



Transportation
Security
Administration

LOCKHEED MARTIN

We never forget who we're working for™

USCG District
(to be completed
by TA)

TWIC™ ENROLLMENT CUSTOMER SERVICE SURVEY



**CORRECT
MARK**

- Use a No. 2 pencil or blue or black ink pen only.
- Do not use pens with ink that soaks through the paper.
- Make solid marks that fill the circle completely.
- Make no stray marks on this form.
- Do not fold, tear, or mutilate this form.

**INCORRECT
MARKS**



Port
Location

0	0	0
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9

USCG District
(to be completed
by TA)

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

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 1652-0047, which expires 07/31/2011.

- 5 = Very Satisfied
- 4 = Mostly Satisfied
- 3 = Satisfied
- 2 = Somewhat Dissatisfied
- 1 = Very Dissatisfied

Section 1 – TWIC Enrollment Center Experience

Very Dissatisfied Somewhat Dissatisfied Satisfied Mostly Satisfied Very Satisfied

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

Section 2 – TWIC Enrollment Waiting Time

1-15 minute(s) 16-30 minutes over 30 minutes

- | | | | |
|---|---|---|---|
| 6. How long did you wait in line to enroll? (arrival at enrollment site to start of enrollment) | 1 | 2 | 3 |
| 7. How long did you wait in line today to get your card issued? | 1 | 2 | 3 |

Section 3 – Demographics

8. Which position best describes your job responsibilities?
- Facility Employee
 Longshoreman
 Drayage Trucker
 Trucker (non-Drayage)
 Merchant Mariner
 Rail Crew
 Vessel Crew
 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

OMB 1652-0047, which expires 07/31/2011

PLEASE DO NOT WRITE IN THIS AREA



6726455