

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

TITLE OF INFORMATION COLLECTION: TSA Customer Experience Survey

PURPOSE: The TSA Customer Service Branch (CSB) and the TSA Pre✓® teams are committed to supporting a high-level of customer satisfaction with the security checkpoint process. This survey supports these efforts and also replies to Mandates from OMB Circular A-11 and deadlines from the FAA Reauthorization Act of 2018. TSA expects these surveys will uncover dynamics that impact passengers’ experiences, allowing TSA to pinpoint areas of improvement and make tactical adjustments (e.g., enhance targeted marketing). Passengers who have gone through the checkpoint experience will be asked their opinions related to satisfaction, confidence, quality, ease of use, transparency, employee interaction, and their decisions related to enrolling in TSA Pre✓®.

DESCRIPTION OF RESPONDENTS: The respondents include passengers who have gone through checkpoint screening using either the standard or TSA Pre✓® lanes.

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.

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Michelle Cartagena
Branch Manager, Customer Service Branch
Civil Rights & Liberties, Ombudsman, and Travel Engagement
TSA

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, 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

Category of Respondent	No. of Respondents	Participation Time	Burden
Traveling Public	5,500	0.08 hrs (5 minutes)	458.33 hrs
Totals	5,500	0.08 hrs (5 minutes)	458.33 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 \$35.64¹ to represent the general public for purposes of this ICR. TSA estimates an annual hour burden cost of \$16,335.00 to the general public for purposes of this ICR (458.33 hours x \$35.64 compensation wage).

FEDERAL COST: The estimated annual cost to the Federal Government is: \$368,056.62.

TSA estimates the annual cost to the Federal Government by summing the total annual contractual expenses for 11 contractors plus the hour burden cost for two (2) TSA employees.

TSA estimates the total annual cost for survey administration for the contractor is \$314,466.00. The total annual cost for survey analysis for the contractor is \$49,552.50. TSA thus estimates an annual cost of \$364,018.50 to the Federal Government for contracting expenses.

TSA assumes a J-band employee will spend 27 hours annually to fulfill duties necessary to carry out the administration portion of this survey. TSA uses a fully loaded hourly compensation wage of \$74.78 to represent the TSA employees. Based on this information, TSA estimates an annual hour burden cost of \$4,038.12 for the TSA employees (\$74.78 x 27 hours x 2 employees). TSA assumes the J-band employees will not participate in the survey analysis component of this ICR.

¹ Employer costs for employee compensation based on average wages and salaries of \$24.33/hour plus benefits of \$11.31/hour, U.S. Bureau of Labor Statistics. Released December 15, 2017. https://www.bls.gov/news.release/archives/ecec_12152017.htm.

TSA estimates a total annual cost of \$368,056.62 to the Federal Government for this ICR (\$364,018.50 contracting expenses + \$4,038.12 TSA employee burden).

TSA Position and Grade	Average Hourly Loaded Rate of Pay	Estimated Number of Hours	Estimated Number of Annual Reviews	Estimated Annual Cost to the Federal Government
J-Band	\$74.78	27	1	\$2,019.06
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Contractor/ Surveyor	\$123.32	255	1	\$31,446.60
Contractor/ Surveyor	\$123.32	255	1	\$31,446.60
Contractor/ Surveyor	\$123.32	255	1	\$31,446.60
Contractor/ Surveyor	\$123.32	255	1	\$31,446.60
Contractor/ Surveyor	\$123.32	255	1	\$31,446.60
Contractor/ Surveyor	\$123.32	255	1	\$31,446.60
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Contractor/ Surveyor	\$123.32	255	1	\$31,446.60
Contractor/ Surveyor	\$123.32	255	1	\$31,446.60
Contractor/ Analyst	\$198.21	250	1	\$49,552.50
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	Total Estimated Annual Cost to the Federal Government			\$368,056.62

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 purposes of this collection, TSA's potential group of survey respondents will consist of a sample of passengers (e.g. every 5th passenger) traversing the screening checkpoint at the airport who has gone through either the standard or TSA Pre✓® screening lanes. TSA survey administrators will approach passengers after they have successfully cleared security and ask them if they would be willing to take a 5-minute voluntary survey on a tablet. The passenger will have the option to complete the survey on the tablet or have the interviewer read the questions and capture their answers.

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.