

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

TITLE OF INFORMATION COLLECTION: TSA BASE Report Feedback Survey

PURPOSE:

The purpose of the survey is to collect feedback on the design and usefulness of Baseline Assessment for Security Enhancement (BASE) Summary Reports for Highway and Motor Carrier, Mass Transit, and Pipeline modes and sub modes. The BASE reports will be distributed to industry stakeholders and industry trade associations and their members.

DESCRIPTION OF RESPONDENTS:

Respondents will include members of industry trade groups and representatives of surface transportation companies.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" 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 type="checkbox"/> 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.

Name: David Cooper

TSA, Policy, Plans, and Engagement _____
Intermodal Security Training and Exercise Program

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, 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	Participation Time	Burden
Industry trade associations and members	25	3 minutes (0.05 hour)	1.25 hours
Totals	25		1.25 hours

TSA estimates the hour burden cost to the Industry trade associations and members by multiplying the hour burden times, the fully loaded hourly compensation wage for these industry workers. TSA uses a fully loaded compensation wage of \$66.81¹ to represent the respondents for purposes of this information collection request (ICR). TSA estimates an annual burden cost of \$83.51 (1.25 hours x \$66.81 compensation wage) to industry trade associations and members for purposes of this ICR.

FEDERAL COST: The estimated annual cost to the Federal government is **\$44.09**

The costs associated with the implementation of the survey are built into an existing contract that has created an automated system to generate and review surveys. As such, there is no cost associated with the implementation of the survey.

TSA conducts analysis of the survey results to determine if some action is needed to improve the BASE Summary Report. Analysis is conducted by 2 J-band, an I-band, and an H-band employee each spending 10 minutes per year on this task. TSA estimates the cost of analyzing the results is \$44.09².

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

¹ The unloaded wage rate for Operations Specialties Managers (surface) is \$50.98 (TSA uses Rail Transportation as a proxy for all surface modes). Bureau of Labor Statistics, May 2018 National Industry-Specific Occupational Employment and Wage Estimates. NAICS 482000 - Rail Transportation. Occupation Code 11-3000 Operations Specialties Managers. https://www.bls.gov/oes/current/naics3_482000.htm#11-0000. Last updated March 29, 2019 (accessed Jan 14, 2020). To determine a fully-loaded wage rate, TSA uses Transportation and material moving series from Table 4. Employer Costs for Employee Compensation for private industry workers by occupational and industry group [Sept. 2019] Release date December 18, 2019 (accessed January 14, 2020) <https://www.bls.gov/news.release/pdf/eccec.pdf> and obtained a load factor of 1.3106. TSA multiplies they unloaded wage rate by the load factor, $\$50.98 \times 1.3106 = \66.81 .

² TSA uses a fully-loaded wage rate of \$40.44 for H-band employees, \$66.79 for I-band employees, and \$78.65 for J-band employees. At 10 minutes (0.1667 hour) per employee conducting survey analysis, the total annual cost = $(\$40.44 \times 0.1667) + (\$66.79 \times 0.1667) + (\$78.65 \times 0.1667) + (\$78.65 \times 0.1667) = \$44.0883$.

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, the potential group of respondents consists of industry trade groups and representatives of surface transportation companies to which TSA distributes BASE Reports. TSA will distribute the survey to respondents electronically through a Survey Monkey link. Completing and submitting the survey is voluntary. There is no sampling plan intended; all valid responses will be used.

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.