

SUPPORTING STATEMENT FOR REINSTATEMENT REQUEST FOR CUSTOMER SATISFACTION SURVEY

A. Justification

1. It is necessary for the proper performance of agency functions.

Executive Order 12862 (<http://www.customerservice.gov/12862.htm>) directs the United States Coast Guard (USCG) to conduct surveys (both qualitative and quantitative) to determine the kind and quality of services our customers want and expect, as well as their satisfaction with USCG's existing services. These surveys will be limited to data collections that solicit strictly voluntary opinions and will not collect information which is required or regulated. USCG is requesting generic approval to conduct a number of customer satisfaction surveys over the next three years.

2. How, by whom, and for what purpose is the information is to be used?

The USCG will use the information collected to measure customer satisfaction with current services and service standards. This information will allow USCG to improve service delivery and determine whether additional services are requested by our customers. These customer satisfaction surveys may lead to policy changes which enhance USCG's overall operations. We will submit specific survey instruments as they become available and report the results of existing surveys on a yearly basis. The attached list of focus groups, surveys, and other activities reflects the Coast Guard's intentions for customer alignment.

3. Improved information technology.

Improved information technology will be used whenever possible to reduce the burden on the public. There are no technical or legal obstacles to reducing this burden. Electronic data solicitation and collection will be used to the maximum extent possible to reduce the burden on the respondents, consistent with this medium's appropriateness for gathering useful customer service data. Although the Coast Guard's ability to conduct these surveys electronically is limited at this time, a plan is being developed to convert the surveys to an electronic format.

4. It avoids unnecessary duplication.

USCG has not conducted any formal collection of customer satisfaction information prior to this request. There is no current customer satisfaction information available for the areas to be surveyed.

5. It reduces burden on small entities.

Some small businesses or small entities may be asked to evaluate their satisfaction with USCG services. Their participation will be strictly voluntary and the burden minimized with sampling and solicitation of the minimal amount of information needed to evaluate the USCG's performance in their areas of concern.

6. Its implementation will be consistent and compatible with current reporting and recordkeeping practices.

The continuing requirements of Executive Order 12862 dictate an annual evaluation of services and customer satisfaction. Failure to conduct these surveys on an annual basis would violate the intent of the Executive Order and prevent the USCG from continually improving the level of services provided to its customers.

7. Special circumstances.

There are no special circumstances involved in this collection of customer satisfaction information.

8. Consultation.

A request for comment was published in the Federal Register on October 21, 2003 (68 FR 60110). One comment was received, which included two Freedom of Information Act requests. Staff from the Office of Operating and Environmental Standards (G-MSO) in Coast Guard Headquarters contacted the respondent, who stated that he wanted copies of surveys collected by each Regional Exam Center. These FOIA requests are being forwarded to the Office of Information Management (CG-61) for action.

9. Payments or gifts to respondents.

No gifts or payments will be made to any respondents to this request for information.

10. Assurance of confidentiality.

Individuals and organizations contacted will be assured of the confidentiality of their replies under 42 U.S.C. 1306, 20 CFR 401 and 422, 5 U.S.C. 552 (Freedom of Information Act), 5 U.S.C. 552a (Privacy Act of 1974), and OMB Circular No. A-130.

11. Justification for collection of sensitive information.

No sensitive data will be collected.

12. Estimate of burden hours for information requested.

The annual burden is estimated to be 13,732 hours. The actual services and customer groups affected are detailed in the attached listing of focus groups, surveys, etc. The cost to respondents will be zero. The increase in burden hours are due to the increase in respondents for the USCG Merchant Mariner Licensing and Documentation Program. Your Opinion Matters!

13. Estimate of total annual costs to the respondents.

There are no costs incurred by respondents.

14. Estimate of Federal Government costs.

We estimate the potential total cost to the Federal Government (if all potential activities are undertaken) could be up to \$150,000.00. Some of the collections will be conducted by contract agencies, and other collections will be directly coordinated by USCG personnel making an exact formula for cost of each collection impossible. Resources may not be available to support all of these activities.

15. Explanation of program changes or adjustments.

The change in burden is a program change due to an additional customer satisfaction survey: USCG Merchant Mariner Licensing and Documentation Program: Your Opinion Matters!

16. Publication of results of data collection.

The results of these surveys will be disseminated to key policy and management personnel, stakeholders, and Congress. An average response rate of 75 to 80 percent is expected. The results will be published in accordance with Executive Order 12862 to let our customers know how well the USCG is performing relative to its customer service standards.

17. Expiration date of OMB approval.

This is a recurring program and the requirements and forms that are used will not change. It would not be cost effective to destroy dated forms every three years to change a date.

18. Exceptions to certification statement;

The USCG request for the generic clearance of information collection has no exceptions to Item 19 of OMB Form 83-1, Certification for Paperwork Reduction Act.

B. Collections of Information Employing Statistical Methods

1. Statistical methods will not be used for the collections covered under this generic clearance.

LISTING OF FOCUS GROUPS, SURVEYS, ETC

The estimates for this collection are based on historical data. The most recent detailed analysis took place in FY 2000, 2001 & 2002.

A. Focus Groups (Qualitative Data)

RECREATIONAL BOATERS

- Opinions of users of USCG radionavigation and satellite services. Focus group to consist of 20 people and last for 2 hours. The total annual burden for this collection would be 40 hours.
- Opinions of recreational boaters on the customer service they receive from the Coast Guard in areas such as boating safety, Search & Rescue, information materials. Four focus groups to consist of 20 people and last for 2 hours. The total annual burden for this collection would be 160 hours.

COMMERCIAL MARINERS

- Opinions of foreign passenger vessel operators who carry U. S. citizens. Focus group to consist of 15 people and will last for 2 hours. Total annual burden for this collection would be 30 hours.
- Opinions of Commercial Mariners on the customer service they receive from the Coast Guard in areas such as bridge services, radionavigation, safety, and vessel inspection. Four focus groups to consist of 20 people and last for 2 hours. The total annual burden for this collection would be 160 hours.

GOVERNMENT/INDUSTRY CUSTOMER PARTNER

Focus groups of government/industry customers for such groups as: fishing vessel associations, ship owners, state and federal working relationships, large passenger fishing vessel owner/operations and oil companies on their customer satisfaction with the Coast Guard. Four focus groups of 15 for 2 hours. Total annual burden for this collection would be 120 hours.

-Total burden hours for focus groups may be 510 hours annually.

B. Questionnaires (Quantitative Data)

Could be conducted by mail, fax or on-line.

- Survey of Customer Service Standard Satisfaction with questions directly related to the USCG customer service standards. 500 respondents at 20 minutes equals 165 burden hours.
- Survey of service to National Science Foundation, U.S. Navy Military Sealift Command, and others that require and benefit from USCG Antarctic icebreaking services. 100 respondents at 20 minutes each. Total annual burden of 33 hours.
- Survey of radionavigation and satellite users on position fixing services provided and maintained by the USCG. 500 respondents at 20 minutes, total annual burden of 165 hours.
- Survey of Vessel Traffic Safety Services provided by USCG to maritime customers at various ports. Mail survey of navigation safety opinions of 400 respondents at 20 minutes, total annual burden 132 hours.
- Survey of government/industry customers for such groups as fishing vessel associations, shipowners, state and federal working relationships, large passenger fishing vessel owners/operators and oil companies. Survey of 1000 respondents at 25 minutes equals 330 burden hours.
- Survey of callers to USCG Infoline, principally recreational boaters and commercial vessel operators. Assess level of satisfaction with Infoline services. 400 respondents at 20 minutes each, total annual burden of 165 hours.
- Survey of Recreational boaters who receive various printed pamphlets, brochures and audio/visual information materials on level of satisfaction with these services. Survey of 500 respondents at 20 minutes each, total annual burden of 165 hours.
- Survey of Commercial Fishing vessel operators on the performance of USCG boarding officers. Determine the level of satisfaction with the USCG's efforts to protect the safety of the operators and the protection of the resources. 500 respondents at 20 minutes each, total annual burden of 165 hours.
- Survey users of Vessel Inspection Program services. Determine level of satisfaction of vessel owners/operators with the USCG's inspection and certification issuance procedures. 500 respondents at 20 minutes each, total annual burden of 165 hours.
- Survey of Foreign passenger Vessel Operators. Determine level of satisfaction of USCG examinations of foreign vessels that carry U. S. citizens. 150 respondents at 20 minutes each, total annual burden of 50 hours.
- Survey of inspected commercial vessel owners on the collection of user fees. Obtain information on best methods to calculate and collect user fees. 200 respondents at 20 minutes each, total annual burden of 66 hours.
- Survey of callers to our Vessel Response Plan Hotline. Determine better ways to provide assistance in developing required vessel response plans. 500 respondents at 20 minutes each, total annual burden of 165 hours.
- Survey of waterfront facility owners, vessel owner/operators, and state and local government agencies on National Preparedness for Response Exercise Program (PREP). Determine level of satisfaction with PREP drills. 200 respondents at 20 minutes each, total annual burden of 66 hours.

- Survey of responsible parties after oil or chemical spills to ensure adequate level of response operations. Obtain opinion on ticket and report of violation programs. 500 respondents at 20 minutes each, total annual burden of 165 hours.
- Survey of User Fee Applicants. Gather ideas from inspected commercial vessel owner/operators on best methods to calculate and collect vessel user fees. 200 respondents at 15 minutes, total annual burden of 50 hours.
- Survey of Certificate of Financial Responsibility applicants. Determine customer satisfaction with application process. 500 respondents at 15 minutes, total annual burden of 125 hours.
- Survey of Vessel Documentation Program services. Obtain feedback on customer satisfaction level of documented vessel owner/operators. 500 respondents per year at 15 minutes each, total burden of 125 hours.
- Survey of Merchant Officer Licensing services. Survey to gauge level of customer satisfaction with test application, review, and license issue processes. 500 respondents per year at 15 minutes each, total annual burden of 125 hours.
- Survey of Merchant Mariner Documentation services. Gather information from documented merchant mariners on customer satisfaction with test application, review, and documentation issuance processes. 500 respondents per year at 15 minutes each, total annual burden of 125 hours.
- Survey of Foreign Cargo Vessels calling in U.S. ports. Solicit customer satisfaction information from foreign flag freight, tank, and bulk chemical vessels on USCG examination and certificate issue process. 500 respondents per year at 15 minutes each, total annual burden of 125 hours.
- Survey of Marine Safety Proceedings Publication Readers. Obtain customer satisfaction information from readers of USCG marine safety publications. 500 respondents per year at 15 minutes each, total annual burden of 125 hours.
- Customer satisfaction survey of U. S. port users, by Volpe Center for Marine Studies. Survey of pilots, tug and tow companies, recreational users, shipping companies and shore side customers who are directly affected by the operational capacity of the waterway. 625 participants- per year at 20 minutes each, total annual burden of 206 burden hours.
- Sector Service Survey. Voluntary survey that enables Sector customers provide feedback to Sector Commanders. The survey was designed to assess impacts of the new field organization on industry, or any topic of concern or interest. Online Survey.
- Survey of Area Maritime Security Committee members. Survey of AMSC members to determine effectiveness of committees and future policy/program changes. 1000 respondents at 20 minutes, total annual burden of 330 hours.
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Total burden hours for surveys may be 2673 hours annually.

C. Telephone Surveys (Quantitative Data)

- Survey of users of Coast Guard Infoline callers. Survey of recreational boaters calling for manufacturing boating safety and other information. 500 respondents per year at 20 minutes each, total annual burden of 165 hours.

- Survey of Vessel Response Plan Hotline callers. Survey of vessel owner/operators calling for assistance in developing required vessel response plans. 500 respondents at 20 minutes, total annual burden of 165 hours.
- Survey of Search and Rescue customers. Telephone interview with members of the commercial vessel and recreational boating public who have been involved in a USCG Search and Rescue case to determine customer satisfaction with the action and professionalism of USCG personnel during that case. 500 respondents at 20 minutes, total annual burden of 165 hours.

Total burden for telephone surveys may be 495 hours annually.

D. Customer Service Feedback Cards (Quantitative Data)

This feature was not utilized.

E. Other Activities

FY 2000, FY 2001, and FY 2002

- Survey of State Boating Law Administrators. In depth interviews with state boating administrators on financial assistance and boating safety program development assistance. Interview with 56 administrators per year during several contacts totaling approximately 2 hours each, for a total annual burden of 112 hours.

Total burden hours for in depth interviews may be up to 112 hours annually.

F. Yearly Totals

Total annual burden for all anticipated collections may be 3592 hours.