

TSA Pre✓® Application Program Focus Groups

Instructions/Scripts

Focus groups will gather information on high level questions of awareness, customer value proposition, and adaptation disposition.

Instructions/Questions include:

- In your own words, can you describe the difference between TSA Pre✓® and Global Entry?
- As a group, let's list all of the benefits that TSA Pre✓® provides to travelers. Now please rank them in order of importance to you.
- As a group, you've come up with multiple reasons why you believe TSA Pre✓® is not right for you, and written them in Column A. Please fill out Column B with a potential solution or solutions that would get you to change your mind. If nothing would change your mind, write that in too. Now we want you to circle the line that you think is the biggest barrier to you getting TSA Pre✓®.

PAPERWORK REDUCTION ACT BURDEN STATEMENT: TSA is collecting this information to identify ongoing improvement opportunities for the TSA Pre✓® Application Program. The public burden for collecting this information is estimated to be approximately 60 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 07/31/2019.

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