

1652-0013 Customer Satisfaction Questions:

Passenger Survey Questions

Question Category	OMB Q#	Question and Responses
Confidence in Security Procedures	2	<p>How confident are you that the security screening procedures that were used on you and your baggage are effective at keeping air travel secure?</p> <ul style="list-style-type: none"> • VERY CONFIDENT • FAIRLY CONFIDENT • NOT VERY CONFIDENT • NOT AT ALL CONFIDENT
	5	<p>How satisfied were you that you and your carry-on items were effectively screened?</p> <ul style="list-style-type: none"> • VERY/STRONGLY POSITIVE • POSITIVE • NEITHER POSITIVE NOR NEGATIVE • NEGATIVE • VERY/STRONGLY NEGATIVE • DON'T KNOW • CHOOSE NOT TO ANSWER
Confidence in Screening Equipment	7	<p>How confident are you that <THE DEVICE> used to screen your carry-on baggage is effective at finding items that could be dangerous?</p> <p><i>Blank Fill: "the X-ray"</i></p> <ul style="list-style-type: none"> • VERY CONFIDENT • FAIRLY CONFIDENT • NOT VERY CONFIDENT • NOT AT ALL CONFIDENT
Confidence in Personnel	9	<p>How confident are you in the ability of the TSA personnel you experienced at the checkpoint today to keep air travel secure?</p> <ul style="list-style-type: none"> • VERY CONFIDENT • FAIRLY CONFIDENT • NOT VERY CONFIDENT • NOT AT ALL CONFIDENT

Experience at Checkpoint	10	<p>How satisfied were you overall with your experience at the passenger security checkpoint?</p> <ul style="list-style-type: none"> • VERY/STRONGLY POSITIVE • POSITIVE • NEITHER POSITIVE NOR NEGATIVE • NEGATIVE • VERY/STRONGLY NEGATIVE • DON'T KNOW • CHOOSE NOT TO ANSWER
Experience at Checkpoint/Satisfaction with Wait Time	18	<p>Please consider the following statement. The amount of time it took to be screened by the <device> was reasonable."</p> <p><i>Blank Fill: "X-ray Baggage Screening System"</i></p> <ul style="list-style-type: none"> • VERY/STRONGLY POSITIVE • POSITIVE • NEITHER POSITIVE NOR NEGATIVE • NEGATIVE • VERY/STRONGLY NEGATIVE • DON'T KNOW • CHOOSE NOT TO ANSWER
Experience at Checkpoint	19	<p>Please consider the following statement. I feel that I was adequately informed about <specific policy> before I arrived at the passenger security checkpoint today."</p> <p><i>Blank Fill: "how to place my property into bins"</i></p> <ul style="list-style-type: none"> • VERY/STRONGLY POSITIVE • POSITIVE • NEITHER POSITIVE NOR NEGATIVE • NEGATIVE • VERY/STRONGLY NEGATIVE • DON'T KNOW • CHOOSE NOT TO ANSWER
	20	<p>Overall, the security screening process was efficient and passenger-friendly.</p> <ul style="list-style-type: none"> • VERY/STRONGLY POSITIVE • POSITIVE • NEITHER POSITIVE NOR NEGATIVE • NEGATIVE • VERY/STRONGLY NEGATIVE • DON'T KNOW • CHOOSE NOT TO ANSWER
	21	<p>Overall, the security screening process was thorough and professional.</p> <ul style="list-style-type: none"> • VERY/STRONGLY POSITIVE

		<ul style="list-style-type: none"> • POSITIVE • NEITHER POSITIVE NOR NEGATIVE • NEGATIVE • VERY/STRONGLY NEGATIVE • DON'T KNOW • CHOOSE NOT TO ANSWER
	23	<p>There was enough space in front of the X-Ray area to allow you to prepare.</p> <ul style="list-style-type: none"> • VERY/STRONGLY POSITIVE • POSITIVE • NEITHER POSITIVE NOR NEGATIVE • NEGATIVE • VERY/STRONGLY NEGATIVE • DON'T KNOW • CHOOSE NOT TO ANSWER
	24	<p>The flow of passengers through the checkpoint gave you enough time to prepare.</p> <ul style="list-style-type: none"> • VERY/STRONGLY POSITIVE • POSITIVE • NEITHER POSITIVE NOR NEGATIVE • NEGATIVE • VERY/STRONGLY NEGATIVE • DON'T KNOW • CHOOSE NOT TO ANSWER
	25	<p>There was enough space for you to gather your belongings after security.</p> <ul style="list-style-type: none"> • VERY/STRONGLY POSITIVE • POSITIVE • NEITHER POSITIVE NOR NEGATIVE • NEGATIVE • VERY/STRONGLY NEGATIVE • DON'T KNOW • CHOOSE NOT TO ANSWER
Satisfaction with Wait Time	30	<p>How satisfied were you with the length of time you waited in line before the passenger security checkpoint?</p> <ul style="list-style-type: none"> • VERY/STRONGLY POSITIVE • POSITIVE • NEITHER POSITIVE NOR NEGATIVE • NEGATIVE • VERY/STRONGLY NEGATIVE • DON'T KNOW • CHOOSE NOT TO ANSWER
Separation from Belongings	38	<p>If you were separated from your carry-on items, could you maintain visual contact with the items at all times?</p> <ul style="list-style-type: none"> • YES

		<ul style="list-style-type: none"> • NO • DON'T KNOW • WAS NOT SEPARATED FROM MY CARRY-ON ITEMS
Separation from Others in Party	40	<p>During any point in the screening process, were you separated from any other people with whom you were traveling?</p> <ul style="list-style-type: none"> • NO • YES • I WAS NOT TRAVELING WITH ANYONE
	41	<p>If you were separated from your travel companion(s), were you able to see them and speak with them at all times?</p> <ul style="list-style-type: none"> • NO • YES • I WAS NOT TRAVELING WITH ANYONE
Stress Level	42	<p>How comfortable were you with your experience at the security screening checkpoint?</p> <ul style="list-style-type: none"> • VERY RELAXED • SLIGHTLY RELAXED • NEITHER RELAXED NOR STRESSED • SLIGHTLY STRESSED • VERY STRESSED
Convenience of Divesting	43	<p>The <PROCEDURE OR EQUIPMENT> at the checkpoint makes the security screening process:</p> <p><i>Blank Fill: "X-ray Baggage Screening System"</i></p> <ul style="list-style-type: none"> • VERY EASY • EASY • SOMEWHAT DIFFICULT • DIFFICULT • VERY DIFFICULT
	44	<p>From start to finish how easy was it for you to physically comply with the security requirements? Please explain.</p> <ul style="list-style-type: none"> • OPEN-ENDED
Quality of Checkpoint Communication	46	<p>How satisfied were you with the way security procedures were explained to you at the passenger security checkpoint?</p> <ul style="list-style-type: none"> • VERY/STRONGLY POSITIVE • POSITIVE • NEITHER POSITIVE NOR NEGATIVE • NEGATIVE • VERY/STRONGLY NEGATIVE • DON'T KNOW • CHOOSE NOT TO ANSWER
	47	<p>Were verbal instructions from the officers needed?</p> <ul style="list-style-type: none"> • YES

		<ul style="list-style-type: none"> • NO
	49	Were the officers' verbal instructions clear? <ul style="list-style-type: none"> • YES • NO
	50	Were the officer's verbal instructions helpful? <ul style="list-style-type: none"> • YES • NO
	52	Were the officer's verbal instructions sufficient to complete security screening? <ul style="list-style-type: none"> • YES • NO
Quality of Printed or Posted Materials	57	Were additional printed materials needed at the checkpoint? <ul style="list-style-type: none"> • YES • NO
	59	Were printed materials clear? <ul style="list-style-type: none"> • YES • NO
	60	Were printed materials helpful in moving you through the checkpoint? <ul style="list-style-type: none"> • YES • NO
	63	Did signage effectively guide you through the security process? <ul style="list-style-type: none"> • YES • NO
	65	Did signage clearly explain new technology at the checkpoint? <ul style="list-style-type: none"> • YES • NO
	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)? <ul style="list-style-type: none"> • VERY/STRONGLY POSITIVE • POSITIVE • NEITHER POSITIVE NOR NEGATIVE • NEGATIVE • VERY/STRONGLY NEGATIVE • DON'T KNOW • CHOOSE NOT TO ANSWER
Customer Service –	71	How would you rate the thoroughness of passenger screening you

Personnel Attentiveness to Duty		received? <ul style="list-style-type: none"> • EXCESSIVE • APPROPRIATE • INADEQUATE • DON'T KNOW
Passenger Demographic Information – General	75	How old are you? <ul style="list-style-type: none"> • 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
	76	What is your gender? (Optional) <ul style="list-style-type: none"> • MALE • FEMALE
Passenger Demographic Information – Purpose of Travel	77	What is the purpose of your trip today? <ul style="list-style-type: none"> • BUSINESS • LEISURE • OTHER
Passenger Demographic Information – Frequency of Travel	78	About how many round trip commercial airline flights have you taken in the last 12 months (INCLUDING THIS ONE)? <ul style="list-style-type: none"> • 1-2 • 3-5 • 6-9 • 10-19 • 20 OR MORE

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