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 PreCheck™ (also known as TSA Pre✓®) Application Program) enrolling and renewing applicants to complete an optional survey to gather information on the applicants' overall customer satisfaction with the service received at an enrollment location or during their online renewal. For those enrolling or renewing in-person, the survey also includes questions regarding the enrollment center's location and appearance and interaction with enrollment center representatives. This survey is administered by enrollment providers and sponsored by TSA. Applicants are asked how they learned of the TSA PreCheck™ Application Program (*e.g.*, via signage, a co-worker, social media, etc.). Knowing how individuals first encountered the TSA PreCheck™ Application Program allows TSA to target future marketing efforts. TSA also asks about applicants' 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. Finally, TSA plans to ask other questions to assess the value of the TSA PreCheck™ Application Program to include questions regarding why an individual enrolled/renewed, cost to enroll, and likelihood to recommend the TSA PreCheck™ Application Program to others.

The optional survey, which the applicant may decline to take, is administered at the end of the in-person enrollment or renewal, the end of the online renewal, or within several weeks of post-enrollment. The survey may be offered at the enrollment location, provided online following renewal, or offered via email or web site following enrollment. The survey results are anonymous and sent to an enrollment provider's database for storage and reporting to TSA.

In addition, TSA is sponsoring three new optional surveys to gather information on the TSA PreCheck™ Application Program. These new surveys will be offered via email and web service and will be sent to current and previous TSA PreCheck™ Application Program members. These surveys differ from the survey administered after enrollment or renewal and will provide additional information to improve satisfaction and customer engagement with TSA PreCheck™. Current and previous TSA PreCheck™ Application Program members may decline to participate in the surveys, and all results will remain anonymous.

The first survey will be administered to individuals who do not renew with the TSA PreCheck™ Application Program to understand why an individual chose not to renew membership. The second survey will focus on gathering information to understand the quality of an individual's overall TSA PreCheck™ experience. Finally, the third survey will present advertisements to gauge reactions from current TSA PreCheck™ members on current or future advertising and marketing campaigns. The second and third optional surveys shall be sent to approximately 50 percent of a random sample of current TSA PreCheck™ Application Program members annually. Based on response data to the enrollment satisfaction survey, TSA estimates that approximately 25 percent of members who receive the second or third survey will choose to respond to the survey questions. TSA estimates that only 10 percent of individuals who did not renew with the TSA PreCheck™ Application Program will respond to the survey.

TSA regularly reviews the customer satisfaction results, among other measures designed to gauge the effectiveness and efficiency of the program on a monthly and annual 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 optional post-enrollment survey sponsored by TSA. 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, it is possible to determine whether any trends exist regarding customer service and/or satisfaction at a particular enrollment location and take steps to improve service.

All enrollees with lapsed TSA PreCheck™ eligibility will receive a survey about why they have not renewed and are invited to complete the optional survey with one multiple-choice question. This survey will be distributed via email or website. TSA will use the data collected to understand better why individuals chose not to renew their TSA PreCheck™ eligibility.

All current TSA PreCheck™ members who receive a TSA PreCheck™ experience and/or advertising and marketing survey administered via email, or website that are not related to discontinued membership are invited to complete them, though they are optional. Each of these surveys has a total of eight to 15 multiple-choice and open-ended questions. These results are then tabulated, which will help TSA to determine how to improve satisfaction, marketing, and customer engagement with TSA PreCheck™.

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 PreCheck™ Application Program post-enrollment satisfaction survey is voluntary. The initial survey is presented after the in-person enrollment service in-person or via email or website. The three new optional surveys will be administered via email or website.

The ease of answering questions on the surveys helps to encourage completion of the surveys, and no survey is estimated to take more than several minutes to complete. Individuals who have additional comments that are not addressed by the surveys may contact the TSA Contact Center or the TSA PreCheck™ Application Program enrollment providers' call centers 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 providers, conduct 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 customer satisfaction data. This information will be used to establish and replicate best practices. The specific customer survey questionnaires are 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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