

government agencies pursuant to records management inspections being conducted under the authority of 44 U.S.C. Sections 2904 and 2906.

I. To contractors, grantees, experts, consultants, students, and others performing or working on a contract, service, grant, cooperative agreement, or other assignment for the Federal Government, when necessary to accomplish an agency function related to this system of records.

J. To a former employee of the Department for purposes of: responding to an official inquiry by a Federal, state, or local government entity or professional licensing authority, in accordance with applicable department regulations; or facilitating communications with a former employee that may be necessary for personnel-related or other official purposes where the Department requires information and/or consultation assistance from the former employee regarding a matter within that person's former area of responsibility.

**POLICIES AND PRACTICES FOR STORING, RETRIEVING, ACCESSING, RETAINING, AND DISPOSING OF RECORDS IN THE SYSTEM:**

**STORAGE:**

Information can be stored in case file folders, cabinets, safes, or a variety of electronic or computer databases and storage media.

**RETRIEVABILITY:**

Records may be retrieved by name; biometrics; identification numbers (including but not limited to alien number, fingerprint identification number, etc.); case related data and/or combination of other personal identifiers such as date of birth, nationality, etc.

**SAFEGUARDS:**

The system is protected through multi-layer security mechanisms. The protective strategies are physical, technical, administrative and environmental in nature and provide access control to sensitive data, physical access control to DHS facilities, confidentiality of communications, authentication of sending parties, and personnel screening to ensure that all personnel with access to data are screened through background investigations commensurate with the level of access required to perform their duties.

**RETENTION AND DISPOSAL:**

The following proposal for retention and disposal is pending approval with National Archives and Records Administration (NARA):

Records that are stored in an individual's file will be purged according to the retention and disposition guidelines that relate to the individual's file (DHS/ICE/USCIS001A). Electronic records for which the statute of limitations has expired for all criminal violations and that are older than 75 years will be purged. Fingerprint cards, created for the purpose of entering records in the database, will be destroyed after data entry. The I-877, and copies of supporting documentation, which are created for the purpose of special alien registration back-up procedures, will be destroyed after data entry. Work Measurement Reports and Statistical Reports will be maintained within the guidelines set forth in NCI-95-78-5/2 and NCI-85-78-1/2 respectively.

**SYSTEM MANAGER AND ADDRESS:**

Program Manager, IDENT Program Management Office, US-VISIT Program, U.S. Department of Homeland Security, Washington, DC 20528, USA.

**NOTIFICATION PROCEDURE:**

To determine whether this system contains records relating to you, write to the US-VISIT Privacy Officer, US-VISIT Program, Border and Transportation Security, U.S. Department of Homeland Security, 245 Murray Lane, SW., Washington, DC 20528, USA.

**RECORD ACCESS PROCEDURE:**

The major part of this system is exempted from this requirement pursuant to 5 U.S.C. 552a(j)(2) and (k)(2). To the extent that this system of records is not subject to exemption, it is subject to access. A determination as to the granting or denial of access shall be made at the time a request is received. Requests for access to records in this system must be in writing, and should be addressed to the System Manager noted above or to the appropriate FOIA/PA Officer. Such request may be submitted either by mail or in person. The envelope and letter shall be clearly marked "Privacy Access Request." To identify a record, the record subject should provide his or her full name, date and place of birth; if appropriate, the date and place of entry into or departure from the United States; verification of identity (in accordance with 8 CFR 103.21(b) and/or pursuant to 28 U.S.C. 1746, make a dated statement under penalty of perjury as a substitute for notarization), and any other identifying information that may be of assistance in locating the record. He or she shall also provide a return address for transmitting the records to be released.

**CONTESTING RECORD PROCEDURES:**

The major part of this system is exempted from this requirement pursuant to 5 U.S.C. 552a(j)(2) and (k)(2). To the extent that this system of records is not subject to exemption, it is subject to access and contest. A determination as to the granting or denial of a request shall be made at the time a request is received. An individual desiring to request amendment of records maintained in this system should direct his or her request to the System Manager of the appropriate office that maintains the record or (if unknown) to the appropriate FOIA/PA Officer at each bureau. The request should state clearly what information is being contested, the reasons for contesting it, and the proposed amendment to the information.

**RECORD SOURCE CATEGORIES:**

Basic information contained in this system is supplied by individuals covered by this system, and other Federal, state, local, tribal, or foreign governments; private citizens, public and private organizations.

**SYSTEMS EXEMPTED FROM CERTAIN PROVISIONS OF THE ACT:**

The Secretary of Homeland Security has exempted this system from subsections (c)(3) and (4), (d), (e) (1), (2), and (3), (e)(4)(G) and (H), (e) (5) and (8), and (g) of the Privacy Act pursuant to 5 U.S.C. 552a(j)(2). In addition, the Secretary of Homeland Security has exempted portions of this system from subsections (c)(3), (d), (e)(1), (e)(4)(G) and (H) of the Privacy Act pursuant to 5 U.S.C. 552a(k)(2). These exemptions apply only to the extent that records in the system are subject to exemption pursuant to 5 U.S.C. 552a(j)(2) and (k)(2).

Dated: March 10, 2006.

**Maureen Cooney,**

*Acting Chief Privacy Officer, Department of Homeland Security.*

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**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 (TSA), DHS.

**ACTION:** Notice.

**SUMMARY:** TSA invites public comment on one currently approved information collection requirement abstracted below that we will submit to the Office of Management and Budget (OMB) for renewal in compliance with the Paperwork Reduction Act.

**DATES:** Send your comments by May 19, 2006.

**ADDRESSES:** Comments may be mailed or addressed to Katrina Wawer, Attorney-Advisor, Office of Chief Counsel, TSA-02, Transportation Security Administration, 601 South 12th Street, Arlington, VA 22202-4220.

**FOR FURTHER INFORMATION CONTACT:**

Katrina Wawer at the above address, by telephone (571) 227-1995 or facsimile (571) 227-1381.

**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. 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**

1652-0013; *Aviation Security Customer Satisfaction Performance Measurement Passenger Survey*. TSA, with OMB's approval, has collected data via the following instruments and now seeks approval to continue this effort:

(1) *Statistically Valid Intercept Surveys*. Between 2003 and 2005, TSA conducted two statistically valid passenger surveys at airports nationwide. The surveys were administered using an intercept methodology, in which passengers were handed survey forms soon after they experienced TSA's aviation security

functions and were invited to mail the forms back. Passengers who received surveys were selected randomly, such that the sample of passengers that received surveys at each airport over the survey period was representative of all passenger demographics-including passengers who—

- Traveled on weekdays or weekends;
- Those who traveled in the morning, mid-day, or evening;
- Those who passed through each of the different security screening locations in the airport;
- Those who were subject to more intensive screening of their baggage or person; and
- Those who experienced different volume conditions and wait times as they proceeded through the security checkpoint.

The surveys were also representative of passenger identity factors, such as gender, frequency of travel, and purpose of the trip as business or leisure.

Participation by passengers was voluntary. TSA Headquarters supplied independent administrators to each site to distribute the survey forms. The administrators were not TSA employees and handled the forms and data independently of TSA in an effort to (1) ensure the validity of the results, and (2) allow quality assurance and monitoring from TSA Headquarters. The form included approximately 10 questions about aspects of the passenger experience, including approximately three demographic questions.

Dates, times, and screening locations were chosen within each airport in order to provide a statistically valid representation of customer satisfaction over the survey period. Airports were chosen to represent the experience of most passengers and included major airports, as well as a few smaller ones to gain a more complete picture of the traveling public. TSA intends to continue to conduct up to two surveys annually, each with a target of 500 returned forms at 25-35 major airports. TSA estimates an annual total of 35,000 respondents (1 survey per airport x 70 airports x 500 returned forms per survey) and, based on an estimate of a five-minute burden per respondent, a maximum total annual burden system-wide of 2,500 hours. There is no burden on passengers who choose not to respond. Respondents will not incur any financial burden as TSA will pay the postage for the surveys.

(2) *Focus Groups*. TSA conducted 12 focus groups in fall 2002 and 12 in fall 2003 to aid in the design of the Customer Satisfaction Index survey referenced above. The purpose of the focus groups was to understand the

factors better that contribute to customer satisfaction and public confidence. TSA proposes to conduct an additional 12 focus groups during fall 2006 and, thereafter, an additional 12 annually to ensure that the current survey questions are still effective in measuring the drivers of customer satisfaction, particularly in light of new TSA initiatives. Non-TSA, professional, and independent facilitators will moderate the focus group sessions to (1) ensure the validity of the results, and (2) allow for quality assurance and monitoring from TSA Headquarters. The selection of participants in the focus groups will be intentionally diverse with respect to age, gender, etc. Each session will last 60-90 minutes. The total time burden for all participants combined will be approximately 216 hours (1.5 hours x 12 participants x 12 focus groups). As with previous focus groups, TSA will use the results of the focus groups to identify factors affecting the public's satisfaction and confidence.

(3) *Informal Surveys Conducted by Airport Staff*. Finally, TSA seeks approval to continue conducting informal surveys at individual airports to collect performance data for improved customer service. Airport staff used these informal surveys most often to test passenger response to service improvements implemented in response to identified service problems. The results were used to enable localized service improvements at each airport. Participation by passengers was voluntary. TSA Headquarters will continue to provide a list of approximately 25 approved questions, from which airports can select a subset, and a Headquarters-designed and -approved template for the survey form.

Surveys will be conducted at the discretion of the TSA airport staff, subject to a limit (as imposed by TSA Headquarters and pending approval of the Office of Management and Budget) of a five-minute burden per respondent and an aggregate burden of 100 hours per airport per year. Assuming that all 446 airports employ this process, the aggregate system-wide burden will not exceed 44,600 hours per year. There is no burden on passengers who choose not to respond.

Issued in Arlington, Virginia, on March 14, 2006.

**Lisa S. Dean,**  
Privacy Officer.

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