

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

TITLE OF INFORMATION COLLECTION: TSA PreCheck™ Enrollment and Experience Survey

PURPOSE: The purpose of the survey is to query non-enrollees and enrollees about their perceptions of the TSA PreCheck enrollment process and screening experience. The objectives are:

- To understand potential future applicants – what keeps them from applying for TSA PreCheck and what would encourage them to apply.
- To identify the full range of barriers to enrollment, which will allow TSA decision makers to implement mitigating actions considering uncertainty around when regular travel will resume for both consumers and businesses.
- To gather information about the TSA PreCheck experience itself and understand what is valuable, particularly in terms of driving new enrollment and renewals.

DESCRIPTION OF RESPONDENTS: The survey respondents will be both non-TSA PreCheck and TSA PreCheck holders. Specifically, for the non-TSA PreCheck holders, the survey respondents will be those who have not heard of TSA PreCheck before and those who have but are not enrolled. The survey will be sought out by respondents as it is advertised via social media – indicating that the respondent may already have a general interest in TSA.

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 type="checkbox"/> Other: General Customer Survey |

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: Anne Walbridge

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 No

PUBLIC COST: The estimated annual cost to the public is **\$637.64**.¹

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
(1) Individuals	500	2 minutes	16.7
Totals	500	2 minutes	16.7

FEDERAL COST: The estimated annual cost to the federal government is **\$3,118.90**.

TSA Employee Pay Band	Annual TSA Hours to Review	Average Hourly Loaded Rate	Annual Cost to TSA
I-Band	10	\$66.79	\$667.90
K-Band	5	\$92.24	\$461.20
Contractor	20	\$99.49	\$1,989.80
Total Annual Cost to TSA			\$3,118.90

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?

The TSA PreCheck Enrollment and Experience survey will be posted online (specific link generated by TSA Surveys Team) and advertised through TSA’s social media accounts

¹ TSA uses the employer cost for employee compensation for civilian workers rate of \$38.20 per hour as the respondent wage rate. Source: BLS Economic News Release June 2020 Employer Costs for Employee Compensation Table 1. This rate is multiplied by the burden hours to determine the annual cost to the public. https://www.bls.gov/news.release/archives/ecec_09172020.htm. Accessed on October 22, 2020.

(Instagram, Twitter, and Facebook). TSA plans to use social media postings similar to the one below to encourage individuals to take the TSA PreCheck Enrollment and Experience Survey:

“With TSA PreCheck, you can speed through security without removing your shoes, laptops, liquids, belts and light jackets. Want to learn more, or interested in applying? Feel free to take the survey and let your input on TSA PreCheck be heard!”

This standard call-to-action provides a tone and reference point for making social media posts around TSA PreCheck. This will encourage TSA PreCheck-related engagement on TSA’s social media accounts – spurring further interest and buzz around the topic / survey. This call-to-action will also serve as a ‘hook’ for posts advertising the survey.

The survey respondents will fall into 3 categories based on the type of survey that they select. This includes **3 separate surveys with 3 separate links:**

- (1) For TSA PreCheck members or applicants
- (2) For Non-TSA PreCheck individuals
- (3) For other Trusted Travelers

The indication of the type of survey will be noted at the top of the survey.

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