

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:

DEPARTMENT OF HOMELAND SECURITY
 Transportation Security Administration

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 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.