

**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 Interviews for Transportation Security Administration's (TSA) Human Performance Branch Study.

PURPOSE: TSA's Human Performance Branch will conduct passenger interviews to assess the current public perception of Transportation Security Officers (TSOs) in order to improve TSO-passenger interactions, operational efficiency, and overall security effectiveness. This collection is a follow up to the data collected under TSA's previous Generic IC: Passenger Perception Survey for Transportation Security Administration's Human Performance Branch Study. See ICR Ref. No. 201604-003. 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 travelers/passengers who TSA will approach immediately after they have completed TSA screening at airport security checkpoints.

TYPE OF COLLECTION: (Check one)

Customer Comment Card/Complaint
Form

Customer Satisfaction Survey

Usability Testing (e.g., Website or
Software

Small Discussion Group

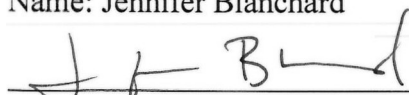
Focus Group

Other: *Individual Passenger Interview*

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 [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: TSA estimates the hour burden to the public by multiplying the number of responses,

30,¹ by the estimated hour burden for each response. TSA estimates it will take a respondent 5 minutes (0.08333 hours)² to complete the survey. TSA estimates a total annual hour burden of 2.5 hours for all the survey respondents. Table 1 displays the annual hour burden estimate calculations.

Table 1: Respondents Total Hour Burden

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals	30	5 minutes (0.08333 hours)	2.5 hours
Total			2.5 hours

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 full loaded wage rate for respondents of \$35.28.⁴ TSA estimates the annual hour burden cost to respondents of \$88.20. Table 2 displays the annual hour burden cost calculations.

Table 2: Respondents Total Hour Burden Cost

Year	Annual Hour Burden	Annual Hour Burden Cost
	A	B = A x \$35.28
2018	2.5	\$88.20
Total	2.5	\$88.20

FEDERAL COST: TSA estimates the cost to the Federal Government by calculating TSA costs.⁵ TSA will administer the survey using a mix of a single TSA employee and contractor employees. In order to calculate the TSA cost of a TSA employee, TSA multiplies the annual hour burden for a TSA employee by their fully loaded wage rate. TSA will deploy a J-Band employee to administer the survey. Therefore TSA uses a fully loaded wage rate of \$74.53.⁶ TSA estimates the TSA cost of TSA employees will be \$223.59. Table 3 displays the TSA cost of a TSA employee calculation.

Table 3: TSA Hour Burden Cost

Year	Annual Hour Burden	Annual Hour Burden Cost
	A	B = A x \$74.53
2018	3	\$223.59
Total	3	\$223.59

TSA calculates the cost of contractors by summing fixed contractor costs associated with various survey administration tasks. TSA will use contract employees to both collect data from the public and to analyze the collected data after the survey has been completed. TSA sums the contractor collection cost and analysis cost to estimate total TSA contractor cost.⁷ TSA estimates the total contractor cost to be \$4,470.36. Table 4 displays the TSA contractor cost calculations.

¹ TSA, Office of Requirements and Capabilities Analysis, Human Performance Branch.

² TSA, Office of Requirements and Capabilities Analysis, Human Performance Branch.

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

⁴ Survey respondents are members of the travelling public. TSA therefore uses the full compensation wage rate for all workers. BLS. Employer Costs for Employee Compensation News Release. Table 1. Employer Costs per hour worked for employee compensation as a percent of total compensation: civilian workers, by major occupational and industry group, June 2017. Total Compensation for All Workers. Last Modified 9/8/2017. Accessed 10/26/2017. https://www.bls.gov/news.release/archives/ecec_09082017.htm.

⁵ This collection does not create any costs for non-TSA Federal entities.

⁶ The fully loaded annual salary of a TSA J-Band is \$155,543.55. TSA Modular Cost Data, Office of Finance, Fiscal Year 2018. TSA calculates the fully loaded hourly wage rate by dividing the fully loaded annual salary by 2,087 annual work hours. OPM changed the 2080 work hours to 2087 by amending 5 U.S.C. 5504(b); the latter is assumed to capture year-to-year fluctuations in work hours. Source: Consolidated Omnibus Budget Reconciliation Act of 1985 (Pub. L. 99-272, 100 Stat. 82, April 7, 1986).

⁷ The contractor cost for collecting survey data is \$2,472.24 and the contractor cost for analyzing the data is \$1998.12. TSA, Office of Requirements and Capabilities Analysis, Human Performance Branch.

Table 4: TSA Contractor Cost

Year	Contractor Collection Cost	Contractor Analysis Cost	Total Contractor Cost
	A	B	C = A + B
2018	\$2,472.24	\$1,998.12	\$4,470.36
Total	\$2,472.24	\$1,998.12	\$4,470.36

TSA estimates the total TSA cost by summing TSA employee cost and TSA contractor cost. TSA estimates that the total cost to TSA to be \$4,693.95. Table 5 displays the total TSA cost calculations.

Table 5: Total TSA Cost

Year	TSA Hour Burden Cost	TSA Contractor Cost	Total TSA Cost
	A	B	C = A + B
2018	\$223.59	\$4,470.36	\$4,693.95
Total	\$223.59	\$4,470.36	\$4,693.95

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.

TSA's potential group of interviewees would consist of passengers traveling through the security screening checkpoint in the airport. Interviewees will be a sample of the passengers (i.e. every 5th passenger) who pass through the security screening checkpoint. TSA interviewers will approach passengers as they leave the security screening checkpoint to ask them if they would be willing to participate in a 5-minute interview.

Administration of the Instrument:

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

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

Passenger Perception Interviews for Transportation Security Administration's (TSA) Human Performance Branch Study

Purpose

The purpose of the passenger perception interviews is to follow up on data collected under TSA's Generic IC "Passenger Perception Survey for TSA Human Performance Branch Study (ICR Reference Number: 201604-1652-003). The intent of the interviews is to gather additional details based on the responses to the original survey; in particular, TSA wants to use the interview results to understand what factors influence passenger perception and why passengers perceive TSOs in specific ways.

Interviewers will conduct 5-minute interviews at 1 or 2 airports with a goal of 30 respondents. Passengers will be approached as they exit the security screening checkpoint. Interviewers will make clear to passengers that participation is voluntary.

Instructions/Scripts

Interviewers will be stationed at security checkpoint exits and will ask every 5th passenger if they are willing to participate.

Script

The script for approaching and interacting with passengers is described below:

1. [Approach Passenger.]
2. Hi, how are you today?
3. Would you be willing to answer a few questions today about your experience at the security screening checkpoint? It will only take 5-minutes.
4. [If passenger agrees - continue to step 5; if passenger declines – continue to step 7.]
5. Great, thank you for participating. Your feedback is valuable.
6. [Ask the questions listed below.]
7. Thank you for your time. Have a great day.

Questions

1. Can you please describe your experience interacting with the TSA Transportation Security Officers today?
2. Do you believe TSA Transportation Security Officers are effective at keeping air travel safe?
3. What responsibilities do TSA Transportation Security Officers have when interacting with the traveling public at the screening checkpoint?
4. Do you believe TSA Transportation Security Officers care about the well-being of the traveling public? Why or why not?

Sources

Sources used in developing the questions are listed below:

- Tyler, T. R. (2009). Legitimacy and criminal justice: The benefits of self-regulation. *Ohio State Journal of Criminal Law*, 7, 307-359.
- Rosenbaum, D. P., Lawrence, D. S., Hartnett, S. M., McDevitt, J., & Posick, C. (2015). Measuring procedural justice and legitimacy at the local level: the police–community interaction survey. *Journal of Experimental Criminology*, 11(3), 335-366