**Passenger Perception Survey for TSA Synect Digital Signage Demonstration**

**Instructions:** We would like to ask about your perception of our digital signage today. Your participation will remain ANONYMOUS (nothing you tell us can be linked back to you). Please answer each question to the best of your ability.

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| --- | --- | --- | --- | --- | --- | --- |
| 1 | What is your approximate age? | Under 30 | | 30-49 | 50-69 | 70+ |
| 2 | How many digital signs did you notice at the checkpoint? |  | |  |  |  |
| 3 | The digital sign's wait time indicator was accurate. | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |
| 4 | The digital sign(s) reminded me to remove any liquids before entering the checkpoint. | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |
| 5 | The digital sign(s) reminded me to have my travel documents (ID/passport, ticket) ready. | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |
| 6 | The instructions for divesting provided by the digital signs were clear. | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |
| 7 | The digital sign(s) gave me the correct divest procedure at the X-ray screener. | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |
| 8 | The digital sign(s) clearly instructed me to remove heavy jackets, belts, shoes, etc. to proceed through the body scanner. | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |
| 9 | The digital sign(s) reminded me to double check that I had all of my belongings. | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |
| 10 | The digital sign(s) reminded me to stack my bin after I repacked my belongings. | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |
| 11 | Overall, the digital sign(s) gave clear and helpful instructions during the checkpoint process. | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |
| 12 | The security checkpoint seemed to move faster than usual. | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |