Consolidated User Guide v5.0 Survey

Good afternoon,

An updated version of the Consolidated User Guide (CUG), CUG v5.0 and the accompanying Secure Flight Update was published to the Homeland Security Information Network (HSIN) on August 8, 2019. The objective of this survey is to gather feedback on your overall satisfaction and usage of the current version of the CUG. Responses from this survey will help improve the usability of the CUG. This survey should take no more than 10 minutes to complete and your participation is voluntary. If you choose to participate, please do so by MM/DD/YYYY. Please click onto the answer or answers that apply and reply to sender and SecureFlight@tsa.dhs.gov. We greatly appreciate your time and insight.

As the Security Manager/Director for your airline we are interested in your voluntary feedback to the following questions:

- 1. Which version of the CUG do you reference?
- 4.3
- □ 5.0
- 2. How are you informed when a new version of the CUG published?
- Homeland Security Information Network (HSIN) alert or postcard
- □ TSA International Industry Representative (IIR)
- □ TSA Principal Security Inspector (PSI)
- □ Other _____
- 3. Is the current process by which you are notified of a revised CUG version adequate?
- □ Yes
- □ No
- 4. Please select the option that best describes your role:
- □ Security
- □ Operations
- □ Technology
- □ Other _____
- 5. In your role, is the guidance in the CUG sufficient?
- □ Yes
- □ No
- □ N/A

6. If you answered no to question five, what subject do you find to have inadequate guidance?

Paperwork Reduction Act Statement: TSA is collecting this information to improve access to eSecure Flight. The public burden for this voluntary collection of information is estimated to be approximately 3 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, eSecure Flight 2-Factor Authentication Process Survey, 601 South 12th Street, Arlington, VA 20598-6011.

7. How frequently do you refer to the CUG for guidance?

□ Daily

□ Weekly

- □ Monthly
- □ Never

8. In recent years, the Transportation Security Administration changed the CUG updating process to show changed text in red font. Has this been helpful?

□ Yes

□ No

9. Is the current organization of the CUG efficient for your organizational needs (e.g., Crew Vetting versus Passenger Vetting)?

□ Yes

□ No

10. Using a scale of 1-5, with 1 being the lowest rating and 5 being the highest, how do you rate the overall usability of the CUG?

□ 1- Overall rating lowest

□ 2

- □ 4
- □ 5-Overall rating highest
- □ Undecided
- 11. Please provide any additional feedback in the space below.

In the interest of making the CUG as useful to the reader as possible, DHS encourages readers to submit feedback (suggestions) for future versions to SecureFlight@DHS.TSA.GOV or to your CBP APIS account manager if applicable.