

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

TITLE OF INFORMATION COLLECTION: eSecure Flight 2-Factor Authentication Process Survey

PURPOSE: To assess if airline/airport eSecure Flight (eSF) users would be permitted to use a common software application as a second option for the 2-Factor Authentication (2FA) when accessing the eSF system managed by TSA. This option would be available, as an alternative or in addition to the current process, to authenticate end-users when accessing the eSF system. For purposes of this assessment, airline/airport eSF users would need to install a no cost, publically available application on a computer (such as a PC or laptop) or other device (e.g., a phone or tablet). TSA is seeking to understand what percentage of current eSF end users would be permitted to use an application for this purpose through a single (1) Yes/No question.

DESCRIPTION OF RESPONDENTS: Current (at the time of the survey) eSF Security Managers.

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: E-mail

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 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 No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
eSF Security Managers (commercial users)	155	1 Min.	155 Min.
Totals	155	1 Min.	155 Min. (2.583 Hrs.)

TSA estimates the hour burden cost to eSF Security Managers (commercial users) 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 \$147.93 (2.583 hours x \$57.27 compensation wage) for eSF Security Managers for purposes of this ICR.

FEDERAL COST: The estimated annual cost to the Federal Government is: **\$ 390.37.**

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
Government Program Manager (I/13)	\$66.79	3	1	200.37
Contractor/Analyst	\$95	2	1	190.00
Total Estimated Annual Cost to the Federal Government				390.37

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?
[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 would use the list of approximately 155 individuals who are registered as their airline/airport eSF Security Manager for purposes of the Secure Flight program. The survey would be sent via e-mail to all of these individuals. The survey question would be embedded in the e-mail and the Security Managers would be requested to reply to the e-mails with a Yes or No response.

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

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