

Survey Questions for Secure Live Photo Customer Respondents

Agency:

Date:

1. Today when you arrived at your Passport agency, you:
 - a. Did not have a Passport Photo
 - b. Had an unacceptable Passport Photo
 - c. Had an acceptable Passport Photo

2. How would you rate your understanding of the Secure Live Photo program?
 - a. Very Clear
 - b. Clear
 - c. Unclear
 - d. Very Unclear

3. How would you rate your overall photo capture experience?
 - a. Very Satisfied
 - b. Satisfied
 - c. Dissatisfied
 - d. Very Dissatisfied

4. What was the highlight of your experience?
 - a. Customer Service
 - b. Convenience
 - c. Efficiency
 - d. Other:

5. How can we improve Secure Live Photo in the future?
 - a. Better equipment
 - b. Clearer communication from Passport staff
 - c. Speed of the process
 - d. Other: