

# Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 1652-0058)

**TITLE OF INFORMATION COLLECTION:** *TSA Feedback USA*

**PURPOSE:** The Transportation Security Administration (TSA) is proposing a 12-month pilot project at Ronald Reagan Washington National Airport (DCA), Los Angeles International Airport (LAX), LaGuardia Airport (LGA), and San Francisco International Airport (SFO) airports to collect real-time, customer satisfaction data concerning security screening, utilizing kiosks and online/mobile modalities. The project would be in partnership with the Office of Management and Budget, and led by the General Services Administration, which would provide funding, technical logistics, and administrative support. The feedback requested would consist of four questions concerning the passenger's security screening experience.

**DESCRIPTION OF RESPONDENTS:** Airport passengers

**TYPE OF COLLECTION:** (Check one)

- |  |   |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form            | <input type="checkbox"/> Customer Satisfaction Feedback   |
| <input type="checkbox"/> Usability Testing (such as Website or Software) | <input type="checkbox"/> Small Discussion Group   |
| <input type="checkbox"/> Focus Group                                     | <input checked="" type="checkbox"/> Other: <u>Kiosk and online/mobile satisfaction feedback</u> |

**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

8.27.15

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 (such as money or reimbursement of expenses, token of appreciation) provided to participants?  Yes  No

**BURDEN HOURS**

Category of Respondents	No. of Respondents	Participation Time	Burden
Traveling public	Kiosk – 6,106,800	Kiosk – 10 seconds*	Kiosk = 16,963 hrs
	Online/mobile – 872,400	Online/mobile – 60 seconds	Online/mobile = 14,540 hrs
<b>Totals</b>	6,979,200		31,503 hrs

\*Note that the kiosks are designed to ask only one question per passenger encounter; the question asked will be randomly selected by the kiosk from a rotation consisting of three other possible questions.

**FEDERAL COST:** The estimated annual cost to the Federal government is: **\$20,800**

Position and Grade	Average Hourly Loaded Rate of Pay	Estimated Number of Reviewers	Estimated Number of Reviews	Estimated Annual Cost to the Federal Government
TSA Program Managers (Headquarters and airport Customer Service Managers) @ 10 total	\$40	10	52	\$20,800
Total Estimated Annual Cost to the Federal Government				<b>\$20,800</b>

**Independent Government Cost Estimate**

TSA Annual Cost – TSA Feedback USA		
40 devices (DCA = 4, LAX = 17, LGA = 9, SFO = 10)		
Hardware costs	\$62,560	GSA funded
Printing and posters	\$12,440	GSA funded
Personnel time	\$12,000	GSA
Personnel time	\$20,800	TSA
<b>Total Cost</b>	<b>\$107,800</b>	

**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?

*For purposes of this Collection, the respondents will be airport passengers and non-traveling individuals, such as those with gate passes, who have been screened by TSA to board flights;*

**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 (kiosks)

2. Will interviewers or facilitators be used?  Yes  No

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