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

TITLE OF INFORMATION COLLECTION: *Participants Feedback Survey for Transportation Security Administration's Innovation Task Force Industry Engagement Efforts – Focus Group.*

PURPOSE: *The Transportation Security Administration (TSA) will conduct this focus group in order to receive feedback from participants regarding their experience with the Innovation Task Force (ITF) to improve communication and solicitation processes. The Innovation Task Force is a new division within the TSA Office of Requirements and Capabilities Analysis that works to identify and demonstrate emerging process and technology solutions for improved security in live airport demonstrations.*

DESCRIPTION OF RESPONDENTS: *The respondents are external stakeholders such as vendors, airlines, and airports.*

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [ ] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software)   [ ] Small Discussion Group
[X] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: J. Matt Gilkeson (TSA Innovation Task Force)

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974?   [ ] Yes [ ] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [ ] 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 (mins)	Burden (hrs)
ITF Industry Exchange Participants	500	60	500
Totals	**500**	**60**	**500**

FEDERAL COST: The estimated annual cost to the Federal government is $5,748.

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?

ITF's potential group of survey respondents would consist of individuals attending aviation or security focused conferences as well as airline executives and airport executives who have previously worked with ITF. Survey participants will be a sample of the people who partake in ITF's industry exchange efforts. For example, ITF would email a survey out to all of the individuals who signed up to learn more about ITF after visiting an ITF booth at a conference or attending an ITF industry day.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
    [ ] Web-based or other forms of Social Media
    [ ] Telephone
    [X] In-person
    [ ] Mail
    [ ] Other, Explain
2. Will interviewers or facilitators be used? [X] Yes [ ] No

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

Focus Group Questions:

1) *What do you think of when you hear the phrase 'innovation in transportation security'?*
2) *In what ways could ITF improve its security solution identification process?*
3) *How could ITF improve its visibility?*
4) *How could ITF improve its overall industry exchange activities?*
5) *How can ITF help you engage users more directly in the security solution development process?*
6) *Do you feel your current knowledge of technologies and operations within transportation security is sufficient for delivering innovative, advanced security solutions that have a meaningful impact?*
7) *In what capacity would you be interested in collaborating with ITF?*
8) *After engaging with ITF, do you have a better understanding of how ITF uses demonstrations?*
9) *What questions do you still have after interacting with ITF?*
10) *Where do you see room for improvement for ITF processes?*
11) *What made you seek out ITF activities/opportunities?*