**Passenger Perception of the Vanderlande Automated Screening Lane**

OMB control no. 1652-0058

Exp: 7/31/2019

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.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1** | What is your age range?You must be at least 18 to complete this survey | UNDER 30 | 30 - 49 | 50 - 69 | 70 OR ABOVE |   |   |   |
| **2** | Approximately how many round trip commercial airline flights have you taken in the last 12 months (including this one)? | 1-2 | 3-5 | 6-9 | 10-19 | 20 or more |  |   |
| **3** | How would you describe your experience using the automated property conveyor system (**automated screening lane**) today? | Overwhelmingly Negative | Negative | Neither Negative Nor Positive | Positive | Overwhelmingly Positive |   |   |
| **4** | I prefer the automated screening lane over the property conveyor system I have used in the past. | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |  |   |
| **5** | I was properly informed by security officers about how to use the automated screening lane today. | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |   |   |
| **6** | I was properly informed by printed signs / instructions about how to use the automated screening lane today. | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |  | Not Applicable |
| **7** | It was easy to use the bins to place my property on the automated conveyor. | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |   | Not Applicable |
| **8** | It was easy to retrieve my property from the automated conveyor after I was screened. | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |  | Not Applicable |
| **9** | I felt that the time it took to complete the screening process was: | Too rushed | Slightly rushed | Just right | Slightly long | Too long |   |   |
| **10** | I was concerned that my bins were separated from each other. | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |   | Not Applicable |

PAPERWORK REDUCTION ACT STATEMENT: TSA is collecting this information to identify ongoing improvement opportunities at TSA checkpoints. The public burden for collecting this information is estimated to be approximately 1 minute. This is a voluntary collection of information. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058 Passenger Perception of Vanderlande Automated Screening Lanes, 601 South 12th Street, Arlington, VA 20598. An agency may not conduct or sponsor, and persons are not required to respond to a collection of information, unless it displays a valid OMB control number. The OMB control number assigned to this collection is 1652-0058, which expires 07/31/2019.