

**1. Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1652-0058)**

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**TITLE OF INFORMATION COLLECTION:** *Passenger Perception of Vision-Box Travel Document Checker Process Automation.*

**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 TSA’s demonstration of the Vision-Box Travel Document Checker Process Automation (Vision-Box). Passengers who volunteer to use the technology will be asked their opinions of its ease of use and general preference in comparison to current TSA technology.

**DESCRIPTION OF RESPONDENTS:** *The respondents are passengers who have volunteered to use the Vision-Box technology at Los Angeles International Airport (LAX).*

**TYPE OF COLLECTION:** (Check one)

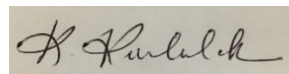
- Customer Comment Card/Complaint Form       Customer Satisfaction Survey  
 Usability Testing (such as Website or Software)     Small Discussion Group  
 Focus Group       Other: \_\_\_\_\_

**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 not raise issues of concern to other Federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential 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. Korbela, Ph.D.,



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Engineering Psychologist,  
TSA, Office of Requirements and Capabilities Analysis

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

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  Yes  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  No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Traveling public	300	0.0167 hrs (1 minute)	5 hrs
<b>Totals</b>	300	0.0167 hrs (1 minute)	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<sup>1</sup> to represent the general public for purposes of this ICR. TSA estimates an annual hour burden cost of \$178.20 to the general public for purposes of this ICR (5 hours x \$35.64 compensation wage).

**FEDERAL COST:** The estimated annual cost to the Federal Government is: \$17,547.56.

TSA estimates the annual cost to the Federal Government by summing the total annual contractual expenses for 3 contractors plus the hour burden cost for the TSA employee.

TSA estimates the total annual cost for survey administration for the contractors is \$11,499.76. The total annual cost for survey analysis for the contractors is \$3,066.60. TSA thus estimates an annual cost of \$14,566.36 to the Federal Government for contracting expenses.

TSA assumes a J-band employee will spend 40 hours annually to fulfill duties necessary to carry out the administration portion of this survey. TSA uses a fully loaded hourly compensation wage of \$74.53 to represent the TSA employee. Based on this information, TSA estimates an annual hour burden cost of \$2,981.20 for the TSA employee (\$74.53 x 40 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 \$17,547.56 to the Federal Government for this ICR (\$14,566.36 contracting expenses + \$2,981.20 TSA employee burden).

<sup>1</sup> 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](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?  
[X] Yes [ ] No

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 Vision-Box technology. TSA's survey administrators will approach passengers after they use the technology and ask them if they would be willing to take a 1-minute voluntary survey on paper.

**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.**

**Instructions:** We would like your feedback regarding your experience using the automated gate system today. Your participation will remain ANONYMOUS (nothing you tell us can be linked back to you). Please indicate your level of agreement with each of the following statements by marking the appropriate circle with an “X”.

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1. How old are you?
  - Under 20
  - Between 20 and 29
  - Between 30 and 39
  - Between 40 and 49
  - Between 50 and 59
  - Between 60 and 69
  - Between 70 and 79
  - Over 79
  
2. What is your gender?
  - Male
  - Female
  
3. It was easy to scan my boarding pass.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  
4. It was easy to scan my passport.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  
5. I knew where to look to have my photograph taken.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree

6. I understood the on-screen prompts.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  
7. I understood the audible prompts.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  
8. Overall, the system was easy to use.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  
9. The automated gate system slowed down my screening process.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
  
10. I prefer to have my boarding pass and identification screened by a person.
  - No opinion or does not apply
  - Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree