

1652-0013 Customer Satisfaction Questions:

OMB control number 1652-0013

Passenger Survey Questions

Exp. 04/30/2022

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	<p>How old are you?</p> <ul style="list-style-type: none"> • 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	<p>What is your gender? (Optional)</p> <ul style="list-style-type: none"> • MALE • FEMALE
	3	<p>What is the purpose of your trip today?</p> <ul style="list-style-type: none"> • BUSINESS • LEISURE • OTHER
	4	<p>About how many round trip commercial airline flights have you taken in the last year (INCLUDING THIS ONE)?</p> <ul style="list-style-type: none"> • 1-2 • 3-5 • 6-9 • 10-19 • 20 OR MORE
Trust or Confidence	5	<p>Screening procedures used on me were effective at keeping air travel safe.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree

		<ul style="list-style-type: none"> Strongly Disagree
	6	<p>Security screening procedures used on my baggage were effective at keeping air travel safe.</p> <ul style="list-style-type: none"> Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree
	7	<p>The information posted at the airport adequately prepared me to go through checkpoint screening today.</p> <ul style="list-style-type: none"> Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree
	8	<p>The [DEVICE] used to screen my carry-on baggage was effective at finding items that could be dangerous.</p> <p><i>Blank Fill: "the X-ray"</i></p> <ul style="list-style-type: none"> Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree
	9	<p>I am confident in the ability of the TSA Officers to find potential threats to safe travel.</p> <ul style="list-style-type: none"> Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree
Experience at Checkpoint	10	<p>Overall, I was satisfied with my experience at the security checkpoint.</p> <ul style="list-style-type: none"> Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

	11	<p>The amount of time it took to be screened [by the device] was reasonable.</p> <p><i>Blank Fill: "X-ray Baggage Screening System"</i></p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree
	12	<p>The security screening process was passenger-friendly.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree
	13	<p>The security screening process was efficient.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree
	14	<p>I felt the pace was relaxed while going through the security screening process, i.e., I did not feel rushed.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree
	15	<p>The TSA Officers I interacted with were professional.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree
	16	<p>There was enough space in front of the X-Ray area to allow me to divest my items.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree

		<ul style="list-style-type: none"> • Neither Agree nor Disagree • Disagree • Strongly Disagree
	17	<p>There was enough space for me to gather my belongings after security.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree
Experience at Checkpoint	18	<p>I felt the use of [machine/technology/procedure] made the screening process easy:</p> <p><i>Blank Fill: "X-ray Baggage Screening System"</i></p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree
	19	<p>From start to finish how easy was it for you to physically comply with the security requirements? Please explain.</p> <p>OPEN-ENDED</p>
Satisfaction with Wait Time	20	<p>The amount of time I waited in line before the security checkpoint was reasonable.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree
Separation from Belongings	21	<p>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.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree • Not Applicable
Separation from	22	<p>If additional screening was required (pat-down or carry-on bag search), I was comfortable being redirected from other people</p>

Others in Party		<p>with whom I were traveling.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree • I WAS NOT TRAVELING WITH ANYONE
	23	<p>If you were separated from your travel companion(s), were you able to see them and speak with them at all times?</p> <ul style="list-style-type: none"> • NO • YES • I WAS NOT TRAVELING WITH ANYONE
Stress Level	24	<p>My experience at the security screening checkpoint was stressful.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree
Quality of Checkpoint Communication	25	<p>The communication from TSA officers adequately prepared me to go through checkpoint screening today.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree
	26	<p>I was satisfied with the way security procedures were explained to me by the officers at the security checkpoint.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree
	27	<p>I was adequately informed [about specific policy] before I arrived at the security checkpoint today.</p> <p><i>Blank Fill: "how to place my property into bins"</i></p> <ul style="list-style-type: none"> • Strongly Agree • Agree

		<ul style="list-style-type: none"> • Neither Agree nor Disagree • Disagree • Strongly Disagree 														
	28	<p>If you were not satisfied with the communications at the checkpoint, what could have been included or improved upon?</p> <p>Open ended</p>														
Quality of Printed or Posted Materials	29	<p>I felt the signs posted at the checkpoint helped me prepare for screening.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree 														
	30	<p>The following sign [show picture of sign] was easy to understand.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree • I did not see this sign 														
	31	<p>I recall seeing the following sign [show picture of sign] at the checkpoint.</p> <ul style="list-style-type: none"> • Yes • No 														
	32	<p>After reading the following signs at the checkpoint [show picture of sign(s)]...</p> <table border="1"> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td style="text-align: center;">Neither Agree nor</td> <td style="text-align: center;">Disagree</td> <td style="text-align: center;">Strongly Disagree</td> <td style="text-align: center;">N/A or did not see sign</td> </tr> </table>											Neither Agree nor	Disagree	Strongly Disagree	N/A or did not see sign
			Neither Agree nor	Disagree	Strongly Disagree	N/A or did not see sign										
<p>I understood how the new technology works</p> <table border="1"> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>																

		I felt comfortable using the new technology						
		I trusted the new technology						
	33	<p>If you were not satisfied with the signage at the checkpoint, what could have been included or improved upon?</p> <p>Open ended</p>						
Customer Service – Personnel Attentiveness to Duty	34	<p>The screening I underwent was reasonable.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree 						
Other Passenger Experience	35	<p>What did you think of your experience with [process/procedure/technology]?</p> <p><i>Blank Fill: "X-ray Baggage Screening System"</i></p> <p>Open ended</p>						
	36	<p>What was the most challenging part of the screening process?</p> <p>Open ended</p>						
	37	<p>What was the most rewarding part of the screening process?</p> <p>Open ended</p>						
	38	<p>What do you think TSA could do to improve your experience</p>						

		<p>with our screening process?</p> <p>Open ended</p>
	39	<p>What resources did you access to prepare for your trip? (Check all that apply)</p> <ul style="list-style-type: none"> • Social Media (@AskTSA on Twitter, Facebook, Instagram) • Phone/email (TSA Contact Center/TSA Cares) • Tsa.gov • TSAMobile App • Airline • Other, please specify
	40	<p>Where the language options available during security screening able to guide you through the process?</p> <ul style="list-style-type: none"> • Yes • No
	41	<p>What could be done to better support passengers in multiple languages?</p> <p>Open Ended</p>
	42	<p>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.)</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree • Not Applicable
	43	<p>What could TSA do to better support all types of passengers (such as the those with medical conditions, those with disabilities, various backgrounds etc.)?</p>

		Open Ended
	44	How did you learn about [new process]? <i>Blank Fill: "REAL ID"</i> 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.