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

TITLE OF INFORMATION COLLECTION: *Passenger Perceptions of Credential Authentication Technology with Camera (CAT-C), TSA Passenger Engagement, and Biometric Facial Recognition Technologies Surveys*

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 the following questionnaires with corresponding objectives:*

1. **CAT-C Feedback Survey:** *Assess passenger perceptions and feedback on using the Credential Authentication Technology with Camera (CAT-C) system. Passengers who volunteer to use the technology will be asked their opinions of its ease of use and general preference for it and similar biometrics over current TSA technology.*

2. **TSA Passenger Engagement Survey:** *Assess and understand passenger engagement with TSA prior to arriving at the Travel Document Checker (TDC), including: sources of information and touch points; knowledge/awareness of screening procedures and changes; and passenger pain points for the TDC process.*

3. **Perceptions of Biometrics:** *Assess and understand passenger experiences with, perceptions of, and expectations for biometric technologies, and passenger familiarity with symbols and signage representing biometric facial recognition.*

DESCRIPTION OF RESPONDENTS:

1. **CAT-C Feedback Survey:** *PreCheck passengers who have volunteered to use the CAT-C technology.*

2. **TSA Passenger Engagement Survey:** *Persons who follow one or more of TSA's social media accounts.*

3. **Perceptions of Biometrics:** *Passengers who go through the TSA security screening checkpoint.*

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] 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 <u>not</u> raise issues of concern to other federal agencies.

4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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 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:

Survey Name	Category of Respondent	No. of Respondents	Participation Time	Burden
CAT-C Feedback Survey	PreCheck passengers who have volunteered to use the CAT-C technology	900	0.033 hrs (2 minutes)	30 hrs
TSA Passenger Engagement Survey	Persons who follow one or more of TSA's social media accounts	900	0.050 hrs (3 minutes)	45 hrs
Perceptions of Biometrics Survey	Passengers who go through the TSA security screening checkpoint	900	0.033 hrs (2 minutes)	30 hrs
TOTALS	------------	**2700**		**105 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 $36.77[1] to represent the general public for purposes of this ICR. TSA estimates an annual hour burden cost of $3,860.85 to the general public for purposes of this ICR (105 hours x $36.77 compensation wage).

FEDERAL COST: The estimated annual cost to the Federal Government is: **$131,361.96.**

TSA estimates the annual cost to the Federal Government by summing the total annual contractual expenses for contractors, plus the hour burden cost for TSA employees.

The total annual survey data collection cost for 4 contractors is $57,498.80. The total annual cost for survey analysis for 3 contractors is $68,998.56. TSA thus estimates an annual cost of $126,497.36 to the Federal Government for contracting expenses.

TSA assumes a J-band employee will spend 65 hours annually to fulfill duties necessary to carry out the administration portion of this survey. TSA uses a fully loaded hourly compensation wage

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[1] Employer costs for employee compensation based on average wages and salaries of $36.77/hour, U.S. Bureau of Labor Statistics. Released June 18, 2019, https://www.bls.gov/news.release/pdf/ecec.pdf.

of $74.84 to represent the TSA employee. Based on this information, TSA estimates an annual hour burden cost of $4,864.60 for the TSA employee ($74.84 x 65 hours).

TSA estimates a total annual cost of $131,361.96 to the Federal government for this ICR ($126,497.36 contracting expenses + $4,864.60 TSA employee burden).

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?

> 1. ***CAT-C Feedback Survey:*** *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 an airport(s) who volunteer to use the Credential Authentication Technology with Camera (CAT-C). 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 TSA-approved tablet.*
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> 2. ***TSA Passenger Engagement Survey:*** *TSA's potential group of survey respondents will consist of a sample of persons who follow one or more TSA social media accounts and accesses the survey link to voluntarily complete the 3-minute survey.*
>
> 3. ***Perceptions of Biometrics:*** *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 an airport(s). TSA's survey administrators will approach passengers in the sterile area after the security checkpoint and ask them if they would be willing to take a 2-minute voluntary survey on a TSA-approved tablet.*

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
        [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.