

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1601-0014)**

**TITLE OF INFORMATION COLLECTION:** *CAT-C Passenger Feedback Survey*

**PURPOSE:** *In support of the Innovation Technology Demonstration (ITD) process for biometric checkpoint technology (BCT), the Identity Management (IDM) Biometrics Human Systems Integration (HSI) team and the Human Performance Branch (HPB) within the TSA Office of Requirements and Capabilities Analysis (RCA) aims to support the attainment of high levels of human performance by understanding the physical, behavioral, cognitive, and social characteristics of end-users in the aviation security domain and how they interact with biometric systems, processes, and technologies. The survey will collect the age range of participants and passenger satisfaction with the Credential Authentication Technology with Camera (CAT-C).*

**DESCRIPTION OF RESPONDENTS:** *PreCheck passengers who have volunteered to use the CAT-C technology.*

**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: Kristopher T. Korbela, Ph.D.

Kristopher T. Korbela  
TSA, Requirements and Capabilities Analysis  
Engineering Psychologist

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 [X] No

**BURDEN HOURS**

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
PreCheck passengers who have volunteered to use the CAT-C technology	900	0.033 hrs (2 minutes)	30 hrs
<b>Totals</b>	<b>900</b>	<b>0.033 hrs</b>	<b>30 hrs</b>

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 \$36.77<sup>1</sup> to represent the general public for purposes of this ICR. TSA estimates an annual hour burden cost of \$1,103.10 to the general public for purposes of this ICR (30 hours x \$36.77 compensation wage).

**FEDERAL COST:** The estimated annual cost to the Federal government is: **\$113,767.82**

TSA estimates the annual cost to the Federal government by summing the total annual contractual expenses for contractors plus the hour burden cost for TSA employees.

The total annual survey data collection cost for 3 contractors is \$43,124.10. The total annual cost for survey analysis for 3 contractors is \$68,998.56. TSA thus estimates an annual cost of \$112,122.66 to the Federal government for contracting expenses.

TSA assumes a J-band employee will spend 22 hours annually to fulfill duties necessary to carry out the administration portion of this survey. TSA uses a fully loaded hourly compensation wage of \$74.78 to represent the TSA employee. Based on this information, TSA estimates an annual hour burden cost of \$1,645.16 for the TSA employee (\$74.78 x 22 hours).

TSA estimates a total annual cost of \$113,767.82 to the Federal government for this ICR (\$112,122.66 contracting expenses + \$1,645.16 TSA employee burden).

---

<sup>1</sup> Employer costs for employee compensation based on average wages and salaries of \$36.77/hour, U.S. Bureau of Labor Statistics. Released June 18, 2019. <https://www.bls.gov/news.release/pdf/ecec.pdf>.

**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?

*TSA's potential group of survey respondents will consist of a sample of passengers (e.g. every 10th passenger) traversing the security screening checkpoint at an airport(s) who volunteer to use the Credential Authentication Technology with Camera (CAT-C). TSA's survey administrators will approach passengers after they use the technology and ask them if they would be willing to take a 2-minute voluntary survey on a TSA-approved tablet.*

**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.**