

[AskTSA/TSA Contact Center] Customer Satisfaction Survey – December 2020

Welcome to the [AskTSA/TSA Contact Center] Customer Satisfaction Survey. The survey should take 1-2 minutes to complete. Your feedback is invaluable.

Please provide your responses to the questions below. Once complete, please select “Submit” to finalize your selections and complete the survey.

	Yes	No
<b>I attempted to find the information I needed on TSA.gov before contacting [AskTSA/the TSA Contact Center].</b>	<input type="radio"/>	<input type="radio"/>

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

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
<b>I am satisfied with the service I received from [AskTSA/the TSA Contact Center]</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
<b>I trust TSA to keep air travel safe.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>This interaction with [AskTSA/the TSA Contact Center] increased my confidence in TSA.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>It was easy to contact [AskTSA/the TSA Contact Center].</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>The [AskTSA/the TSA Contact Center] agents responded quickly.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>My issue was resolved.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>I found the agent to be helpful.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>I easily understood the response I received.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
<b>I believe the information TSA provides prepares me for checkpoint screening.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>I am aware of the TSA information sources (TSA.gov, TSA Contact Center, AskTSA) that can prepare me for checkpoint screening.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please enter any additional comments about your experience with [AskTSA/the TSA Contact Center] below: (Please do not include any personally identifiable information)

**PAPERWORK REDUCTION ACT STATEMENT:** TSA is collecting this information to identify ongoing improvement opportunities for its Ask TSA and Contact Center. The public burden for collecting this information is estimated to be approximately 1 to 2 minutes. This is a voluntary collection of information. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1601-0029, Ask TSA/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 1601-0029, which expires 11/30/2023.