

Passenger Perception of  
Walk Through Metal Detector- Advanced Imaging Technology Combination Survey.

**INSTRUCTIONS:**

You are eligible for this survey because you experienced the CEIA Enhanced Walk-Through Metal Detector (eWTMD) and Enhanced Advanced Imaging Technology (eAIT) Combined System at the Transportation Security Administration (TSA) security checkpoint today. TSA is seeking your opinion of the ease of use and general preference of this technology. Your participation is VOLUNTARY and will remain ANONYMOUS. Please answer each question to the best of your ability. No information you provide can be linked back to you.


*One feature of this combined system is a “Passenger Call” that visually alerts passengers when the passengers can enter the scanning systems (e.g., green/red lights). There are slightly different versions of the questionnaire when this Call System is ON or OFF.*

Version 1: When Passenger Call System is ON (green/red light)

<b>1</b>	How old are you?	Under 18	18-20	20-29	30-39	40-49	50-59	Over 60
<b>2</b>	The eAIT I went through today is different from the ones I have been screened by in the past.	Yes	No					NA
<b>3</b>	Compared with my past travel experience, the screening process that I went through today took:	Substantially Longer	Slightly Longer	Same as Usual	Slightly Less Time	Substantially Less Time		
<b>4</b>	The visual cues (LED lights on the metal detector) were easy to understand and helped guide me through the screening process.	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		I did not notice any LED lights
<b>5</b>	How would you describe your experience using the eAIT today?	Overwhelmingly Negative	Negative	Slightly Negative	Neither Negative nor Positive	Slightly Positive	Positive	Overwhelmingly Positive

Version 2: When Passenger Call System is OFF

1	How old are you?	Under 18	18-20	20-29	30-39	40-49	50-59	Over 60
2	The eAIT I went through today is different from the ones I have been screened by in the past.	Yes	No					NA
3	Compared with my past travel experience, the screening process that I went through today took:	Substantially Longer	Slightly Longer	Same as Usual	Slightly Less Time	Substantially Less Time		
4	How would you describe your experience using the eAIT today?	Overwhelmingly Negative	Negative	Slightly Negative	Neither Negative nor Positive	Slightly Positive	Positive	Overwhelmingly Positive



**Transportation  
Security  
Administration**

**SURVEY**

**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!

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**To complete the survey either:**

**1.** Type the URL below into your internet browser:

**<https://apps.tsa.dhs.gov/survey/se.ashx?s=55FEA0EB283AB963>**

**OR**

**2.** Scan the QR code using your mobile device:



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Questions or concerns? Please email [TSAHumanFactors@tsa.dhs.gov](mailto:TSAHumanFactors@tsa.dhs.gov)

PRA# 1652-0013, Exp October 2016  
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 1652-0013, which expires October 2016. 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 1652-0013.

**Paperwork Reduction Act Statement:** TSA is collecting this information to assess passenger perception of the Walk Through Metal Detector- Advanced Imaging Technology Combination. The public burden for this voluntary collection of information is estimated to be approximately 1.5 minutes. 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 09/30/2022. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058, Passenger Perception of Walk Through Metal Detector- Advanced Imaging Technology, 601 South 12th Street, Arlington, VA 20598-6011.