[9110-05-P]

DEPARTMENT OF HOMELAND SECURITY

Transportation Security Administration

Intent to Request Renewal From OMB of One Current Public Collection of

Information: Aviation Security Customer Satisfaction Performance Measurement

Passenger Survey

AGENCY: Transportation Security Administration, DHS.

ACTION: 60-day Notice.

SUMMARY: The Transportation Security Administration (TSA) invites public comment on one currently approved Information Collection Request (ICR), Office of Management and Budget (OMB) control number 1652–0013, abstracted below that we will submit to OMB for renewal in compliance with the Paperwork Reduction Act (PRA). The ICR describes the nature of the information collection and its expected burden. The collection involves surveying travelers to measure customer satisfaction of aviation security in an effort to more efficiently manage airport performance.

DATES: Send your comments by [Insert date 60 days after date of publication in the Federal Register].

ADDRESSES: Comments may be e-mailed to TSAPRA@dhs.gov or delivered to the TSA PRA Officer, Office of Information Technology (OIT), TSA-11, Transportation Security Administration, 601 South 12th Street, Arlington, VA 20598-6011.

FOR FURTHER INFORMATION CONTACT: Susan L. Perkins at the above address, or by telephone (571) 227-3398.

SUPPLEMENTARY INFORMATION:

Comments Invited

In accordance with the Paperwork Reduction Act of 1995 (44 U.S.C. 3501 et

seq.), an agency may not conduct or sponsor, and a person is not required to respond to, a

collection of information unless it displays a valid OMB control number. The ICR

documentation is available at http://www.reginfo.gov. Therefore, in preparation for

OMB review and approval of the following information collection, TSA is soliciting

comments to--

(1)   Evaluate whether the proposed information requirement is necessary for

the proper performance of the functions of the agency, including whether the information

will have practical utility;

(2)   Evaluate the accuracy of the agency's estimate of the burden;

(3)   Enhance the quality, utility, and clarity of the information to be collected;

and

(4)   Minimize the burden of the collection of information on those who are to

respond, including using appropriate automated, electronic, mechanical, or other

technological collection techniques or other forms of information technology.

Information Collection Requirement

OMB Control Number 1652-0013; Aviation Security Customer Satisfaction

Performance Measurement Passenger Survey. TSA, with OMB's approval, has

conducted surveys of passengers and now seeks approval to continue this effort. TSA

plans to conduct passenger surveys at airports nationwide. The surveys will be

administered using an intercept methodology. The intercept methodology uses TSA

personnel who are not in uniform to hand deliver paper survey forms to passengers immediately following the passenger's experience with the TSA's checkpoint security functions. Passengers are invited, though not required, to complete and return the survey using either an online portal or by responding in writing to the survey questions on the customer satisfaction card and depositing the card in a drop-box at the airport or using U.S. mail; TSA personnel decide the method by which passengers will be asked to complete and return the survey. TSA uses the intercept methodology to randomly select passengers to complete the survey in an effort to gain survey data representative of all passenger demographics-including passengers who—

- Travel on weekdays or weekends;

- Those who travel in the morning, mid-day, or evening;

- Those who pass through each of the different security screening locations in the airport;

- Those who are subject to more intensive screening of their baggage or person; and

- Those who experience different volume conditions and wait times as they proceed through the security checkpoints.

The survey includes 10 to 15 questions. Each question promotes a quality response so that TSA can identify areas in need of improvement. All questions concern aspects of the passenger's security screening experience.

TSA collects this information in order to continue to assess customer satisfaction in an effort to more efficiently manage TSA employee performance. In its future surveys, TSA wishes to obtain more detailed, airport-specific data that TSA will use to enhance customer experiences and TSA employee performance. In order to gain more

detailed information regarding customer experiences, TSA is submitting 84 questions to OMB for approval. Eighty-one questions have been previously approved by OMB and three questions are being submitted to OMB for the first time. The new questions will allow TSA to better measure customer satisfaction with Risk-Based Security, an effort to focus TSA resources and improve the passenger experience at security checkpoints by applying new intelligence-driven, risk-based screening procedures and enhancing the use of technology. Since there are some passengers who present a low level of risk, Risk-Based Security allows TSA to focus resources on higher-risk or unknown travelers, thereby increasing the level of security.

Each survey question seeks to gain information regarding one of the following categories:

- Confidence in Personnel

- Confidence in Screening Equipment

- Confidence in Security Procedures

- Convenience of Divesting

- Experience at Checkpoint

- Satisfaction with Wait Time

- Separation from Belongings

- Separation from Others in Party

- Stress Level

TSA personnel use a random method to select passengers to voluntarily participate in the survey until TSA obtains the desired sample size. The samples may be selected with one randomly selected time and location or span multiple times and

locations. Designated TSA personnel at each airport may choose one or more of the

following sample methods when planning the survey, which include a business card that

directs customers to an online portal, a customer satisfaction card with survey questions

on the card, or a customer satisfaction card with survey questions on the card and a link

to the online portal. All responses are voluntary and there is no burden on passengers

who choose not to respond.

TSA personnel at airports have the capability to conduct this survey. We estimate

that TSA personnel at 25 airports will conduct the survey each year. Based on prior

survey data and research, TSA assumes a maximum volume for the survey would be

1,000 surveys per airport. We assume the burden on passengers who choose to respond

to be approximately five minutes per respondent. Therefore, 1,000 surveys x 25 airports

= 25,000 respondents a year, the total burden is 25,000 x 5 = 125,000 minutes, or 2,083.3

hours per year.

Dated: May 23, 2013 .

Susan L. Perkins,

TSA Paperwork Reduction Act Officer,

Office of Information Technology.

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