



June 25, 2010

Office of Information and Regulatory Affairs
Office of Management and Budget

Attention: Desk Officer,
U.S. Department of Homeland Security/TSA

**Re: Extension of Agency Information Collection Activity
OMB Control Number 1652-0013
75 Federal Register 29567 (May 26, 2010)**

Airports Council International – North America (“ACI-NA”), on behalf of its member airports, submits these 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. Our members enplane more than 95 percent of the domestic and virtually all the international airline passenger and cargo traffic in North America.

General Comments

We recognize the importance of and support the TSA initiative to collect data from passengers to “enhance customer experiences and airport performances.” This information can be used by TSA to identify best practices, which should be incorporated into training programs to enhance the performance of its Transportation Security Officers (TSOs). 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.

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.

In reviewing the TSA public Web site, it appears that the Agency last posted passenger survey results in 2005. We believe survey data is beneficial and should be made available to both airports and the traveling public. 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.

Conclusion

ACI-NA appreciates the opportunity to submit comments on the OMB Review of the TSA Aviation Security Customer Satisfaction Performance Measurement Passenger Survey. We believe this is a worthwhile endeavor that will help guide the Agency in further improving customer experience, something that will also enhance aviation security.

Please do not hesitate to contact me if you have any questions or should you need any additional information.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Bidwell". The signature is fluid and cursive, with a large initial "C" and "B".

Christopher R. Bidwell
Vice President – Security and Facilitation