



INFORMATION

MEMORANDUM FOR: Mr. Christopher R. Bidwell,  
Vice President – Security and Facilitation  
Airports Council International – North America

FROM: Jim Watts *Jim Watts*  
Program Manager  
Performance Information Management System (PMIS)  
Office of Security Operations  
Transportation Security Administration

SUBJECT: Response to ACI-NA Comments on OMB Control Number  
1652-0013

Purpose

The purpose of this memorandum is to respond to the letter dated June 25, 2010 from Mr. Christopher R. Bidwell, Vice President – Security and Facilitation, Airports Council International.

Background

Airports Council International – North America (“ACI-NA”), on behalf of its member airports, submitted comments on the Extension of Agency Information Collection Activity Under OMB Review: Aviation Security Customer Satisfaction Performance Measurement Passenger Survey proposed by the Transportation Security Administration (“TSA”). ACI-NA is the trade organization of commercial airports in the U.S. and Canada. TSA is pleased to respond to the three comments.

Discussion:

ACI-NA General Comments

1. In order to obtain representative data, we believe TSA should conduct the surveys during high and low volume periods at security checkpoints at federalized and Screening Partnership Program airports. However, we strongly caution TSA not to deplete limited checkpoint TSO resources in conducting the survey.

- a. Response: TSA plans to rely on TSA airport personnel to help administer surveys. However, we recognize that conducting security activities is a primary objective for airport resources. We believe that there will be sufficient survey opportunities to ensure the collection of a representative sample while minimizing the impact on TSOs. We will work closely with airport personnel, including the Federal Security Director (FSD), to ensure the selection of the right people to administer the survey at the right times. Survey administrators dressed in plain clothes may or may not require the support of TSOs. The role of the survey administrator may be filled by FSD support staff personnel.
2. Many airports have local laws stipulating that permits are necessary in order to conduct surveys. Prior to conducting a survey at an airport, TSA should check with the operator to ensure that it is in compliance with local regulations and has obtained the necessary permit.
  - a. Response: TSA will work with airport authorities prior to administering surveys to ensure compliance with local regulations and to obtain the necessary permit. TSA will develop formal communications to convey survey purpose and process to stakeholders. This information will be conveyed to airport authorities sufficiently in advance of survey administration to gather feedback and identify and react to local requirements and/or restrictions.
3. Due to potential security concerns, we recommend that TSA not publically release airport-specific data. However, airport-specific data should be provided to Federal Security Directors (FSDs), so they can work with their staff and airport operators to enhance customer service and security.
  - a. Response: Survey results made public through press releases , Congressional inquiries, or by providing responses to members of the public are generally aggregated at the National level or otherwise summed by pertinent survey grouping (Area, Airport Category, etc.) Airport specific responses may be highlighted on a case-specific basis; however, TSA plans to vet all information through the appropriate channels within TSA prior to release to the public.

Attachment

Original letter dated June 25, 2010.