

## TWIC Production Phase Satisfaction Instruments, OMB Form 83-I Supporting Statement

### Part B. Collection of Information Employing Statistical Methods

- 1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used. Data on the number of entities (e.g., establishments, State and local government units, households, or persons) in the universe covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and for each of the strata in the proposed sample. Indicated expected response rates for the collection as a whole. If the collection had been conducted previously, include the actual response rate achieved during the last collection.**

TSA intends to conduct a survey to capture average transportation worker overall customer satisfaction with the enrollment process. All of the Transportation Workers who are issued a TWIC card will have the opportunity to participate in the customer satisfaction survey. The survey will be administered by a Trusted Agent at the time that the TWIC card is activated. There is a 2.5 to 5 minute window between the time the port worker provides his/her identification to the Trusted Agent and the card is activated. The port worker will be asked to complete the survey during this window, therefore ensuring a statistically valid response rate. The surveys will be collected on-site.

TSA anticipates that the respondent universe for the surveys is approximately 825,000 transportation workers. As part of the contractor's internal quality control plan, it is estimated that a minimum of 10% of the distributed surveys (82,500) will be captured over the enrollment base period. TSA intends to sample approximately 6,000 (500 per month) of these surveys as part of the Quality Assurance and Surveillance Plan (QASP) for contract compliance/award fee purposes. The contractor will administer the surveys at all transportation facilities participating in the enrollment center program - TSA will collect a stratified sample using projected enrollment numbers.

TSA and the contractor will review the customer satisfaction results, among other measures designed to gauge the effectiveness and efficiency of the program, on a monthly basis as part of the Program Management Review (PMR).

For contract compliance and award fee purposes, a stratified sample of 6,000 (of the 82,500 surveys collected by the contractor) during the base enrollment period should ensure a level of accuracy in the response to be reflective of the population within +/- 2% with a 95% confidence level.

- 2. Describe the procedures for the collection of information including:**
  - Statistical methodology for stratification and sample decision,**
  - Estimation procedure,**
  - Degree of accuracy needed for the purpose described in the justification,**
  - Unusual problems requiring specialized sampling procedures, and**
  - Any use of periodic (less frequent than annual) data collection cycles to reduce burden.**

Survey forms will be given to all TWIC participants who are issued a TWIC card. Each survey will be scored to produce an overall rating to determine if the customer is "Satisfied" or "Unsatisfied". These survey results will then be analyzed to produce an estimate of the % of "Satisfied" customers. Using the statistical method for calculating the confidence interval of a proportion, the sample size of at least 6,000 will provide a level of accuracy to within +/- 2% with a 95% confidence level. Monthly estimates will

be produced to track the progress and status of the program, and sample sizes will depend on enrollment figures.

The startup months of September and October 2007 will be combined with November 2007 in order to provide a more accurate representation of responses. Due to the gradual deployment of the September and October ports, an adequate sample size to ensure a 95% confidence level with minimal error can not be obtained.

TSA does not foresee any unusual problems associated with the collection instruments necessary for this effort. If there is a change in the collection of information utilizing the instruments outlined in this justification, DHS will notify OMB.

- 3. Describe methods to maximize response rates and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collection based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.***

Participation in the TWIC Survey will be voluntary; however, the contractor/TSA will communicate to the respondents the benefits of participating, which include optimizing the TWIC Program and sharing ideas for improvements.

- 4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or more respondents. A proposed test or set of tests may be submitted for approval separately or in combination with the main collection of information.***

TSA, in close coordination with the Contractor, will conduct ongoing evaluations of data collection tools and methods to minimize burden and improve the quality of information for contract and program purposes. Of particular interest is the first wave of enrollment sites (e.g. Wilmington, DE, Corpus Christi, TX, Baton Rouge, LA). These sites will be closely evaluated to ensure continuous improvement.

Additionally, TSA seeks to optimize the proposed TWIC identity management and enrollment processes. The entire TWIC implementation is a means of refining the collection of individual worker identity information. This concept is being implemented while minimizing the burden on the individual while still meeting operational requirements of the program. A review of the captured data will be conducted monthly during the card issuance to establish trends as well as capture and replicate best practices to other enrollment centers. The specific customer questionnaire is attached in this package.

- 5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.***

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