

# PASSENGER PERCEPTION SURVEY FOR TSA SYNECT DIGITAL SIGNAGE DEMONSTRATION

Postcard

A decorative graphic consisting of several parallel white lines of varying thicknesses, slanted diagonally from the bottom-left towards the top-right, set against a blue gradient background.



Transportation  
Security  
Administration

**SURVEY**

**TSA seeks to improve customer service while protecting the homeland.**

To help us improve your checkpoint experience, please complete an anonymous, voluntary, on-line survey about your experience today. To complete the survey, please visit the URL below. We estimate that the survey will take you about 5 minutes. Thank you for your participation!

**To complete the survey either:**

1. Type the URL below into your internet browser:  
**<https://apps.tsa.dhs.gov/survey/>**

OR

2. Scan the QR code using your mobile device:



Questions or concerns? Please email [TSAHumanFactors@tsa.dhs.gov](mailto:TSAHumanFactors@tsa.dhs.gov)

**Paperwork Reduction Act Statement:** TSA is collecting this information to assess passenger experience with digital signage. The public burden for this voluntary collection of information is estimated to be approximately 1.5 minutes. 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. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058, Passenger Perception Survey for TSA Synect Digital Signage Demonstration, 601 South 12th Street, Arlington, VA 20598-6011.