

## Passenger Perception of Vision-Box Travel Document Checker Process Automation

**Instructions:** We would like your feedback regarding your experience using the automated gate system today. Your participation will remain ANONYMOUS (nothing you tell us can be linked back to you). Please indicate your level of agreement with each of the following statements by marking the appropriate circle with an "X".

---

1. How old are you?
  - Under 20
  - Between 20 and 29
  - Between 30 and 39
  - Between 40 and 49
  - Between 50 and 59
  - Between 60 and 69
  - Between 70 and 79
  - Over 79
  
2. What is your gender?
  - Male
  - Female
  
3. It was easy to scan my boarding pass.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  
4. It was easy to scan my passport.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  
5. I knew where to look to have my photograph taken.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree



6. I understood the meaning of the on-screen prompts.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  
7. I understood the meaning of the audible prompts.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  
8. Overall, the system was easy to use.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  
9. The automated gate system slowed down my screening process.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  
10. I prefer to have my boarding pass and passport screened by a person.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree

PAPERWORK REDUCTION ACT STATEMENT: TSA is collecting this information to identify ongoing improvement opportunities at TSA checkpoints. The public burden for collecting this information is estimated to be approximately 1 minute. This is a voluntary collection of information. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058 Passenger Perception of Vision-Box Travel Document Checker Process Automation., 601 South 12th Street, Arlington, VA 20598. 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 07/31/2019.