

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

---

**TITLE OF INFORMATION COLLECTION:** *Passenger Perception of Walk Through Metal Detector-Advanced Imaging Technology Combination.*

**PURPOSE:** *The Transportation Security Administration (TSA) 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 end users interact with systems, processes, and technologies. This survey will assess passenger experience with the CEIA Enhanced Walk-Through Metal Detector (eWTMD) and Enhanced Advanced Imaging Technology (eAIT) Combined System. Passengers who volunteer to use the technology will be asked their opinions of its ease of use and general preference for it in comparison to current TSA technology. The survey will be administered by the Human Performance Branch within TSA’s Requirements and Capabilities Analysis office.*

**DESCRIPTION OF RESPONDENTS:** *The respondents are passengers who have volunteered to use the technology at airports within the United States*

**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: David A. Band



---

TSA, Requirements and Capabilities Analysis (RCA)  
Requirements, Human Performance & Engineering Division (RHPE)  
Human Performance Branch (HPB)  
Branch Manager

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

**Personally Identifiable Information:**

- 1. Is personally identifiable information (PII) collected? [ ] Yes [ X ] 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 [ X ] No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Traveling public	450	0.0250 hrs (1.5 minutes)	11.25 hrs
<b>Totals</b>	450	0.0250 hrs (1.5 minutes)	11.25 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 \$37.03<sup>1</sup> to represent the general public for purposes of this estimate. TSA estimates an annual hour burden cost of \$416.59 to the general public for purposes of this estimate (11.25 hours x \$37.03 compensation wage).

**FEDERAL COST:** The estimated annual cost to the Federal government is: **\$31,255.70**

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

The total annual survey data collection cost for the contractors is \$19,166.27. The total annual cost for survey analysis for the contractors is \$9,583.13. TSA thus estimates an annual cost of \$28,749.40 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. An average of the 2020 minimum (\$102,219.34) and maximum (\$129,939.81) of the J-Band pay rates with Washington DC area locality pay applied (\$62.66) is used to represent the TSA employee. Based on this information, TSA estimates an annual hour burden cost of \$2,506.29 for the TSA employee (\$62.66 x 40 hours). TSA assumes the J-band employee will not participate in the survey analysis component of this estimate.

<sup>1</sup> Employer costs for employee compensation based on average wages and salaries of \$37.03/hour, U.S. Bureau of Labor Statistics. Release date December 18, 2019. [https://www.bls.gov/news.release/archives/ecec\\_12182019.htm](https://www.bls.gov/news.release/archives/ecec_12182019.htm).

TSA estimates a total annual cost of \$31,255.70 to the Federal government for this estimate (\$28,749.40 contracting expenses + \$2,506.29 TSA employee burden).

**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?  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 US airports who volunteer to use the CEIA WTMD and eAIT Combined System. TSA's survey administrators, equipped with a tablet, will approach passengers after they have completed screening by the technology and ask them if they would be willing to take a 2-minute voluntary survey. The administrators will read the survey questions to the passengers verbally and enter the responses on the tablet. If passengers prefer, they may take the survey electronically at their convenience and will be given a notecard similar to the one enclosed. The notecard will include the active link for the survey and the PRA Burden Statement.*

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)  
 Web-based or other forms of Social Media  
 Telephone  
 In-person  
 Mail  
 Other; explain
2. Will interviewers or facilitators be used?  Yes  No

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**