INFORMATION COLLECTION SUPPORTING STATEMENT

Registered Traveler Interoperability Pilot (RTIP); Satisfaction and Effectiveness Measurement Data Collection Instruments

B. Collection of Information Employing Statistical Methods

1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used. Data on the number of entities (e.g., establishments, State and local government units, households, or persons) in the universe covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and for each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If the collection had been conducted previously, include the actual response rate achieved during the last collection.

TSA will be gathering information from participants in the Registered Traveler Interoperability Pilot (RTIP) at various airports through two methods: (1) online customer satisfaction surveys and (2) stakeholder interviews regarding their experience and satisfaction with the program at intervals, following their acceptance into the program. TSA has submitted the substance of the information tools to OMB previously. The following describes the online survey method.

To the extent possible, TSA will conform to the established information tools. However, when TSA rolls out the RTIP at additional airports, TSA recognizes that there may be the need for modifications as the program evolves. Whenever a modification is required, TSA will submit the modified tool to OMB on an event-driven timeline. In the case of the participant application form, to the extent possible, TSA will submit any modifications to OMB prior to requiring Service Providers (SP) to alter or supplement existing information requirements for the purposes of RT. It should be noted that the SP, and not TSA, will be accepting applications from RT applicants. In the cases of the stakeholder interviews and the online questionnaire, TSA--or its vendors and partners--will not administer these data collections any sooner than 60 days after the launch of an RTIP at an airport and will submit to OMB prior to accepting the first application at each new RT airport. TSA recognizes, however, that by virtue of the nature of private-sector partnerships and the agency's limitations in controlling many aspects of the partners' activities, TSA may not be able to dictate the exact timeframe the agency will submit all new collection instruments to OMB.

Although TSA is not currently administering surveys, it anticipates administering surveys for the expansion of the pilot program. TSA plans to use the survey questions OMB previously approved, but with slight modifications that are consistent with the expansion of the pilot. TSA will send invitations via e-mail to take an online survey to all RTIP participants. Responses will be voluntary. Based on a study conducted by the School of Journalism and Communication at the University of Oregon, the average expected response rate for surveys of similar length and type is 24 percent. Based on this calculation, TSA expects approximately 72,000-216,000 surveys returned by participants in the RTIP.

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TSA estimates a maximum of 216,000 respondents and, based on an estimate of a 15-minute burden per respondent, a burden of 54,000 hours.

	Minimum	Maximum
Population Size	300,000	900,000
Estimated Response Rate	24%	24%
Estimated Responses	72,000	216,000
Total Burden Hours	18,000	54,000

2. *Describe the procedures for the collection of information including:*

- *Statistical methodology for stratification and sample decision,*
- *Estimation procedure,*
- *Degree of accuracy needed for the purpose described in the justification,*
- *Unusual problems requiring specialized sampling procedures, and*
- *Any use of periodic (less frequent than annual) data collection cycles to reduce burden.*

The potential respondent universe for this information collection will include:

- All RT participants completing online surveys.

TSA does not foresee any unusual problems with the instruments associated with this collection requiring specialized sampling procedures. TSA anticipates collection of the information on an annual basis, with the exception of the application data collected in a single occurrence. If there is a change in the collection of information utilizing the instruments outlined in this justification, TSA will notify OMB of any significant changes.

TSA is confident regarding the degree of accuracy that can be expected from the online survey. Generally speaking, 1,500-2,000 responses are needed in a random survey to achieve a 95 percent accuracy. When used to survey participants at the five original pilot locations, TSA received responses from 4,499 RT participants--nearly 50 percent of the entire population. While there may be a response bias at work, the size of the response pool gives TSA confidence in the degree of accuracy. In future testing with an expanded RT population, TSA can cross-reference the results with the original population serving as a control group. Therefore, we can achieve a high degree of accuracy with as little as 4,000 responses.

3. *Describe methods to maximize response rates and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collection based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.*

   The methods for data collection are designed to collect specific information to maximize the responses received. Through the enrollment invitation letter, TSA informed RT Pilot Program participants of the value of their feedback and e-mailed invitations to each pilot participant to complete the online survey. TSA feels any further correspondence could become burdensome to the volunteers participating in the RTIP.

   No special justification is needed for this collection.

4. *Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or more respondents. A proposed test or set of tests may be submitted for approval separately or in combination with the main collection of information.*

   TSA will gather information from participants in the RTIP, as described in Question 1, through an online survey regarding their experience and satisfaction with the program at intervals, following their acceptance into the program.

5. *Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.*

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