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

TITLE OF INFORMATION COLLECTION:

The Transportation Security Administration (TSA) Contact Center (TCC) Customer Satisfaction Survey--Telephone

PURPOSE:

The TCC is the primary incoming portal from the public and receives inquiries from the traveling public, TSA employees, private industry, other government organizations, Members of Congress, and the White House. The TCC responds to inquiries that cover a variety of topics concerning TSA. The objective of the data collection from this population is to collect, analyze and interpret information gathered to identify strengths and weaknesses of current customer service and make improvements.

DESCRIPTION OF RESPONDENTS:

The TCC system will automatically send a survey to every 20th caller. The primary respondents will be members of the traveling public who have contacted TSA via telephone, to obtain information about travel or to provide feedback about a recent travel experience. However, as described above, other members of the public also send inquiries to the TCC as well.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software)   [ ] Small Discussion Group
[] Focus Group   [ ] 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: Michelle Cartagena

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

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [x] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [x] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [x] No

Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals / Traveling Public Live-Calls	368	5 minutes	30.6 hours
Totals	**368**		**30.6**

FEDERAL COST: The estimated annual cost to the Federal government is
____$551.94_____ . This figure was derived from the number of hours to review multiplied by the average hourly loaded rate.

TSA Employee Pay Band	Annual TSA Hours to Review	Average Hourly Loaded Rate	Annual Cost to TSA
G-Band	6	$24.12	$289.44
J-Band	12	$43.75	$262.50
		Total Annual Cost to TSA	**$551.94**

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?
                                                    [X] 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?

For live calls, every 20th call to the TCC will be transferred to the survey. This estimation was reached based upon the number of calls received in January 2012, which was approximately 22,318. Based on a 33% participation rate, TSA anticipates approximately 368 completed surveys will be received.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)

[ ] Web-based or other forms of Social Media
[X] Telephone
[ ] In-person
[ ] Mail
[ ] Other, Explain

2. Will interviewers or facilitators be used? [ ] Yes [X] No

Please make sure that all instruments, instructions, and scripts are submitted with the request.