

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 8 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.

Approximately 35% of applicants complete a survey during card activation. Please see detailed recent statistics below.

	# of Activations	# of Surveys Received	% of Completed Surveys
April 2012	26,141	9,598	37%
May 2012	28,533	9,680	34%
June 2012	24,739	7,844	32%
July 2012	24,674	8,870	36%
Total	104,087	35,992	35%

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).

- 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. Currently, TSA samples 5% of all completed surveys. The 5% sample size provides assurance that the data is reflective of the total population with a 99% confidence level. Monthly customer satisfaction estimates are tracked to measure the status of the program.

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 provide the survey at while an individual is waiting for their TWIC to be activated. This process both maximizes the individual’s waiting time, as well as helps to encourage completion of the survey.

- 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.***

John Schwartz, TSA, john.schwartz@dhs.gov, 571-227-2177

Stephanie Hamilton, TSA, stephanie.w.hamilton@dhs.gov, 571-227-2851

Lara Thompson Blanco, TSA, lara.thompson-blanco@dhs.gov, 571-227-1992