

TSA Checkpoint Quarterly Trust Survey


Instructions


Would you please answer some questions about your experience going through Security Screening today? This survey is being conducted by Transportation Security Administration. It should take about one minute and is completely voluntary. Your insights will be used to help improve the traveler experience at airports like this one. Your responses are anonymous. Please do not include any personally identifiable information in open responses.


My experience over the past 48 hours at the TSA security screening checkpoint increased my trust in TSA Officers ability to keep air travel safe.





ANSWER_02 **REQUIRED**


I feel the TSA security screening process is effective for keeping air travel safe. (Effectiveness) 

I completed the security screening process without any challenges. (Ease) 

It took a reasonable amount of time to get through TSA security screening. (Efficiency) 

I understood what was being asked of me throughout the TSA security screening process. (Transparency) 

I was treated with respect at the TSA security screening checkpoint. (Humanity/Equity) 

The TSA Officers I interacted with at the checkpoint were professional. (Employee Interaction) 

Other (OTHER) 

Enter other text


Enter other text


[+ Add Checkbox Option](#)


What could have been better?


Select all that apply


ANSWER_03


I do not feel the TSA security screening process is effective for keeping air travel safe. (Effectiveness) 

I completed the security screening process, but I encountered challenges. (Ease) 

It did not take a reasonable amount of time to get through TSA security screening. (Efficiency) 

I did not understand what was being asked of me throughout the TSA security screening process. (Transparency) 

I was not treated with respect at the TSA security screening checkpoint. (Humanity/Equity) 

The TSA Officers I interacted with at the checkpoint were not professional. (Employee Interaction) 

Other (OTHER) 

Enter other text

Enter other text

[+ Add Checkbox Option](#)

Is there anything else you want to share that might help us better understand your responses to the previous questions? *

ANSWER_04

REQUIRED

Paperwork Reduction Act Statement:

TSA will use the information to improve customer service and may share it with airport operators for this purpose. This is a voluntary collection. It is estimated that it will take no more than 1 minute 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 1601-0029, which expires 12/31/2026. Send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden to DHS/TSA, TSAPRA@tsa.dhs.gov or 6595 Springfield Center Drive, Springfield, 20598-6011. Attn: PRA 1601-0029 TSA Checkpoint Quarterly Trust Survey.