

TSA Questions for the TSA Feedback USA Information Collection

A. The following questions are intended for the kiosks. The kiosks are designed to ask only one question per passenger encounter; the question asked will be randomly selected by the kiosk from a rotation consisting of three other possible questions.

1. Wait time:

How satisfied were you with the time it took to pass through the TSA Security Screening Checkpoint today?

- a. Happy face
- b. Semi-happy face
- c. Semi-sad face
- d. Sad face

2. Transportation Security Officer (TSO) courteousness and professionalism:

How satisfied were you with the courteousness and professionalism of the Transportation Security Officers (TSOs) during your security screening experience today?

- a. Happy face
- b. Semi-happy face
- c. Semi-sad face
- d. Sad face

3. TSA Pre✓[®], if applicable:

How satisfied were you with your TSA Pre✓[®] Security Screening Checkpoint experience today?

- a. Happy face
- b. Semi-happy face

c. Semi-sad face

d. Sad face

4. Overall Customer Satisfaction:

How satisfied were you with your TSA Security Screening Checkpoint experience today?

a. Happy face

b. Semi-happy face

c. Semi-sad face

d. Sad face

B. The following questions are intended for the Internet/online feedback option, and provide a subsequent response for each topic:

Wait time

1. How satisfied were you with the time it took to pass through the TSA Security Screening Checkpoint today?

a. Very Satisfied

b. Satisfied

c. Not Satisfied

How long would you estimate you waited in line at the TSA Security Screening Checkpoint today?

a. 0-10 minutes

b. 10-20 minutes

c. 20-30 minutes

d. More than 30 minutes

TSO Courteousness and professionalism

2. How satisfied were you with the courteousness and professionalism of the Transportation Security Officers (TSOs) during your security screening experience today?

- a. Very Satisfied
- b. Satisfied
- c. Not Satisfied

Did the TSOs provide clear guidance and instructions?

- a. Yes
- b. No

TSA Pre✓[®] if applicable.

3. Did you receive TSA Pre✓[®] screening today (if applicable)?

[Insert drop box: Yes/No]

If yes...

How satisfied were you with your TSA Pre✓[®] Security Screening Checkpoint experience today?

- a. Very Satisfied
- b. Satisfied
- c. Not Satisfied

If no... *(no follow-on to this)*

Overall Customer Satisfaction

4. How satisfied were you with your TSA Security Screening Checkpoint experience today?

- a. Very Satisfied
- b. Satisfied
- c. Not Satisfied

5. What airport did you depart from today?

[Insert drop box with list of airports]

What time of day?

[Insert 2 drop boxes; 1 will include 12-12 hours, 2nd will include AM/PM]

6. What type of traveler would you consider yourself?

[Insert drop box: business/frequent traveler, Casual traveler, family traveler]

PAPERWORK REDUCTION ACT BURDEN STATEMENT: TSA is proposing a 12-month pilot project at Ronald Reagan Washington National Airport (DCA), Los Angeles International Airport (LAX), LaGuardia Airport (LGA), and San Francisco International Airport (SFO) airports to collect real-time, customer satisfaction data concerning security screening, utilizing kiosks and online/mobile modalities. The public burden for collecting this information is estimated to be approximately 31,503 hours. 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.