

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

TITLE OF INFORMATION COLLECTION: *Passenger Perception of the Adobe Redefining the Passenger Experience system.*

PURPOSE: *The Human Performance Branch within the Requirements and Capabilities Analysis Office at Transportation Security Administration (TSA) 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 this questionnaire to assess passenger perception of the Innovation Task Force’s demonstration of the Adobe Redefining the Passenger Experience (Red Pax) System. The system provides digital signage, displaying animated media content, divestment procedures, estimated wait times, and other information aiding passenger communications throughout their travel journey. TSA will ask passengers who volunteer to use the technology to provide their opinions regarding ease of use and general preference for this technology over other systems/technology currently used by TSA.*

DESCRIPTION OF RESPONDENTS: *The respondents are passengers who have volunteered to use the Adobe Red Pax System.*

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, Explain

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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Date: 2020.01.08
12:37:45 -0500

Name: Roxanne H.A. Doyle
 TSA, Department of Homeland Security
 Requirements and Capabilities Analysis/Human Performance Branch
 Transportation Security Specialist

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

Category of Respondent	No. of Respondents	Participation Time	Burden
Traveling public	500	0.0250 hr (1.5 minutes)	12.5 hrs
Totals	500	0.0250 hr (1.5 minutes)	12.5 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 \$37.03¹ to represent the general public for purposes of this ICR. TSA estimates an annual hour burden cost of \$462.88 to the general public for purposes of this ICR (12.5 hours x \$37.03 compensation wage).

FEDERAL COST: The estimated annual cost to the Federal Government is: **\$41,766.02.**

TSA estimates the annual cost to the Federal Government by summing the total annual contractual expenses for three contractors plus the hour burden cost for one TSA employee.

The total annual survey data collection cost for the contractors is \$23,287.01. The total annual cost for survey analysis for the contractors is \$15,333.01. TSA estimates a total annual cost of \$38,620.02 to the Federal Government for contracting expenses.

TSA assumes a J-band employee will spend 40 hours annually to fulfill duties necessary to carry out the administration portion of this survey. TSA uses a fully loaded hourly compensation wage of \$78.65 to represent the TSA employee. Based on this information, TSA estimates an annual hour burden cost of \$3,146.00 for the TSA employee (\$78.65 x 40 hours). TSA assumes the J-band employee will not participate in the survey analysis component of this ICR.

TSA estimates a total annual cost of \$41,766.02 to the Federal Government for this ICR (\$38,620.02 contracting expenses + \$3,146.00 TSA employee burden).¹

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'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 Red Pax System. TSA's survey administrators equipped with a tablet will approach passengers after they use the technology and ask them if they would be willing to take a 2-minute voluntary survey electronically. The survey administrator will read the survey questions to the passengers verbally and enter the responses on the tablet. If passenger prefers, they may take the survey electronically at their convenience and will be given a notecard similar to the one enclosed. The notecard will have the active link for the survey and the PRA Burden Statement.

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

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

¹ Employer costs for employee compensation based on average wages and salaries of \$37.03/hour, U.S. Bureau of Labor Statistics. Release date December 18, 2019. https://www.bls.gov/news.release/archives/eccec_12182019.htm