

TSA FY 2023

Passenger Experience Survey

TSA conducted a Passenger Experience Survey at multiple airports across the nation and collected over **13,000 responses**. The results of the survey are overwhelmingly positive. The data revealed that of passengers surveyed:



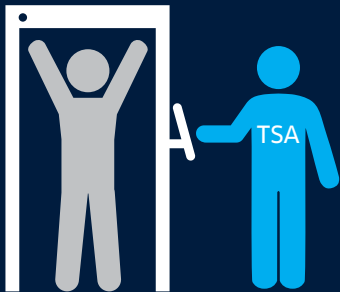
Overall Satisfaction

93% of travelers reported overall satisfaction with their experience at the checkpoint.*



Confidence

94% passengers reported **confidence** in the ability of our officers to keep air travel safe.



Professionalism & Respect

95% of passengers reported officers they interacted with were professional and treated them with respect during the screening process on the day they took the survey.

Wait Times

91% passengers believed their **wait times to be reasonable**.

89% passengers perceived they waited **< 15 minutes**.

No Challenges

78% passengers reported experiencing **no challenges** at the checkpoints.



*A good CSAT score is between 75% - 85%, according to the American Customer Satisfaction Index (ACSI).