**1652-0013 Customer Satisfaction Questions:**

OMB control number 1652-0013

Exp. 04/30/2022

Passenger Survey Questions

Welcome to the survey. The survey should take no more than 5 minutes to complete. Your feedback is invaluable. Please do not include Personally Identifiable Information in open text boxes.

|  |  |  |
| --- | --- | --- |
| **Question Category** | **OMBQ#** | **Question and Responses** |
| Passenger Demographic Information – General | **1** | **How old are you?** * between 18 and 20
* between 20 and 29
* between 30 and 39
* between 40 and 49
* between 50 and 59
* between 60 and 69
* between 70 and 79
* over 79
 |
| **2** | **What is your gender? (Optional)** * MALE
* FEMALE
 |
| **3** | **What is the purpose of your trip today?** * BUSINESS
* LEISURE
* OTHER
 |
|  | **4** | **About how many round trip commercial airline flights have you taken in the last year (INCLUDING THIS ONE)?** * 1-2
* 3-5
* 6-9
* 10-19
* 20 OR MORE
 |
| Trust or Confidence | **5** | **Screening procedures used on me were effective at keeping air travel safe.*** Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| 6 | **Security screening procedures used on my baggage were effective at keeping air travel safe.*** Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| 7 | **The information posted at the airport adequately prepared me to go through checkpoint screening today.*** Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| 8 | **The [DEVICE] used to screen my carry-on baggage was effective at finding items that could be dangerous.***Blank Fill: “the X-ray”** Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| 9 | **I am confident in the ability of the TSA Officers to find potential threats to safe travel.** * Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| Experience at Checkpoint | 10 | **Overall, I was satisfied with my experience at the security checkpoint.** * Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| 11 | **The amount of time it took to be screened [by the device] was reasonable.** *Blank Fill: “X-ray Baggage Screening System”** Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| 12 | **The security screening process was passenger-friendly.** * Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree

  |
| 13 | **The security screening process was efficient.*** Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| 14 | **I felt the pace was relaxed while going through the security screening process, i.e., I did not feel rushed.** * Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree

  |
| 15 | **The TSA Officers I interacted with were professional.**  * Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| 16 | **There was enough space in front of the X-Ray area to allow me to divest my items.** * Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| 17 | **There was enough space for me to gather my belongings after security.** * Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| Experience at Checkpoint | 18 | **I felt the use of [machine/technology/procedure] made the screening process easy:** *Blank Fill: “X-ray Baggage Screening System”** Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| 19 | **From start to finish how easy was it for you to physically comply with the security requirements? Please explain.**OPEN-ENDED |
| Satisfaction with Wait Time | 20 | **The amount of time I waited in line before the security checkpoint was reasonable.** * Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| Separation from Belongings | 21 | **If additional screening was needed (pat-down or carry-on bag search), I was able to maintain visual contact with my items at all times.** * Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
* Not Applicable
 |
| Separation from Others in Party | 22 | **If additional screening was required (pat-down or carry-on bag search), I was comfortable being redirected from other people with whom I were traveling.*** Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
* I WAS NOT TRAVELING WITH ANYONE
 |
| 23 | **If you were separated from your travel companion(s), were you able to see them and speak with them at all times?** * NO
* YES
* I WAS NOT TRAVELING WITH ANYONE
 |
| Stress Level | 24 | **My experience at the security screening checkpoint was stressful.** * Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| Quality of Checkpoint Communication | 25 | **The communication from TSA officers adequately prepared me to go through checkpoint screening today.*** Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| 26 | **I was satisfied with the way security procedures were explained to me by the officers at the security checkpoint.** * Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| 27 | **I was adequately informed [about specific policy]** **before I arrived at the security checkpoint today.** *Blank Fill: “how to place my property into bins”** Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| 28 | **If you were not satisfied with the communications at the checkpoint, what could have been included or improved upon?**Open ended  |
| Quality of Printed or Posted Materials | 29 | **I felt the signs posted at the checkpoint helped me prepare for screening.*** Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| 30 | **The following sign [show picture of sign] was easy to understand.** * Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
* I did not see this sign
 |
| 31 | **I recall seeing the following sign [show picture of sign] at the checkpoint.*** **Yes**
* **No**
 |
| 32 | **After reading the following signs at the checkpoint [show picture of sign(s)]…**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly Agree** | **Agree** | **Neither Agree nor Disagree** | **Disagree** | **Strongly Disagree** | **N/A or did not see sign** |
| **I understood how the new technology works**  |  |  |  |  |  |  |
| **I felt comfortable using the new technology** |  |  |  |  |  |  |
| **I trusted the new technology** |  |  |  |  |  |  |

 |
|  | 33 | **If you were not satisfied with the signage at the checkpoint, what could have been included or improved upon?**Open ended  |
| Customer Service – Personnel Attentiveness to Duty | 34 | **The screening I underwent was reasonable.** * Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
 |
| Other Passenger Experience  | 35 | **What did you think of your experience with [process/procedure/technology]?***Blank Fill: “X-ray Baggage Screening System”*Open ended |
| 36 | **What was the most challenging part of the screening process?**Open ended  |
| 37 | **What was the most rewarding part of the screening process?**Open ended |
| 38 | **What do you think TSA could do to improve your experience with our screening process?** Open ended  |
| 39 | **What resources did you access to prepare for your trip? (Check all that apply)*** Social Media (@AskTSA on Twitter, Facebook, Instagram)
* Phone/email (TSA Contact Center/TSA Cares)
* Tsa.gov
* TSAMobile App
* Airline
* Other, please specify
 |
| 40 | **Where the language options available during security screening able to guide you through the process?** * Yes
* No
 |
| 41 | **What could be done to better support passengers in multiple languages?**Open Ended |
| 42 | **If applicable, the security screening process was well equipped to support all types of passengers (such as the those with medical conditions, those with disabilities, various backgrounds etc.)*** Strongly Agree
* Agree
* Neither Agree nor Disagree
* Disagree
* Strongly Disagree
* Not Applicable
 |
| 43 | **What could TSA do to better support all types of passengers (such as the those with medical conditions, those with disabilities, various backgrounds etc.)?**Open Ended |
| 44 | **How did you learn about [new process]?** *Blank Fill: “REAL ID”*Open ended  |
| 45 | **After going through the security screening process, is there anything you would do differently to prepare for your next trip?**Open ended  |
| 46 | **Is there anything else you would like to share about your experience today that you would like TSA to know about?** Open ended  |

**Paperwork Reduction Act Statement**: It will take no more than 5 minutes to complete this form. 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 assigned to this collection is OMB 1652-0013, which expires 4/30/2022. Send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden to TSA-11, Attn: PRA 1652-0013, 6595 Springfield Center Drive, Springfield, VA 20598-6011.