

Supporting Statement A
Federal Aviation Administration (FAA) Unmanned Aircraft Systems (UAS) Support Center Case Management System (CMS) Customer Inquiry Form

1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection.

As the usage of drones and UAS become more prominent within the National Air Space (NAS), recreational flyers, remote pilots, and commercial operators have questions about the rules and regulations which govern, protect, and keep the NAS safe. The Federal Aviation Administration (FAA) Unmanned Aircraft Systems (UAS) Support Center Case Management System (CMS) is being created to help streamline how stakeholders' questions are answered in a timeline fashion. Specifically, the UAS Support Center CMS Customer Inquiry form allows the public and other stakeholders to ask the FAA questions, as well as get the appropriate answer/information they need to operate their UAS or drone safely.

The UAS Support Center has a publicly available form to submit inquiries. This form would be replacing the current web form to be used within the Salesforce solutions that allows UAS Integration Office (AUS) additional technology functionality (e.g., automation, data analytics, knowledge management, etc.) to more efficiently answer customer questions. The form does not require any Public users to login or authentication to access and keep the form. This form would allow the AUS to collect the appropriate information about the stakeholder's name (i.e., first and last), preferred method of communications (i.e., email or phone), email address, phone number, zip code (if needed), self-identification of type of flyer (i.e., recreational, commercial/business, public safety, local government, educational/research, I don't know, and other), the subject of the inquiry, and inquiry/question) that would allow the Support Center Analysts to more efficiently answer the customer's specific question. The Support Center Analysts can access/authenticate into the system by using FAA authentication service (i.e., MyAccess) initiated PIV cards. The system is integrated with MyAccess Single Sign on for employee authentication. After a successful authentication, the Support Center Analyst can access inquiry records and account information that are submitted by Public users.

2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.

The UAS Support Center has a publicly available form to submit inquiries. This collection is available to the public and who can categorize themselves as different types of users/flyer (i.e., recreational, commercial/business, public safety, local government, educational/research) at any time. This form would be replacing the current web form to be used within the Salesforce solutions that allows UAS Integration Office (AUS) additional technology functionality (e.g., automation, data analytics, knowledge management, etc.) to more efficiently answer customer questions. The form does not require any Public users to login or authentication to access and keep the form. This form would allow the AUS to collect the appropriate information about the stakeholder's name (i.e., first and last), preferred method of communications (i.e., email or phone), email address, phone number, zip code (if needed), self-identification of type of flyer (i.e., recreational, commercial/business, public safety, local government, educational/research, I

don't know, and other), the subject of the inquiry, and inquiry/question) that would allow the Support Center Analysts to more efficiently answer the customer's specific question. The Support Center Analysts can access/authenticate into the system by using FAA authentication service (i.e., MyAccess) initiated PIV cards. The system is integrated with MyAccess Single Sign on for employee authentication. After a successful authentication, the Support Center Analyst can access inquiry records and account information that are submitted by Public users.

The application process starts with the Public user submitting an inquiry by using the webform, shared email inbox, or by calling the Support Center Analysts. Once the Public user submits an inquiry, they will receive an automated system email receipt that includes inquiry reference number, created date, demographic/Tell Us About Yourself, subject, and questions description. The Public users can also use the inquiry status public page to check their inquiry status. For a public user to check the status of an inquiry, the system requires the user to have and enter the reference number and email address that was used to when creating the inquiry. Once the system confirms that the email address and reference number match with the inquiry record that's currently in the system, it will display inquiry status and created date of the inquiry. After a public user submit an inquiry, the Support Center Analyst then logs into the system (UAS CMS Salesforce Application) and accesses the submitted inquiry records. These records store information about the Public users and inquiry record details, the inquiry record can capture Public user information such as, First Name, Last Name, Email, or Phone number. The Inquiry record can also contain inquiry information's such as inquiry status, date created, subject, and description. Once the Support Center Analyst selects an inquiry record to work on, they can respond to the Public users by the selected end clients preferred method of contact (Phone or Email). If the end client selected email as a preferred method of contact, the Support Center Analyst then uses the system email application to send and receive email messages. If the Public user selected phone as preferred method of contact, the Support Center Analyst will use the provided phone number to communicate and close out the inquiry. Once the inquiry is resolved the Support Center Analyst will close the inquiry, and the system generates an email to the Public user on the record to notify them that the inquiry has been resolved and closed. The Public users can also use the FAA UAS Support Center phone number to call a Support Center Analyst and create an inquiry. To create the inquiry in the system, the Support Center Analyst will login to the application and create inquiries using the internal inquiry form.

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology.

a) Is the electronic submission of responses possible.

- Yes, electronic submission of the public response is available for individuals who have access to the internet. This form would be replacing the current web form to be used within the Salesforce solutions that allows UAS Integration Office (AUS) additional technology functionality to more efficiently answer customer questions. If unable to submit an inquiry via the public webform the Public users can also use the FAA UAS Support Center phone number to call a Support Center Analyst and an inquiry will be created within Support Center.

b) If a form is involved, is it available for public printing off the Internet* If so, please include the url.

- This is not applicable as no forms are required as part of the inquiry submission process.

c) Will the results of the information collection be made available to the public over the Internet?

- No, this information that is submitted to the UAS Support Center will not be made available to the public over the internet. There will be public form available to Public users to check the status of an inquiry, the system requires the user to have and enter the reference number and email address that was used to when creating the inquiry. Once the system confirms that the email address and reference number match the inquiry record that's currently in the system, it will display the inquiry status and created date of the inquiry.

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.

The current UAS Support Center web form already has fields to select a category (e.g., drone registration, the exception for recreational flyers, Part 107 requirements, Part 107 requirements, Part 107 waivers, airspace authorizations, other). This form would allow the AUS to collect the appropriate information about the stakeholder's name (i.e., first and last), preferred method of communications (i.e., email or phone), email address, phone number, zip code (if needed), self-identification of type of flyer (i.e., recreational, commercial/business, public safety, local government, educational/research, I don't know, and other), the subject of the inquiry, and inquiry/question) that would allow the Support Center Analysts to more efficiently answer the customer's specific question.

5. If the collection of information involves small businesses or other small entities, describe the methods used to minimize burden.

There is a potential that a small business or small entities will need to contact the UAS Support Center in order to receive information pertaining to their UAS or drone. In order reduce the burden on these customers a public facing web form is present which provides the ability for a requester to specify the category in which their inquiry is associated with. Customer self – identification provides a full picture of the requester to the UAS Support Center Analyst allowing them to provide relevant information regarding the original inquiry and additional information that the small business or entity may need.

6. Describe the consequence to Federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.

The sole purpose of the UAS Support Center is to provide critical and up-to date information to the public on the safety rules, regulations, policies, and procedures set forth by the FAA. If the public is unable to submit questions via the multiple channels of communication (e.g., email, webform, phone call) it would potentially impact the safety and compliance of customers UAS operations in the National Airspace System (NAS). There are certain FAA policies and regulations that are updated on a frequent basis due to that if the public's access levels to the UAS Support Center are reduced it may lead to a decrease in public awareness and increase in customers lack of understanding of certain policies, protocols and/or regulations for their UAS or drones.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner:

The public facing webform that is associated with the UAS support center CMS is a voluntary method in which respondents can submit questions in order to receive information regarding their drone devices. There are multiple channels respondents can use when trying to submit inquiries to the UAS Support Center. There are no special circumstances that requires respondent's information to be reported to the FAA UAS Support Center Team.

8. Provide information on the PRA Federal Register Notice that solicited public comments on the information collection prior to this submission. Summarize the public comments received in response to that notice and describe the actions taken by the agency in response to those comments. Describe the efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.

The FAA received three comments during the 60-day FRN period. The comments were supportive of this data collection initiative, and reiterated FAA's responsibility to protect the information it receives.

9. Explain any decisions to provide payments or gifts to respondents, other than remuneration of contractors or grantees.

This is not applicable.

10. Describe any assurance of confidentiality provided to respondents and the basis for assurance in statute, regulation, or agency policy.

The UAS Support Center CMS public facing webform that will include statements regarding nondisclosure statements and inform the Public users to not include or limit the amount the PII

that is being submitted while information regarding their inquiry is being entered. This webform will also include text pertaining to PRA policy statements and FAA statues and regulations.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

This is not applicable.

12. Provide estimates of the hour burden of the collection of information. The statement should:

This below provides the estimate of burden hours as it pertains to the FAA UAS Support Center Team. As outlined in question #13 the respondents (i.e., public users) will not be required to keep the information received and therefore will have not any cost burden.

Summary (Annual numbers)	Reporting	Recordkeepin g	Disclosure
# of Respondents		13,448	
# of Responses per respondent		2	
Time per Response		2 min	
Total # of responses		26,896	
Total burden (hours)		896	

13. Provide an estimate for the total annual cost burden to respondents or record keepers resulting from the collection of information.

This not applicable as it pertains to the UAS Support Center CMS. The respondents and/or record keepers will not be required to keep the information received and therefore will bare no cost burden.

14. Provide estimates of annualized costs to the Federal government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead,

printing, and support staff), and any other expense that would not have been incurred without this collection of information.

The UAS Support Center CMS will not require stakeholders to use external services to complete the form and/or fill in the data requested to help the Support Center Analysts answer their questions related to UAS.

The UAS Support Center is currently already the majority of this via email, and it would incur limited additional costs. This UAS Support Center has made a capital investment ~\$800,000 (to include licensing, design, development, testing, completion of security process, and deployment of the systems). The recurring cost of the system would incur \$30,000/year for licensing and ~\$40,000-\$50,000/per year for operations and maintenance support.

15. Explain the reasons for any program changes or adjustments.

The CMS support center application had a requirement to add different roles, responsibly and user access for different personas. User profiles were implemented to manage different user access that the UAS CMS have defined. The user profile and roles that are defined in the application include: public users, support center analyst, content manager, data manager, leadership and business administrator and each role have unique responsibility and privileges. The CMS application has added profiles and permission groups to separate privileges between these roles. The public form users are assigned the public profile which only grants them access to create inquires or records to the CMS application. In addition to the public profile, the CMS application has added zip code as a new collection on the public form. The change to add zip code were due to the need for support center analyst to answer questions quicker based on the airspace inquiry request location.

16. For collections of information whose results will be published, outline plans for tabulation and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.

The CMS support center application uses an out of the box reporting and dashboarding tools for tabulation. The reporting data is collected as the Public users submit inquiry or a data is imported into the application. The application report organizes data in a set of records that meets certain criteria and display the data in an organized rows and columns. These report data's can be filtered, grouped, and displayed graphically as a chart. The application dashboard is a tabulation tool, that uses reports as a source and visually display data in dashboard. The CMS data collection or intake is an ongoing process, Public users can submit inquiry for new data and authorized UAS data managers can import new or legacy data in the system. The reporting and dashboarding tools are only accessible or visible to only UAS CMS application employees. Authorized users (data managers) can export the report or dashboards and share with appropriate audience for publication.

17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons why display would be inappropriate.

We will appropriately display the OMB approvals of the information collection.

18. Explain each exception to the topics of the certification statement identified in "Certification for Paperwork Reduction Act Submissions."

We will appropriately display the Certification for Paperwork Reduction Act.