

Attachment D-Sample Interview Questions for the Registered Traveler Pilot Program

1. From your observations, what was the general level of acceptance of the Registered Traveler Pilot Program at your airport (or among your customers)?
2. What is your overall impression of the security offered under the RT Pilot Program?
3. What is your overall impression of the effect on passenger throughput at the security checkpoints under the RT Pilot Program?
4. If more than one technology/biometric was used at your facility, which technology seemed to provide the greatest level of efficiency? Accuracy? Reliability?
5. In what way do you think the RT Pilot Program could be changed to improve efficiency and/or security?
6. What problems did you have with the RT Pilot Program at your facility?
7. What is your overall impression of the RT Pilot Program?
8. What do you like most about the RT Pilot Program?
9. What do you like least about the RT Pilot Program?
10. What are the overall perceptions/feedback from customers and stakeholders at your facility regarding the RT Pilot Program?
11. What are the major lessons learned from the implementation/management of the RT Pilot Program at your airport?