

1.0 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?

- 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

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.