

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

TITLE OF INFORMATION COLLECTION: Aviation Security Information Sharing Survey

PURPOSE: The Transportation Security Administration (TSA) will conduct this survey with Aviation Domain Intelligence Integration and Analysis Cell (ADIAC) members in order to identify gaps in information sharing within the aviation security industry. ADIAC is a TSA Administrator/Chief of Operations-endorsed, Office of the Director of National Intelligence-sponsored, TSA-hosted aviation threat intelligence and information sharing cell supporting two-way government-industry collaboration. See attached ADIAC Charter for more information. The survey would build on the existing ADIAC member relationships among government and aviation industry stakeholders.

DESCRIPTION OF RESPONDENTS: Aviation private sector voluntary participants of the ADIAC (e.g., airlines, airport infrastructure, air cargo)

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: John Patch

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 [X] No

BURDEN HOUR

TSA estimates the hour burden to the public by multiplying the number of responses, 30¹, by the estimated hour burden for each response. TSA assumes it will take a respondent ten minutes (0.166666667 hours)² to complete each survey. TSA estimates an annual hour burden of 5 hours to the survey respondents. Table 1 displays the annual hour burden estimate.

Table 1: Respondents Total Hour Burden

Year	Total Responses	Annual Hour Burden
	A	B = A × 0.1666667 Hours
2017	30	5
Total	30	5

TSA estimates the annual hour burden cost to respondents by multiplying the total hour burden by the fully loaded wage rate³ for respondents. TSA uses a fully loaded hourly compensation rate for respondents⁴ of \$77.90.⁵ TSA estimates an annual hour burden cost of \$389.50 to respondents. Table 2 displays the annual hour burden cost estimate.

Table 2: Respondents Total Hour Burden Cost

Year	Annual Hour Burden	Annual Hour Burden Cost
	A	B = A × \$77.90/Hour
2017	5	\$389.50
Total	5	\$389.50

¹ Estimate from the TSA Office of Intelligence and Analysis, ADIAC.

² Estimate from the TSA Office of Intelligence and Analysis, ADIAC.

³ A fully loaded wage rate includes non-hourly compensation such as health benefits and retirement costs, among others.

⁴ TSA's Office of Intelligence and Analysis, ADIAC reports that managers at respondents' firms are likely to fill out the survey. TSA uses the mean hourly wage of \$53.50 for Other Management Occupations as a proxy wage rate for respondents. BLS. May 2016 National Industry-Specific Occupational and Wage Estimates. NAICS 481100 - Scheduled Air Transportation. SOC 11-9000 Other Management Occupations. Data last modified: March 31, 2017. Data Retrieved August 24, 2017. https://www.bls.gov/oes/2016/may/naics4_481100.htm

⁵ TSA calculates a compensation factor of 1.50598 for Other Management Occupations by dividing the total compensation of Management, professional, and related (\$58.62) by their wages and salaries (\$40.26) ($1.4560 = \$58.62 \div \40.26). To calculate the fully loaded hourly wage rate, TSA multiplies the mean hourly wage for Other Management Occupations (\$53.50) by the compensation factor and obtains \$77.90 ($\$77.90 = \53.50×1.4560). BLS. Employer Costs for Employee Compensation - March 2017. Table 5. Employer costs per hour worked for employee compensation and costs as a percent of total compensation: private industry workers, by major occupational and industry group. Management, professional, and related. https://www.bls.gov/news.release/archives/ecec_06092017.htm.

FEDERAL COST

TSA estimates the cost to the Federal Government by calculating TSA costs.⁶ TSA uses a contractor to compile and analyze the survey results. TSA assumes that the compilation and analysis of the results will take three hours.⁷ TSA uses a blended hourly wage rate of \$185.00 for TSA Contractor.⁸ TSA estimates TSA costs by multiplying the TSA Contractor hour burden by the Contractor wage rate. TSA estimates the total TSA cost to be \$555.00. Table 3 displays the TSA cost estimation.

Table 3: Total TSA Cost

Year	TSA Contractor Hour Burden	TSA Contractor Hour Burden Costs
	A	B = A × \$185.00/Hour
2017	3	\$555.00
Total	3	\$555.00

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. The Customer Satisfaction survey will be distributed to ADIAC members.
[] No
2. 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.

Customer List:

- Air Wisconsin Airlines
- Aircraft Owners and Pilots Association (AOPA)
- Airlines for America (A4A)
- Airports Council International- North America (ACI-NA)
- Atlas Air
- Aviation Information Sharing and Analysis Center (A-ISAC)
- Boeing
- Cargo Airline Association
- Centennial Airport
- CommutAir
- United Express
- Compass Airlines
- Eastern Air Lines
- FedEx
- JetBlue

⁶ This collection does not create any costs for non-TSA federal entities.

⁷ Estimate from the TSA Office of Intelligence and Analysis, ADIAC.

⁸ Estimate provided by TSA contract team, Deloitte Consulting, based on the hourly wage rate specified in the relevant contract.

- Maryland Department of Transportation
- Mesa Airline
- National Air Carrier Association (NACA)
- National Business Aviation Association (NBAA)
- Regional Airline Association (RAA)
- Republic Airline
- Seattle-Tacoma International Airport
- Sun Country Airlines
- Transstates Holdings – Trans States Airline
- United Airlines
- United Parcel Service (UPS)

TSA’s survey administrators will e-mail ADIAC members to ask them if they would be willing to take a 10-minute voluntary survey via a web link.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based (no social media)
 - Telephone
 - In-person
 - Mail
 - Other, Explain
2. Will interviewers or facilitators be used? Yes No



ADIAC Charter
signed 12-8-2016.pc

Submit all instruments, instructions, and scripts are submitted with the request.

Aviation Security Information Sharing Survey

NOTE: This survey is voluntary and you may skip any question for any reason. Do not provide sensitive information in this survey. If you have feedback that may be sensitive in nature, please contact the survey administrator directly (240-473-1673).

1. Provide the category to which your organization most closely aligns (select one)
 - a. Mainline carrier
 - b. Regional carrier
 - c. Air Cargo carrier
 - d. Airport
 - i. More than 8 million passengers per year
 - ii. 2 – 8 million passengers per year
 - iii. 400,000 – 2 million passengers per year
 - iv. 10,000 – 400,000 passengers per year
 - v. Fewer than 10,000 passengers per year
 - e. OEM/Aircraft manufacturer
 - f. Aviation association
 - g. Other (specify): _____

2. How do you connect with others in your field regarding aviation security issues? (select all that apply)
 - a. Conferences
 - b. E-mail
 - c. Web boards or online forum
 - d. In-person
 - e. Other (specify): _____

3. What type of event most often causes you to search for aviation security information? (rank in order of importance)
 - a. Aviation security incident (e.g., Brussels airport bombing, Australia terror plot foiled)
 - b. General terrorism incident (e.g., Manchester bombing, Paris bombing)
 - c. Criminal activity associated with aviation (e.g., cartel violence in Mexico, smuggling)
 - d. Company or equipment vulnerability (e.g., credit card hack, GPS receiver jamming)
 - e. Geo-political dynamics (e.g., Qatar airspace, N. Korea missile launches, Venezuela)
 - f. Competitive advantage (e.g., informing a decision to halt service to Cuba)

- g. Legal or regulatory change (e.g., travel ban, Personal Electronic Device (PED) restrictions)
 - h. Other (specify): _____
4. The thing you are most worried about in regards to aviation security right now is:
_____.
5. You have a hard time finding information about:
_____.
6. Which of the following aviation security resources do you use most frequently? (rank in order of importance)
- a. ADIAC
 - b. Federal government resource (specify): _____
 - c. Subscription service (e.g., iJet, Control Risks, International SOS, A-ISAC)
 - d. Internal company resource
 - e. Internet search
 - f. Web board or online forum
 - g. Industry association/membership resources
 - h. Government Stakeholder/Intel Office
 - i. Other (specify): _____
7. What is the most important feature of products you use/value the most to gain awareness in your day-to-day job? (select one)
- a. Time of day product is released
 - b. Source reliability
 - c. Ability to engage with author/creator of information
 - d. Timeliness of the information contained in the product
8. How do you like to receive unclassified aviation security information: (rank in order of importance)?
- a. Text message
 - b. Smart phone app
 - c. E-mail
 - d. Daily conference call
 - e. Secure web site (e.g., SAGE)
 - f. Other (specify): _____
9. Do you currently have access to **sensitive, but unclassified** information (i.e., information not publicly available, such as Sensitive Security Information (SSI), Law Enforcement Sensitive (LES), etc.)?
- a. Yes
 - i. How frequently do you access this information?

- I> Daily
- II> Weekly
- III> Monthly
- IV> If/when an event occurs
- V> Never

ii. How do you access this information?

- I> Within my own company/organization
- II> Personal relationship with someone in the Government
- III> Personal relationship with someone outside the Government
- IV> Homeland Secure Data Network (HSDN)/other government system
- V> Association I am a member of
- VI> Other (specify): _____

b. No

10. Do you currently have access to **classified** information?

a. Yes

i. How frequently do you access this information?

- I> Daily
- II> Weekly
- III> Monthly
- IV> If/when an event occurs
- V> Never

ii. How do you access this information?

- I> Within my own company/organization
- II> Personal relationship with someone in the Government
- III> Personal relationship with someone outside the Government
- IV> HSDN/other government system
- V> Association I am a member of
- VI> Other (specify): _____

b. No

11. Do you know what ADIAC is?

a. Yes

b. No (skip to Q14)

12. Do you dial into the ADIAC daily call at 0930 EST?

a. Yes

i. Frequency

- I> Daily
- II> Weekly
- III> Monthly
- IV> If/when an event occurs
- V> Never

ii. What do you find most valuable about the daily call?

iii. What do you find least useful?

b. No

i. I would participate in ADIAC or participate more if: _____

13. How would you rate the state of government-private sector information sharing prior to the existence of the ADIAC? (1=nonexistent, 5=excellent): _____

14. How would you rate the current state of government-private sector information sharing? (1=nonexistent, 5=excellent): _____

15. Open comments (regarding ADIAC or aviation security information sharing):

PAPERWORK REDUCTION ACT STATEMENT: TSA is collecting this information to identify gaps in information sharing within the aviation security industry. The public burden for collecting this voluntary collection of information is estimated to be approximately 10 minutes. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058 Aviation Security Information Sharing Survey, 601 South 12th Street, Arlington, VA 20598. An agency may not conduct or sponsor, and persons are not required to respond to a collection of information, unless it displays a valid OMB control number. The OMB control number assigned to this collection is 1652-0058, which expires 07/31/2019.