

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

**TITLE OF INFORMATION COLLECTION:** *Passenger Perception Survey for Transportation Security Administration's (TSA) Human Performance Branch Study.*

**PURPOSE:** *TSA’s Human Performance Branch will distribute this survey in order to assess the current state of passenger perception of Transportation Security Officers (TSO) in order to improve TSO-passenger interactions, operational efficiency, and overall security effectiveness. The Human Performance Branch within the TSA Office of Requirements and Capabilities Analysis aims to support the attainment of high levels of human performance by understanding the physical, behavioral, cognitive, and social characteristics of end-users in the aviation security domain and how they interact with systems, processes, and technologies.*

**DESCRIPTION OF RESPONDENTS:** *The respondents are passengers who have completed TSA screening at security checkpoints at LaGuardia Airport (LGA), Chicago O’Hare International Airport (ORD), and Portland International Airport (PDX).*

**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: Jennifer Blanchard



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, 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  No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals of Households	1,060	0.083333333 hrs. (5 minutes)	88 hours
<b>Totals</b>	1,060	0.083333333 hrs. (5 minutes)	88 hours

TSA estimates the annual hour burden cost to the general public by multiplying the annual hour burden times the fully loaded hourly compensation wage for the traveling public. TSA uses a fully loaded compensation wage of \$35.28<sup>1</sup> to represent the general public for purposes of this ICR. TSA estimates an annual hour burden cost of \$3,116.40 to the general public for purposes of this ICR (88.33 annual hours x \$35.28 compensation wage).

**FEDERAL COST:** The estimated annual cost to the Federal government is \$14,376.93. TSA estimates the annual cost to the Federal government by summing the total annual contractual expenses for three contractors plus the hour burden cost for the TSA employee.

TSA estimates the total annual cost for survey administration for the contractors is \$3,638.52. The total annual cost for survey analysis for the contractors is \$9,990.60. TSA estimates an annual cost of \$13,629.12 to the Federal government for contracting expenses.

TSA assumes a J-band employee will spend 10 hours annually to fulfill duties necessary to carry out the administration portion of this survey. TSA uses a fully loaded hourly compensation wage of \$74.78 to represent the TSA employee. Based on this information, TSA estimates an annual hour burden cost of \$747.81 for the TSA employee (\$74.78 x 10 hours). TSA assumes the J-band employee will not participate in the survey analysis component of this ICR.

TSA estimates a total annual cost of \$14,376.93 to the Federal government for this ICR (\$13,629.12 contracting expenses + \$747.81 TSA employee burden).

**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

<sup>1</sup> Employer costs for employee compensation based on average wages and salaries of \$24.10/hour plus benefits of \$11.18/hour, U.S. Bureau of Labor Statistics. Released June 9, 2017.  
[https://www.bls.gov/news.release/archives/ecec\\_06092017.htm](https://www.bls.gov/news.release/archives/ecec_06092017.htm).

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?

*TSA's potential group of survey respondents will consist of a sample of passengers (e.g. every 10th passenger) traversing the security screening checkpoint at the airports listed above. TSA's survey administrators will approach passengers after the checkpoint to ask them if they would be willing to take a 5-minute voluntary survey on an iPad.*

### **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.**

## Passenger Perception Survey for TSA Human Performance Branch Study

**Instructions:** Please read each question below and select the most accurate response. This survey is voluntary and you may skip any question for any reason.

<i>Demographic / Background Questions</i>		
0.1	<b>How old are you?</b>	<ul style="list-style-type: none"> <li>a. Under 18</li> <li>b. Between 18 and 30</li> <li>c. Between 31 and 40</li> <li>d. Between 41 and 50</li> <li>e. Between 51 and 60</li> <li>f. Between 61 and 70</li> <li>g. Between 71 and 80</li> <li>h. Over 80</li> </ul>
0.2	<b>What is the purpose of your trip today?</b>	<ul style="list-style-type: none"> <li>a. Business</li> <li>b. Leisure</li> <li>c. Other</li> </ul>
0.3	<b>About how many round trip commercial airline flights have you taken in the last 12 months (INCLUDING THIS ONE)?</b>	<ul style="list-style-type: none"> <li>a. 1-2</li> <li>b. 3-5</li> <li>c. 6-9</li> <li>d. 10-19</li> <li>e. 20 or More</li> </ul>
0.4	<b>Before traveling today, how well informed were you about passenger security procedures?</b>	<ul style="list-style-type: none"> <li>a. Well Informed</li> <li>b. Somewhat Informed</li> <li>c. Slightly Informed</li> <li>d. Poorly Informed</li> </ul>

<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neither Agree nor Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
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<i>Survey Questions</i>					
1.1	Overall, I was satisfied with my experience at the checkpoint today.				
1.2	Overall, I was satisfied with the TSA personnel at the checkpoint today.				
2.1	I am confident in the ability of the TSA personnel I interacted with at the checkpoint today to keep air travel secure.				
2.2	The TSA personnel appeared confident in what they were doing at the checkpoint today.				
3.1	I felt able to ask questions or express concerns during the security screening procedures today.				
3.2	I felt TSA personnel were willing to listen to passengers during the security screening procedures today.				

4.1	I believe the security screening procedures used today were applied consistently.					
4.2	I believe the security screening procedures used today were free of bias.					
5.1	The TSA personnel at the checkpoint are trustworthy.					
5.2	The TSA personnel at the checkpoint care about my well-being.					
6.1	The TSA personnel at the checkpoint today were polite.					
6.2	The TSA personnel at the checkpoint today were respectful.					
7.1	Overall, I believe that TSA, as an organization, makes air travel safe.					
8.1	Please provide any additional comments about your experience going through the checkpoint today.	Open-Ended				