



# Transportation Security Administration

## TSA 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 5 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! **Whole Body Imager (WBI) Passenger Survey**

**1. How satisfied were you overall with your experience at the passenger security checkpoint?**

- Very satisfied  Satisfied  Dissatisfied  
 Very dissatisfied  Don't know

**2. How would you rate the thoroughness of passenger screening you received?**

- Excessive  Appropriate  Inadequate  Don't know

**3. How satisfied were you with the way security procedures were explained to you at the passenger security checkpoint?**

- Very satisfied  Satisfied  Dissatisfied  
 Very dissatisfied  Don't know

**4. How satisfied were you with the information about security procedures you received before you went to the airport (e.g., via the TSA website)?**

- Very satisfied  Satisfied  Dissatisfied  
 Very dissatisfied  Don't know  Does not apply

**5. How satisfied were you with the information you received at the airport (e.g., via the signs and/or T.V. monitors at the checkpoint or information conveyed by TSA personnel during the screening process)?**

- Very satisfied  Satisfied  Dissatisfied  
 Very dissatisfied  Don't know  Does not apply

**6. What type of media has helped educate you on the passenger security process? (Please check all that apply.)**

- TSA Internet site  Airline or travel Internet site  
 Airport signage  Printed information pamphlets  
 TV/newspaper/radio/other media  Discussions with other passengers/word-of-mouth  Other (please specify)

**7. From start to finish, how easy was it for you to physically comply with the security requirements? Please explain.**

- Very easy  Easy  Somewhat difficult  Very difficult

**8. How satisfied were you with the amount of time it took to screen you and your carry-on items?**

- Very Satisfied  Satisfied  Dissatisfied  
 Very dissatisfied  Don't know

**9. Do you have any additional comments about your experience through the passenger security checkpoint today?**

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Demographic Questions

**What is your age range?**

- Under 30
- 30-49
- 50-69
- 70 or above

**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

**What is the purpose of your trip today?**

- Business
- Leisure
- Other