

# Question Set #1 – Upon Application for Redress

## PAPERWORK REDUCTION ACT STATEMENT OF PUBLIC BURDEN

Through this information collection, DHS is collecting and reporting on redress-seeker impressions of the Traveler Redress Inquiry Program (TRIP) website, different aspects of the redress experience, and their overall satisfaction with the program, with the aim of using this information to identify areas for improvement. The public burden for this collection of information is estimated to be ten minutes. This is a voluntary collection of information. If you have any comments on the DHS TRIP Smart Form, you may contact DHS TRIP, 601 S. 12th Street, TSA-901, Arlington, VA 20598-6901-4220. An agency may not conduct or sponsor, and persons are not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number assigned to this collection is 1652-0044.

### **DHS seeks to provide world-class customer service and world-class security.**

Please help us improve our service completing this anonymous, voluntary survey. It is estimated that it will take you about five minutes to help us. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Thank you for your participation!

1. How satisfied are you with the DHS TRIP Website overall?

<b>Very Dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither Satisfied Nor Dissatisfied</b>	<b>Satisfied</b>	<b>Very Satisfied</b>	<b>Don't Know/Not Applicable</b>
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2. How satisfied are you that you were able to find the information you needed to decide whether or not to apply for redress?

<b>Very Dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither Satisfied Nor Dissatisfied</b>	<b>Satisfied</b>	<b>Very Satisfied</b>	<b>Don't Know/Not Applicable</b>
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3. Did you use TRIP Mobile (smart phone application) to initiate your redress application?

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4. How satisfied are you that the online application process was easy to understand and use?

<b>Very Dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither Satisfied Nor Dissatisfied</b>	<b>Satisfied</b>	<b>Very Satisfied</b>	<b>Don't Know/Not Applicable</b>
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5. How satisfied are you that the online application process did not take too much time to complete?

<b>Very Dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither Satisfied Nor Dissatisfied</b>	<b>Satisfied</b>	<b>Very Satisfied</b>	<b>Don't Know/Not Applicable</b>
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**PAPERWORK REDUCTION ACT STATEMENT:** Through this information collection, DHS is gathering information about you to conduct redress procedures, as an individual who believes he or she has been (1) denied or delayed boarding, (2) denied or delayed entry into or departure from the United States as a port of entry, or (3) identified for additional screening at our Nation's transportation hubs, including airports, seaports, train stations and land borders. The public burden for this collection of information is estimated to be 5 minutes. This is a voluntary collection of information. If you have any comments on this form, you may contact the Transportation Security Administration, Office of Transportation Security Redress, TSA-901, 601 South 12<sup>th</sup> Street, Arlington, VA 20598-6901. An agency may not conduct or sponsor, and persons are not

required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number assigned to this collection is 1652-0044 which expires mm/dd/yyyy.

**PRIVACY ACT NOTICE AUTHORITY:** Title IV of the Intelligence Reform and Terrorism Prevention Act of 2004 authorizes DHS to take security measures to protect travel, and under Subtitle B, Section 4012(1)(G), the Act directs DHS to provide appeal and correction opportunities for travelers whose information may be incorrect. Principal Purposes: DHS will use this information in order to assist you with seeking redress in connection with travel. Routine Uses: DHS will use and disclose this information to appropriate governmental agencies to verify your identity, distinguish your identity from that of another individual, such as someone included on a watch list, and/or address your redress request. Additionally, limited information may be shared with non-governmental entities, such as air carriers, where necessary for the sole purpose of carrying out your redress request. Disclosure: Furnishing this information is voluntary; however, the Department of Homeland Security may not be able to process your redress inquiry without the information requested.