TSA’s Office of Intelligence & Analysis Annual Customer Satisfaction Survey - Questions

1. Intelligence information provided by TSA helps my organization to accomplish its mission and objectives. \*
   1. Strongly Disagree, Disagree, Somewhat Disagree, Neither, Somewhat Agree, Agree, Strongly Agree
2. How frequently have you interacted with TSA’s Office of Intelligence & Analysis during the past 12 months? \*
   1. Daily, Weekly, Bi-weekly, Monthly, Yearly
3. Does the frequency of interaction with TSA’s Office of Intelligence & Analysis meet your organization's intelligence needs?
   1. Strongly Disagree, Disagree, Somewhat Disagree, Neither, Somewhat Agree, Agree, Strongly Agree
   2. Do you need to meet more or less frequently?
      1. More Frequently, Less Frequently
4. Would you like to receive more intelligence information for your mission? \*
   1. Yes/No?
   2. If Yes, from which: Aviation, Pipeline, Freight Rail, Mass Transit/ Passenger Rail, Highway Motor Carrier?
   3. Any specific intelligence or information’s gaps or other pertinent topics you would like TSA Intelligence & Analysis office to address?
   4. If Yes, please specify: (Please exclude any PII from your answer.)
5. What is your preferred product type?
   1. Transportation Intelligence Note (TIN), Quick Look, Infographic, Other (Explain) (Please exclude any PII from your answer.)
6. Are you a Stakeholder or Partner? \*
   1. Component of the Department of Homeland Security; Federal Intelligence Community; Other Federal (non-Intelligence Community); 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)
7. What is the highest level of information you receive? \*
   1. For Official Use Only (FOUO), Law Enforcement Sensitive (LES), Secret, Top Secret/ Sensitive Compartmented Information(TS/SCI), Prefer not to say
8. What system do you access information on? \*
   1. Classified Local Area Network (C-LAN), Homeland Security Data Network (HSDN), Homeland Security Information Network (HSIN), Intel Source, Sage, Commercial Intel Source, In-person Meeting, Other (explain)
9. How much has the quality of intelligence information provided by TSA to your organization improved over the past 12 months?
   1. Not at all, Slightly, Somewhat, Much Improvement, Tremendous Improvement
10. 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

\* Indicates required response