Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 1652-0058)

TITLE OF INFORMATION COLLECTION: *Passenger Perception of Enhanced Advanced Imaging Technology.*

PURPOSE: *The Human Performance Branch within the TSA Office of Requirements and Capabilities Analysis aims to support the attainment of high levels of human performance by understanding the physical, behavioral, cognitive, and social characteristics of end-users in the aviation security domain and how they interact with systems, processes, and technologies. TSA's Human Performance Branch will distribute this questionnaire to assess passenger perception of the Innovation Task Force's demonstration of the Rohde & Schwarz Enhanced Advanced Imaging Technology. Passengers who volunteer to use the technology will be asked their opinions of its ease of use and general preference for it over current TSA technology.*

DESCRIPTION OF RESPONDENTS: *The respondents are passengers who have volunteered to use the e-AIT technology at Los Angeles International Airport (LAX).*
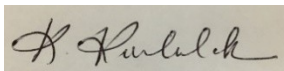
TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (such as Website or Software) [ ] Small Discussion Group
[ ] Focus Group   [ ] Other:_____

CERTIFICATION:

I certify the following to be true:
1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Kristopher T. Korbelak, Ph.D.

[signature]

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To assist review, please provide answers to the following question:

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [X] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ ] No

Gifts or Payments:
Is an incentive (such as money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Traveling public	300	0.0250 hrs (1.5 minutes)	7.5 hrs
Totals	300	0.0250 hrs (1.5 minutes)	7.5 hrs

TSA estimates the hour burden cost to the general public by multiplying the hour burden times the fully loaded hourly compensation wage for the traveling public. TSA uses a fully loaded compensation wage of $35.64[1] to represent the general public for purposes of this ICR. TSA estimates an annual hour burden cost of $267.30 to the general public for purposes of this ICR (7.5 hours x $35.64 compensation wage).

FEDERAL COST: The estimated annual cost to the Federal Government is: $14,903.68.

TSA estimates the annual cost to the Federal Government by summing the total annual contractual expenses for 2 contractors plus the hour burden cost for the TSA employee.

TSA estimates the total annual cost for survey administration for the contractors is $5,192.31. The total annual cost for survey analysis for the contractors is $7,692.31. TSA thus estimates an annual cost of $12,884.62 to the Federal Government for contracting expenses.

TSA assumes a J-band employee will spend 27 hours annually to fulfill duties necessary to carry out the administration portion of this survey. TSA uses a fully loaded hourly compensation wage of $74.78 to represent the TSA employee. Based on this information, TSA estimates an annual hour burden cost of $2,019.06 for the TSA employee ($74.78 x 27 hours). TSA assumes the J-band employee will not participate in the survey analysis component of this ICR.

TSA estimates a total annual cost of $14,903.68 to the Federal Government for this ICR ($12,884.62 contracting expenses + $2,019.06 TSA employee burden).

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[1] Employer costs for employee compensation based on average wages and salaries of $24.33/hour plus benefits of $11.31/hour, U.S. Bureau of Labor Statistics. Released December 15, 2017. https://www.bls.gov/news.release/archives/ecec_12152017.htm.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents
1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?

<div align="right">[X] Yes [ ] No</div>

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

TSA's potential group of survey respondents will consist of a sample of passengers (e.g. every 10th passenger) traversing the security screening checkpoint at the airports listed above who volunteer to use the enhanced-advanced imaging technology. TSA's survey administrators will approach passengers after they use the technology and ask them if they would be willing to take a 2-minute voluntary survey on a tablet.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
   - [ ] Web-based or other forms of Social Media
   - [ ] Telephone
   - [X] In-person
   - [ ] Mail
   - [ ] Other, Explain

2. Will interviewers or facilitators be used? [X] Yes [ ] No

Please make sure that all instruments, instructions, and scripts are submitted with the request.

Passenger Perception Survey for TSA Human Performance Branch Study

Please answer each question to the best of your ability. Your answers will remain anonymous and will not be traced back to you by any means.

1. **How old are you?**

   Under 18   18-20   20-29   30-39   40-49   50-59   Over 60

2. **Prior to traveling today, I had a strong understanding of normal TSA screening processes.**

   Strongly Disagree   Disagree   Slightly Disagree   Neither Agree nor Disagree   Slightly Agree   Agree   Strongly Agree

3. **The body scanner I went through today is different from the one I have been screened by in the past.**

   N/A   Yes   No

4. **How would you describe your experience using the body scanner today?**

   Overwhelmingly Negative   Negative   Slightly Negative   Neither Negative nor Positive   Slightly Positive   Positive   Overwhelmingly Positive

5. **I felt more physically comfortable using the body scanner today than the version I have used in the past.**

   Not Applicable   Strongly Disagree   Disagree   Slightly Disagree   Neither Agree nor Disagree   Slightly Agree   Agree   Strongly Agree

6. **I prefer the body scanner I used today over the one I have used in the past.**

   Not Applicable   Strongly Disagree   Disagree   Slightly Disagree   Neither Agree nor Disagree   Slightly Agree   Agree   Strongly Agree

7. **I was properly informed by TSOs about how to use the body scanner today.**

   Strongly Disagree   Disagree   Slightly Disagree   Neither Agree nor Disagree   Slightly Agree   Agree   Strongly Agree

8. **It seemed like more passengers received pat downs today than I've noticed in the past.**

   Not Applicable   Strongly Disagree   Disagree   Slightly Disagree   Neither Agree nor Disagree   Slightly Agree   Agree   Strongly Agree

9. **How many times did you have to correct your positioning in the body scanner before the machine was able to get a proper scan?**

   0   1   2   3   4   5+