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

TITLE OF INFORMATION COLLECTION: Transportation Security Administration Policy Feedback Survey

PURPOSE: The Transportation Security Administration (TSA) will conduct this survey in order to receive feedback from stakeholders regarding their opinion on the extent to which TSA has actively engaged with them to inform decisions related to policies that affect their operations. TSA will use this information to identify opportunities for increasing transparency and collaboration with our stakeholders.

DESCRIPTION OF RESPONDENTS: The respondents are external (industry) stakeholders from the aviation and surface industry. Respondents from the aviation industry include aircraft operators (passenger and air cargo), airport operators, freight forwarders and other regulated air cargo entities, and the associations that represent them. Respondents from the surface industry include railroads, public transportation agencies, pipeline operators, highway motor carriers, cruise ship operators, ferry operators, and the trade associations that represent them.

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 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? [X] 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 [X] 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 plans to conduct an initial, baseline survey of respondents and then, using the same form, solicit their feedback at the time final policy decisions are transmitted. TSA estimates 100 respondents from the aviation sector and 120 respondents from the surface sectors. As the survey will be administered in conjunction with a policy process, TSA estimates each respondent will have four annual responses. TSA estimates each response will require approximately 10 minutes (0.16667 hours) for an annual hour burden of 147 hours. TSA assumes respondents will be security coordinators for their respective employers. TSA estimates a fully-loaded hourly wage rate[1] of $79.33[2] for respondents from the surface sectors and $86.54[3] for respondents from the aviation sector. TSA estimates a total annual hour burden cost of $12,116 for this generic clearance. Table 1 summarizes these calculations.

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[1] A fully-loaded wage rate accounts for employer costs of non-wage employee compensation, such as health and retirement benefits.

[2] The unloaded wage rate for Operations Specialties Managers (surface) is $52.45 (TSA uses Rail Transportation as a proxy for all surface modes). BLS. May 2017 National Industry-Specific Occupational Employment and Wage Estimates. NAICS 482000 - Rail Transportation. Occupation Code 11-3000 Operations Specialties Managers. Last updated March 30, 2018 (accessed October 16, 2018). Https://www.bls.gov/oes/2017/May/naics3_482000.htm. To load the wage rate, TSA calculates a compensation factor by dividing the total compensation ($28.54) of private sector workers in the transportation industry by the wage component ($18.87), for a compensation factor of 1.51245. BLS. Employer Costs for Employee Compensation - June 2018. Table 5. Employer costs per hour worked for employee compensation and costs as a percent of total compensation: private industry workers.   Production, transportation and material moving occupations. Last modified September 18, 2018 (accessed July 24, 2018). Https://www.bls.gov/news.release/archives/ecec_09182018.htm. TSA calculates the fully-loaded wage by multiplying the unloaded wage by the compensation factor. $79.33 = $52.45 x 1.51245.

[3] The unloaded wage rate for Operations Specialties Managers (aviation) is $57.22. BLS. May 2017 National Industry-Specific Occupational Employment and Wage Estimates. NAICS 481000 - Air Transportation. Occupation Code 11-3000 Operations Specialties Managers. Last updated March 30, 2018 (accessed October 16, 2018). Https://www.bls.gov/oes/2017/May/naics3_481000.htm To load the wage rate, TSA calculates a compensation factor by dividing the total compensation ($28.54) of private sector workers in the transportation industry by the wage component ($18.87), for a compensation factor of 1.51245. BLS. Employer Costs for Employee Compensation - June 2018. Table 5. Employer costs per hour worked for employee compensation and costs as a percent of total compensation: private industry workers. Production, transportation and material moving occupations. Last modified September 18, 2018 (accessed July 24, 2018). Https://www.bls.gov/news.release/archives/ecec_09182018.htm. TSA calculates the fully-loaded wage by multiplying the unloaded wage by the compensation factor. $86.54 = $57.22 x 1.51245.

Table 1. Public Hour Burden and Costs						
	Number of Respondents	Number of Responses per Respondent	Hour Burden Per Response	Annual Hour Burden	Respondent Wage Rate	Annual Hour Burden Cost
Population	A	B	C	D = A x B x C	E	F = D x E
Surface	120	4	0.16667	80	$79.33	$6,346
Aviation	100			66.67	$86.54	$5,770
Total	220			147		$12,116

FEDERAL COST: TSA's Industry Engagement Managers (IEMs) will analyze survey data after TSA receives the results. There are seven IEMs for aviation and five IEMs for surface that will review the data. For each of the 4 anticipated surveys, it will take an individual IEM 30 minutes (0.5 hours) to analyze the survey data. TSA anticipates a Federal annual hour burden of 24 hours. TSA estimates a fully-loaded hourly wage rate of $92.24, for a Federal annual hour burden cost of $2,214. Table 2 summarizes these calculations.

Table 2. Federal Hour Burden and Costs					
	Number of IEMs	Number of Responses per IEM	Hour Burden Per Response	Annual Hour Burden	Annual Hour Burden Cost
Population	A	B	C	D = A x B x C	F = D x $92.24
Surface	5	4	0.5	10	$922
Aviation	7			14	$1,291
Total	12			24	$2,214

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?

> For the purposes of this collection, the potential respondents will be the security points of contact with aviation and surface operators and the trade associations that represent them. TSA survey administrators will initially email respondents to ask them to participate in the 10-minute voluntary survey.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
    [X] Web-based or other forms of Social Media
    [ ] Telephone
    [ ] In-person

[ ] Mail
[ ] Other, Explain

2. Will interviewers or facilitators be used? [ ] Yes [X] No