

Attachment C-Sample Survey Questions for the Registered Traveler Pilot Program

(1) Currently Approved Survey Questions

Name of Airport: _____

1. The goal of the Registered Traveler (RT) Pilot Program is to expedite the security processing of the Registered Traveler participant while maintaining the highest levels of security amongst travelers. How would you rate your confidence in the security provided in the RT Pilot Program?
2. How would you rate the convenience of using the RT Pilot Program in comparison to the regular passenger screening methodology?
3. Have you had any specific problems with the RT card? Explain.
4. How would you rate the RT card issuance and enrollment process?
5. How often did you use the RT card?
6. How easy is the RT card to use in security processing?
7. Were you ever denied access using the RT card?
8. Was the system ever inoperable when using your RT card at a security checkpoint?
9. How comfortable do you feel with Biometric technology being used to gain access to RT security checkpoints?
10. Please rate how comfortable you are using a RT card in terms of protecting your privacy?

(2) Sample Survey Questions for the Registered Traveler Pilot Program

Future RTPP Customer Questions

Enrollment

1. Please rate your experience during Registered Traveler enrollment?
(1= negative experience, 5 = positive experience)
2. Please rate the helpfulness of the enrollment staff during RT enrollment.
(1 = not at all helpful, 5 = very helpful)
3. Approximately, how long did your complete RT enrollment process take including any wait time?

(1 = 1-10 minutes, 2 = 11-20 minutes, 3 = 21-30 minutes, 4 = 31-40 minutes, 5 = More than 41 minutes)

4. Was this enrollment time acceptable?
(1 = yes, 2 = no)
 5. Did you incur any difficulties in the capturing of your biometrics?
(1 = yes, 2 = no); If so, which biometric? (1 = fingerprint, 2 = iris scan, 3 = both)
 6. How would you rate the RT Pilot Program notification process (including use of a pin number to check the status of your application)?
(1 = not at all acceptable, 5 = very acceptable)
 7. Other comments: _____
-
-

Checkpoint Operations

1. How much time do you estimate the RT Pilot Program saves you during non-peak times at the airport?
(1 = no time at all, 2 = 1-15 minutes, 3 = 16-30 minutes, 4 = 31- 45 minutes, 5 = 46 minutes or more)
2. How much time do you estimate the RT Pilot Program saves you during peak times at the airport?
(1 = no time at all, 2 = 1-15 minutes, 3 = 16-30 minutes, 4 = 31- 45 minutes, 5 = 46 minutes or more)
3. Have you experienced any displeasure from other passengers when placed ahead of them in the security line due to your RT status?
(1 = yes, 2 = no)
4. What times of the day do you most often use the RT Pilot Program?
(1 = 5-8 am, 2 = 8-11 am, 3 = 11 am – 2 pm, 4 = 2-5 pm, 5 = 5-8 pm)
5. Are the current hours of operation acceptable (5 am to 8 pm)?
(1 = yes, 2 = no); If no, what hours of operation would you like to see the RT Pilot Program open? _____
6. Rate your satisfaction with regards to the RT Pilot Program configuration and the ease of entry into the screening area.
(1 = not at all satisfied, 5 = very satisfied); If not at all satisfied, please explain why: _____

7. Do you feel the RT Pilot Program should be open on weekends?
(1 = yes, 2 = no); If yes, what percentage of your travel occurs on the weekends? _____

8. Other comments: _____

Biometrics

1. Please indicate which biometric you have primarily used at the airport?
(1 = fingerprint, 2 = iris scan, 3 = both fingerprint and iris scan equally)
2. Do you feel one biometric is more secure than another?
(1 = yes, 2 = no); If yes, which biometric do you feel is more secure and why? _____

3. Have you experienced problems at the RT kiosk in verifying your identification?
(1 = yes, 2 = no); If yes, which biometric caused the verification issue? (1 = fingerprint, 2 = iris scan)
4. Have you ever been unable to verify your identity at the RT kiosk?
(1 = yes, 2 = no); If yes, how was the problem resolved: (1 = verified after additional attempts using same biometric, 2 = verified on secondary biometric, 3 = never resolved, had to exit RTPP line)
5. If you were required to carry an RT card, which type of card would you feel more comfortable using? (please rank from most comfortable (1) to least comfortable (3):
 - a. RT card with all biometric information stored on card
 - b. RT card with only user ID stored on card
 - c. RT card with both user ID and biometric information stored on card
6. If given the choice, would you prefer the RT Pilot Program to use an RT card or a card less system?
(1 = RT card, 2 = card less)
7. Relating to iris scanning, check the statement the best describes your experience:
 - a. I never know how to correctly align my eyes to the scanning device ____
 - b. When I align my eyes to the device, it often does not verify my iris scan or capture my iris scan ____

c. It is easy aligning my eyes to the scanning device _____

8. Other comments: _____

TSA Call Center

1. Did you know that TSA has a Contact Center that can answer many RT Pilot Program-related questions? (1 = yes, 2 = no)
 - a. If yes, have you ever used the TSA Contact Center (TCC)? (1= yes, 2 = no)
 - b. If yes, how would you rate the usefulness of the TCC? (1 = not very useful, 5 = very useful)

2. Other comments: _____

Security

1. Please rate the acceptability of the current waiting period for the RT Pilot Program security assessment (approximately seven days)? (1 = Not at all acceptable, 5 = Very acceptable)
2. Do you feel the information required to apply for the RT Pilot Program was: (1 = too much, 5 = not enough)
3. Do you feel the RT Pilot Program increases aviation security? (1 = yes, 2 = no); Please explain in what way you feel the RT Pilot Program increases or decreases aviation safety: _____
4. Do you believe aviation safety would be significantly enhanced if all air travelers were Registered Travelers? (1 = yes, 2 = no); Please explain: _____

General Questions

1. What do you feel is the largest benefit associated with being an RT? _____

2. Would you like to see RT Pilot Program enrollment opened to all passengers or remain opened only to a select group of passengers (e.g. frequent fliers)?
(1 = all passengers, 2 = select group)

3. What is the maximum you would be willing to pay a year to be an RT? _____

4. Have you experienced detriments associated with being an RT?
(1 = yes, 2 = no); If yes, please explain: _____

5. Please rate the helpfulness of the RT Pilot Program kiosk staff.
(1 = not at all helpful, 5 = very helpful)

6. If RT Pilot Program is expanded, which airports would you like to see participate? _____

7. Has your expectation of the convenience in the RT Pilot Program been met?
(1 = no, 2 = yes); If no, please explain why: _____

8. Any additional comments: _____

9. If you were enrolled and approved, but never used the RT system, please explain why: _____
