

## TSA Exceptional Service Compliment Card

Thank you for sharing your positive experience with us at the TSA checkpoint at {Name of Airport}. We value your feedback and appreciate your time in completing this brief survey. Please do not include any personally identifiable information in open responses.

1. \*1. Airport (Required)
  - BOS
  - ORH
  - PVC
  - HYA
  - ACK
  - MVY
  - EWB
2. 2. Terminal:
  - Terminal A – Delta (domestic flights only)
  - Terminal B-South – American Airlines, Air Canada
  - Terminal B-North – Spirit Airlines, Alaska Airlines, Southwest Airlines, United Airlines, Boutique Air
  - Terminal C – JetBlue, Cape Air, Aer Lingus, Etihad Airways, TAP Air Portugal
  - Terminal E – International Flights, Frontier Airlines, Hawaiian Airlines, WestJet
3. What aspects of the TSA screening process did you find most satisfying?
  - Quality of Service
  - Professionalism of Staff
  - Efficiency of the Process
4. Which part of the screening procedure at the TSA checkpoint stood out the most?
  - Initial greeting and instructions
  - Professionalism and respectfulness of the staff
  - Efficiency and timeliness of the procedure
5. How would you describe your interaction with our TSA staff?
  - Friendly and Approachable
  - Knowledgeable and Helpful
  - Prompt and Efficient
6. Was there a particular TSA staff member who made your experience exceptional?
  - Yes
  - No
  - If so, please provide their name and how they contributed to your positive experience. (not required) \_\_\_\_\_
7. How did the TSA screening process contribute to your sense of safety and public well-being?

- o Enhanced my personal safety
- o Contributed to overall public safety
- o Provided peace of mind

**Paperwork Reduction Act Statement:** TSA is collecting this information to obtain feedback on TSA employee's performance. The public burden for this voluntary collection of information is estimated to be approximately 2 minutes. An agency may not conduct or sponsor, and persons are not required to respond to a collection of information, unless it displays a valid OMB control number. The OMB control number assigned to this collection is 1652-0058, which expires 08/31/2028. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058, TSA Exceptional Service Compliment Card, 6595 Springfield Center Drive, Springfield, VA 20598-6011.