

The U.S. Census Bureau plans to conduct additional survey work under the generic clearance for Data User Evaluation Surveys (OMB number 0607-0760).

The Census Bureau's Finance Division is planning a survey to assess the users' interest, uses, and satisfaction with the Financial Service Center (FSC) Customer Assistance Line Liaison (CALL) Team. The CALL team answers all customer inquiries for the Financial Services Center, conducts reviews of undelivered orders and A-123 internal controls. The feedback from this survey will help the Financial Service Center decide next steps for this program.

In July 2008 through January 2009, all callers to the FSC will be offered the opportunity to participate in the customer satisfaction survey once we have answered their questions. Currently, we receive about 120 calls per month, and out of those, we expect to receive 30 completed surveys per month.

The Finance Division staff have reviewed and internally tested the questionnaire for ease of use and content appropriateness. We estimate respondent burden at 5 minutes per questionnaire for a total respondent burden of 15 hours.

We plan to maximize response rates by training interviewers on the importance of collecting the customer satisfaction data.

This survey is being developed entirely within the Census Bureau. As such, the only cost for development is staff costs.

For further information about this survey, please contact Ozell Sanders Jr., Finance Division, at 301-763-1243.