

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

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**TITLE OF INFORMATION COLLECTION:** TSA Innovation Task Force Division Strategic Communications Initiative: Airport Traveler Intercepts Survey.

**PURPOSE:** The Innovation Task Force (ITF) within the Office of Requirements and Capabilities Analysis (ORCA) is currently developing a Strategic Communications Plan to drive enhanced engagement with key ITF stakeholders and increased partnership with leading innovators in private industry. The Strategic Communications Plan will rely on a thorough understanding of various stakeholder perspectives and experiences with ITF for the development of key messaging.

The purpose of the airport intercepts is to speak with the traveling public after they pass through the airport security checkpoint and ITF demonstrations to gather information on their experience and perceptions of innovation at TSA. This information will inform the development of ITF’s Strategic Communications Plan.

**DESCRIPTION OF RESPONDENTS:** Respondents will be travelers who have passed through the security checkpoint, including standard lanes, TSA Pre✓® lanes, and ITF demonstration lanes. ITF demonstrations typically occur within a single lane at the security checkpoint. Our team will position ourselves to connect with passengers who have participated in an ITF demonstration (*e.g.* those who have interacted with the process or technology being demonstrated).

**TYPE OF COLLECTION:** (Check one).

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|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input 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 checked="" type="checkbox"/> Other: Individual Interviews |

### **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.

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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  *not applicable*
- 3. If Yes, has an up-to-date System of Records Notice (SORN) been published?  Yes  No  *not applicable*

**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 Hours
Travelers at ITF Demo Site	40	10 minutes	6.67
Travelers at Non-ITF Demo Site	40	10 minutes	6.67
<b>Totals</b>	<b>80</b>	<b>10 minutes</b>	<b>13.33</b>

TSA will survey a total of 80 respondents, 40 each at ITF demonstration lanes and non-ITF demonstration lanes. An ITF demonstration lane is one where an ITF-led technology or process is being demonstrated (or “tested” outside of a formal acquisition testing event). Non-ITF demonstration lanes are standard lanes and TSA Pre✓<sup>®</sup> lanes. TSA estimates it will take approximately 10 minutes (0.16667 hours) to complete each survey. TSA estimates a total hour burden to the public to 13.33 hours.<sup>1</sup>

TSA assumes that a survey respondent can be any member of the traveling public. As such, TSA uses a fully-loaded wage rate<sup>2</sup> of \$33.11.<sup>3</sup> TSA estimates a total annual hour cost burden to the public of \$441.<sup>4</sup>

**FEDERAL COST:** TSA will use contractors to administer the survey and analyze the results. TSA estimates that two contractors will spend 16 hours each to administer the survey and analyze the results, for a total annual hour burden to TSA of 32 hours.<sup>5</sup> The contractors wage rate specified in the contract is \$140.50.<sup>6</sup> TSA estimates the total annual cost to TSA is \$4,496.<sup>7</sup> The survey only impacts TSA and there are no costs to other agencies; therefore the TSA cost represents the Federal cost of the collection.

<sup>1</sup> 13.33 = 0.16667 x 80.

<sup>2</sup> A fully-loaded wage rate includes both wage and non-wage compensation an employer provides, such as health and retirement benefits.

<sup>3</sup> BLS, Employer Costs for Employee Compensation News Release. Table 5, Employer Costs per hour worked for employee compensation and costs as a percent of total compensation: private industry workers, by major occupational group. Last modified June 2017. Retrieved 11/27/2017.

[https://www.bls.gov/news.release/archives/ecec\\_06092017.htm](https://www.bls.gov/news.release/archives/ecec_06092017.htm).

<sup>4</sup> \$441 = 13.3333 x \$33.11.

<sup>5</sup> TSA, Office of Requirements and Capabilities Analysis (ORCA), Innovation Task Force.

<sup>6</sup> TSA, Office of Requirements and Capabilities Analysis (ORCA), Innovation Task Force.

<sup>7</sup> \$4,496 = 32 x \$140.50.

**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
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?

TSA's potential group of survey respondents will consist of a sample of passengers (*e.g.*, every 10th passenger) who pass through the security checkpoint in both ITF demonstration lanes and non-ITF demonstration lanes. TSA's survey administrators will approach passengers after the security checkpoint to ask them if they would be willing to take the 10-minute voluntary survey.

**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.

## **Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”**

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**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS:** Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

### **BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

**No. of Respondents:** Provide an estimate of the Number of Respondents.

**Participation Time:** Provide an estimate of the amount of time (in minutes) required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of Respondents and the Participation Time then divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**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.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

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