

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

TITLE OF INFORMATION COLLECTION: CBP/TSA Biometric Identity Verification Demonstration-Passenger Survey.

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 a CBP/TSA Biometric Identity Verification technology. 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 and processes.

DESCRIPTION OF RESPONDENTS: Passengers volunteering to interact with the technology and then volunteering to complete this survey, departing LAX.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form Customer Satisfaction Survey
 Usability Testing (such as 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 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: [Jeff Dressel](#)

Jeff Dressel, Ph.D.
Engineering Psychologist
Transportation Security Administration
Requirements and Capabilities Analysis
Human Performance Branch

To assist review, please provide answers to the following questions:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [x] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [] Yes [] No
3. If Applicable, has a System or Records Notice been published? [] Yes [] No

Gifts or Payments:

Is an incentive (such as money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [x] No

BURDEN HOURS:

TSA estimates there will be a total of 150 annual responses to this passenger survey. TSA estimates each response will take approximately two minutes (0.0333 hours). TSA estimates a total annual hour burden of five hours. Respondents to this passenger survey will be members of the traveling public. TSA uses a fully-loaded wage rate of \$36.52 for this population.¹ TSA estimates a total annual hour burden cost to the public of \$182. Table 1 summarizes these estimates.

Table 1. Public Hour Burden Cost

Number of Annual Responses	Hour Burden per Response	Total Annual Hour Burden	Total Annual Hour Burden Cost
A	B	C = A x B	D = C x \$36.32
150	0.0333333333	5	\$181.60

Note: Totals may not add due to rounding.

TSA personnel and contractors will analyze the results of the survey. TSA estimates a K-Band employee with a fully loaded hourly wage rate of \$92.24² will have an annual hour burden of 40 hours, a contractor/manager with a fully-loaded wage rate of \$95.83³ will have an annual hour burden of 16 hours, and a contractor/analyst with a fully-loaded wage rate of \$95.83⁴ will have an annual hour burden of 40 hours. TSA estimates a total annual hour burden of 96 hours. TSA estimates a total annual hour burden cost of \$9,056. Table 2 summarizes these results.

¹ BLS. Employer Costs for Employee Compensation - March 2018. Table 1. Employer costs per hour worked for employee compensation and costs as a percent of total compensation. Total compensation, All workers. Last modified June 8, 2018 (accessed July 5, 2018). https://www.bls.gov/news.release/archives/ecec_06082018.htm.

² TSA, Office of Finance, 2018 Modular Cost Data.

³ This is the wage rate TSA pays as defined in the contract.

⁴ This is the wage rate TSA pays as defined in the contract.

Table 2. TSA Hour Burden Cost

TSA Position	Annual Hour Burden	Wage Rate	Annual Hour Burden Cost
	A	B	C = A x B
K-Band	40	\$92.24	\$3,689.70
Contractor/Manager	16	\$95.83	\$1,533.28
Contractor/Analyst	40	\$95.83	\$3,833.20
Total			\$9,056.18

Note: Totals may not add 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?
 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 CBP/TSA Biometric Identity Verification system 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 2-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
 - In-person
 - Mail
 - Other, Explain: Web-based; will administer TSA Surveys via tablet.

2. Will interviewers or facilitators be used? Yes No

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