

[DHS TRIP] Feedback Survey – August 2025

90 Days after Traveler Receives their RCN

Welcome to the **Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) Feedback Survey**. The survey should take 1-2 minutes to complete. Your feedback is invaluable. Please do not include any personally identifiable information in open responses.

Please provide your responses to the questions below. Once complete, please select “Submit” to finalize your selections and complete the survey.

1. Have you received your Final Determination Letter from DHS TRIP? [\[SINGLE SELECT\]](#)

A. Yes

B. No [\[TERMINATE\]](#)

2. Did you understand the contents of the letter? [\[SINGLE SELECT\]](#)

A. Yes

B. No [\[ASK Q3\]](#)

3. If you had any trouble interpreting the letter, please describe those issues below:

[\[OPEN TEXT\]](#)

Please read each of the following statements and select your level of satisfaction:

	Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied
How would you rate your level of overall satisfaction with DHS TRIP?	☐	☐	☐	☐	☐
How would you rate your level of overall satisfaction with the level of communication with DHS TRIP?	☐	☐	☐	☐	☐
How satisfied are you that DHS TRIP ensured that appropriate action was taken for your Redress application?	☐	☐	☐	☐	☐
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?	☐	☐	☐	☐	☐
How satisfied are you with the ease of accessing your Final Determination Letter from the DHS TRIP website?	☐	☐	☐	☐	☐

Please enter any additional comments about your experience with DHS TRIP below:

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 2 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.