

**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.

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

**Paperwork Reduction Act Statement:** TSA is collecting this information to assess passenger experience with digital signage. The public burden for this voluntary collection of information is estimated to be approximately 1.5 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, Passenger Perception Survey for TSA Synect Digital Signage Demonstration, 601 South 12th Street, Arlington, VA 20598-6011.