

# TSA PreCheck® Enrollment and Experience Survey - Questions

## Purpose of Survey:

The purpose of the survey is to examine both non-enrollees and enrollees about their perceptions of the TSA PreCheck® enrollment process and screening experience. The objectives are:

- To understand potential future applicants – what keeps them from applying for TSA PreCheck and what would encourage them to apply.
- To identify the full range of barriers to enrollment, which will allow TSA decision makers to implement mitigating actions considering uncertainty around when regular travel will resume for both consumers and businesses.
- To gather information about the TSA PreCheck experience itself and understand what is valuable, particularly in terms of driving new enrollment and retention.

## Method of Dissemination:

The TSA PreCheck Enrollment and Experience survey will be posted online (specific link generated by TSA Surveys Team) and advertised through TSA's social media accounts (*Instagram, Twitter, and Facebook*). TSA plans to use social media postings similar to the one below to encourage individuals to take the TSA PreCheck Enrollment and Experience Survey:

*“With TSA PreCheck, you can speed through security without removing your shoes, laptops, liquids, belts and light jackets. Want to learn more, or interested in applying? Feel free to take the survey and let your input on TSA PreCheck be heard!”*

This standard call-to-action provides a tone and reference point for making social media posts around TSA PreCheck. This will encourage TSA PreCheck-related engagement on TSA's social media accounts – spurring further interest and buzz around the topic / survey. This call-to-action will also serve as a 'hook' for posts advertising the survey.

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**Survey Design:**

The TSA PreCheck Enrollment and Experience survey will consist of 3 different surveys:

- (1) For TSA PreCheck members or applicants**
- (2) For Non-TSA PreCheck individuals**
- (3) For other Trusted Travelers**

In order to differentiate the three surveys, the questions will vary somewhat in content. Each survey will consist of **radio buttons** for each answer selection. To direct the respondent to the correct survey, an intermediate landing page will have to be developed with a link as shown:

*Select the option that best describes you:*

(1) I am currently enrolled in TSA PreCheck® or have applied

(2) I don't have TSA PreCheck®

3) I am enrolled in another Trusted Traveler Program (i.e. Global Entry)

After clicking the link that best describes the respondent, they will be directed to the respective survey.

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## Survey Questions

### (1) TSA PreCheck members or applicants

**'This survey is for TSA PreCheck® members.**

If you aren't in TSA PreCheck® or another Trusted Traveler Program, [click here](#)

If you aren't in TSA PreCheck® but are in a Trusted Traveler Program, [click here](#)'

Select your age range:

- 0-19
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-79
- 80+

How many times did you fly for business in 2019?

- 0
- 1-2
- 3-4
- 5-6
- 7-10
- 11+

How many times did you fly for leisure in 2019?

- 0
- 1-2
- 3-4
- 5-6
- 7-10
- 11+

What could TSA PreCheck® add to enhance the **enrollment process**?

- Open more enrollment centers near me
- Make processing at enrollment centers faster
- Make it easier to understand the steps required to enroll
- Lower cost
- Other – (specify)

What could TSA PreCheck® add to improve the **airport checkpoint experience**?

- Have TSA PreCheck® lanes open more often
- Make the screening process faster– (specify)
- Make the screening process easier – (specify)
- Provide TSA PreCheck® benefits outside of the checkpoint – (specify)

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- Other – (specify)

What other benefits would you like to see from TSA PreCheck®?

- Being able to bring in liquids larger than 3 ounces
- Being able to check a bag using facial recognition technology rather than an in-person ID check
- Being able to proceed through security without presenting an ID or boarding pass
- Being able to use self-screening technology that improves security
- Other – (specify)

*\*Please do not enter PII in free response answers*

**(2) Non-TSA PreCheck® individuals or applicants**

**'This survey is not for TSA PreCheck® members.**

If you ARE in TSA PreCheck®, [click here](#)

If you aren't in TSA PreCheck® but are in a Trusted Traveler Program, [click here](#)'

Select your age range:

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How many times did you fly for business in 2019?

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Is COVID-19 likely to affect your decision to enroll in the TSA PreCheck® program within the next **12 months**?

- Very Unlikely

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- Unlikely
- Neutral
- Likely
- Very Likely
- I wasn't planning on enrolling in TSA PreCheck®

What is the reason you are not currently enrolled in TSA PreCheck®? (*Select up to 2*)

- I don't know how to enroll
- Enrolling is difficult (specify)
- TSA PreCheck® lanes are typically closed at my home airport
- TSA PreCheck® lanes are not any faster than the standard lanes at my home airport
- I don't mind removing shoes, laptops, liquids, belts and light jackets
- Enrollment is too expensive (currently \$85 for five years)
- Other – (specify)

*(This text will appear right above the survey question so that the respondent has the enrollment process fresh in their head) -*

**\*Enrolling in TSA PreCheck® requires you to enter personal information online, and then complete the enrollment in-person to verify your identity and collect your fingerprints. Thereafter, your information is used to check for program eligibility.**

What changes, if any, would move you to enroll in TSA PreCheck®?

- None, I don't fly enough
- Open more enrollment centers near me
- Make processing at enrollment centers faster
- Make it easier to understand the steps required to enroll
- Lower cost
- Increased dedicate TSA PreCheck® lanes at my primary airport(s)
- Other – (specify)

*\*Please do not enter PII in free response answers*

### **(3) Other Trusted Travelers**

**'This survey is not for TSA PreCheck® members – but for other Trusted Travelers.**

If you ARE in TSA PreCheck®, [click here](#)

If you aren't in TSA PreCheck® and NOT in another Trusted Traveler Program, [click here](#)'

Select your age range:

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- Other – (specify)

What other benefits would you like to see from TSA PreCheck®?

- Being able to bring in liquids larger than 3 ounces
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**PAPERWORK REDUCTION ACT STATEMENT:** TSA is collecting this information to query non-enrollees and enrollees about their perceptions of the TSA PreCheck™ enrollment process and screening experience. The public burden for collecting this information is estimated to be approximately 2 minutes. This is a voluntary collection of information. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058, TSA PreCheck™ Enrollment and Experience Survey, 6595 Springfield Center Drive, Springfield, VA 20598-2011. 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.