

## 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					
3	I knew where to look to have my photograph taken.		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Not Applicable
			1	2	3	4	5		N/A
4	I understood the instructions of the officer.		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Not Applicable
			1	2	3	4	5		N/A
5	Overall, the system was easy to use.		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Not Applicable
			1	2	3	4	5		N/A

**PAPERWORK REDUCTION ACT STATEMENT:** TSA is collecting this information to assess passenger perception of the Innovation Task Force's demonstration of a CBP/TSA Biometric Identity Verification technology. The public burden for this voluntary collection of information is estimated to be approximately 2 minutes. 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. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058, *CBP/TSA Biometric Identity Verification Demonstration-Passenger Survey*, 601 South 12th Street, Arlington, VA 20598.

TSA ORCA Human Performance Branch Test Plan

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6	I was satisfied with this identification security process.	1	2	3	4	5	N/A
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