

Trust Survey Script for TSA Officers

Purposes for the Script

- Our mission to keep air travel safe is an operational priority at all times.
- To encourage all TSA employees to promote participation in the quarterly trust survey throughout the 24-hour survey period each month.
- In an effort to collect trust feedback from our customers, the following script is provided to encourage participation among the traveling public as they navigate the screening process:

Trust Script to be Read by TSA Officers at the Checkpoint

“TSA is currently conducting a one-minute trust survey to get passenger’s views on how TSA is doing keeping air travel safe. Your participation is voluntary and any responses will be anonymous. TSA would appreciate just one minute of your time at the end of the screening process. All you have to do is scan the QR code to get the survey and provide your feedback in the next 48 hours.”