



TSA seeks to improve customer service while protecting the homeland.

To help us improve your checkpoint experience, please complete an anonymous, voluntary, on-line survey about your experience today. To complete the survey, please visit the URL below. We estimate that the survey will take you about 5 minutes. Thank you for your participation!

To complete the survey either:

1. Type the URL below into your internet browser:

<https://apps.tsa.dhs.gov/survey/>

OR

2. Scan the QR code using your mobile device:



Questions or concerns? Please email TSAHumanFactors@tsa.dhs.gov

PRA# 1652 00 [redacted]

Collection of this information is made under 49 U.S.C.114(e) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 006 Correspondence and Matters Tracking Records. It will take no more than 5 minutes to complete this form. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652 [redacted] which expires [redacted] send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden to TSA, 601 S. 12th Street, Arlington, VA 22202. Attn: PRA 1652 [redacted]

Please answer each question to the best of your ability. Your answers will remain confidential 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.	Yes	No						Not Applicable
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.	Strongly Disagree	Disagree	Slightly Disagree	Neither Agree nor Disagree	Slightly Agree	Agree	Strongly Agree	Not Applicable
6	I prefer the body scanner I used today over the one that I have used in the past.	Strongly Disagree	Disagree	Slightly Disagree	Neither Agree nor Disagree	Slightly Agree	Agree	Strongly Agree	Not Applicable
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 more passengers received pat downs today than I've noticed in the past.	Strongly Disagree	Disagree	Slightly Disagree	Neither Agree nor Disagree	Slightly Agree	Agree	Strongly Agree	Not Applicable
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+		
10	The Avatar showing the proper stance for the scanner was easy for me to understand.	Strongly Disagree	Disagree	Slightly Disagree	Neither Agree nor Disagree	Slightly Agree	Agree	Strongly Agree	Not Applicable

11	The Avatar showing the proper stance for the scanner helped me achieve the proper stance.	Strongly Disagree	Disagree	Slightly Disagree	Neither Agree nor Disagree	Slightly Agree	Agree	Strongly Agree	Not Applicable
12	The audio instructions from the scanner were useful for guiding me into the proper stance.	Strongly Disagree	Disagree	Slightly Disagree	Neither Agree nor Disagree	Slightly Agree	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 1.5 minutes. 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 Enhanced Imaging Technology Survey, 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.