

## TSA Intelligence and Analysis Annual Customer Satisfaction Survey - Questions

Introduction: Please take a few minutes to answer the annual customer satisfaction survey to improve information sharing solicitation. A response is required for all questions except question 7.

1. TSA intelligence information helps my organization accomplish its mission and objectives.
  - a. Strongly Disagree, Disagree, Somewhat Disagree, Neither, Somewhat Agree, Agree, Strongly Agree
2. How frequently have you interacted with TSA Intelligence & Analysis during the past 12 months?
  - a. Daily, Weekly, Bi-weekly, Monthly, Yearly
3. Would you like to receive more intelligence information for your mission?
  - a. Yes/No?
  - b. If Yes, from which: Aviation, Pipeline, Freight Rail, Mass Transit/Passenger Rail, Highway Motor Carrier, Other (Explain)?
  - c. Any specific intelligence or information's gaps you would like TSA Intelligence & Analysis to address? Yes/No?
  - d. If Yes, please specify:\_\_\_\_\_.
4. Are you a Stakeholder or Partner?
  - a. DHS Component; Intelligence Community (IC); Federal (non-IC); State, Local, Tribal, Territorial; Foreign Engagement; Industry: Air Cargo; Airport; Freight Rail; Highway/Motor Carrier; Mass Transit/Passenger Rail; Original Equipment Manufacturers; Passenger Air; Pipeline; Other (Explain)
5. What is the highest level of information you receive?
  - a. For Official Use Only (FOUO), Law Enforcement Sensitive (LES), Secret, Top Secret/ Sensitive Compartmented Information(TS/SCI), Prefer not to say
6. What system do you access information on?
  - a. Classified Local Area Network (C-LAN), Homeland Security Data Network (HSDN), Homeland Security Information Network (HSIN), Intel Source, Sage, Other (explain)
7. Would you be willing to participate in a follow up conversation about your feedback? If so, please provide the following: Name, Organization, Contact Telephone Number, E-mail Address

**Paperwork Reduction Act Statement:** TSA is collecting this information to improve information sharing solicitation. The public burden for this voluntary collection of information is estimated to be approximately five 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, TSA Intelligence and Analysis (I&A) Annual Customer Satisfaction Survey, 601 South 12th Street, Arlington, VA 20598-6011.