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 TSA Pre✓®Application Program applicants to complete an optional survey to gather information on the applicants' overall customer satisfaction with the service received at the enrollment center, as well as its location and appearance. TSA is adding five questions to its survey: Customers will be asked how they learned of the TSA Pre✓®Application Program (e.g., via signage, a co-worker, social media, etc.). Knowing how individuals first encountered the TSA Pre✓®Application Program allows TSA to target future marketing efforts. TSA also will ask about applicants' airport security experiences and the purpose and frequency of their travel to help TSA better assess impact to security checkpoints, as well as monitor the passenger segments that are enrolling and renewing.

   The optional survey, which the applicant may decline to take, is administered at the end of the in-person enrollment and is displayed on the computer monitor facing the applicant. It will also be optionally offered in the same fashion when TSA commences enrollment renewals. If applicants elect to take the survey, they will be presented with questions and then enter their answers on a numeric keypad. For the online renewals process once it is available, applicants will have the option to respond to four of these survey questions, pertaining to purpose and frequency of travel and airport security experience. These questions can be answered via TSA's enrollment website. The survey results are anonymous and sent to the contractor's database for storage and reporting.

   Based on current data, approximately 25 percent of applicants will choose to respond to the survey questions.

   TSA regularly reviews the customer satisfaction results, among other measures designed to gauge the effectiveness and efficiency of the program on a monthly basis.

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 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. Since the data is captured electronically, including the five new questions to be added, it is possible to determine whether any trends exist regarding customer service and/or satisfaction at a particular enrollment center or during a particular enrollment activity 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 TSA Pre✓® Application Program Survey is voluntary, but recommended. The survey is presented on a computer monitor at the end of the in-person enrollment service and a shortened version of the survey will be offered on the enrollment website once the online enrollment renewal process commences. The ease of answering questions on the survey helps to encourage completion of the survey. Individuals who have additional comments that are not addressed by the survey may contact the Universal Enrollment Services Call Center 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 TSA's enrollment provider/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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