

DEPARTMENT OF HOMELAND SECURITY  
Transportation Security Administration

**TSA PRODUCT FEEDBACK SURVEY**

**INSTRUCTIONS:** Please complete survey questions and submit per directions below.

Product Title: \_\_\_\_\_

**1. Stakeholder or Partner (Select one):**

- |                                   |                                       |  |
|-----------------------------------|---------------------------------------|--|
| DHS Component                     | Industry: Air Cargo                   | Industry: Original Equipment Manufacturers |
| Intelligence Community (IC)       | Industry: Airport                     | Industry: Passenger Air                    |
| Federal (non-IC)                  | Industry: Freight Rail                | Industry: Pipeline                         |
| State, Local, Tribal, Territorial | Industry: Highway                     | Other: _____                               |
| Foreign Engagement                | Industry: Mass Transit/Passenger Rail |  |

**2. How satisfied or dissatisfied are you with this transportation security information overall? (Select one)**

- Very Satisfied      Somewhat Satisfied      Neither Satisfied Nor Dissatisfied      Somewhat Dissatisfied      Very Dissatisfied

**3. How satisfied or dissatisfied are you with the following aspects of this transportation security information? (select one)**

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Timeliness: The degree to which you received or obtained the information within the time it was needed					
Relevance: The degree to which the information was applicable to your organization					
Completeness: The degree to which the information contained all the necessary details					
Actionability: The degree to which the information enabled you to make adjustments to your security measures, if such a change was warranted					
Accuracy: The degree to which the information was correct					
Delivery Mechanism: The manner by which the information was received (e.g. website, email, brief)					

**4. Did you find this transportation security information valuable (select one)?**

Yes      No

**If Yes, check the areas where it provided value (select one or more):**

- Improved understanding of a transportation threat, vulnerability, and/or consequence
- Integrated into my organization's security awareness products, or shared product internally or with other partners
- Resulted in a change or validation of one or more security measures and/or policies
- Responded to a specific threat
- Other. Please explain:

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**If No, check the reasons the information was not valuable (select one or more):**

- The information arrived too late
- The information does not apply to my organization
- The information is unclear
- The information contains errors
- The information lacked objectivity
- The information is too verbose
- Other. Please explain:

**5. Suggestions for Improvement, Issues, or General Comments (if desired):**

*Although not required, providing the information below will help us improve our efforts to serve your organizations' transportation security information needs.*

Name:	Phone Number:
Organization:	Email Address:

**Provide Survey Responses to [TSA.InfoSharing@tsa.dhs.gov](mailto:TSA.InfoSharing@tsa.dhs.gov) or**

**PAPERWORK REDUCTION ACT BURDEN STATEMENT:** TSA is collecting this information to identify ongoing improvement opportunities for its Information Sharing Program. The public burden for collecting this information is estimated to be approximately 5 minutes. This is a voluntary collection of information. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058, 601 South 12th Street, Arlington, VA 20598. An agency may not conduct or sponsor, and persons are not required to respond to a collection of information, unless it displays a valid OMB control number. The OMB control number assigned to this collection is 1652-0058, which expires 09/30/2022.