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 of the Vanderlande Automated Screening Lane*

PURPOSE: *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. TSA's Human Performance Branch will distribute this questionnaire to assess passenger perception of the Innovation Task Force's demonstration of the Vanderlande Automated Screening Lane (ASL). Passengers who volunteer to use the technology will be asked their opinions of its ease of use and general preference for it over current TSA technology.*

DESCRIPTION OF RESPONDENTS: *The respondents are passengers who used the Vanderlande ASL as part of their screening process at McCarran International Airport (LAS).*

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] 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.

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Thomas Judd
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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 [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	Burden
Traveling public	200	0.017 hrs (1 minute)	3.33 hrs
Totals	200	0.017 hrs (1 minute)	3.33 hrs

TSA estimates the hour burden cost to the general public by multiplying the hour burden times the fully loaded hourly compensation wage for the traveling public. TSA uses a fully loaded compensation wage of $35.87[1] to represent the general public for purposes of this ICR. TSA estimates an annual hour burden cost of $119.57 to the general public for purposes of this ICR (3.3333 hours x $35.87 compensation wage).

FEDERAL COST: The estimated annual cost to the Federal government is: $10,689.27.[2]

TSA estimates the annual cost to the Federal Government by summing the total annual contractual expenses for one contractor plus the hour burden cost for two TSA employees.

TSA estimates the total annual cost for survey administration for the contractor is $1,437.47. The total annual cost for survey analysis for the contractor is $1,916.63. TSA estimates an annual cost of $3,354.10 to the Federal Government for contracting expenses.

TSA assumes two J-band employees will each spend 27 hours annually to fulfill duties necessary to carry out the administration portion of this survey, for a total annual hour burden of 54 hours. TSA uses a fully loaded hourly compensation wage of $78.65 to estimate the cost of TSA employees. Based on this information, TSA estimates an annual hour burden cost of $4,246.95 for the TSA employees ($78.65 x 54 hours). TSA J-band employees will not participate in the survey analysis component of this ICR.

TSA estimates a total annual cost of $7,601.05 to the Federal Government for this ICR ($3,354.10 contracting expenses + $4,246.95 TSA employee burden).

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[1] BLS. Employer Costs for Employee Compensation - December 2017. Table 1. Employer costs per hour worked for employee compensation and costs as a percentage of total compensation: civilian workers, All Workers. Last Modified March 20, 2018 (accessed May 15, 2018). https://www.bls.gov/news.release/archives/ecec_03202018.htm
[2] Calculations reported here may not be exact due to rounding.

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?

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 airport listed above who will use the Vanderlande ASL as part of their screening process. TSA's survey administrators will approach passengers after they use the technology and ask them if they would be willing to take a 1-minute voluntary survey on a tablet.

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.