1.0 Passenger Questionnaire 1 – CAT-C Passenger Feedback Survey

<u>Instructions</u>: You are eligible for this survey because you participated in the piloting of a biometric facial recognition system at the Transportation Security Administration (TSA) security checkpoint today. **Your participation is VOLUNTARY and will remain ANONYMOUS.** No information you provide can be linked back to you.

- 1) Did signage clearly explain new technology at the checkpoint?
 - a) Yes
 - b) No
 - c) I did not see the signage
- 2) I understood the meaning of the on-screen prompts.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

3) Overall, the system was easy to use.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

4) I knew where to look to have my photograph taken.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5) I was comfortable interacting with the new system.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6) The amount of time it took to interact with the new system was reasonable.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

PAPERWORK REDUCTION ACT STATEMENT: TSA is collecting this information to assess passenger satisfaction with the Credential Authentication Technology with Camera (CAT-C). 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 1601-0014, which expires 11/30/2021. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1601-0014, CAT-C Passenger Feedback Survey, 601 South 12th Street, Arlington, VA 20598.

7) How confident are you that the facial recognition system that you interacted with today would be effective at keeping air travel secure?

Very Confident	Fairly Confident	Neutral	Not Very Confident	Not At All Confident
5	4	3	2	1

8) I would rather be screened using the facial recognition system than going through the manual process.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

- **9)** How many round-trip flights do you take per year?
 - d) 1-2
 - e) 3-6
 - f) 7-10
 - g) 11-14
 - h) 15 or more
- 10) How old are you?
 - Under 20
 - 21-29
 - 30-39
 - 40-49
 - 50-59
 - 60-69
 - 70-79
 - Over 79

The survey is complete. Thank you for your time.