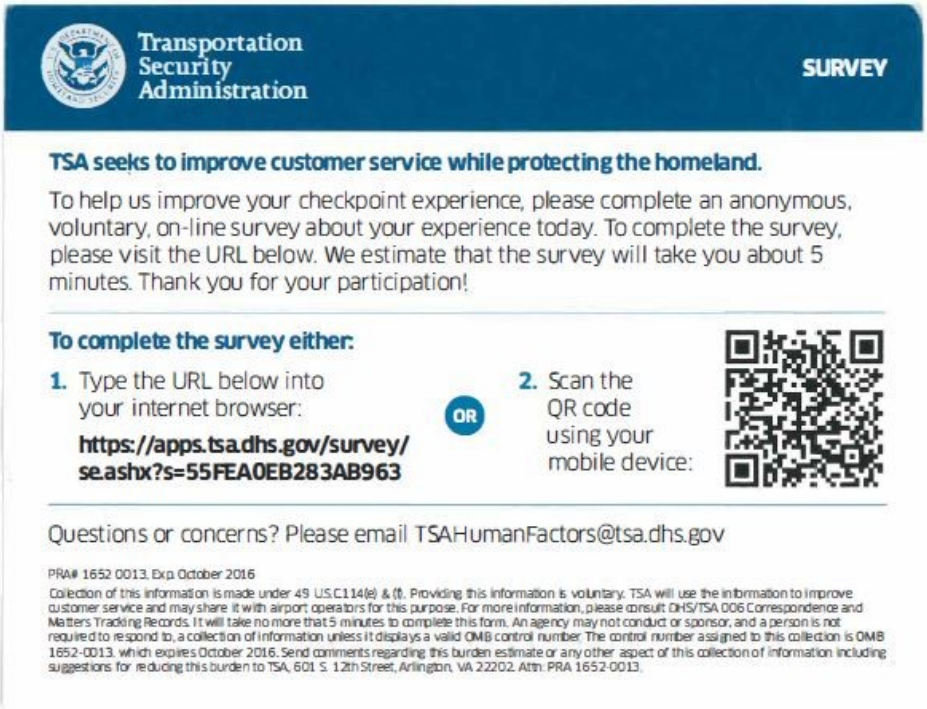
OMB 1652-0058
Exp. 9/31/2022

Passenger Perception of the Adobe Redefining the Passenger Experience System Survey

Please answer each question to the best of your ability. Your answers will remain confidential and cannot be traced back to you by any means.

1	What is your approximate age?	Under 30		30-49	50-69	70+
2	How many Adobe kiosks did you notice at the checkpoint?	Please enter your numeric response here.				
3	The Adobe kiosk's wait time indicator was accurate.	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
4	The Adobe kiosk(s) helped prepare me for the checkpoint process (having documents ready, divesting for screening, etc).	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
5	The Adobe kiosk(s) provided information regarding the MyTSA app.	Yes	No			
6	I already downloaded, or plan to download the MyTSA App.	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
7	The time taken to get through the checkpoint today seemed:	Much slower than usual	Slightly slower than usual	Same as usual	Slightly faster than usual	Much faster than usual



Transportation Security Administration

SURVEY

TSA seeks to improve customer service while protecting the homeland.

To help us improve your checkpoint experience, please complete an anonymous, voluntary, on-line survey about your experience today. To complete the survey, please visit the URL below. We estimate that the survey will take you about 5 minutes. Thank you for your participation!

To complete the survey either:

1. Type the URL below into your internet browser:
   https://apps.tsa.dhs.gov/survey/se.ashx?s=55FEA0EB283AB963

OR

2. Scan the QR code using your mobile device:

Questions or concerns? Please email TSAHumanFactors@tsa.dhs.gov

PRA# 1652 0013. Exp. October 2016

Collection of this information is made under 49 U.S.C.114(e) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 006 Correspondence and Matters Tracking Records. It will take no more that 5 minutes to complete this form. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652-0013, which expires October 2016. Send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden to TSA, 601 S. 12th Street, Arlington, VA 22202. Attn: PRA 1652-0013.

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Paperwork Reduction Act Statement: TSA is collecting this information to assess the Passenger Perception of the Adobe Red Pax communication system. The public burden for this voluntary collection of information is estimated to be approximately 1.5 minutes. 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. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058, Passenger Perception of Adobe Redefining the Passenger Experience system., 601 South 12th Street, Arlington, VA 20598-6011.