



Transportation  
Security  
Administration

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## 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

✓ ✗ ● ○

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 10/31/2012.

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

Port Location			USCG District (to be completed by TA)		
0	0	0	0	0	0
1	1	1	1	1	1
2	2	2	2	2	2
3	3	3	3	3	3
4	4	4	4	4	4
5	5	5	5	5	5
6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9

Very Dissatisfied      Somewhat Dissatisfied      Satisfied      Mostly Satisfied      Very Satisfied

### Section 1 – TWIC Enrollment Center Experience

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?

(1) Facility Employee      (2) Longshoreman      (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) 1-2      (2) 3-5      (3) 6-9      (4) 10-19      (5) 20 or more

### Section 4 – Additional Comments

OMB 1652-0047, which expires on 10/31/2012

PLEASE DO NOT WRITE IN THIS AREA



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