

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

TITLE OF INFORMATION COLLECTION: Crew Vetting Program Customer Satisfaction Survey.

PURPOSE: The purpose of this survey is to gather input from covered aircraft operators who are required to submit information to the Crew Vetting Program. The Crew Vetting Program is regulated by 49 CFR Part 1544 - Aircraft Operator Security: Air Carriers and Commercial Operators; 49 CFR Part 1546 - Foreign Air Carrier Security; and 49 CFR Part 1550 - Aircraft Security Under General Operating and Flight Rules. Consistent with these regulatory requirements, covered aircraft operators must submit information on cockpit and cabin crew members, and persons on all-cargo flights, to the Transportation Security Administration (TSA) to conduct security threat assessments. In support of the crew vetting-function, TSA established the Crew Vetting Program-Liaison Group. The functions of the Crew Vetting Program- Liaison Group include (1) ensuring covered aircraft operators appropriately submit crew-related information required by TSA for flights into, out of, and over the United States and (2) monitoring Master Crew List and Flight Crew Manifest submissions. The input received from this survey will assist TSA with determining if the commercial airline industry is satisfied with customer service provided by the Crew Vetting Program-Liaison Group pertaining to communication, guidance, reporting, and information dissemination.

DESCRIPTION OF RESPONDENTS: Air Carrier authorized points of contacts who are designated to work with the TSA Crew Vetting Program Liaison Group.

TYPE OF COLLECTION: (Check one)

- | | |
|--|---|
| <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: <u>Email</u> |

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 [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 a	Participation Time b	Burden (a x b)
Air carrier authorized points of contact	720	5 minutes	3600 minutes (60 hours)
Totals	720	5 minutes	3600 minutes (60 hours)

TSA estimates the hour burden cost to Air carrier authorized points of contact by multiplying the hour burden times the fully loaded hourly compensation wage for State and local government workers. TSA uses a fully loaded compensation wage of \$57.27¹ to represent the respondents for purposes of this information collection request (ICR). TSA estimates an annual hour burden cost of \$3,436.20 (60 hours x \$57.27 compensation wage) for Air carrier authorized points of contact for purposes of this ICR.

FEDERAL COST: The estimated annual cost to the Federal government is \$1,751.05.

TSA Position and Grade	Average Hourly Loaded Rate of Pay (a)	Estimated Number of Hours (b)	Estimated Number of Annual Reviews	Estimated Annual Cost to the Federal Government (c = a x b)
H-Band	\$40.44	43.30	720	\$1,751.05
Total Estimated Annual Cost to the Federal Government is				\$1,751.05

¹ Employer costs for employee compensation total compensation (fully-loaded wage) rate for civilian workers by occupational and industry group Table 2, U.S. Bureau of Labor Statistics. Retrieved from https://www.bls.gov/news.release/archives/ecec_06182019.htm on 07/08/2019.

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 has a list of points of contact for all air carriers that have an active Master Crew List. TSA will use this list to send an e-mail to these carriers with a link to access the survey at Survey Monkey.

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