

Passenger Perception Interviews for Transportation Security Administration's (TSA) Human Performance Branch Study

Purpose

The purpose of the passenger perception interviews is to follow up on data collected under TSA's Generic IC "Passenger Perception Survey for TSA Human Performance Branch Study (ICR Reference Number: 201604-1652-003). The intent of the interviews is to gather additional details based on the responses to the original survey; in particular, TSA wants to use the interview results to understand what factors influence passenger perception and why passengers perceive TSOs in specific ways.

Interviewers will conduct 5-minute interviews at 1 or 2 airports with a goal of 30 respondents. Passengers will be approached as they exit the security screening checkpoint. Interviewers will make clear to passengers that participation is voluntary.

Instructions/Scripts

Interviewers will be stationed at checkpoint exits and will ask every 5th passenger if they are willing to participate.

Script

The script for approaching and interacting with passengers is described below:

1. [Approach Passenger.]
2. Hi, how are you today?
3. Would you be willing to answer a few questions today about your experience at the security screening checkpoint? It will only take 5-minutes.
4. [If passenger agrees - continue to step 5; if passenger declines – continue to step 7.]
5. Great, thank you for participating. Your feedback is valuable.
6. [Ask the questions listed below.]
7. Thank you for your time. Have a great day.

Questions

1. Can you please describe your experience interacting with the TSA Transportation Security Officers today?
2. Do you believe TSA Transportation Security Officers are effective at keeping air travel safe?
3. What responsibilities do TSA Transportation Security Officers have when interacting with the traveling public at the screening checkpoint?
4. Do you believe TSA Transportation Security Officers care about the well-being of the traveling public? Why or why not?

Sources

Sources used in developing the questions are listed below:

- Tyler, T. R. (2009). Legitimacy and criminal justice: The benefits of self-regulation. *Ohio State Journal of Criminal Law*, 7, 307-359.
- Rosenbaum, D. P., Lawrence, D. S., Hartnett, S. M., McDevitt, J., & Posick, C. (2015). Measuring procedural justice and legitimacy at the local level: the police–community interaction survey. *Journal of Experimental Criminology*, 11(3), 335-366.