

| # 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 VERY/STRONGLY [POSITIVE] |
| 22 | Experience at Checkpoint Satisfaction with Wait Time | OMB Approved | 22 The time required for security screening was reasonable. | [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW [DONT KNOW] CHOOSE NOT TO ANSWER VERY/STRONGLY [POSITIVE] |
| 23 | Experience at Checkpoint | OMB Approved | 23 There was enough space in front of the X-Ray area to allow you to prepare. | [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW [DONT KNOW] CHOOSE NOT TO ANSWER VERY/STRONGLY [POSITIVE] |
| 24 | Experience at Checkpoint | OMB Approved | 24 The flow of passengers through the checkpoint gave you enough time to prepare. | [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW [DONT KNOW] CHOOSE NOT TO ANSWER VERY/STRONGLY [POSITIVE] |
| 25 | Experience at Checkpoint | OMB Approved | 25 There was enough space for you to gather your belongings after security. | [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW [DONT KNOW] CHOOSE NOT TO ANSWER VERY/STRONGLY [POSITIVE] |
| 26 | Experience at Checkpoint | OMB Approved | 26 The checkpoint environment helped you to focus on the security process. | [POSITIVE] NEITHER [POSITIVE] NOR [NEGATIVE] [NEGATIVE] VERY/STRONGLY [NEGATIVE] DONT KNOW [DONT KNOW] CHOOSE NOT TO ANSWER VERY/STRONGLY [POSITIVE] |
| 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? | 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? | |

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|-------------------------------------------|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 I WAS NOT SEPARATED FROM MY CARRY-ON ITEMS |
| 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? | NO YES I WAS NOT TRAVELING WITH ANYONE |
| 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? | NO YES I WAS NOT TRAVELING WITH ANYONE |
| 42 Stress Level | OMB Approved | 42 How comfortable were you with your experience at the security screening checkpoint? | 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 |

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| 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 |