

INFORMATION COLLECTION SUPPORTING STATEMENT

Traveler Inquiry Form

- 1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information. (Annotate the CFR parts/sections affected).***

The Rice-Chertoff Initiative (RCI) Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) was developed as a voluntary program by DHS to provide a one-stop mechanism for individuals to request redress if they believe that they have been (1) denied or delayed boarding, (2) denied or delayed entry into or departure from the United States at a port of entry, or (3) identified for additional (secondary) screening at our Nation's transportation hubs, including airports, seaports, train stations and land borders.

Responsibility for the program lies within the DHS Transportation Security Administration (TSA). Section 114(f) of Title 49 of the United States Code gives TSA the authority to assess threats to transportation, and in accordance with this authority TSA is assisting to implement this program. The DHS TRIP office will be located at, and managed by TSA. The DHS TRIP Office will provide traveler redress intake and processing support while working with relevant DHS components to review the submission and reach a determination about traveler status. Components include, but are not limited to the: DHS Office for Civil Rights and Civil Liberties (CRCL); DHS Privacy Office; Transportation Security Administration (TSA); U.S. Citizenship and Immigration Services (CIS); U.S. Customs and Border Protection (CBP); U.S. Immigration and Customs Enforcement (ICE); ICE-Student and Exchange Visitor Information System (SEVIS); and U.S. Visitor and Immigration Status Indicator Technology Program (US-VISIT).

- 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 DHS TRIP Office will use this information to conduct redress procedures for individuals who believe they have been (1) denied or delayed boarding, (2) denied or delayed entry into or departure from the United States at a port of entry, or (3) identified for additional screening at our Nation's transportation hubs, including airports, seaports, train stations and land borders. These individuals may submit the Traveler Inquiry Form (TIF) under the penalty of perjury to TRIP with either a copy of a U.S. Passport, or copies of at least three documents containing certain personally identifying information, such as a birth certificate, driver's license, and voter registration card, as identified on the TIF. In addition to collecting personally identifiable information, DHS will also collect incident information, including incident date, departure/entry dates, departure/entry location, airline and flight number as proof of travel.

The collection of personally identifiable information (PII) is necessary to identify the specific circumstances surrounding his or her request for redress and address the request. Information

provided about the event will assist DHS in coordinating among its components in order to resolve the inquiry.

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, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden. [Effective 03/22/01, your response must SPECIFICALLY reference the Government Paperwork Elimination Act (GPEA), which addresses electronic filing and recordkeeping, and what you are doing to adhere to it. You must explain how you will provide a fully electronic reporting option by October 2003, or an explanation of why this is not practicable.]***

In compliance with the GPEA, individuals will be able access and download the TIF on the DHS web site, at <http://www.dhs.gov>. DHS has developed an online system to support the DHS-wide redress program called DHS Traveler Redress Inquiry (TRIP). Under this program, individuals can complete the TIF online as well as submit a copy of either a U.S. Passport or copies of three identifying documents, such as a birth certificate. Individuals may complete the TIF online, but will still be required to submit identifying documentation either via mail, fax, or email. If desired, individuals may print the TIF and submit a completed form along with their identifying documents via mail or fax. Once deployed, individuals who previously visited tsa.gov to complete the Traveler Identity Verification Form will be directed to the DHS TRIP website to check the status of their request and/or to complete a new inquiry form. All new redress requesters will be directed to the DHS TRIP website (URL to be determined). The DHS TRIP website is intended to be the primary point of contact with individuals who feel they have been (1) denied or delayed boarding, (2) denied or delayed entry into or departure from the United States at a port of entry, or (3) identified for additional screening at our Nation's transportation hubs, including airports, seaports, train stations and land borders. Based on current trends, DHS expects that 27% of travelers seeking redress will submit their initial request electronically, with 70% of these respondents submitting identifying documentation via fax, 20% via mail, and 10% via email. For individuals with limited access to computers or the Internet, the TIF form is available by contacting the DHS TRIP office by mail.

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

There is no similar information already available within DHS that can be used or modified for this program. DHS TRIP will replace and expand upon TSA's existing Watch List Clearance Procedures. This information is collected on a one-time basis from individuals requesting redress. The system will employ matching logic (based on name, date of birth, and place of birth) to identify duplicate submissions, or multiple submissions from the same individual. Duplicate entries will not be stored in the system, but rather, distinct requests will be maintained for each unique submitter.

- 5. *If the collection of information has a significant impact on a substantial number of small businesses or other small entities (Item 5 of the Paperwork Reduction Act submission form), describe the methods used to minimize burden.***

This collection does not have a significant impact on a substantial number of small businesses.

- 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.***

One objective of the Rice-Chertoff Initiative is to “accelerate efforts to establish a government-wide traveler screening redress process to resolve questions if travelers are incorrectly selected for additional screening.” Submission of this form is a critical element of this process. If DHS were not to conduct this information collection, it would not be able to provide an accelerated and effective redress process for individuals who believe they have been incorrectly delayed or denied boarding as a result of the passenger screening process.

- 7. *Explain any special circumstances that require the collection to be conducted in a manner inconsistent with the general information collection guidelines in 5 CFR 1320.5(d)(2).***

This collection will be conducted in a manner consistent with the general information guidelines.

- 8. *Describe efforts to consult 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. If applicable, provide a copy and identify the date and page number of publication in the Federal Register of the agency's notice, required by 5 CFR 1320.8(d) soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.***

To implement DHS-wide redress under the vision set forth by the Rice-Chertoff Initiative, a Governance Board co-chaired by the DHS Screening Coordination Office, US-VISIT and CRCL was established with representation from TSA, CBP, USCIS, ICE, the DHS Privacy Office, the Department of State, and the Department of Commerce. Additionally, a Working Group was established with representatives from the above agencies to design the program and underlying system, including deployment of the system, reporting, format and recordkeeping associated with information submitted on the form. TSA is the “executive agent” for DHS TRIP.

TSA, on behalf of DHS, will publish a notice in the Federal Register as required by 5 CFR 1320.8(d), announcing DHS’ intent to seek approval from OMB.

9. *Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.*

No payment or gift will be provided to respondents.

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

No specific assurances of confidentiality will be provided to individuals. Information provided by individuals will be protected from disclosure to the extent appropriate under applicable provisions of the Freedom of Information Act, the Privacy Act of 1974, and, as applicable, 49 U.S.C. 114(s), as implemented by 49 C.F.R. part 1520, which limits the disclosure of Sensitive Security Information. Data will be collected and transmitted in accordance with the Privacy Act.

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

This collection does not include any questions of a sensitive nature.

12. *Provide estimates of hour burden of the collection of information.*

Based on current contact volumes, approximately 30,360 redress requests are received a year. The annual respondent population was derived from data compiled across all participating components (TSA, CBP, ICE, USVISIT, CRCL, and Privacy Office). The numbers reflect the average number of cases received by each participating component by month for 2005/2006. While the DHS components receive many more inquiries or contacts, the respondent is not required to submit documentation unless it is determined to be a case. Currently, not all participating components enable travelers to submit inquiries or cases online, therefore it is expected that the current volume of cases received by the participating components will increase when DHS TRIP is deployed. To determine the level of increase of case volume, the total number of cases received by participating components for 2005/2006 were doubled to reflect a similar increase experienced by TSA with the release of their online system in October 2006. Once the new system is deployed, it can be expected that the volume of cases received for other participating components will double as well, increasing the expected response by approximately 1,620.

Travelers seeking redress must complete and submit the TIF either electronically or via mail or fax, under the penalty of perjury, to DHS TRIP with either a copy of a U.S. Passport, or copies of at least three documents containing certain personally identifying information, such as a birth certificate, driver's license, and voter registration card, as identified on the TIF. Currently, 27% of respondents to TSA's traveler redress program complete their submission online. It is assumed that this trend will hold for at least the first year of DHS TRIP

deployment. DHS estimates completing the form, and gathering and submitting the information will take approximately one hour. Thus, the total estimated annual number of burden hours for passengers seeking redress is 31,980 hours (31,980 x 1).

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

DHS estimates the total annual cost burden for travelers appealing to DHS TRIP to be approximately \$14,487. The costs to passengers will involve costs associated with mailing the TIF and identity documentation. Because TRIP enables customers to submit identity documents via email or fax, not all respondents will bear the cost of mailing documentation. It is estimated that the cost to mail documentation is \$.75 via regular mail. Based on the current volume of forms received by TSA, it can be assumed that 55% of responses to DHS TRIP will be sent via standard mail, 18% of responses will be received via fax, and 27% of the responses will be submitted through the website. The estimated burden for mailing the submission is \$13,192 ((31,980 * .55) * \$.75). It is assumed that those responding via fax have free access to fax capabilities, and thusly bear no additional burden.

Responses sent through the website must be accompanied with a signed acknowledgement letter along with identifying documentation. It is expected that the population of respondents who submit online will exhibit different behavior than the general population and provide the additional documentation via fax 70% of the time, via mail 20% of the time, and via email 10% of the time. The online respondents are expected to respond in this manner based on their proclivity to utilize electronic communication methods. It is assumed that the 3% of total respondents who provide the identity documentation via email have free access to scanning capabilities. Those without scanning or fax capabilities would face an estimated burden of \$1,295 (31,980 * (.27* .20) * \$.75).

14. Provide estimates of annualized cost to the Federal Government. Also, provide a description of the method used to estimate cost, and other expenses that would not have been incurred without this collection of information.

Based upon budget estimates, DHS estimates the Federal costs associated with this collection of information to be \$199,200 per year.

Cost Component	Amount
Enhancements to Existing RMS System*	\$163,200
DHS Web Content Management Configuration	\$10,000
Operations & Maintenance Upgrade	\$6,000
Certification & Accreditation	\$20,000

Total	\$199,200
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*RMS = Redress Management System

15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-I.

No changes or adjustments were reported because this is a new collection.

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 results of the proposed collection will not be published.

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

DHS is not seeking approval not to display the expiration date of OMB approval.

18. Explain each exception to the certification statement identified in Item 19, "Certification for Paperwork Reduction Act Submissions," of OMB Form 83-I.

No exceptions are claimed.