

Passenger Perception of the Vanderlande Automated Screening Lane

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	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 <u>security officers</u> about how to use the automated screening lane today.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
6	I was properly informed by <u>printed signs / instructions</u> 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 <u>place my property</u> on the automated conveyor.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
8	It was easy to <u>retrieve my property</u> 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.