

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? | <ul style="list-style-type: none"> a. Under 18 b. Between 18 and 30 c. Between 31 and 40 d. Between 41 and 50 e. Between 51 and 60 f. Between 61 and 70 g. Between 71 and 80 h. Over 80 |
| 0.2 | What is the purpose of your trip today? | <ul style="list-style-type: none"> a. Business b. Leisure c. Other |
| 0.3 | About how many round trip commercial airline flights have you taken in the last 12 months (INCLUDING THIS ONE)? | <ul style="list-style-type: none"> a. 1-2 b. 3-5 c. 6-9 d. 10-19 e. 20 or More |
| 0.4 | Before traveling today, how well informed were you about passenger security procedures? | <ul style="list-style-type: none"> a. Well Informed b. Somewhat Informed c. Slightly Informed d. 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. | | | | |

PAPERWORK REDUCTION ACT STATEMENT: TSA is collecting this information to identify ongoing improvement opportunities at TSA checkpoints. The public burden for collecting this information is estimated to be approximately 5 minutes. This is a voluntary collection of information. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058 Passenger Perception Survey, 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.

| | | | | | | |
|-----|---|------------|--|--|--|--|
| 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 | | | | |