

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

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**TITLE OF INFORMATION COLLECTION:** Transportation Worker Identification Credential (TWIC®) Card Readers: Feedback Survey

**PURPOSE:** The Coast Guard is conducting a one-time voluntary feedback survey to understand which maritime facilities subject to TWIC Reader Rule would most benefit from the electronic TWIC inspection requirements. The purpose of this information collection is to gather the necessary information to better understand these regulated facilities.

The Coast Guard needs an accurate estimate of the number of facilities subject to the TWIC Reader Rule to better identify which maritime facilities would benefit the most from the rule. The information gathered from this collection of information would allow the Coast Guard to fill in gaps in the data and increase the accuracy of estimating the impact of the TWIC Reader Rule. The information necessary for this effort is not currently gathered by Coast Guard inspectors.

This collection implements authorities set forth in the Maritime Transportation Security Act of 2002 (MTSA) (Pub. L. 107–295; Nov. 25, 2002; sec. 102) and Transportation Security Card Program Assessment Act (Pub. L. 114–278). Participation is voluntary.

**DESCRIPTION OF RESPONDENTS:** Maritime facility representatives. Respondent occupations include port security subject matter experts, terminal and port authority managers, and corporate security managers and executives.

**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 checked="" type="checkbox"/> Other: Interviews._ |

## **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: Coast Guard Office of Port & Facility Compliance/ Ms. Kimberly Wilson

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  N/A.

**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
Private Sector	300	2 hours	600 hours
<b>Totals</b>	<b>300</b>		<b>600</b>

**FEDERAL COST:** The estimated one-time cost to the Federal government is \$150,000.

**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 Coast Guard will use information from our Marine Information for Safety and Law Enforcement (MISLE) database supplemented with information from public Environmental Protection Agency (EPA) databases to identify the potential universe of respondents. Maritime facilities subject to TWIC Reader Rule are highly heterogeneous in terms of characteristics such as size, location, purpose, company size, the type of dangerous cargoes they handle, and how they handle the dangerous cargo. It important that Coast Guard gather feedback from the breadth of facilities regulated under this rule. Therefore, a statistical sampling approach such as choosing a random representative sample would be infeasible, as it would not guarantee we gather feedback from all the types of facilities regulated by the TWIC Reader Rule. Instead, we will use MISLE to identify classes of facilities regulated under the TWIC Reader Rule based on facility characteristics such as industry classification, size, purpose, and location. We will create a prioritized list of facilities for each facility class, where priority will be given to facilities that

have the least amount of information in public EPA databases, as there are the most data gaps with these facilities. This approach will provide the most value to the government, and it will ensure we gather feedback from all types of facilities regulated under the TWIC reader rule. We will contact facilities in order of priority, so that we only contact facilities further down the list if higher-priority facilities refuse our interview.

### **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.**

### **Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”**

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**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS:** Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

### **BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**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.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

**Submit all instruments, instructions, and scripts are submitted with the request.**