OMB Control Number: 1405-0193

Burden Estimate: 2 minutes

Expiration Date: 4-30-2021

**Survey Questions for Secure Live Photo Customer Respondents**

**Agency:**

**Date:**

1. Today when you arrived at your Passport agency, you:
   1. Did not have a Passport Photo
   2. Had an unacceptable Passport Photo
   3. Had an acceptable Passport Photo
2. How would you rate your understanding of the Secure Live Photo program?
   1. Very Clear
   2. Clear
   3. Unclear
   4. Very Unclear
3. How would you rate your overall photo capture experience?
   1. Very Satisfied
   2. Satisfied
   3. Dissatisfied
   4. Very Dissatisfied
4. What was the highlight of your experience?
   1. Customer Service
   2. Convenience
   3. Efficiency
   4. Other:
5. How can we improve Secure Live Photo in the future?
   1. Better equipment
   2. Clearer communication from Passport staff
   3. Speed of the process
   4. Other:

Public reporting burden for this collection of information is estimated to average 2 minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection.  You do not have to supply this information unless this collection displays a currently valid OMB control number.  If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to:  Passport Forms Officer, U.S. Department of State, Bureau of Consular Affairs, Passport Services, The Office of Program Management and Operational Support, 44132 Mercure Cir, PO Box 1199, Sterling, Virginia 20166-1199