



# TSA Customer Experience Survey

## Introduction

Would you please take a few minutes to answer some questions about your experience going through Security Screening today? This survey is being conducted by an independent company, Deloitte, on behalf of the Transportation Security Administration (TSA). It should take about five minutes and is completely voluntary. Your insights will be used to help improve the traveler experience at airports like this one. Your responses are anonymous.

## Approval

- i. **Do I have your permission to continue with this interview?**
  - Yes
  - No → Thank you for your time.
  
- ii. **Are you 18 years old or older** (The law prohibits anyone under 18 from taking this survey)?
  - Yes
  - No → Law prohibits anyone under 18 from taking this survey. Thank you for your time.

## Primary Questions

1. On a scale of 1-5, 5 being strongly agree, 3 being neutral, and 1 being strongly disagree, how strongly do you agree with the following:

Attribute	1-Strongly Disagree	2-Disagree	3-Neutral	4-Agree	5-Strongly Agree
I am satisfied with the service I received from TSA in today's checkpoint screening					
This interaction increased my confidence in TSA					
I feel the TSA security process, including TSA Officer roles, effectively keeps air-travel safe					
The information posted at the					

**Paperwork Reduction Act Statement:** TSA is collecting this information to assess passenger satisfaction with the security checkpoint process. The public burden for this voluntary collection of information is estimated to be approximately 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, TSA Customer Experience Survey, 601 South 12th Street, Arlington, VA 20598-6011.



Attribute	1-Strongly Disagree	2-Disagree	3-Neutral	4-Agree	5-Strongly Agree
airport and communication from TSA Officers adequately prepared me to go through checkpoint screening today					
The TSA Officers I interacted with were professional					
I am aware of the information sources TSA provides (tsa.gov, TSA Contact Center, @AskTSA) that can prepare me for TSA checkpoint screening.					

**1a. On a scale of 1-5, 5 being strongly agree, 3 being neutral, and 1 being strongly disagree, how strongly do you agree with the following:**

If additional screening was required (bag search, pat-down, etc.), a TSA Officer clearly explained the screening procedure and why it was necessary.

1-Strongly Disagree	2-Disagree	3-Neutral	4 - Agree	5-Strongly Agree	N/A
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**2. Which security line did you go through today?**

- Standard Security Line (that is, no special line designation; typically have to take out liquids / electronics and remove shoes)
- TSA Pre✓<sup>®</sup> Lane (that is, there was a TSA Pre✓<sup>®</sup> designation; you didn't have to take out liquids / electronics and keep shoes on)

**3. Are you enrolled in any of the following programs? *Select all that apply.***

- TSA Pre✓<sup>®</sup> (typically an \$85 fee paid that allows you to go through a designated security line at US airports and generally not have to remove shoes, jackets, and electronics)
- Global Entry, Nexus, or Sentri (paid a fee that allows you to enter the United States from a different country through a designated security line)
- Federal Employee TSA Pre✓<sup>®</sup> Opt-in (e.g., DoD, DHS, etc.)
- Premium Line (e.g., CLEAR, Airline Status)
- None of the above



4. (If enrolled in TSA Pre✓® or Global Entry, or is a Federal employee and went through standard security) **Did you receive a TSA Pre✓® experience in the standard lane (e.g., you didn't have to take off your shoes.)**
  - Yes, it felt like I was in a TSA Pre✓® lane
  - Yes, but it wasn't the complete TSA Pre✓® experience
  - No
  
5. (Skip if enrolled in TSA Pre✓® OR a Federal Employee Opt-in) **Have you ever enrolled, specifically, in TSA Pre✓®? (Not via Global Entry, Nexus, or Senti)**
  - Yes
  - No
  
6. (If enrolled in Global Entry and/or Premium Line or not enrolled in any program and previously enrolled in TSA Pre✓®) **What is the reason(s) you are not currently enrolled, specifically, in TSA Pre✓®? Select all that apply.**
  - I'm unfamiliar with how to re-enroll
  - The TSA Pre✓® lines were typically closed or not available in my usual terminal
  - The TSA Pre✓® lines weren't any faster than other lines
  - I don't fly enough
  - It is too expensive to enroll
  - I am enrolled in another program that meets my needs
  - I do not mind removing shoes, 3-1-1 liquids, laptop, etc.
  - Other [Specify]
  
7. (If only enrolled in a premium program and NOT Global Entry) **Why did a Premium Line (e.g., CLEAR, Airline Status) or similar program meet your needs more than TSA Pre✓®? [Free Response Answer]**
  
8. (If enrolled in a Premium Line Program or no program and never enrolled in TSA Pre✓®) **What is the reason(s) you are not currently enrolled, specifically, in TSA Pre✓®? Select all that apply.**
  - I'm not familiar with the TSA Pre✓® Program
  - I'm familiar with TSA Pre✓® but unfamiliar with how to enroll or it's inconvenient for me to enroll
  - I don't fly enough
  - It is too expensive to enroll



- The TSA Pre✓® lines are typically closed or not available in my usual terminal
- The other lines are faster
- I do not mind removing shoes, 3-1-1 liquids, laptop, etc.
- Other [Specify]

**9. (If only enrolled in a Premium Line program or no program at all) Of the following potential TSA Pre✓® enhancements, please select two (2) that would entice you to join. You may select one (1) or up to two (2).**

- Faster screening process
- Limited removal of personal belongings
- TSA Pre✓® lanes always available
- VIP line / premium experience
- Retail perks and special airline treatment (e.g., discounts, priority boarding)
- Cheaper price
- Online enrollment
- Other, specify:
- (Exclusive) I'm not likely to join this program regardless of perks

**10. (If went through TSA Pre✓® and, either enrolled in a Premium Lane only or no program, and never enrolled in TSA Pre✓®) Based on your experience today, would you consider enrolling in TSA Pre✓®? (interviewer if needed; costs \$85 and lasts for 5 years, that equates to only \$17 a year)**

- Yes
- No

**11. (If enrolled in TSA Pre✓®, Global Entry, Nexus, Sentri, or a Fed Employee Opt-In) Please select your primary reason for enrolling in a Trusted Traveler Program (TSA Pre✓®, Global Entry, Nexus, or Sentri Program). You may select one (1) or up to two (2).**

- Save time
- Convenience of not having to remove shoes, jackets, etc.
- For the VIP experience
- It was free for me to enroll
- Other, specify:



**12.** (If enrolled in TSA Pre✓<sup>®</sup> or Global Entry, Nexus, Sentri) **Do you plan to re-enroll in a Trusted Traveler Program (TSA Pre✓<sup>®</sup>, Global Entry, Nexus, or Sentri Program) when your membership expires?**

- Yes
- No

**13.** (If have TSA Pre✓<sup>®</sup> or Global Entry, Nexus, Sentri and doesn't plan to re-enroll) **Why do you not plan to re-enroll?** *Select all that apply.*

- I'm unfamiliar with how to re-enroll
- The TSA Pre✓<sup>®</sup> lines are typically closed or not available in my usual terminal
- The TSA Pre✓<sup>®</sup> lines are not any faster than other lines
- I don't fly enough
- It is too expensive to enroll
- I do not mind removing shoes, 3-1-1 liquids, laptop, etc.
- (Hidden if selected enrolled in Global Entry) I would rather enroll in Global Entry, Nexus, Sentri
- (Hidden if enrolled in Premium Line Program) I would rather enroll in CLEAR or another premium lane program
- Other

**14.** (If enrolled in TSA Pre✓<sup>®</sup> or Global Entry or a Fed. Employee Opt-in) **Of the following potential TSA Pre✓<sup>®</sup> enhancements, please select two (2) that are the most appealing to you.** *You may select one (1) or up to two (2).*

- Faster Screening Process
- Limited removal of personal belonging
- TSA Pre✓<sup>®</sup> Lanes always available
- VIP line or a more premium experience
- Retail perks and special airline treatment (e.g., discounts, priority boarding)
- Other, specify:

**15.** (If enrolled in TSA Pre✓<sup>®</sup>) **What was your method of payment for your TSA Pre✓<sup>®</sup>?**

- Directly paid with no reimbursement
- Directly paid but my credit card reimbursed me
- I used hotel loyalty points
- I used airline loyalty miles
- Employer or company paid
- It was a gift (someone else paid)
- Other



16. About how long do you estimate it took to get through the security checkpoint today? From the time you entered the line to when you were ready to walk to your gate. Please estimate your answer to the nearest five (5) minutes.

- 0-5
• 6-10
• 11-15
• 16-20
• 21-25
• 26-30
• More than 30 minutes

17. On a scale of 1-5, 5 being strongly agree, 3 being neutral, and 1 being strongly disagree, how strongly do you agree with the following:

Table with 6 columns: Attribute, 1-Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, 5-Strongly Agree. Row 1: It took a reasonable amount of time to go through checkpoint screening today.

18. How long before your flights departure did you arrive at the airport today?

- Less than 1 hour
• 1 hour to under 1.5 hours
• 1.5 hours to under 2 hours
• 2 hours or more

19. How many round-trip flights do you take per year?

- 1-2
• 3-6
• 7-10
• 11-14
• 15 or more



**20. Of the times you go to the airport, what do you attribute a majority of your travel to? *Select all that apply.***

- Leisure/Vacations
- Business
- Business and Leisure trips combined
- Other

**21. What range does your age fall in?**

- 18-24
- 25-34
- 35-44
- 45-54
- 55-65
- 65+
- Prefer not to answer

**22. Is there anything else you would like to share about your experience today that you would like TSA to know about? If not, you may leave this space blank.**

**The survey is complete. Thank you for your time.**