

## Question Set #2 – 90 Days After 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 would you rate your level of overall satisfaction with the DHS DHS TRIP?

|                              |                     |   |                  |                       |  |
|------------------------------|---------------------|---|------------------|-----------------------|--|
| <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 would you rate your level of overall satisfaction with the level of communication with DHS TRIP?

|                              |                     |   |                  |                       |  |
|------------------------------|---------------------|---|------------------|-----------------------|--|
| <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> |
|------------------------------|---------------------|---|------------------|-----------------------|--|

For the following questions, please check the answer that best reflects your level of agreement with the following statements:

3. How satisfied are you that DHS TRIP ensured that appropriate action was taken for your redress application?

|                              |                     |   |                  |                       |  |
|------------------------------|---------------------|---|------------------|-----------------------|--|
| <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> |
|------------------------------|---------------------|---|------------------|-----------------------|--|

4. How satisfied are you that your redress application was processed in a reasonable amount of time, given the fact that research on your case may have involved multiple agencies?

|                              |                     |   |                  |                       |  |
|------------------------------|---------------------|---|------------------|-----------------------|--|
| <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> |
|------------------------------|---------------------|---|------------------|-----------------------|--|

5. How satisfied are you that your redress application resulted in an improved travel experience?

|                              |                     |   |                  |                       |  |
|------------------------------|---------------------|---|------------------|-----------------------|--|
| <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, TSA-901 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.