



Screenshots for 1652- 0058 Generic IC

Passenger Perception Survey Human Performance Branch

OMB control no.:1652-0058
Exp: 07/31/2019



Passenger Experience Survey

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

How old are you?

- Under 18
- Between 18 and 30
- Between 31 and 40
- Between 41 and 50
- Between 51 and 60
- Between 61 and 70
- Between 71 and 80
- Over 80

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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.

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Demographic Questions

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

What is the purpose of your trip today?

- Business
- Leisure
- Other

About how many round trip commercial airline flights have you taken in the last 12 months (INCLUDING THIS ONE)?

- 1-2
- 3-5
- 6-9
- 10-19
- 20 or More

Before traveling today, how well informed were you about passenger security procedures?


- Well Informed
- Somewhat Informed
- Slightly Informed
- Poorly Informed

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OMB control no. 1425-0026
Exp. 07/31/2019

 **Transportation
Security
Administration**

Passenger Experience Questions

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

Overall, I was satisfied with my experience at the checkpoint today.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Overall, I was satisfied with the TSA personnel at the checkpoint today.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

I am confident in the ability of the TSA personnel I interacted with at the checkpoint today to keep air travel secure.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

The TSA personnel appeared confident in what they were doing at the checkpoint today.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

I felt able to ask questions or express concerns during the security screening procedures today.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

I felt TSA personnel were willing to listen to passengers during the security screening procedures today.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

I believe the security screening procedures used today were applied consistently.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

I believe the security screening procedures used today were free of bias.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

The TSA personnel at the checkpoint are trustworthy.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

The TSA personnel at the checkpoint care about my well-being.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

The TSA personnel at the checkpoint today were polite.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

The TSA personnel at the checkpoint today were respectful.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Overall, I believe that TSA, as an organization, makes air travel safe.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Please provide any additional comments about your experience going through the checkpoint today.

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You have completed the survey! Please click the submit button.

Thank you for your time!

[Submit Survey](#)

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Thank you for completing this survey.

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