

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

TITLE OF INFORMATION COLLECTION: Random Screening Employee Perception Survey

PURPOSE: The purpose of this survey is to gauge the perception of aviation workers¹ (airport operator employee, airline employee and/or airport tenant employee) regarding the random/unpredictable aspect of screening to which they are subjected at Direct Access Points (SIDA Doors, Pedestrian/Vehicle gates, etc.).

DESCRIPTION OF RESPONDENTS: All aviation workers at selected airports who physically work at those locations. The survey will ask respondents to provide sector of employment (e.g., Baggage sorting, Maintenance, Security, Sales, etc.) and not specific employer.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form Customer Satisfaction Survey
 Usability Testing (such as Website or Software) Small Discussion Group
 Focus Group Other: Perception of Screening

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: Jonathan Torlage
Program Analyst
Security Operations
Domestic Aviation Operations
Aviation Coordination (AvCoor)
Transportation Security Administration

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No

¹ An “aviation worker” is an individual with unescorted access authority to an airport’s Secured Area and/or Sterile Area and who is not a passenger.

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 (such as money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden (in Hours)
Aviation employees	500	10 minutes	83.33
Totals	500	10 minutes	83.33

PUBLIC COST: The estimated annual cost to the public is **\$3,033.45**.²

FEDERAL COST: The estimated annual cost to the Federal government is: **\$2,609.06**

TSA Position and Grade	Average Hourly Loaded Rate of Pay	Estimated Number of Hours	Estimated Annual Cost to the Federal Government
J-Band	\$78.65	6	\$471.88
I-Band	\$66.79	32	\$2,137.18
Total Estimated Annual Cost to the Federal Government			\$2,609.06

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

² TSA uses a fully-loaded (pay plus benefits) wage rate of \$36.40 for aviation workers.

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 Federal Security Director (FSD) or his or her designee at selected airports will distribute the survey link to all senior leadership officials who employ individuals with unescorted access authority to an airport's Secured Area and/or Sterile Area that physically work at the airport. This may include, but is not limited to airport operator employees, airline employees and airport tenant employees (e.g., retail, concessions, baggage handling, administration, maintenance, security, etc.). The senior leadership officials will be asked to make the link available to all of their aviation worker employees. The survey is anonymous and voluntary.

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.