

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. *
 - a. 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? *
 - a. 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?
 - a. Strongly Disagree, Disagree, Somewhat Disagree, Neither, Somewhat Agree, Agree, Strongly Agree
 - b. Do you need to meet more or less frequently?
 - i. More Frequently, Less Frequently

4. 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?
 - c. Any specific intelligence or information's gaps or other pertinent topics you would like TSA Intelligence & Analysis office to address?
 - d. If Yes, please specify: (Please exclude any PII from your answer.)

5. What is your preferred product type?
 - a. Transportation Intelligence Note (TIN), Quick Look, Infographic, Other (Explain) (Please exclude any PII from your answer.)

6. Are you a Stakeholder or Partner? *
 - a. 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? *
 - a. 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? *
 - a. 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?
 - a. 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