



TWIC Enrollment Customer Service Survey

Port Location: _____ *USCG District: _____ (*to be completed by TA)

TSA would like your feedback on the TWIC enrollment process. Your participation in this survey is not required. PAPERWORK REDUCTION ACT STATEMENT: TSA is collecting this information to determine your satisfaction with the TWIC enrollment process. This is a voluntary collection of information. TSA estimates that the total average burden per response associated with this collection is approximately 5 minutes. 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 control number assigned to this collection is OMB 1652-NEW, which expires dd/mm/yyyy.

5 = Very Satisfied (VS)
4 = Mostly Satisfied (MS)
3 = Satisfied (S)
2 = Somewhat Dissatisfied (SD)
1 = Very Dissatisfied (VD)

1.	How satisfied were you with your experience at the enrollment center?	1 (VD)	2 (SD)	3 (S)	4 (MS)	5 (VS)
2.	How satisfied were you with the service provided by your enrollment agent(s)?	1 (VD)	2 (SD)	3 (S)	4 (MS)	5 (VS)
3.	How satisfied were you with the enrollment facility? (i.e., lighting, cleanliness, temperature, location)	1 (VD)	2 (SD)	3 (S)	4 (MS)	5 (VS)
4.	How satisfied were you with the amount of time it took to enroll?	1 (VD)	2 (SD)	3 (S)	4 (MS)	5 (VS)
5.	How satisfied were you with the information you received about TWIC enrollment? (before going to the enrollment center)	1 (VD)	2 (SD)	3 (S)	4 (MS)	5 (VS)

Section 1 - TWIC Enrollment Center Experience

Section 2 - TWIC Enrollment Center Waiting Time

6.	How long did you wait in line before enrollment? (arrival at enrollment site to start of enrollment)	1 1-15 minute(s)	2 16-30 minutes	3 31-45 minutes	4 46-60 minutes	5 over 60 minutes
7.	How long did you wait in line today to get your card issued?	1 1-15 minute(s)	2 16-30 minutes	3 over 30 minutes		

Section 3 - Demographics

8.	Which position best describes your job responsibilities?	1 Facility Employee	2 Longshoremen	3 Drayage Trucker	4 Trucker (non-Drayage)	5 Merchant Mariner
				6 Rail Crew	7 Vessel Crew	8 Other
9.	Approximately how many ports will you visit in the next year?	1-2	3-5	6-9	10-19	20 or more

Section 4 - Additional Comments