

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

**TITLE OF INFORMATION COLLECTION:** TSA 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)

- |  |  |
|--|--|
| <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.

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

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  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?  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

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
State, Local, or Tribal Transportation Entities	150	9 minutes	22.5 hours
<b>Totals</b>	150	9 minutes	22.5 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, local, or tribal government workers. TSA uses a fully-loaded compensation wage of \$55.47<sup>1</sup> to represent the respondents for purposes of this information collection request (ICR). TSA estimates an annual hour burden cost of \$1,248.08 (22.5 hours x \$55.47 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 \$2,196.

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 \$54.90<sup>2</sup> to represent the TSA employee. Based on this information, TSA estimates an annual hour burden cost of \$2,196 for the TSA employee (\$54.90 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 \$2,196 to the Federal Government for this ICR.

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

<sup>1</sup> 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\\_06162022.htm](https://www.bls.gov/news.release/archives/ecec_06162022.htm) on 06/22/2022.

<sup>2</sup> TSA calculates the fully-loaded annual wage rate for G-H-I band employees is \$114,576.30. 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 \$54.90.

**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?

The potential universe of respondents are all stakeholders, contractors and employees from other Federal agencies, and State, local or tribal transportation entities with which TSA I&A shares intelligence information. TSA will distribute the survey to all stakeholders, contractors and employees from other Federal agencies, and State, local, or tribal transportation entities 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.**