

TSA Contact Center Customer Satisfaction Email Survey – 10/06/2020

Welcome to the TSA Customer Satisfaction Survey. The survey should only take a couple of minutes. Your feedback is invaluable.

Please read each of the following statements and select your level of agreement:

| | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| I am satisfied with my experience with the TSA Contact Center. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| This interaction increased my confidence in TSA. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The response provided resolved my inquiry. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The agent responded to my inquiry quickly. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I easily understood the response I received. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| It was easy to contact the TSA Contact Center. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The Contact Center was professional, courteous, and friendly. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel the TSA security process effectively keeps air-travel safe. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I am aware of the information sources TSA provides (tsa.gov , TSA Contact Center, @AskTSA) that can prepare me for TSA checkpoint screening. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The information posted at the airport and communication from TSA Officers adequately prepared me for checkpoint screening. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

PAPERWORK REDUCTION ACT 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 1 minute. This is a voluntary collection of information. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058, TSA Contact Center Customer Satisfaction Survey, 6595 Springfield Center Drive, Springfield, 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.