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

TITLE OF INFORMATION COLLECTION: TSA's Office of Intelligence and Analysis (I&A) Annual Customer Satisfaction Survey

PURPOSE: The Transportation Security Administration (TSA) Intelligence and Analysis (I&A) office conducts an annual customer satisfaction survey to improve information sharing solicitation. The survey is also conducted in order to fulfill the requirements of section 1989(b) of the TSA Modernization Act (Division K of Pub. L. 115-254; Oct. 5, 2018), which requires the TSA Administrator to develop a plan to improve intelligence information sharing with State and local transportation entities. This plan must include best practices to ensure that the information shared is actionable, useful, and not redundant. As part of the planning process, subsection (b)(3) requires the Administrator to "solicit input from appropriate stakeholders . . . on the quality and quantity of intelligence received by stakeholders related to information sharing."

DESCRIPTION OF RESPONDENTS: All stakeholders, contractors, and employees from other Federal agencies, and State and local transportation entities with which TSA I&A shares intelligence information.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., 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 question:

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [X] Yes (Voluntarily) [ ] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?   [X] Yes [ ] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [X] 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
State, Local, or Tribal Transportation Entities	150	6 minutes	15 hours
Totals	150	6 minutes	15 hours

TSA estimates the hour burden cost to the State, local or tribal transportation entities 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 $50.89[1] to represent the respondents for purposes of this information collection request (ICR). TSA estimates an annual hour burden cost of $763.35 (15 hours x $50.89 compensation wage) to State, local, or tribal Government entities for purposes of this ICR.

FEDERAL COST: The estimated annual cost to the Federal Government is ___$1,909.61___.

TSA estimates the annual cost to the Federal Government by calculating the hourly cost of the TSA employees working on this survey, then multiplying this number by the number of hours the TSA employees are expected to work on this survey.

TSA assumes one G-H-I-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 $47.74[2] to represent the TSA employee. Based on this information, TSA estimates an annual hour burden cost of $1,909.61 for the TSA employee ($47.74 x 40 hours). TSA assumes the employee will not participate in the survey analysis component of this ICR.

TSA estimates a total annual cost of $1,909.61 to the Federal Government for this ICR.

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[1] Employer costs for employee compensation total compensation (fully-loaded wage) rate for State and local Government workers Table 3, U.S. Bureau of Labor Statistics. Retrieved from https://www.bls.gov/news.release/archives/ecec_06182019.htm on06/15/2020.
[2] TSA calculates the fully-loaded annual wage rate for G-H-I band employees is $99,634.01533. TSA then divides this amount by 2087 hours (number of annual work hours OPM uses for Federal workers) to calculate a fully-loaded hourly rate of $47.74030.

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?

All stakeholders, contractors and employees from other Federal agencies, and State and local transportation entities with which TSA I&A shares intelligence information. TSA will distribute the survey to potential State and local customers, as well as, industry respondents through a survey monkey link.

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

Submit all instruments, instructions, and scripts are submitted with the request.