

TRANSPORTATION SECURITY ADMINISTRATION



TSA PreCheck™ Application Program



PRA Mock Ups (Additional Surveys)
May 2020

TSA PreCheck Non-Renewal Survey

TSA PreCheck Non-Renewal Survey

1. What is the primary reason you have not re-enrolled in TSA PreCheck?
 - I did not fly often enough to make effective use of TSA PreCheck.
 - I switched to a different Trusted Traveler Program (e.g., Global Entry) and I am eligible for TSA PreCheck through that program.
 - I use a premium lane (e.g., Clear, Airline Frequent Flier) and do not want TSA PreCheck.
 - I did not notice a significant difference in wait times between the standard lanes and TSA PreCheck lanes.
 - I think TSA PreCheck is too expensive.
 - I did not know how to renew TSA PreCheck.
 - I did not know my TSA PreCheck status expired.
 - TSA PreCheck lanes are often closed or unavailable at my usual airport.
 - Other (please specify):

TSA PreCheck Experience Survey

TSA PreCheck Experience Survey

1. Overall, how satisfied are you with your decision to enroll in TSA PreCheck?
 - Very satisfied
 - Satisfied
 - Neither satisfied or dissatisfied
 - Dissatisfied
 - Very dissatisfied
2. Based on your experience with TSA PreCheck, how likely are you to renew when your enrollment expires?
 - Very likely
 - Somewhat likely
 - Somewhat unlikely
 - Very unlikely
 - Don't know
 - I will not re-enroll
3. How likely are you to recommend signing up for TSA PreCheck to others?
 - Highly likely
 - Somewhat likely
 - Neutral
 - Somewhat unlikely
 - Highly unlikely

TSA PreCheck Experience Survey

TSA PreCheck Experience Survey

4. Overall, how satisfied are you with your experience in the TSA PreCheck screening lanes?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

5. As a TSA PreCheck passenger, how satisfied are you with the information you have received about the screening procedures you will experience at the security checkpoint?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

TSA PreCheck Experience Survey

TSA PreCheck Experience Survey

6. As a TSA PreCheck passenger, how far in advance do you typically arrive at the airport before your flight's departure?

- Less than 1 hour
- Between 1-2 hours
- 2 hours
- 3 hours
- 4 or more hours

7. How does the length of time you wait in line to be screened in the TSA PreCheck lane compare to what you expected?

- Much longer than I expected
- Longer than I expected
- About what I expected
- Shorter than I expected
- Much shorter than I expected
- I had no expectation

TSA PreCheck Experience Survey

TSA PreCheck Experience Survey

8. How satisfied are you with the length of time you wait in line to be screened in the TSA PreCheck lane?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

9. As a TSA PreCheck passenger, what is the maximum amount of time you think it should take to complete the security screening process? Up to:

- 5 minutes
- 10 minutes
- 15 minutes
- 20 minutes
- 25 minutes
- 30 minutes
- 35 minutes
- 40 minutes
- Other

TSA PreCheck Experience Survey

TSA PreCheck Experience Survey

10. Which of the following has helped educate you about the TSA PreCheck passenger screening process? (Please check all that apply.)

- TSA internet site
- Airline or travel service internet site
- Airport signage
- Printed information pamphlets
- TV, newspaper, radio, other media
- Discussions with other passengers/word of mouth

11. In the past year, how many trips, if any, have you taken that included air travel? One trip is defined as the period from when you leave home to when you return home. If a trip included multiple destinations, please count that as only one trip. Please provide your best estimate for each type.

- Leisure travel/travel for pleasure:
- Business travel:

TSA PreCheck Marketing Survey

TSA PreCheck Marketing Survey

1. In the past year, how many trips, if any, have you taken that included air travel? One trip is defined as the period from when you leave home to when you return home. If a trip included multiple destinations, please count that as only one trip. Please provide your best estimate for each type.

- Leisure travel/travel for pleasure:
- Business travel:

TSA PreCheck Marketing Survey

TSA PreCheck Marketing Survey

2. How far in advance do you typically book your flights? Please select one response for leisure travel and one response for business travel.

	Leisure	Business
• The week of the travel	<input type="radio"/>	<input type="radio"/>
• 2 to 3 weeks	<input type="radio"/>	<input type="radio"/>
• 4 to 5 weeks	<input type="radio"/>	<input type="radio"/>
• 6 to 7 weeks	<input type="radio"/>	<input type="radio"/>
• 2 months	<input type="radio"/>	<input type="radio"/>
• 3 to 4 months	<input type="radio"/>	<input type="radio"/>
• 5 or more months	<input type="radio"/>	<input type="radio"/>
• Unsure/I don't know	<input type="radio"/>	<input type="radio"/>
• Not Applicable	<input type="radio"/>	<input type="radio"/>

TSA PreCheck Marketing Survey

TSA PreCheck Marketing Survey

You will be shown three TSA PreCheck advertisements and ask to provide your overall opinion of TSA PreCheck.

Advertisement 1

Very
Unfavorable

Moderately
Unfavorable

Unfavorable

Neutral

Favorable

Moderately
Favorable

Very
Favorable

TSA PreCheck Marketing Survey

TSA PreCheck Marketing Survey

You will be shown three TSA PreCheck advertisements and ask to provide your overall opinion of TSA PreCheck.

Advertisement 2

Very
Unfavorable

Moderately
Unfavorable

Unfavorable

Neutral

Favorable

Moderately
Favorable

Very
Favorable

TSA PreCheck Marketing Survey

TSA PreCheck Marketing Survey

You will be shown three TSA PreCheck advertisements and ask to provide your overall opinion of TSA PreCheck.

Advertisement 3

Very
Unfavorable

Moderately
Unfavorable

Unfavorable

Neutral

Favorable

Moderately
Favorable

Very
Favorable

TSA PreCheck Marketing Survey

TSA PreCheck Marketing Survey

6. In your own words, what is the one thing that resonates most with you about TSA PreCheck, and why? Please be as specific as possible. If unsure or you do not know, please check below the text box.

Unsure/I do not know

TSA PreCheck Marketing Survey

TSA PreCheck Marketing Survey

7. Now that you have seen some advertising about TSA PreCheck, to what extent do you agree or disagree with each of the following statements?

- TSA PreCheck has an easy enrollment process

Disagree Completely	Moderately Disagree	Disagree	Neutral	Agree	Moderately Agree	Agree Completely
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- TSA PreCheck is convenient

Disagree Completely	Moderately Disagree	Disagree	Neutral	Agree	Moderately Agree	Agree Completely
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- TSA PreCheck enhances my security

Disagree Completely	Moderately Disagree	Disagree	Neutral	Agree	Moderately Agree	Agree Completely
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- TSA PreCheck saves time

Disagree Completely	Moderately Disagree	Disagree	Neutral	Agree	Moderately Agree	Agree Completely
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TSA PreCheck Marketing Survey

TSA PreCheck Marketing Survey

8. Based on everything you just saw, how likely are you to renew your TSA PreCheck membership when it expires?

Extremely
Unlikely to
Consider

Moderately
Unlikely to
Consider

Unlikely to
Consider

Neutral

Likely to
Consider

Moderately
Likely to
Consider

Extremely
Likely to
Consider

TSA PreCheck Paperwork Reduction Act

PAPERWORK REDUCTION ACT STATEMENT:

Statement of Public Burden: This is a voluntary collection of information, but failure to provide the information may result in an inability to approve your eligibility for the requested TSA program or benefit. TSA estimates that the total average burden per response associated with this collection for surveys is approximately 5 minutes. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number for this collection is OMB 1652-0059, which expires Month XX, 20XX.