

## 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 invites all TWIC applicants to complete an optional survey to gather information on the applicants' overall customer satisfaction with the enrollment process. The optional survey is administered by a Trusted Agent (representative of the TWIC deployment contractor, who performs enrollment functions) during the TWIC activation process, as there is a 2.5 to 5 minute window between the time the port worker provides his/her identification to the Trusted Agent and when the TWIC is activated. The port worker is asked to complete the survey during this window, therefore ensuring a statistically valid response rate. The surveys are collected at the enrollment centers.

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 completed over the enrollment base period. TSA samples 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.

TSA and the contractor regularly 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.**

All applicants who receive a TWIC are invited to complete the survey. Each completed survey is scored to produce an overall rating to determine if the customer is "Satisfied" or "Unsatisfied". These survey results are then analyzed to produce an estimate of the percentage 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 customer satisfaction estimates are tracked to measure the status of the program. Sample sizes are determined based on actual enrollment volumes.

TSA does not foresee any unusual problems requiring specialized sampling procedures for this survey. To minimize any issues, the Program Office regularly reviews its survey instruments and reporting

processes to ensure an accurate representation of customer satisfaction is collected. For example, during rollout, Quality Assurance Evaluators from the TWIC Program Office observed that customer satisfaction surveys were not being administered consistently across enrollment sites. The issue was quickly brought to the attention of TSA's TWIC deployment contractor during the weekly Program Management Review. Immediately thereafter, the data collection inconsistency was addressed and monitored to ensure consistency. Going forward, if there is a substantive change in the collection of information utilizing the instruments outlined in this justification, TSA 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 is voluntary, but recommended. Trusted Agents identify the purpose and use of the survey (to optimize 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 deployment contractor, conducts ongoing evaluations of data collection tools and methods to minimize burden and improve the quality of information for contract and program purposes. These evaluations are informed by stakeholder insight and industry best practices.

Additionally, TSA seeks to optimize the enrollment process through monthly reviews of the captured data. This information will be used to establish and replicate best practices. 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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