

TRIP Website Feedback Survey - August 2025

Welcome to the DHS Traveler Redress Inquiry Program (DHS TRIP) Website Feedback Survey. The survey should take 5 minutes to complete. Your feedback is invaluable. Please do not include any personally identifiable information in open responses.

Please provide your response to the following questions. Once complete, please select "Submit" to finalize your selections and complete the survey.

[PUT ALL BRANCHING TRIGGER QUESTIONS ON SEPARATE PAGE]

Q1. During the application process and accessing the portal, did you primarily use a desktop or a mobile device? [SINGLE SELECT]

- A. Desktop [SKIP TO Q3]
- B. Mobile Device [IF Q1=B, THEN ASK Q2]

Q2. Did you experience any interface difficulties when you applied to or when accessing the TRIP portal using your mobile device? [SINGLE SELECT]

- A. Yes [IF Q2=A, THEN ASK Q2_1]
- B. No

Q2_1. Please explain any issues you faced while applying or using the TRIP portal with your mobile device. [OPEN END, ALLOW SKIP]

Q3. Did you apply on behalf of yourself or as a representative on behalf of someone else? [SINGLE SELECT]

- A. Applied on behalf of myself [SKIP TO Q5]
- B. Applied on behalf of someone else [IF Q3=B, THEN ASK Q4]

Q4. All individuals that are representing a traveler over 18 years of age must fill out and submit a DHS Form 590: Release of Information. Did you encounter any issues submitting this form? [SINGLE SELECT]

- A. Yes [IF Q4=A THEN ASK Q4_1]
- B. No

Q4_1. Please explain any issues that you faced when filling out or submitting the DHS Form 590. [OPEN END, ALLOW SKIP]

Q5. The amount of time it took me to fill out my DHS TRIP application was reasonable. [SINGLE SELECT]

- A. Strongly Agree
- B. Agree
- C. Neither Agree nor Disagree
- D. Disagree
- E. Strongly Disagree

Q6. How would you rate the process of uploading identity documents? [CODE- 1 STAR: VERY POOR, 2 STAR: POOR, 3 STAR: OK, 4 STAR: GOOD, 5 STAR: VERY GOOD]



Q7. On a scale of 0-10, please rate your overall satisfaction on the TRIP Portal ease of usability. [0-6 DETRACTOR, 7-8 PASSIVE, 9-10 PROMOTER]

0	1	2	3	4	5	6	7	8	9	10
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Q8. If you had any questions or concerns regarding DHS TRIP before, during, or after applying, did you find the “DHS TRIP Application FAQ” page to be helpful?

- A. Yes
- B. No
- C. I did not have any questions

Q9. Is there anything else you would like to share about your experience applying for TRIP and using the TRIP portal that you would like TSA to know about?

Please do not include any information regarding travel difficulties

[OPEN END, ALLOW SKIP]

[END OF SURVEY]

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 5 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 01/31/2026.

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.