

## Question Set #1 – Upon Application for Redress

**DHS seeks to provide world-class customer service and world-class security.**

Please help us improve our service completing this anonymous, voluntary survey. Thank you for your participation!

1. How satisfied are you with the DHS TRIP Website overall?

|                              |                     |   |                  |                       |  |
|------------------------------|---------------------|---|------------------|-----------------------|--|
| <b>Very<br/>Dissatisfied</b> | <b>Dissatisfied</b> | <b>Neither<br/>Satisfied Nor<br/>Dissatisfied</b> | <b>Satisfied</b> | <b>Very Satisfied</b> | <b>Don't<br/>Know/Not<br/>Applicable</b> |
|------------------------------|---------------------|---|------------------|-----------------------|--|

2. How satisfied are you that you were able to find the information you needed to decide whether or not to apply for redress?

|                              |                     |   |                  |                       |  |
|------------------------------|---------------------|---|------------------|-----------------------|--|
| <b>Very<br/>Dissatisfied</b> | <b>Dissatisfied</b> | <b>Neither<br/>Satisfied Nor<br/>Dissatisfied</b> | <b>Satisfied</b> | <b>Very Satisfied</b> | <b>Don't<br/>Know/Not<br/>Applicable</b> |
|------------------------------|---------------------|---|------------------|-----------------------|--|

3. Did you use TRIP Mobile (smart phone application) to initiate your redress application?

**Y  
e  
s**  
**N  
o**

4. How satisfied are you that the online application process was easy to understand and use?

|                              |                     |                                  |                  |                       |                           |
|------------------------------|---------------------|----------------------------------|------------------|-----------------------|---------------------------|
| <b>Very<br/>Dissatisfied</b> | <b>Dissatisfied</b> | <b>Neither<br/>Satisfied Nor</b> | <b>Satisfied</b> | <b>Very Satisfied</b> | <b>Don't<br/>Know/Not</b> |
|------------------------------|---------------------|----------------------------------|------------------|-----------------------|---------------------------|

**Dissatisfied**

**Applicable**

5. How satisfied are you that the online application process did not take too much time to complete?

|                              |                     |   |                  |                       |  |
|------------------------------|---------------------|---|------------------|-----------------------|--|
| <b>Very<br/>Dissatisfied</b> | <b>Dissatisfied</b> | <b>Neither<br/>Satisfied Nor<br/>Dissatisfied</b> | <b>Satisfied</b> | <b>Very Satisfied</b> | <b>Don't<br/>Know/Not<br/>Applicable</b> |
|------------------------------|---------------------|---|------------------|-----------------------|--|

**PAPERWORK REDUCTION ACT STATEMENT:** Through this information collection, DHS is gathering information about you to conduct redress procedures, as an individual who believes he or she has been (1) denied or delayed boarding, (2) denied or delayed entry into or departure from the United States as a port of entry, or (3) identified for additional screening at our Nation's transportation hubs, including airports, seaports, train stations and land borders. The public burden for this collection of information is estimated to be 10 minutes. This is a voluntary collection of information. If you have any comments on this form, you may contact the Transportation Security Administration, Office of Transportation Security Redress, TSA-901 6595 Springfield Center Drive, Springfield, Virginia 20598-6901. An agency may not conduct or sponsor, and persons are not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number assigned to this collection is 1652-0044 which expires 05/31/2022.

**PRIVACY ACT NOTICE AUTHORITY:** Title IV of the Intelligence Reform and Terrorism Prevention Act of 2004 authorizes DHS to take security measures to protect travel, and under Subtitle B, Section 4012(1)(G), the Act directs DHS to provide appeal and correction opportunities for travelers whose information may be incorrect. Principal Purposes: DHS will use this information in order to assist you with seeking redress in connection with travel. Routine Uses: DHS will use and disclose this information to appropriate governmental agencies to verify your identity, distinguish your identity from that of another individual, such as someone included on a watch list, and/or address your redress request. Additionally, limited information may be shared with non-governmental entities, such as air carriers, where necessary for the sole purpose of carrying out your redress request. Disclosure: Furnishing this information is voluntary; however, the Department of Homeland Security may not be able to process your redress inquiry without the information requested.