



Transportation Security Administration

TSA seeks to provide world-class customer service and world-class security.

Please help us improve our service completing this anonymous, voluntary survey. It is estimated that it will take you about 5 minutes to help us. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Thank you for your participation! **Whole Body Imager (WBI) Passenger Survey**

- 1. How satisfied were you overall with your experience at the passenger security checkpoint?**
 Very satisfied Satisfied Dissatisfied
 Very dissatisfied Don't know
- 2. How would you rate the thoroughness of passenger screening you received?**
 Excessive Appropriate Inadequate Don't know
- 3. How satisfied were you with the way security procedures were explained to you at the passenger security checkpoint?**
 Very satisfied Satisfied Dissatisfied
 Very dissatisfied Don't know
- 4. How satisfied were you with the information about security procedures you received before you went to the airport (e.g., via the TSA website)?**
 Very satisfied Satisfied Dissatisfied
 Very dissatisfied Don't know Does not apply
- 5. How satisfied were you with the information you received at the airport (e.g., via the signs and/or T.V. monitors at the checkpoint or information conveyed by TSA personnel during the screening process)?**
 Very satisfied Satisfied Dissatisfied
 Very dissatisfied Don't know Does not apply
- 6. What type of media has helped educate you on the passenger security process? (Please check all that apply.)**
 TSA Internet site Airline or travel Internet site
 Airport signage Printed information pamphlets
 TV/newspaper/radio/other media Discussions with other passengers/word-of-mouth Other (please specify)
- 7. From start to finish, how easy was it for you to physically comply with the security requirements? Please explain.**
 Very easy Easy Somewhat difficult Very difficult
- 8. How satisfied were you with the amount of time it took to screen you and your carry-on items?**
 Very Satisfied Satisfied Dissatisfied
 Very dissatisfied Don't know
- 9. Do you have any additional comments about your experience through the passenger security checkpoint today?**

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U.S. Department of Homeland Security – Transportation Security Administration

Contact Center: 866-289-9673 or Tell TSA@dhs.gov or <http://www.tsa.gov>