage screening area?
81	Baocace Screenino Area	OMB Approved	R0 MUCH LONGER THAN I EX LONGER THAN I EXPECT ABOUT WHAT I EXPECT SHORTER THAN I EXP MUCH SHORTER THAN I EX I HAD NO EXPECTAT	ED TED CTED RFECTED
82	Airline Ticket Counter	OMB Approved	R1 IND ROLL CONCENTED MUCH LONGER THAN I EXPE ABOUT WHAT I EXPE SHORTER THAN I EXPE SHORTER THAN I EXPE MUCH SHORTER THAN I EXPE I HAD NO EXPECTAT	Was the length of time you waited in line at the airline ticket counter PECTED CTED TED CTED CTED XPECTED