**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.

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| **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 |

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