

1.0 Passenger Questionnaire 1–Credential Authentication Technology with Camera (CAT-C) Feedback Survey

Instructions: 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 screening checkpoint today. **Your participation is VOLUNTARY and will remain ANONYMOUS. No information you provide can be linked back to you.**

1) The signage clearly described the purpose of the technology being tested.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I did not see the signs
5	4	3	2	1	<input type="checkbox"/>

2) It was clear to me that my participation in the piloting was completely voluntary.

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

3) The system’s on-screen prompts were simple and easy to understand.

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) This technology will improve airport security.

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

6) I felt comfortable having the system verify my identity.

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

7) This technology will reduce wait time at the airport security screening checkpoint.

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

8) Where else have you used facial recognition technology? **Please select all that apply.**

- Personal Device (phone, tablet, computer)
- Initiated by Law Enforcement
- Job/Employer
- Bank/ATM
- US Airports or Border Checkpoints
- Non-US Airports or Border Checkpoints
- I have not used biometric facial recognition before today
- Other: [Input Field: "Please Specify"]

9) I provided the following form of identification at the security screening checkpoint today: **Please select one.**

- Driver's license
- U.S. passport
- U.S. passport card
- Non-U.S. passport
- DHS trusted traveler card (Global Entry, NEXUS, SENTRI, FAST)
- U.S. DOD ID
- HSPD-12 PIV card
- Permanent resident card
- Border crossing card
- Tribal-issued photo ID
- Other: [Input Field: "Please Specify"]

10) About how many round-trip flights do you take per year?

- a) 0-2
- b) 3-6
- c) 7-10
- d) 11-14
- e) 15 or more

11) What is your age?

- [Input Field: "Input Age"]
- Prefer not to answer

The survey is complete. Thank you for your time.

PAPERWORK REDUCTION ACT STATEMENT: TSA is collecting this information to access passenger perceptions and feedback on the CAT-C system. The public burden for this voluntary collection of information is estimated to be approximately two 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 09/30/2022. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058, CAT-C Feedback Survey, 601 South 12th Street, Arlington, VA 20598.

2.0 Passenger Questionnaire 2–TSA Passenger Engagement Survey

Instructions: TSA would like to know about your experiences at the airport security screening checkpoint, and also about how you gather information about the security screening process. Your feedback will be used to help improve the traveler security screening experience. **Your participation is VOLUNTARY and will remain ANONYMOUS. No information you provide can be linked back to you. Please do not include any personally identifiable information in the text boxes.**

1) I am well-informed about the TSA security screening process.

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

1a. Feel free to qualify your rating with an explanation below:

[Free Response]

2) I am able to find information about the TSA security screening process when I need it.

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

2a Feel free to qualify your rating with an explanation below:

[Free Response]

3) Where do you typically find information about the security screening checkpoint process **before you arrive at the airport?** (e.g., what IDs are valid, what you can bring in a carry-on, etc.) **Please select all that apply.**

- TSA.gov
- TSA Contact Center
- TSA Social Media (Twitter, Instagram, etc.)
- Other online media sources (news, blogs, etc.)
- Word of mouth
- None of the Above
- Other: [Input Field: “Please Specify Additional Sources Not Listed”]

3a. The sources I selected are useful in preparing me to go through security screening.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
5	4	3	2	1	N/A

4) Where do you typically find information about the security screening checkpoint process when you are at the airport? Please select **all** that apply.

- Posted signage in the check-in or bag drop area
- Airport or airline staff
- Posted signage at the security screening checkpoint
- TSA Security Officers at the security checkpoint
- Other passengers
- None of the Above
- Other: [Input Field: "Please Specify Additional Sources Not Listed"]

4a. The sources I selected are useful in preparing me to go through security screening.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
5	4	3	2	1	N/A

5) Which aspects of the security screening policy are the most difficult to find information about? Please select **all** that apply.

- Knowing which line to stand in
- Knowing what documents I need to present to the TSA Officer
- Knowing what I am allowed to bring through the checkpoint
- Knowing what I need to remove from my bag at the checkpoint
- None of the Above
- Other: [Input Field: "Please Specify Additional Points of Confusion"]

5a. Please qualify or explain any of the boxes checked above:

[Free Response]

6) I carry the following forms of identification with me to the airport: **Please select all that apply.**

- U.S. Driver's license
- U.S. Passport
- U.S. Passport Card
- Non-U.S. Passport
- DHS Trusted Traveler Card (Global Entry, NEXUS, SENTRI, FAST)
- U.S. DOD ID
- HSPD-12 PIV Card
- Permanent Resident Card
- Border Crossing Card
- Tribal-Issued Photo ID
- Other: [Input Field: "Please Specify"]

7) Before today, I was aware that beginning October 1, 2020, TSA will require every traveler to present a REAL ID-compliant driver's license, or another acceptable form of identification, to fly within the United States. **Please select all that apply.**

- Yes
- No
- I do not know what REAL-ID-compliant means

8) What is your age?

- [Input Field: "Input Age"]
- Prefer not to answer

9) I am a member of: **Please select all that apply.**

- TSA Pre-Check
- Global Entry
- NEXUS
- SENTRI
- EVUS
- None of the Above

10) About how many round-trip flights do you take per year?

- a) 0-2
- b) 3-6
- c) 7-10
- d) 11-14
- e) 15 or more

11) Where (physical or digital) would you like to see communications regarding any changes made to security screening procedures?

[Free Response]

12) How can TSA improve communication with travelers to make the security screening process as clear as possible?

[Free Response]

The survey is complete. Thank you for your time.

PAPERWORK REDUCTION ACT STATEMENT: TSA is collecting this information to assess experiences at the airport security screening checkpoint and to gather information about the security screening process. The public burden for this voluntary collection of information is estimated to be approximately three 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 09/30/2022. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058, TSA Passenger Engagement Survey, 601 South 12th Street, Arlington, VA 20598.

3.0 Passenger Questionnaire 3–Perceptions of Biometrics

Instructions: The TSA would like your feedback regarding the use of biometric facial recognition technology for airport security. Facial recognition refers to verifying one’s identity by matching their face (e.g., from a live photo or video) to a known image of them (e.g., ID or Passport). **Your participation is VOLUNTARY and will remain ANONYMOUS. No information you provide can be linked back to you.**

1) Where have you used facial recognition technology? **Please select all that apply.**

- Personal Device (phone, tablet, computer)
- Initiated by Law Enforcement
- Job/Employer
- Bank/ATM
- US Airports or Border Checkpoints
- Non-US Airports or Border Checkpoints
- Other: [Input Field: “Please Specify”]
- I have not used biometric facial recognition technology

2) How familiar are you with the use of facial recognition technology for airport security?

Extremely Familiar	Moderately Familiar	Somewhat Familiar	Slightly Familiar	Not at all Familiar
5	4	3	2	1

3) How comfortable are you with airport security using facial recognition technology to verify your identity?

Extremely Comfortable	Moderately Comfortable	Neutral	Slightly Uncomfortable	Extremely Uncomfortable
5	4	3	2	1

4) Using facial recognition technology to verify traveler identities would improve security in airports.

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

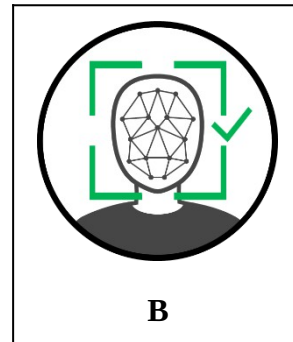
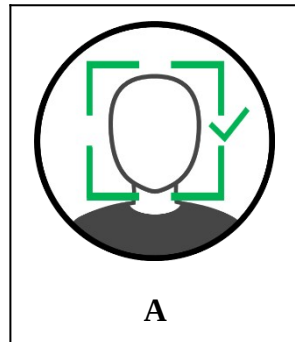
5) Using facial recognition technology to verify traveler identities would reduce wait time for airport security screening.

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

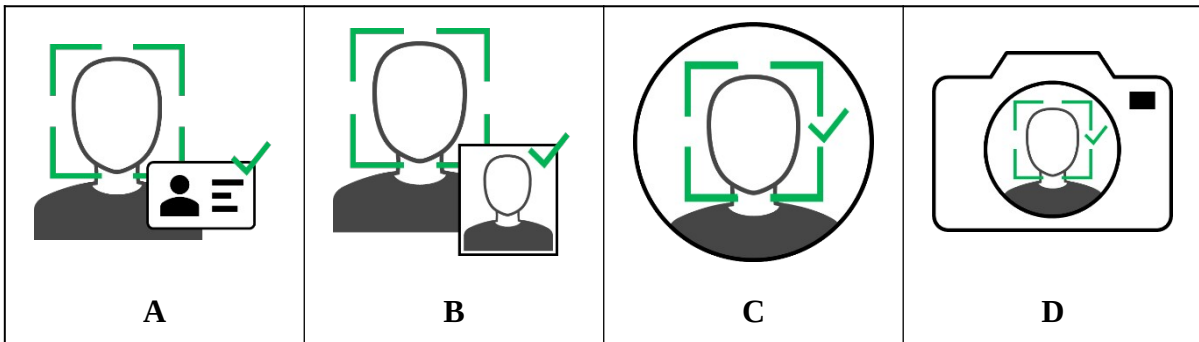
6) Using facial recognition technology to verify traveler identities would make the airport security screening process more convenient.

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

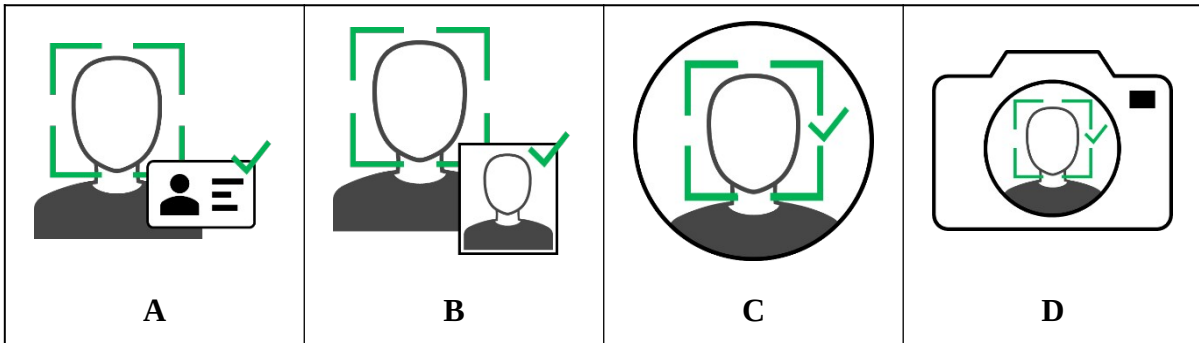
7) Of these options, which symbol **best** depicts the use of facial recognition technology? **Please select one.**



8) Of these options, which symbol **best** depicts the use of facial recognition technology to **verify your identity**? Please select **one**.



9) Of these options, which symbol **least** depicts the use of facial recognition technology to **verify your identity**? Please select **one**.



10) What is your age?

- [Input Field: "Input Age"]
- Prefer not to answer

11) I am a member of: Please select **all** that apply.

- TSA Pre-Check
- Global Entry
- NEXUS
- SENTRI
- EVUS
- None of the Above

12) About how many round-trip flights do you take per year?

- a) 0-2
- b) 3-6
- c) 7-10
- d) 11-14
- e) 15 or more

The survey is complete. Thank you for your time.

PAPERWORK REDUCTION ACT STATEMENT: TSA is collecting this information to access and understand passenger experiences with biometrics technologies. The public burden for this voluntary collection of information is estimated to be approximately two 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 09/30/2022. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058, Perceptions of Biometrics, 601 South 12th Street, Arlington, VA 20598.