

# Question Category	Status	OMB Question #	Question	Response
1 Confidence in Security Procedures	OMB Approved	1	How confident are you in the ability of the TSA security process you experienced to keep air travel secure from individuals with hostile intentions?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
2 Confidence in Security Procedures	OMB Approved	2	How confident are you that the security screening procedures that were used on you and your baggage are effective at keeping air travel secure?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
3 Confidence in Security Procedures	OMB Approved	3	How confident are you that the security screening procedures that were used to screen your body are effective at keeping air travel secure?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
4 Confidence in Security Procedures	OMB Approved	4	How confident are you that the security screening procedures that were used on your baggage are effective at keeping air travel secure?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
5 Confidence in Security Procedures	OMB Approved	5	How satisfied were you that you and your carry-on items were effectively screened?	VERY/STRONGLY (POSITIVE) (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE) (NEGATIVE) VERY/STRONGLY (NEGATIVE) DONT KNOW CHOOSE NOT TO ANSWER
6 Confidence in Security Procedures	OMB Approved	6	How confident are you that carry-on items are thoroughly screened?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
7 Confidence in Screening Equipment	OMB Approved	7	How confident are you that <THE DEVICE> used to screen your carry on baggage are effective at finding items that could be dangerous?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
8 Confidence in Personnel	OMB Approved	8	How confident are you in the ability of the TSA personnel you experienced to keep air travel secure from individuals with hostile intentions?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
9 Confidence in Personnel	OMB Approved	9	How confident are you in the ability of the TSA personnel you experienced at the checkpoint today to keep air travel secure?	VERY CONFIDENT FAIRLY CONFIDENT NOT VERY CONFIDENT NOT AT ALL CONFIDENT
10 Experience at Checkpoint	OMB Approved	10	How satisfied were you overall with your experience at the passenger security checkpoint?	VERY/STRONGLY (POSITIVE) (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE) (NEGATIVE) VERY/STRONGLY (NEGATIVE) DONT KNOW CHOOSE NOT TO ANSWER
11 Experience at Checkpoint	OMB Approved	11	Overall, how satisfied were you with your experience at the security screening checkpoint?	VERY/STRONGLY (POSITIVE) (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE) (NEGATIVE) VERY/STRONGLY (NEGATIVE) DONT KNOW CHOOSE NOT TO ANSWER
12 Experience at Checkpoint	OMB Approved	12	Did you go through <device/screening process> today?	YES NO
13 Experience at Checkpoint	OMB Approved	13	Did a TSO open and inspect your baggage at the security checkpoint today?	YES NO
14 Experience at Checkpoint	OMB Approved	14	Was a plastic bag available to you for your liquids at the passenger security checkpoint today?	YES NO DONT KNOW
15 Experience at Checkpoint	OMB Approved	15	Please consider the following statement. I was comfortable being screened by the < device, with a procedure, etc.>."	VERY/STRONGLY (POSITIVE) (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE) (NEGATIVE) VERY/STRONGLY (NEGATIVE) DONT KNOW (DONT KNOW) CHOOSE NOT TO ANSWER
16 Experience at Checkpoint	OMB Approved	16	Please consider the following statement. I would rather be screened by the <device> than <current policy>."	VERY/STRONGLY (POSITIVE) (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE) (NEGATIVE) VERY/STRONGLY (NEGATIVE) DONT KNOW (DONT KNOW) CHOOSE NOT TO ANSWER
17 Experience at Checkpoint	OMB Approved	17	Please consider the following statement. I feel that the screening process at this airport was consistent with policies at other airports."	VERY/STRONGLY (POSITIVE) (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE) (NEGATIVE) VERY/STRONGLY (NEGATIVE) DONT KNOW (DONT KNOW) CHOOSE NOT TO ANSWER
18 Experience at Checkpoint Satisfaction with Wait Time	OMB Approved	18	Please consider the following statement. The amount of time it took to be screened by the <device> was reasonable."	VERY/STRONGLY (POSITIVE) (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE) (NEGATIVE) VERY/STRONGLY (NEGATIVE) DONT KNOW (DONT KNOW) CHOOSE NOT TO ANSWER
19 Experience at Checkpoint	OMB Approved	19	Please consider the following statement. I feel that I was adequately informed about the <specific policy> before I arrived at the passenger security checkpoint today."	VERY/STRONGLY (POSITIVE) (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE) (NEGATIVE) VERY/STRONGLY (NEGATIVE) DONT KNOW (DONT KNOW) CHOOSE NOT TO ANSWER
20 Experience at Checkpoint	OMB Approved	20	Overall, the security screening process was efficient and passenger-friendly.	VERY/STRONGLY (POSITIVE) (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE)

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21 Experience at Checkpoint	OMB Approved	21 Overall, the security screening process was thorough and professional.	[NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW [DONT KNOW] CHOOSE NOT TO ANSWER VERY/STRONGLY [POSITIVE] [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW [DONT KNOW] CHOOSE NOT TO ANSWER
22 Experience at Checkpoint Satisfaction with Wait Time	OMB Approved	22 The time required for security screening was reasonable.	VERY/STRONGLY [POSITIVE] [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW [DONT KNOW] CHOOSE NOT TO ANSWER
23 Experience at Checkpoint	OMB Approved	23 There was enough space in front of the X-Ray area to allow you to prepare.	VERY/STRONGLY [POSITIVE] [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW [DONT KNOW] CHOOSE NOT TO ANSWER
24 Experience at Checkpoint	OMB Approved	24 The flow of passengers through the checkpoint gave you enough time to prepare.	VERY/STRONGLY [POSITIVE] [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW [DONT KNOW] CHOOSE NOT TO ANSWER
25 Experience at Checkpoint	OMB Approved	25 There was enough space for you to gather your belongings after security.	VERY/STRONGLY [POSITIVE] [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW [DONT KNOW] CHOOSE NOT TO ANSWER
26 Experience at Checkpoint	OMB Approved	26 The checkpoint environment helped you to focus on the security process.	VERY/STRONGLY [POSITIVE] [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW [DONT KNOW] CHOOSE NOT TO ANSWER
27 Experience at Checkpoint	OMB Approved	27 If you traveled with a child / children today 12 years old or younger, how would you rate their screening?	CHOOSE NOT TO ANSWER EXCESSIVE APPROPRIATE INADEQUATE DONT KNOW
28 Satisfaction with Wait Time	OMB Approved	28 Was the length of time you waited in line before the passenger security checkpoint. . .	MUCH LONGER THAN I EXPECTED LONGER THAN I EXPECTED ABOUT WHAT I EXPECTED SHORTER THAN I EXPECTED MUCH SHORTER THAN I EXPECTED I HAD NO EXPECTATION
29 Satisfaction with Wait Time	OMB Approved	29 How long in advance did you arrive at the airport before your flight departure?	LESS THAN 1 HOUR 2 HOURS 3 HOURS 4 OR MORE HOURS
30 Satisfaction with Wait Time	OMB Approved	30 How satisfied were you with the length of time you waited in line before the passenger security checkpoint?	VERY/STRONGLY [POSITIVE] [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW CHOOSE NOT TO ANSWER
31 Satisfaction with Wait Time	OMB Approved	31 How acceptable was the length of time you waited in line at the security screening checkpoint?	COMPLETELY ACCEPTABLE ACCEPTABLE NEITHER ACCEPTABLE NOR UNACCEPTABLE UNACCEPTABLE COMPLETELY UNACCEPTABLE
32 Satisfaction with Wait Time	OMB Approved	32 How long, in minutes, did you wait in line before you passed through the walk-through metal detector?	OPEN-ENDED
33 Satisfaction with Wait Time	OMB Approved	33 How long did you wait in line before you passed through the walk-through metal detector?	0 to 15 minutes 15 to 30 minutes 30 to 45 minutes 45 to 60 minutes More than 60 minutes
34 Satisfaction with Screening Time	OMB Approved	34 How satisfied were you with the amount of time it took to screen you and your carry-on items?	VERY/STRONGLY [POSITIVE] [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW CHOOSE NOT TO ANSWER
35 Satisfaction with Screening Time	OMB Approved	35 How acceptable was the amount of time it took to complete the security screening process?	COMPLETELY ACCEPTABLE ACCEPTABLE NEITHER ACCEPTABLE NOR UNACCEPTABLE UNACCEPTABLE COMPLETELY UNACCEPTABLE
36 Satisfaction with Screening Time	OMB Approved	36 What is the maximum acceptable security screening time for you from the moment you enter the queuing line to when you leave the checkpoint?	OPEN-ENDED
37 Satisfaction with Screening Time	OMB Approved	37 What is the maximum acceptable time you think it should take to complete the checkpoint security screening process? Up to:	5 minutes 10 minutes 15 minutes 20 minutes 25 minutes 30 minutes 35 minutes 40 minutes Other
38 Separation from Belongings	OMB Approved	38 If you were separated from your carry-on items, could you maintain visual contact with the items at all times?	

39 Separation from Belongings	OMB Approved	39 If you were separated from your carry-on items, were you able to see your items at all times?	YES NO DONT KNOW WAS NOT SEPARATED FROM MY CARRY-ON ITEMS NO YES
40 Separation from Others in Party	OMB Approved	40 During any point in the screening process, were you separated from any other people with whom you were traveling?	I WAS NOT SEPARATED FROM MY CARRY-ON ITEMS NO YES
41 Separation from Others in Party	OMB Approved	41 If you were separated from your travel companion(s), were you able to see them and speak with them at all times?	I WAS NOT TRAVELING WITH ANYONE NO YES
42 Stress Level	OMB Approved	42 How comfortable were you with your experience at the security screening checkpoint?	I WAS NOT TRAVELING WITH ANYONE VERY RELAXED SLIGHTLY RELAXED NEITHER RELAXED NOR STRESSED SLIGHTLY STRESSED VERY STRESSED
43 Convenience of Divesting	OMB Approved	43 Did the <PROCEDURE OR EQUIPMENT> at the checkpoint make the security screening process:	VERY EASY EASY NEITHER EASY NOR DIFFICULT DIFFICULT VERY DIFFICULT CHOOSE NOT TO ANSWER
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44 Convenience of Divesting	OMB Approved	44 From start to finish how easy was it for you to physically comply with the security requirements? Please explain.	OPEN-ENDED
45 Quality of Communication	OMB Approved	45 What type of media has helped educate you on the passenger security process? (Please check all that apply.)	TSA INTERNET SITE AIRLINE OR TRAVEL SERVICE INTERNET SITE AIRPORT SIGNAGE PRINTED INFORMATION PAMPHLETS TV/NEWSPAPER/RADIO/OTHER MEDIA DISCUSSIONS WITH OTHER PASSENGERS/WORD OF MOUTH OTHER (PLEASE SPECIFY)
46 Quality of Checkpoint Communication	OMB Approved	46 How satisfied were you with the way security procedures were explained to you at the passenger security checkpoint?	VERY/STRONGLY [POSITIVE] [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW CHOOSE NOT TO ANSWER
47 Quality of Checkpoint Communication	OMB Approved	47 Were verbal instructions from the officers needed?	YES NO
48 Quality of Checkpoint Communication	OMB Approved	48 If so, were instructions provided by the officers?	YES NO
49 Quality of Checkpoint Communication	OMB Approved	49 Were the officers' verbal instructions clear?	YES NO
50 Quality of Checkpoint Communication	OMB Approved	50 Were the officer's verbal instructions helpful?	YES NO
51 Quality of Checkpoint Communication	OMB Approved	51 Were the officer's verbal instructions accurate?	YES NO
52 Quality of Checkpoint Communication	OMB Approved	52 Were the officer's verbal instructions sufficient to complete security screening?	YES NO
53 Quality of Checkpoint Communication	OMB Approved	53 Were officers courteous and professional in their interaction with you?	YES NO
54 Quality of Checkpoint Communication	OMB Approved	54 Did the officers' uniforms present a professional appearance?	YES NO
55 Quality of External Communication	OMB Approved	55 How satisfied were you with the information about security procedures you received before you went to the airport (e.g., via the TSA web site)?	VERY/STRONGLY [POSITIVE] [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW CHOOSE NOT TO ANSWER
56 Quality of External Communication	OMB Approved	56 Before traveling today, how well informed were you about passenger security procedures?	WELL INFORMED SOMEWHAT INFORMED SLIGHTLY INFORMED POORLY INFORMED
57 Quality of Printed or Posted Materials	OMB Approved	57 Were additional printed materials needed at the checkpoint?	YES NO
58 Quality of Printed or Posted Materials	OMB Approved	58 If so, were printed materials provided?	YES NO
59 Quality of Printed or Posted Materials	OMB Approved	59 Were printed materials clear?	YES NO
60 Quality of Printed or Posted Materials	OMB Approved	60 Were printed materials helpful in moving you through the checkpoint?	YES NO
61 Quality of Printed or Posted Materials	OMB Approved	61 Were printed materials accurate?	YES NO
62 Quality of Printed or Posted Materials	OMB Approved	62 Were printed materials sufficient?	YES NO
63 Quality of Printed or Posted Materials	OMB Approved	63 Did signage effectively guide you through the security process?	YES NO
64 Quality of Printed or Posted Materials	OMB Approved	64 Did signage clearly explain TSA's requirements?	YES NO
65 Quality of Printed or Posted Materials	OMB Approved	65 Did signage clearly explain new technology at the checkpoint?	YES NO

66	Quality of Printed or Posted Materials	OMB Approved	66 Was it easy to find information on how to prepare for the security checkpoint experience before coming to the airport?	YES NO
67	Quality of Printed or Posted Materials	OMB Approved	67 How satisfied were you with the information about security procedures you received at the airport (e.g., via the signs and/or television monitors at the checkpoint or information conveyed by TSA personnel during the screening process)?	YES NO VERY/STRONGLY POSITIVE (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE) [NEGATIVE] VERY/STRONGLY (NEGATIVE) DONT KNOW CHOOSE NOT TO ANSWER
68	Customer Service - Personnel Courtesy	OMB Approved	68 How satisfied were you with the courtesy of the passenger security screeners?	VERY/STRONGLY POSITIVE (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE) [NEGATIVE] VERY/STRONGLY (NEGATIVE) DONT KNOW CHOOSE NOT TO ANSWER
69	Customer Service - Personnel Courtesy	OMB Approved	69 How courteous were the security screeners you saw at the checkpoint?	VERY COURTEOUS SOMEWHAT COURTEOUS NEUTRAL NOT VERY COURTEOUS NOT AT ALL COURTEOUS
70	Customer Service - Personnel Attentiveness to Duty	OMB Approved	70 How satisfied were you with the passenger security screeners' attentiveness to their duties?	VERY/STRONGLY POSITIVE (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE) [NEGATIVE] VERY/STRONGLY (NEGATIVE) DONT KNOW CHOOSE NOT TO ANSWER
71	Customer Service - Personnel Attentiveness to Duty	OMB Approved	71 How would you rate the thoroughness of passenger screening you received?	EXCESSIVE APPROPRIATE INADEQUATE DONT KNOW
72	Customer Service - Checkpoint Environment	OMB Approved	72 How satisfied were you with the environmental aspects (lighting, temperature, amount of space, etc.) of the security checkpoint?	VERY/STRONGLY POSITIVE (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE) [NEGATIVE] VERY/STRONGLY (NEGATIVE) DONT KNOW CHOOSE NOT TO ANSWER
73	Customer Service - Checkpoint Environment	OMB Approved	73 How satisfied were you with the cleanliness of the security checkpoint?	VERY/STRONGLY POSITIVE (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE) [NEGATIVE] VERY/STRONGLY (NEGATIVE) DONT KNOW CHOOSE NOT TO ANSWER
74	Passenger Demographic Information - General	OMB Approved	74 What is your age range?	UNDER 30 30-49 50-69 70 OR ABOVE
75	Passenger Demographic Information - General	OMB Approved	75 How old are you?	between 18 and 20 between 20 and 29 between 30 and 39 between 40 and 49 between 50 and 59 between 60 and 69 between 70 and 79 over 79

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76	Passenger Demographic Information - General	New	76 What is your gender? (Optional)	MALE FEMALE
77	Passenger Demographic Information - Purpose of Travel	OMB Approved	77 What is the purpose of your trip today?	BUSINESS LEISURE OTHER
78	Passenger Demographic Information - Frequency of Travel	OMB Approved	78 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
79	Miscellaneous	OMB Approved	79 Do you have additional comments about your experience through the passenger security checkpoint today?	OPEN ENDED
80	Baggage Screening Area	OMB Approved	80 How satisfied were you overall with your experience at the checked baggage screening area?	VERY/STRONGLY POSITIVE (POSITIVE) NEITHER (POSITIVE) NOR (NEGATIVE) [NEGATIVE] VERY/STRONGLY (NEGATIVE) DONT KNOW CHOOSE NOT TO ANSWER
81	Baggage Screening Area	OMB Approved	81 Was the length of time you waited in line at the baggage screening area...	MUCH LONGER THAN I EXPECTED LONGER THAN I EXPECTED ABOUT WHAT I EXPECTED SHORTER THAN I EXPECTED MUCH SHORTER THAN I EXPECTED I HAD NO EXPECTATION
82	Airline Ticket Counter	OMB Approved	82 Was the length of time you waited in line at the airline ticket counter...	MUCH LONGER THAN I EXPECTED LONGER THAN I EXPECTED ABOUT WHAT I EXPECTED SHORTER THAN I EXPECTED MUCH SHORTER THAN I EXPECTED I HAD NO EXPECTATION