

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

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

After each statement, score your level of agreement, 1 through 5 using your keypad: 1 for strongly agree and 5 for strongly disagree.

1. **I am satisfied with my experience with the TSA Contact Center.**
Press 1 for Strongly Agree
2 for Agree
3 for Neither Agree nor Disagree
4 for Disagree
5 for Strongly Disagree
2. **This interaction increased my confidence in TSA.**
Press 1 for Strongly Agree
2 for Agree
3 for Neither Agree nor Disagree
4 for Disagree
5 for Strongly Disagree
3. **The response I received resolved my inquiry.**
Press 1 for Strongly Agree
2 for Agree
3 for Neither Agree nor Disagree
4 for Disagree
5 for Strongly Disagree
4. **The TSA Contact Center agents responded to my inquiry quickly.**
Press 1 for Strongly Agree
2 for Agree
3 for Neither Agree nor Disagree
4 for Disagree
5 for Strongly Disagree
5. **I easily understood the response I received.**
Press 1 for Strongly Agree
2 for Agree
3 for Neither Agree nor Disagree
4 for Disagree
5 for Strongly Disagree
6. **It was easy to contact the TSA Contact Center.**
Press 1 for Strongly Agree
2 for Agree
3 for Neither Agree nor Disagree
4 for Disagree
5 for Strongly Disagree
7. **The agent was professional, courteous, and friendly.**

Press 1 for Strongly Agree
2 for Agree
3 for Neither Agree nor Disagree
4 for Disagree
5 for Strongly Disagree

8. I feel the TSA security process effectively keeps air-travel safe.

Press 1 for Strongly Agree
2 for Agree
3 for Neither Agree nor Disagree
4 for Disagree
5 for Strongly Disagree

9. I am aware of the information sources TSA provides (tsa.gov, TSA Contact Center, @AskTSA) that can prepare me for TSA checkpoint screening.

Press 1 for Strongly Agree
2 for Agree
3 for Neither Agree nor Disagree
4 for Disagree
5 for Strongly Disagree

10. The information posted at the airport and communication from TSA Officers adequately prepared me for checkpoint screening.

Press 1 for Strongly Agree
2 for Agree
3 for Neither Agree nor Disagree
4 for Disagree
5 for Strongly Disagree

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.