

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

TITLE OF INFORMATION COLLECTION: TSA REAL ID Survey

PURPOSE: *In support of and adherence to the REAL ID Act of 2005, the Transportation Security Administration’s (TSA) Office of Strategy, Policy Coordination, and Innovation (SP&I), and the Identity Management (IDM) Biometrics Human Systems Integration (HSI) team within the TSA Office of Requirements and Capabilities Analysis (RCA) aim to increase traveler awareness and adherence to obtaining a REAL ID-compliant driver’s license or other State-issued photo identification card issued by the Department of Motor Vehicles (or equivalent) as mandated by the REAL ID Act of 2005 and implementing DHS regulation.¹ This survey intends to assess traveler knowledge of, sources of information about, and intent to obtain a REAL ID-compliant driver’s license or other State-issued photo identification card issued by the Department of Motor Vehicles (or equivalent) before the October 1, 2021 deadline. This survey will also help TSA best gauge where messaging and efforts for REAL ID should be directed.*

DESCRIPTION OF RESPONDENTS: Volunteers from the general public who voluntarily opt to complete the “TSA REAL ID Survey”.

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>Customer Knowledge Survey</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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Requirements and Capabilities Analysis
Identity Management Capability Manager

To assist review, please provide answers to the following question:

¹ 6 CFR 37.5.

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	Participation Time	Burden
Travelers of the General Public who have volunteered to take/complete the “TSA REAL ID Survey”	900	0.033 hrs (2 minutes)	30 hrs
Totals	900	0.033 hrs	30 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 \$36.77² 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 (30 hours x \$36.77 compensation wage).

FEDERAL COST: The estimated annual cost to the Federal government is: **\$113,767.82**

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 3 contractors is \$43,124.10. The total annual cost for survey analysis for 3 contractors is \$68,998.56. TSA thus estimates an annual cost of \$112,122.66 (\$43,124.10 + \$68,998.56) to the Federal government for contracting expenses.

TSA assumes a J-band employee will spend 22 hours annually to fulfill duties necessary to carry out the administration portion of this survey. TSA uses a fully loaded hourly compensation wage of \$74.84 to represent the TSA employee. Based on this information, TSA estimates an annual hour burden cost of \$1,645.16 for the TSA employee (\$74.78 x 22 hours).

TSA estimates a total annual cost of \$113,767.82 to the Federal government for this ICR (\$112,122.66 contracting expenses + \$1,645.16 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

² 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>.

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 population of travelers who voluntarily opt to take the TSA REAL ID Survey via a link posted on TSA's social media platforms (Twitter, Facebook, LinkedIn, etc.).

TSA's potential group of survey respondents may also consist of a sample of passengers (e.g., every 10th passenger) traversing the security screening checkpoint at an airport(s) who volunteer to take the TSA REAL ID Survey. 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.

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.