

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 service received at the enrollment center. The optional survey is anonymous and administered at the end of the service (enrollment or activation) for which the applicant is at the enrollment center. The survey is displayed on the computer monitor facing the applicant. The applicant may elect to exit the survey. If the applicant elects to take the survey, they are presented with up to eight (8) questions and then enter on a numeric keypad whether they are satisfied (enter one) or not satisfied (enter two) with customer service. Also, the applicant may select a response of not applicable or n/a (enter three). The survey results are sent to TSA’s service provider database for storage and reporting.

As displayed in the following table, estimates of the total transportation worker population (new enrollments) are based on historical data that TSA compiled during the previous four years of the TWIC® program. The number of surveys received (column A) is derived from the estimated number of new enrollments (column A) multiplied by the historical percentage of participation (35%).

Table 1: Customer Satisfaction Survey (Enrollment)

Calendar Year (CY)	New Enrollments	% of Completed Surveys	Customer Surveys Received
Column	A	B	C
1 (2017 Estimate)	516,732	0.35	180,856
2 (2018 Estimate)	496,558	0.35	173,795
3 (2019 Estimate)	491,567	0.35	172,048
4 (2020 Estimate)	521,815	0.35	182,635
5 (2021 Estimate)	571,878	0.35	200,157
Total	2,598,550	0.35	909,491
Annualized	519,710	0.35	181,898

As displayed in the following table, estimates of the total transportation worker population picking up and activating TWIC® cards (column A) are based on historical data that TSA compiled during the previous four years of the TWIC® program. The number of surveys received (column C) is derived from the estimated number of new enrollments (column A) multiplied by the historical percentage of participation (35%).

Table 2: Customer Satisfaction Survey (Card Activation and Issuance)

Calendar Year (CY)	Total Number of Individuals Picking Up Card At Enrollment Center	% of Completed Surveys (35% of Cards Issued)	Customer Surveys Received
Column	A	B	C
1 (2017 Estimate)	115,748	0.35	40,512
2 (2018 Estimate)	111,229	0.35	38,930
3 (2019 Estimate)	110,111	0.35	38,539
4 (2020 Estimate)	116,887	0.35	40,910
5 (2021 Estimate)	128,101	0.35	44,835
Total	582,076	0.35	203,726
Annualized	116,415	0.35	40,745

TSA and the service provider regularly review the customer satisfaction results, among other measures designed to gauge the effectiveness and efficiency of the program on a weekly and monthly basis as part of scheduled operations reviews with the service provider.

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 visit an enrollment center for enrollment or activation are invited to complete the survey. Each completed survey is scored to produce an overall rating to determine if the customer is “Satisfied” or “Not Satisfied”. These survey results are then analyzed to produce an estimate of the percentage of “Satisfied” customers. Since the data is captured electronically, it is possible to determine if there are any trends regarding customer service at a particular enrollment center and take steps to improve service.

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. The survey is presented on a computer monitor at the end of service. The limited number of questions on the survey helps to encourage completion of the survey. If an individual has additional comments that are not addressed by the survey, they may contact the Universal Enrollment Services (UES) Call Center or send comments and questions to TSA via the UES website to provide additional feedback.

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 service provider, 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 weekly and/or monthly operations reviews of the captured data. This information will be used to establish and replicate best practices. The specific customer questionnaire or feedback received from the call center or website may be included in these reviews.

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.***

Carolyn Mitchell, TSA, carolyn.mitchell@tsa.dhs.gov, 571-227-2372

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