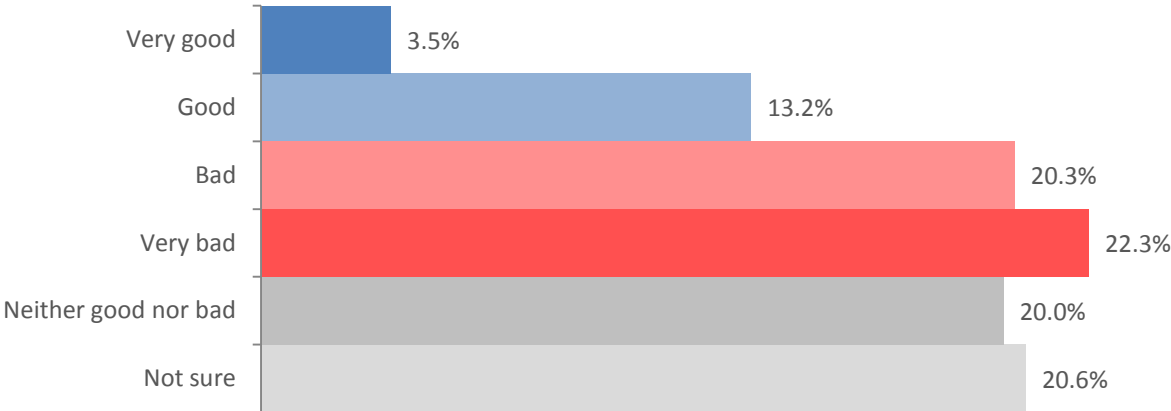


SURVEY: The Passenger Experience at NY-NJ Airport Security

The following survey was conducted to gauge the passenger experience at security in New York area airports and identify any areas for improvement. The survey was conducted by SurveyMonkey, and 310 respondents participated from across the states of New York and New Jersey, from May 25–27, 2016.

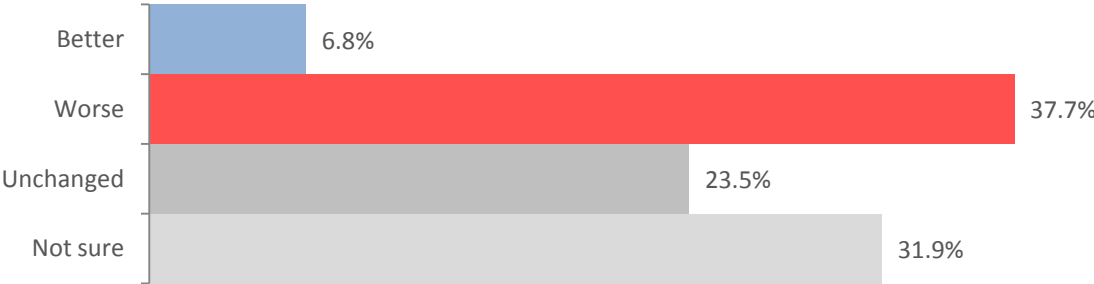
QUESTION 1

What is your overall impression of security line wait times at New York area airports?



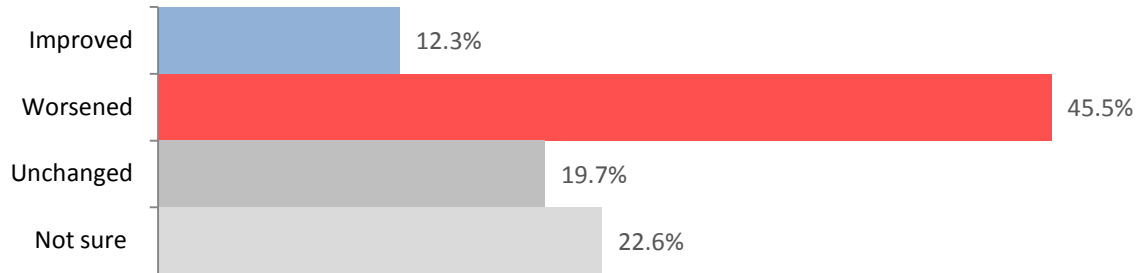
QUESTION 2

In your opinion, in recent months have TSA security lines at New York area airports been getting:



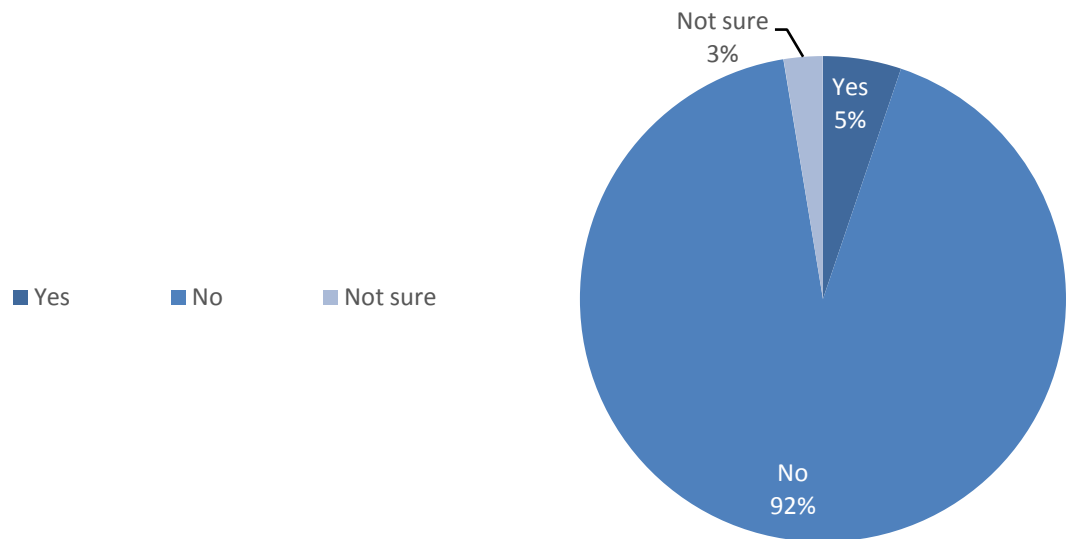
QUESTION 3

Over the last decade, has your impression of TSA lines at NY area airports improved, worsened or stayed the same?



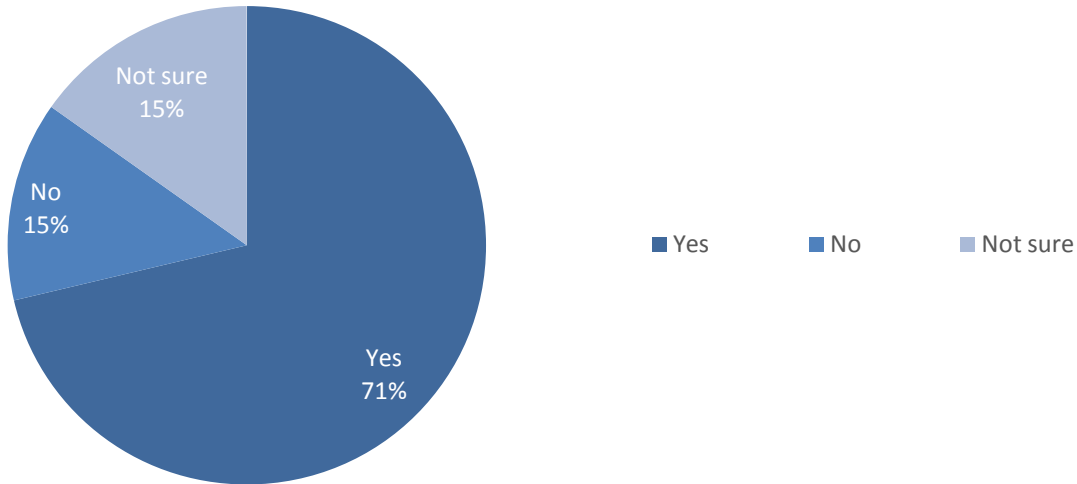
QUESTION 4

Do you use the MyTSA app?



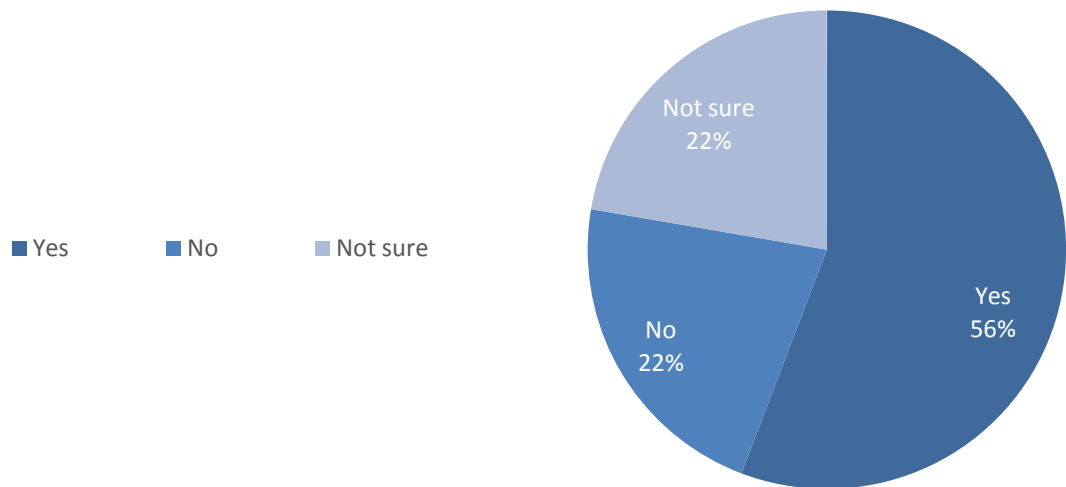
QUESTION 5

In your opinion, should TSA track and publish wait time data on a publicly available website?



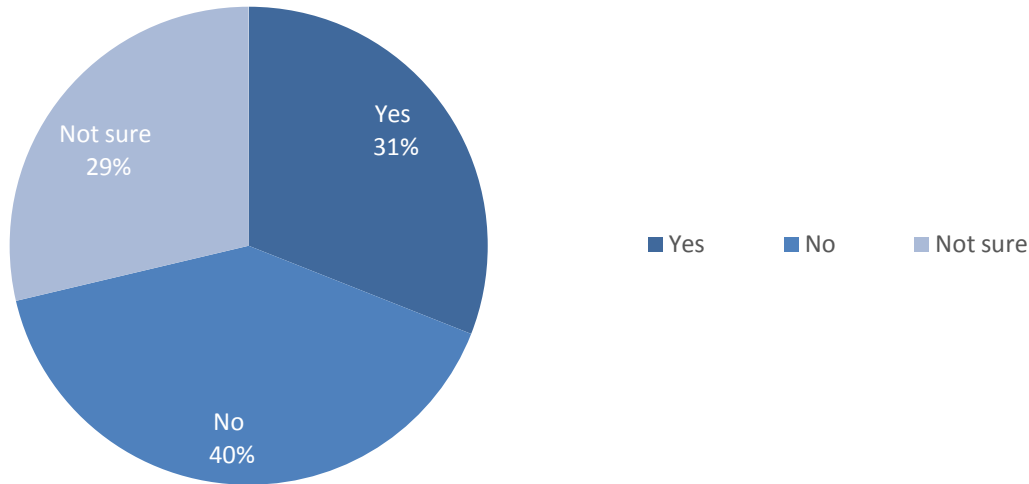
QUESTION 6

Do you support allocating more federal dollars to hire more TSA officers?



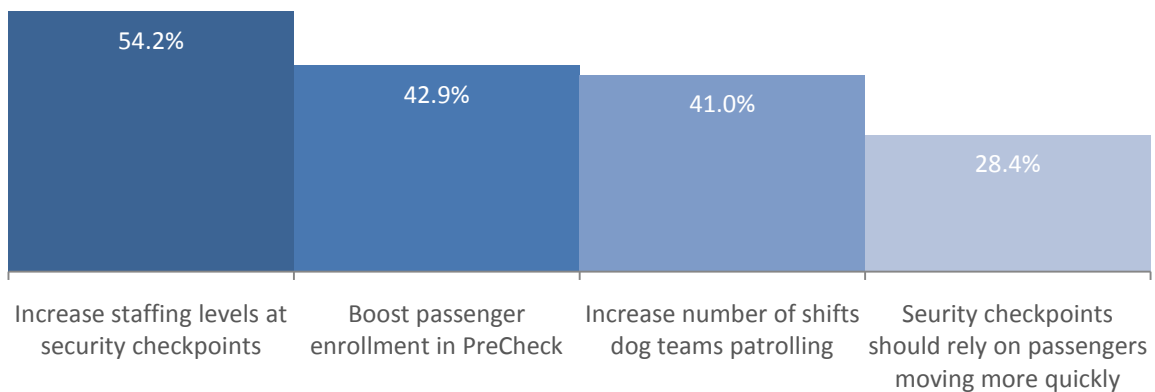
QUESTION 7

Do you think a private company should take over managing security lines from TSA at New York area airports?



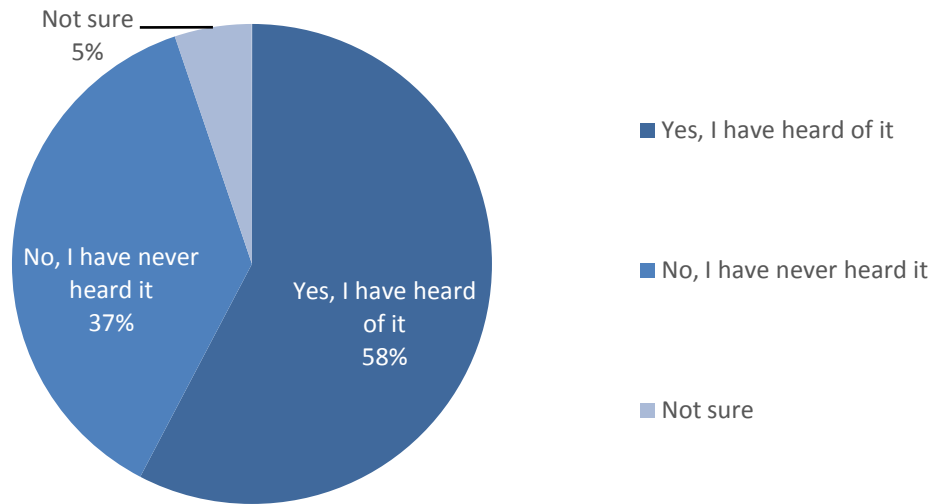
QUESTION 8

What steps should be taken to improve security screening at New York area airports?
(check all that apply)



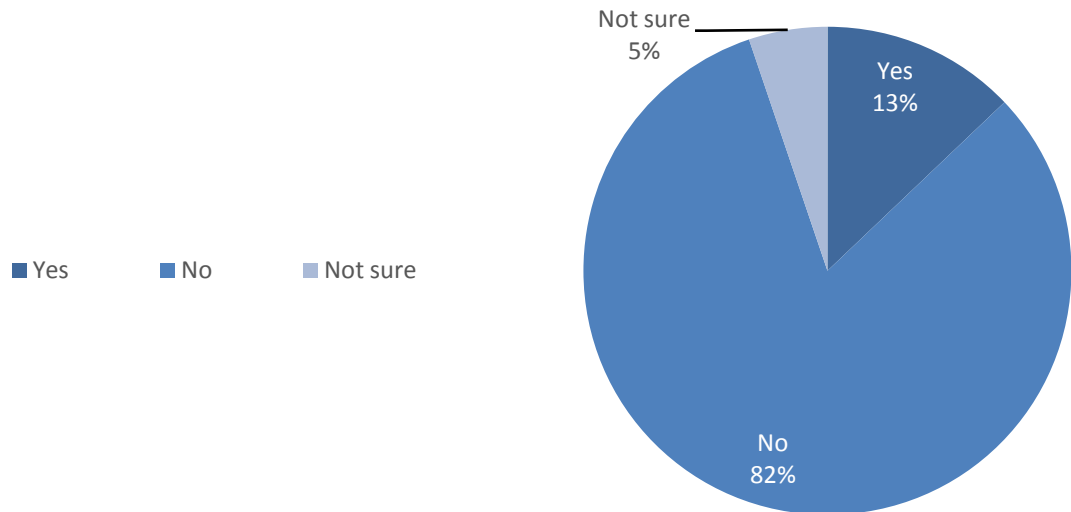
QUESTION 9

Have you ever heard of TSA's trusted traveler program known as PreCheck?



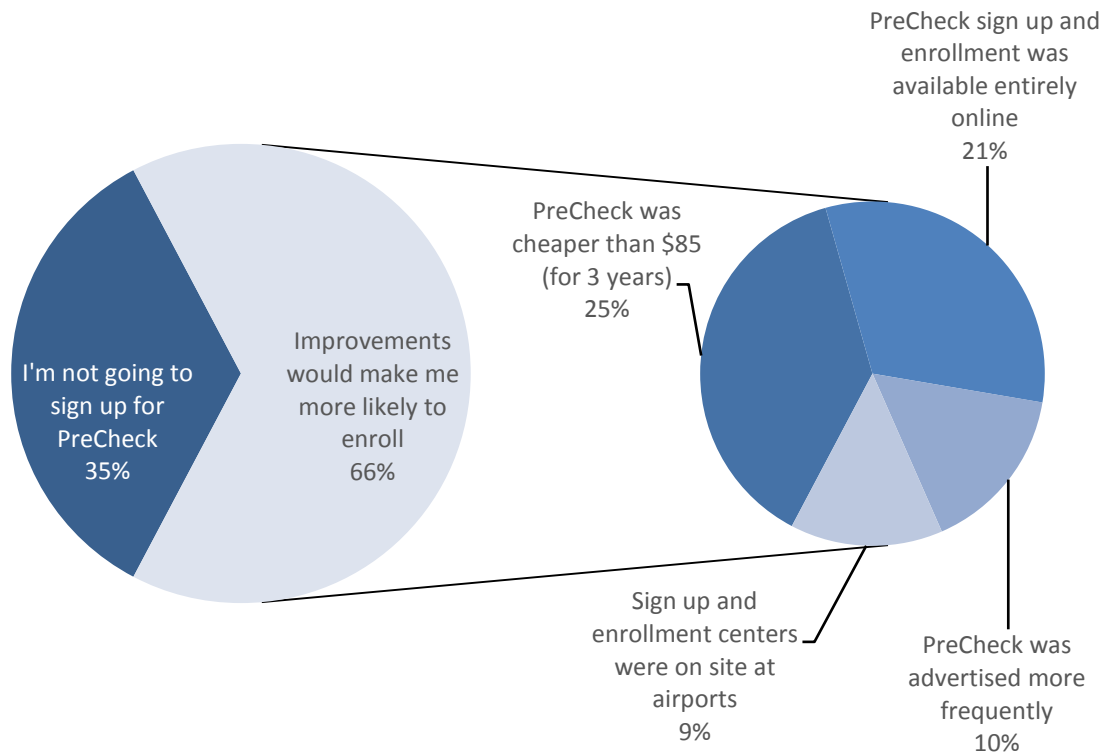
QUESTION 10

Are you currently enrolled in PreCheck?



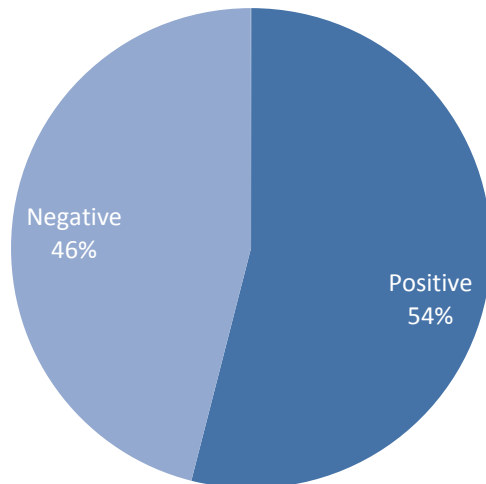
QUESTION 11

Which of the following would make you most likely to sign up for PreCheck?



QUESTION 12

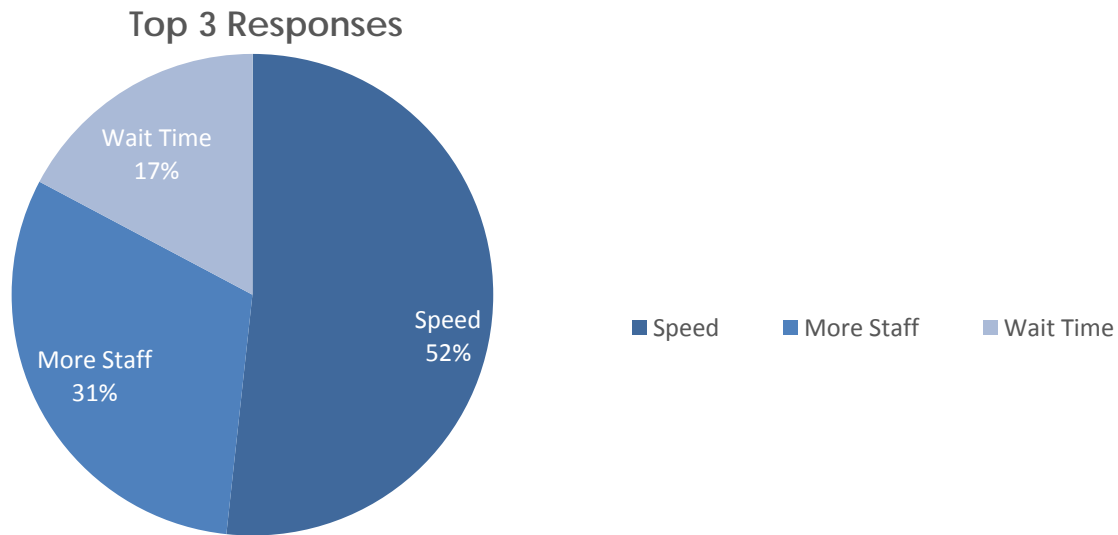
Please use ONE WORD to describe your most recent experience passing through security a New York area airport.



Most Common Responses	No. of Respondents
Fine	13
Long	11
Exhausting	11
Slow	8

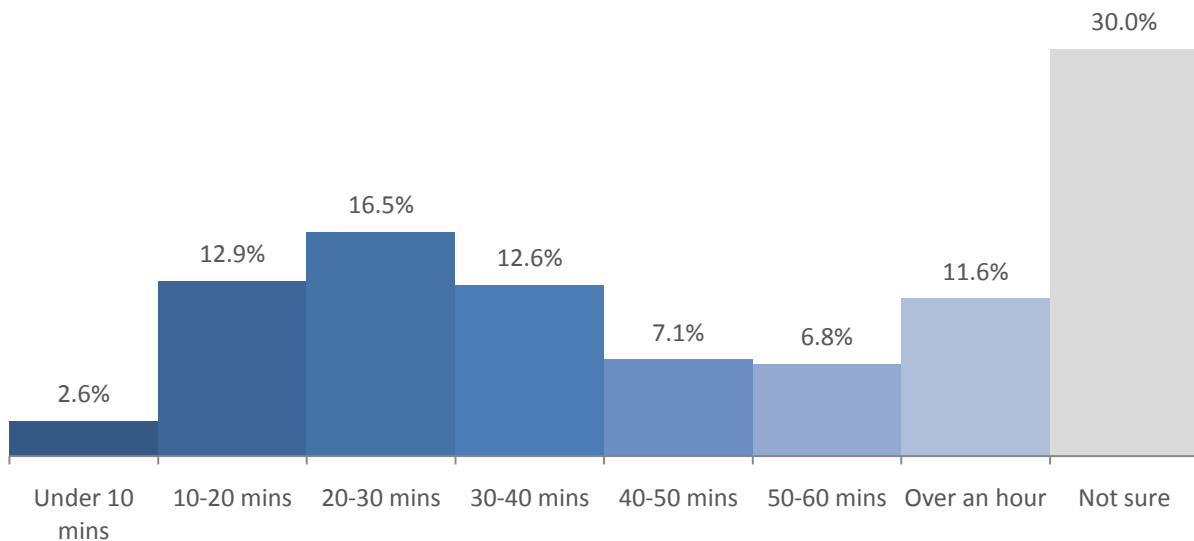
QUESTION 13

Name one thing you would improve about TSA security lines.



QUESTION 14

Over the last 12 months, what is the longest you've had to wait on line at security at a New York area airport?



QUESTION 15

In your opinion, what is an unreasonable amount of time to wait in a TSA security line for a flight?

