# Passenger Questionnaire

Instructions: We would like your feedback regarding your experience using the identity verification 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 response on the scale provided.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | | | | | | | |
| 1 | How old are you? | Under 20 | 21-29 | 30-39 | 40-49 | 50-59 | 60-69 | 70-79 | Over 79 |
|  |  |  | | | | | | | |
| 2 | What is your gender? | Male | Female | Prefer not to answer |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |  | Not Applicable |
| 3 | I knew where to look to have my photograph taken. | 1 | 2 | 3 | 4 | 5 |  | N/A |
|  |  | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |  | Not Applicable |
| 4 | I understood the instructions of the officer. | 1 | 2 | 3 | 4 | 5 |  | N/A |
|  |  | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |  | Not Applicable |
| 5 | Overall, the system was easy to use. | 1 | 2 | 3 | 4 | 5 |  | N/A |
|  |  | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |  | Not Applicable |
| 6 | I was satisfied with this identification security process. | 1 | 2 | 3 | 4 | 5 |  | N/A |