

TCC Telephone Customer Satisfaction Survey Questions

1. Reason for calling the TSA Contact Center
 1. General Comment
 2. Compliment
 3. Security Vulnerability
 4. Complaint
 5. Question
 6. N/A

For the remaining questions, please rate your level of agreement by using 1 – 5 on your keypad, 1 for strongly disagree and 5 for strongly agree.

2. My call to the TSA Contact Center was answered in a timely manner
3. The Contact Center agent was professional, courteous, and friendly
4. This was my first inquiry to the Contact Center on this topic
5. The Contact Center agent resolved my question quickly
6. The Contact Center agent was thorough
7. Overall, I am satisfied with my experience with the TSA Contact Center

PAPERWORK REDUCTION ACT BURDEN STATEMENT: TSA is collecting this information to identify ongoing improvement opportunities for its Contact Center. 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.