

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

**TITLE OF INFORMATION COLLECTION:** *Customer Service Evaluation for the Transportation Security Administration's Aviation Channeling Service Provider Program.*

**PURPOSE:** *The Transportation Security Administration (TSA) will conduct this survey in order to evaluate the customer service of the Aviation Channeling Service Provider (ACSP) program that supports the vetting of aircraft workers and aircraft operators as required by 49 CFR part 1542. This customer service evaluation is being implemented in response to results of an audit by the Department of Homeland Security's (DHS) Inspector General (IG) on the Aviation Channeling Services Provider Project (OIG 13-42) and will be used to assess customer satisfaction with the program. TSA will not collect any personally identifiable information for this survey.*

**DESCRIPTION OF RESPONDENTS:** *The respondents are stakeholders, such as airport badging offices and aircraft operator security managers or human resource managers, who are responsible to ensure all required vetting is completed on appropriate personnel in accordance with 49 CFR part 1542 before issuing airport identification media or granting personnel access to secure areas of the nation's infrastructure.*

**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: Steve Harrison

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:** *The estimated total number of annual burden hours for this collection is 12.5 (150 respondents x 5 minutes).*

Category of Respondent	No. of Respondents Annually	Participation Time per Response	Annual Burden Hours
State, Local, or tribal governments	150	5 min	12.5 hours
<b>Totals</b>	150		12.5 hours

**FEDERAL COST:** *The estimated annual cost to the Federal Government is: \$278.78. This Federal Government cost estimate includes 2 hours of survey review by the Project Manager and 6 hours of review by Program Analysts.*

TSA Position and Grade	Average Hourly Loaded Rate of Pay	Estimated Number of Annual Reviews	Estimated Annual Cost to the Federal Government
Project Manager / I-Band	42.76	2	85.52
Program Analyst / G-Band	32.21	6	193.26
Total Estimated Annual Cost to the Federal Government			<b>278.78</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**

- 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 universe of potential respondents is limited to the regulated entities under 49 CFR Part 1542, which are known to TSA. The optional survey will be communicated via email from TSA through relevant associations for aviation stakeholders, and also posted on a TSA web board, which is accessible by regulated aviation entities. Because the survey will be posted on a TSA web board as an opportunity for feedback, rather than a requirement, we do not have a sampling plan.*

### **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

*A web-based survey will be used. TSA routinely communicates with its regulated stakeholders via TSA web boards. Regulated stakeholders regularly and routinely check the web board for new information and guidance from TSA. TSA proposes to post a notice to airports that the survey is available for their completion, and within the notice TSA will include a hyperlink to the actual survey on the TSA's website ([www.tsa.gov](http://www.tsa.gov)). TSA anticipates using the Vovici™ Survey Workbench tool—a tool that TSA currently uses within its organization—to help ensure the survey results are processed and stratified in an effective and efficient manner. Vovici™ is an online survey development application that transforms the customer voice into concentrated and measurable actions. TSA anticipates conducting the survey annually.*

2. Will interviewers or facilitators be used?  Yes  No

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