1. **Passenger Questionnaire 1 –** **CAT-C Passenger 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 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?
   1. Yes
   2. No
   3. 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 |

1. Overall, the system was easy to use.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |
| 5 | 4 | 3 | 2 | 1 |

1. I knew where to look to have my photograph taken.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |
| 5 | 4 | 3 | 2 | 1 |

1. I was comfortable interacting with the new system.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |
| 5 | 4 | 3 | 2 | 1 |

1. 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 |

1. 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 |

1. 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 |

1. How many round-trip flights do you take per year?
   1. 1-2
   2. 3-6
   3. 7-10
   4. 11-14
   5. 15 or more
2. 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.*