

## INFORMATION COLLECTION SUPPORTING STATEMENT

Pipeline Security Awareness (CD-1) Effectiveness Assessment

OMB Control No. 1652-New

January 11, 2008

### **Part 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. Indicated 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 request via email that the individual pipeline companies who provided email addresses when requesting the security awareness compact disc (CD-1) participate in the voluntary survey. TSA will not send requests to non-pipeline companies such as Federal/state/local agencies, consultants, pipeline construction contractors and trade associations. TSA's focus is the approximately 2,200 individual pipeline system/companies in the United States. These companies fall into three types, Local Distribution Companies (LDC), which are the local public utilities that distribute natural gas to homes and businesses in an area, and natural gas and hazardous liquid transmission pipeline companies. The transmission companies are the major highways that transport natural gas or petroleum based liquids such as gasoline, crude oil, refined oil and petro-products from source/production regions to the regional/local markets. The bulk of the larger system/companies, approximately 500 in total, are transmission systems/companies, and are the primary requestors of the CD-1. Many of the remaining LDCs are relatively small system/companies and TSA does not expect the majority of these companies to request CD-1. Many of the largest LDCs and transmission system/companies are owned by parent companies, which may own more than one of those larger 500 pipeline system/companies, and therefore, the actual number of parent companies or individual subscribers of CD-1 will be less. Therefore, the actual domain of security CD-1 requestors/users will be less than 500. Although the exact number is not known, and will depend on both changes in ownership through merger and acquisition that often occur, and on degree of autonomy of each pipeline system afforded through each parent – subsidiary relationship. With these variables taken into account, TSA estimates that of the approximately 500 companies in question, at a maximum, there would be 400 who will request CD-1. Of this estimated 400 individual requestors of CD-1, TSA further estimates that the maximum number of survey participants will be 300. TSA estimates the average hour burden per response, per pipeline system/company, to be approximately 20 minutes. Assuming that, on average, a company will provide feedback twice per year (includes an initial and update per system/company), TSA estimates the total annual hour burden will be 40 minutes per pipeline company or system. Therefore, TSA estimates the total annual hour burden will be approximately 200 hours per year for all pipeline industry participants [300 system/companies X 40 minutes = 200 hours].

This survey has not been conducted previously.

**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.**

This survey will not be using statistical or sampling methods. All pipeline systems/companies who request CD-1 will be invited to participate in the survey. The results of the survey will be the basic participation levels of companies and their respective number of employees that received the security awareness training. The survey contains a qualitative question for the company representative regarding whether CD-1 was successful in raising security awareness amongst those receiving training, and therefore, that of the company in general. This question is presented both as an objective question where the company representative can provide actual numbers of positive or effectiveness responses to its own internal training/course surveys, if conducted and available. This same question will be presented subjectively where the company representative can provide a positive or negative response based on personal observation.

In light of company training cycle requirements and personnel availability, a considerable time period can lapse between planned training and actual time the training event takes place. For this reason, TSA will specify time periods for which survey responses are valid. During the specified time period, participant systems/companies may update their completed survey at anytime by accessing the password-protected web site hosting the survey..

**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 purpose of this survey is to provide metric information to TSA in order to illustrate CD-1 effectiveness and impact on security levels within the pipeline transportation mode. TSA will not be using survey results for derived/statistical impact purposes. The information collected will be used in quantitative form. For example, TSA will be able to discern the number of individual pipeline companies represented by the individual survey, the number of employees targeted to receive training, and the number of employees who have completed training. The more qualitative survey response will be directed toward whether use of CD-1 successfully raised security awareness amongst those receiving training, and hence the overall employee response within a given company could be applied to that of the company in general. This question is presented both as an objective question where the company representative can provide actual numbers of positive or effectiveness responses to internal training/course surveys, if conducted and available. TSA will use these responses as straight summations of favorable and unfavorable results based on a given number of responses.

**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.**

Not applicable, there are no special tests planned.

**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.**

The survey site and associated programs, software and data storage were developed and owned by TSA. The agency point of contact for the site itself and for site and data management hardware and software is Mr. Neil Bonner. His Contact information is as follows :

Mr. Neil Bonner  
TSA/ITD Systems Innovation  
701 S. Twelth St.  
TS-11  
Arlington, VA 22202 .  
Email : [neil.bonner@dhs.gov](mailto:neil.bonner@dhs.gov)  
Office phone : 571-227-2009

There was no consultant used for data analysis or survey development. TSA Pipeline Security Division will have access to the survey results. The type of information received will be directly reported and not require analysis to derive and values.

The point of contact for recipient of data is :

Mr. Daniel DiBono  
TSA/TSNM Pipeline Security Division  
601 S. Twelth St.  
TS-28  
Arlington, VA 22202  
Email : [daniel.dibono@dhs.gov](mailto:daniel.dibono@dhs.gov)  
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