**Passenger Perception Survey for TSA Human Performance Branch Study**

**Instructions:** Please read each question below and select the most accurate response. This survey is voluntary and you may skip any question for any reason.

|  |  |  |
| --- | --- | --- |
| **Demographic / Background Questions** | | |
| 0.1 | How old are you? | Under 18Between 18 and 30Between 31 and 40Between 41 and 50Between 51 and 60Between 61 and 70Between 71 and 80Over 80 |
| 0.2 | What is the purpose of your trip today? | BusinessLeisureOther |
| 0.3 | About how many round trip commercial airline flights have you taken in the last 12 months (INCLUDING THIS ONE)? | 1-23-56-910-1920 or More |
| 0.4 | Before traveling today, how well informed were you about passenger security procedures? | 1. Well Informed 2. Somewhat Informed 3. Slightly Informed 4. Poorly Informed |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
| **Survey Questions** | | | | | | |
| 1.1 | Overall, I was satisfied with my experience at the checkpoint today. |  |  |  |  |  |
| 1.2 | Overall, I was satisfied with the TSA personnel at the checkpoint today. |  |  |  |  |  |
| 2.1 | I am confident in the ability of the TSA personnel I interacted with at the checkpoint today to keep air travel secure. |  |  |  |  |  |
| 2.2 | The TSA personnel appeared confident in what they were doing at the checkpoint today. |  |  |  |  |  |
| 3.1 | I felt able to ask questions or express concerns during the security screening procedures today. |  |  |  |  |  |
| 3.2 | I felt TSA personnel were willing to listen to passengers during the security screening procedures today. |  |  |  |  |  |
| 4.1 | I believe the security screening procedures used today were applied consistently. |  |  |  |  |  |
| 4.2 | I believe the security screening procedures used today were free of bias. |  |  |  |  |  |
| 5.1 | The TSA personnel at the checkpoint are trustworthy. |  |  |  |  |  |
| 5.2 | The TSA personnel at the checkpoint care about my well-being. |  |  |  |  |  |
| 6.1 | The TSA personnel at the checkpoint today were polite. |  |  |  |  |  |
| 6.2 | The TSA personnel at the checkpoint today were respectful. |  |  |  |  |  |
| 7.1 | Overall, I believe that TSA, as an organization, makes air travel safe. |  |  |  |  |  |
| 8.1 | Please provide any additional comments about your experience going through the checkpoint today. | Open-Ended | | | | |