

2019 Crew Vetting Program Satisfaction Survey

The objective of this survey is to gather customer feedback on your overall satisfaction with the services provided by the Crew Vetting Program Liaison Group (CVP-LG). We greatly appreciate your time and insight!

1. Please select the option that best describes your affiliation.
If "CARRIERS" is checked, please identify your CARRIER NAME and CARRIER CODE
 - Carriers
Carrier Name: _____
Carrier Code: _____
 - Security Coordinators
 - Master Crew List Coordinators
2. The CVP-LG provides a series of tools to execute proper identification of carrier crew members. Please select the tools you use. Check all that apply.
 - Flight Crew Manifest (FCM)
 - Master Crew List (MCL)
 - Performance Metrics
 - Submissions Summary Report (SSR)
3. How frequently have you used or received any of the above tools? Select one.
 - Never
 - Daily
 - Weekly
 - Monthly

For questions 4 and 5, please select the answer that best reflects your opinion of the CVP-LG tools for the last 12 months.

4. I am satisfied with the quality of the tools CVP-LG provides.
 - Strongly Agree
 - Agree
 - Neither Agree nor Disagree
 - Disagree
 - Strongly Disagree
 - Not Applicable

5. These tools are important for helping me accomplish my job responsibilities and objectives.
- Strongly Agree
 - Agree
 - Neither Agree nor Disagree
 - Disagree
 - Strongly Disagree
 - Not Applicable
6. The CVP-LG offers a variety of trainings, to security coordinators and carrier support, to give a deeper understanding of quality job performance. Please select the types of training you may have received from CVP-LG. Check all that apply.
- CVP-LG Etiquette (Language of CVP-LG)
 - Electronic Advanced Passenger Information System (eAPIS) Submissions
 - Flight Crew Manifest Alerts
 - Government Website Navigation
 - Government Website User Guides
 - Master Crew List Overviews
 - Submission Summary Report Content
7. How frequently have you received training from the CVP-LG team? Select one.
- Never
 - Daily
 - Weekly
 - Monthly

For questions 8 and 9, please select the answer that best reflects your opinion of the CVP-LG training for the last 12 months.

8. I am satisfied with the quality of training CVP-LG provides.
- Strongly Agree
 - Agree
 - Neither Agree nor Disagree
 - Disagree
 - Strongly Disagree
 - Not Applicable

9. CVP-LG trainings are important for helping me understand and accomplish my job responsibilities and objectives.
- Strongly Agree
 - Agree
 - Neither Agree nor Disagree
 - Disagree
 - Strongly Disagree
 - Not Applicable
10. The CVP-LG takes pride in providing efficient customer support to carriers and coordinators. Please select what type of customer service you have received from CVP-LG. Check all that apply.
- APIS Submissions
 - Alert Analysis & Resolutions
 - Audits & Reviews
 - Daily Impact Outreach
 - eAPIS Submissions
 - Master Crew List Status & Distribution
 - Point-of-Contact Outreach
 - Submission Verifications
11. How frequently have you interacted (e-mail or telephone) with the CVP-LG for customer service? Select one.
- Never
 - Daily
 - Weekly
 - Monthly

For questions 12 and 13, please select the answer that best reflects your opinion of the CVP-LG customer service for the last 12 months.

12. I am satisfied with the quality of the customer service support CVP-LG provides.
- Strongly Agree
 - Agree
 - Neither Agree nor Disagree

- Disagree
- Strongly Disagree
- Not Applicable

13. CVP-LG's customer service is important for helping me better understand and accomplish my job responsibilities and objectives.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Not Applicable

Thank you for participating in the 2019 Crew Vetting Program Satisfaction Survey. If you have any other feedback (such as suggestions for improvement), please use the area below to share your input.

Paperwork Reduction Act Statement: TSA is collecting this information to gather customer feedback on overall satisfaction with the services provided by the Crew Vetting Program Liaison Group. The public burden for this voluntary collection of information is estimated to be approximately five 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, Secure Flight & Crew Vetting Program_ Survey, 601 South 12th Street, Arlington, VA 20598-6011.