

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

TITLE OF INFORMATION COLLECTION:

The Transportation Security Administration (TSA) Contact Center (TCC) Customer Satisfaction Survey—Telephone and Email

PURPOSE:

The TCC is the primary point of contact for the public to TSA and receives inquiries from the traveling public, TSA employees, private industry, other government organizations, members of Congress and the White House. The TCC responds to inquiries that cover a variety of topics concerning TSA. The objective of the data collection from this population is to collect, analyze and interpret information gathered to identify strengths and weaknesses of current customer service and make improvements.

DESCRIPTION OF RESPONDENTS:

The primary respondents will be members of the traveling public who have contacted TSA via telephone and email, to obtain information about travel or to provide feedback about a recent travel experience. However, as described above, other members of the public also send inquiries to the TCC as well.

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: Nicole French

Nicole French
Acting Customer Service Branch Manager
Civil Rights & Liberties, Ombudsman, and Traveler Engagement
Transportation Security Administration | DHS

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, 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 (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?
 Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Individuals / Traveling Public Live-Calls	187,305	1 minute or 0.0166666 hours	3,121.75 hours
Individuals / Travel Public Emails	26,387	1.06 minutes or 0.01767 hours per survey	466.17 hours

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 \$36.60¹ for the general public for purposes of this ICR. TSA estimates an annual hour burden cost of \$131,318 to the general public (3,587.92 hours x \$36.60 compensation wage).

FEDERAL COST: The estimated annual cost to the Federal government is **\$819**. This figure was derived from the number of hours to review multiplied by the average hourly loaded rate.

TSA Employee Pay Band	Annual TSA Hours to Review	Average Hourly Loaded Rate	Annual Cost to TSA
G-Band	14	\$35.99	\$504
J-Band	4	\$78.65	\$315
Total Annual Cost to TSA			\$819

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

- 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?

The TCC agents offer the survey to each caller at the end of every phone call.

Administration of the Instrument

- How will you collect the information? (Check all that apply)
 Web-based or other forms of Social Media
 Telephone

¹ Employer costs for employee compensation based on average wages and salaries of \$25.12/hour plus benefits of \$11.48/hour, U.S. Bureau of Labor Statistics. Released September 17, 2019. https://www.bls.gov/news.release/archives/ecec_09172019.pdf

- In-person
- Mail
- Other, Explain

2. Will interviewers or facilitators be used? Yes No

Email - The TCC will automatically send a survey to every fourth person who contacts the TCC via email.

Telephone - Before being transferred to an agent, the caller will hear a message stating a survey will be offered at the conclusion of the call and the caller should remain on the line if they wish to participate. All callers will hear this message and will be offered the survey.

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

See separate document for the Telephone and Email Survey Questions.