

Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 1601-0014)

TITLE OF INFORMATION COLLECTION: Feedback on Visible Intermodal Prevention and Response (VIPR) Team Operations

PURPOSE:

TSA's Visible Intermodal Prevention and Response (VIPR) Program is required by the Surface Transportation and Mass Transit Security Act of 2011 to develop and implement a system of qualitative performance measures which include "...a mechanism through which the transportation entities (stakeholders)...may submit feedback on VIPR team operations..."

TSA has been in the process of reviewing its Visible Intermodal Prevention and Response (VIPR) Program, which is designed to augment federal, state, and local transportation security and law enforcement personnel to mitigate the risk of terrorist activities. As part of the review process, we will conduct this brief survey to understand the perceptions of the VIPR Program held by our transportation security and law enforcement stakeholders. The qualitative survey data will be used to help TSA with continually improving the VIPR Program.

DESCRIPTION OF RESPONDENTS:

Respondents are transportation stakeholders, including mass transit, passenger rail, freight rail operators, owners, entities and facilities, as well as maritime facilities, cruise ship lines, and airports participating in the VIPR Program.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> 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: Matthew W. Lloyd  3/5/13

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes 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 (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
VIPR Transportation Stakeholders	1000	0.25Hours	250 Hours
Totals	1000		250 Hours

FEDERAL COST: The estimated annual cost to the Federal government is \$1050.00

This figure was derived using the number of hours for a Federal employee to review the information multiplied by their average hourly loaded rate.

TSA Employee Pay Band	Annual TSA Hours to Review Surveys	Average Hourly Loaded Rate	Annual Cost to TSA
J-Band	24	\$43.75	\$1050.00
Total Annual Cost to TSA			\$1050.00

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?

The survey will be conducted electronically. The program office administering the survey will provide a link to TSA Federal Security Directors (FSD) and Supervisory Air Marshals in Charge (SACs) utilizing an open participation or unrestricted access method. The FSDs and SACs will then provide all relevant stakeholders the link to the survey and ask them to voluntarily participate.

TSA utilizes the Vovici survey software application to conduct qualitative surveys. This software includes the capability to present opening and closing screens to survey respondents. The VIPR Program has chosen to incorporate these screens into the proposed VIPR stakeholder survey.

The creation of the online version of the survey requires approval of the survey instrument. Therefore, screen shots of the collection are not currently available. The attached "VIPR Instrument" document provides the question and answers formats and response expectations, utilizing a mix of multiple choice and short answer formats to capture the requested information in a manner that supports VIPR Program utilization.

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.

