

# Paperwork Reduction Act Submission

Please read the instruction before completing this form. For additional forms or assistance in completing this forms, contact your agency's Paperwork Reduction Officer. Send two copies of this form, the collection instrument to be reviewed, the Supporting Statement, and any additional documentation to: Office of Information and Regulatory Affairs, Office of Management and Budget, Docket Library, Room 10102, 725 Seventeenth St. NW, Washington, DC 20503.

1. Agency/Subagency Originating Request: <b>U.S. Department of Housing and Urban Development</b> Office of Policy Development and Research		2. OMB Control Number: a. <b>2528</b> b. <input checked="" type="checkbox"/> None	
3. Type of information collection: (check one) a. <input checked="" type="checkbox"/> New Collection b. <input type="checkbox"/> Revision of a currently approved collection c. <input type="checkbox"/> Extension of a currently approved collection d. <input type="checkbox"/> Reinstatement, <b>without change</b> , of previously approved collection for which approval has expired e. <input type="checkbox"/> Reinstatement, <b>with change</b> , of previously approved collection for which approval has expired f. <input type="checkbox"/> Existing collection in use without an OMB control number For b-f, note item A2 of Supporting Statement instructions.		4. Type of review requested: (check one) a. <input checked="" type="checkbox"/> Regular b. <input type="checkbox"/> Emergency - Approval requested by c. <input type="checkbox"/> Delegated 5. Small entities: Will this information collection have a significant economic impact on a substantial number of small entities? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 6. Requested expiration date: a. <input checked="" type="checkbox"/> Three years from approval date    b. <input type="checkbox"/> Other (specify)	
7. Title: <b>Customer Satisfaction Survey of PD&amp;R Customers</b>			
8. Agency form number(s): (if applicable) None			
9. Keywords: Housing, Customer satisfaction, Website Feedback, Website User Survey			
10. Abstract: The purpose of the proposed research is to determine the usefulness of PD&R's research and data products and to identify ways to improve customer satisfaction with its future products. Specifically, the research will query customers regarding usefulness of specific types of products and solicit feedback on ways to improve them. Data will be collected through three (3) different surveys. The first survey will be administered to the visitors of the publications, periodicals, data sets, and the web store sections of the HUDUSER website and will obtain feedback on PD&R products. The second survey will be administered to the subscribers of the four electronic mailing lists (eLists) maintained by HUDUSER and the list of subscribers to the electronic version of ResearchWorks. The third survey will be a telephone survey of customers who are included in the HUDUSER orders database. HUDUSER maintains a database of all customers who place orders through telephone, fax, or web store in a database called the HUDUSER Inventory and Reporting System database. Approximately 100 interviews will be completed of customers from this database. The customers to be included in the survey will be selected randomly based on type of product ordered. Five of these interviews will be conducted with Congressional staff members.			
11. Affected public: (mark primary with "P" and all others that apply with "X") a. <b>P</b> Individuals or households    e. Farms b. <b>X</b> Business or other for-profit    f. <b>X</b> Federal Government c. <b>X</b> Not-for-profit institutions    g. <b>X</b> State, Local or Tribal Government		12. Obligation to respond: (mark primary with "P" and all others that apply with "X") a. <b>P</b> Voluntary b. Required to obtain or retain benefits c. Mandatory	
13. Annual reporting and recordkeeping hour burden: a. Number of respondents                      28,769 b. Total annual responses                      28,769 Percentage of these responses collected electronically                      99% c. Total annual hours requested                      883 d. Current OMB inventory                                      0 e. Difference (+,-)    +883 f. Explanation of difference: 1. Program change: 2. Adjustment:		14. Annual reporting and recordkeeping cost burden: (in thousands of dollars) a. Total annualized capital/startup costs                      \$0.00 b. Total annual costs (O&M)                                      \$0.00 c. Total annualized cost requested                                      \$0.00 d. Total annual cost requested                                      \$0.00 e. Current OMB inventory    \$0.00 f. Explanation of difference: 1. Program change:    0 2. Adjustment:    0	
15. Purpose of Information collection: (mark primary with "P" and all others that apply with "X") a. Application for benefits                      e. <b>P</b> Program planning or management b. Program evaluation                                      f. Research c. General purpose statistics                      g. Regulatory or compliance d. Audit		16. Frequency of recordkeeping or reporting: (check all that apply) a. <input type="checkbox"/> Recordkeeping    b. <input type="checkbox"/> Third party disclosure c. <input checked="" type="checkbox"/> Reporting: 1. <input checked="" type="checkbox"/> On occasion    2. <input type="checkbox"/> Weekly                      3. <input type="checkbox"/> Monthly 4. <input type="checkbox"/> Quarterly                      5. <input type="checkbox"/> Semi-annually    6. <input type="checkbox"/> Annually 7. <input type="checkbox"/> Biennially                      8. <input type="checkbox"/> Other (describe)	
17. Statistical methods: Does this information collection employ statistical methods? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		18. Agency contact: (person who can best answer questions regarding the content of this submission) Name: Barbara A. Haley Phone: 202-402-5708	



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## 19. Certification for Paperwork Reduction Act Submissions

On behalf of this Federal Agency, I certify that the collection of information encompassed by this request complies with 5 CFR 1320.9.

**Note:** The text of 5 CFR 1320.9, and the related provisions of 5 CFR 1320/8(b)(3). Appear at the end of the instructions. The certification is to be made with reference to those regulatory provisions as set forth in the instructions.

The following is a summary of the topics, regarding the proposed collections of information, that the certification covers:

- (a) It is necessary for the proper performance of agency functions;
- (b) It avoids unnecessary duplication;
- (c) It reduces burden on small entities;
- (d) It uses plain, coherent, and unambiguous terminology that is understandable to respondents;
- (e) Its implementation will be consistent and compatible with current reporting and recordkeeping practices;
- (f) It indicates the retention periods for recordkeeping requirements;
- (g) It informs respondents of the information called for under 5 CFR 1320.8(b)(3):
  - (i) Why the information is being collected;
  - (ii) Use of the information;
  - (iii) burden estimate;
  - (iv) Nature of response (voluntary, required for a benefit, or mandatory);
  - (v) Nature and extent of confidentiality; and
  - (vi) Need to display currently valid OMB control number;
- (h) It was developed by an office that has planned and allocated resources for the efficient and effective management and use of the information to collected (see note in item 19 of the instructions);
- (i) It uses effective and efficient statistical survey methodology; and
- (j) It makes appropriate use of information technology.

If you are unable to certify compliance with any of these provisions, identify the item below and explain the reason in item 18 of the Supporting Statement.

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Signature of Program Official:

Date:

X

Jean Lin Pao, General Deputy Assistant Secretary for Policy Development and Research

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Signature of Senior Officer or Designee:

Date:

X  
Wayne Eddins, Departmental Reports Management Officer  
Office of Investment Strategies, Policy, and Management, Office of the Chief Information Officer

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Signature of Senior Officer or Designee:

Date:

X  
Wayne Eddins, Departmental Reports Management Officer  
Office of Investment Strategies, Policy, and Management, Office of the Chief Information Officer