

| Survey No. | Survey Title | Current Program Office Responsible | Program Office Contact | Collection Information | Estimated Time to fill out form in minutes? | Number of Estimated Respondents and | |
|--------------------------------------|--|---|--|--|---|-------------------------------------|---------|
| | | | | | | FY2009 | FY 2010 |
| Customer Satisfaction Surveys | | | | | | | |
| CSS1 | PMF Job Fair Survey | HRPS/ CLCS/SPP (Succession Planning Programs) | Heather Kehr, SPP Bus Ops Mgr: 202-606-4217, heather.kehr@opm.gov; or Eric Brown, PMF Prog Mgr: 202-606-1792, eric.brown@opm.gov | Used to measure customer (PMF finalists) satisfaction with the annual PMF Job Fair | 10 | 400 | 400 |
| Burden | | | | | 0.1667 | 67 | 67 |
| CSS2 | Customer Satisfaction Survey (Agency contracted) | HRPS/ CTS/ASB | Jennifer Hartenstine 202 606-0951 Jennifer.Hartenstine@opm.gov or Steve | Used to determine client's level of satisfaction with OPM's products & services; PRDC developed survey | 15 | 8000 | 20000 |
| Burden | | | | | 0.2500 | 2000 | 5000 |
| CSS3 | Website Customer Satisfaction Survey | CIS/NMG | Vivian Mackey/Huta i Anderson | Web Exit survey used periodically to solicit feedback on opm.gov | 5 | 35000 | 36000 |
| Burden | | | | | 0.0833 | 2917 | 3000 |
| CSS4 | Open Season Express Telephone Survey | Center for Retirement and Insurance Services | Karl Bartley | Used for retiree FEHB Open Season IVR system. | 2 | 25123 | 26379 |
| Burden | | | | | 0.0333 | 837 | 879 |
| CSS5 | Open Season Online Survey | Center for Retirement and Insurance Services | Karl Bartley | Used for retiree FEHB Open Season website. Data is never published. | 2 | 13315 | 13982 |
| Burden | | | | | 0.0333 | 444 | 466 |
| CSS6 | Rating Federal Retirement Program Website | Center for Retirement and Insurance Services | Patsy Bruton 202-606-4558 Patsy.Bruton@opm.gov | Currently used web exit survey | 2 | 2900 | 2900 |
| Burden | | | | | 0.0333 | 97 | 97 |

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|----------------------------|--|--|---|--|--------|--------|--------|
| CSS7 | Services Online | Center for Retirement and Insurance Services | Patsy Bruton 202-606-4558 Patsy.Bruton@opm.gov | Currently used web exit survey | 2 | 90195 | 90195 |
| Burden | | | | | 0.0333 | 3007 | 3007 |
| CSS8 | Final Users Customer Satisfaction Survey (NPPTL) | HRPS/CTS/ASB | Jennifer Hartenstine 202 606-0951 Jennifer.Hartenstine@opm.gov or Steve | Once Every two years | 20 | 0 | 400 |
| Burden | | | | | 0.3333 | 0 | 133 |
| CSS9 | Final Manufacturers Customer Satisfaction Survey (NPPTL) | HRPS/CTS/ATS | Jennifer Hartenstine 202 606-0951 Jennifer.Hartenstine@opm.gov or Steve | Once Every two years | 20 | 0 | 100 |
| Burden | | | | | 0.3333 | 0 | 33 |
| CSS10 | Insurance website customer satisfaction core survey | Center for Retirement and Insurance Services | Angelo Cueto 202-606-1184 angelo.cueto@opm.gov | Current survey - Used during every Benefits Open Season on the /insure website Used to improve insurance services and capabilities | 3 | 5000 | 5000 |
| Burden | | | | | 0.0500 | 250 | 250 |
| CSS11 | DFAS Retiree-Annuitant Customer Satisfaction Survey | HRPS/CTS | Steve Burnkrant 303 807-0258 Steve.Burnkrant@opm.gov | new survey | 15 | 3000 | 3000 |
| Burden | | | | | 0.2500 | 750 | 750 |
| CSS12 | TSA Applicants Customer Satisfaction Survey | HRPS/CTS | Steve Burnkrant 303 807-0258 Steve.Burnkrant@opm.gov | New Survey starting in 2010 | 15 | 0 | 10000 |
| Burden | | | | | 0.2500 | 0 | 2500 |
| CSS Respondents Sub Totals | | | | | | 182933 | 208356 |
| CSS Burden Sub Totals | | | | | | 10368 | 16182 |

| Performance Measurement Surveys | | | | | | | |
|-------------------------------------|--|--|--|---|--------|--------|--------|
| PMS1 | Federal Human Capital Survey (FHCS). | HRPS/CTS | Joe Hillery 202 606-2276 Joseph.Hillery@opm.gov | Active survey that is cleared every 2 years Governmentwide and PSD provides ongoing surveys for other agencies on a reimbursable basis. | 30 | 75000 | 515000 |
| Burden | | | | | 0.5000 | 37500 | 257500 |
| PMS2 | CSS for Federal Annuitants | Center for Retirement and Insurance Services | B.A. Wells 606-2730 bawells@opm.gov | Active survey that is cleared annually | 25 | 350 | 350 |
| Burden | | | | | 0.4167 | 146 | 146 |
| PMS3 | Consumer Assessment of Healthcare Providers and Systems (CAHPS) – Adults | Center for Retirement and Insurance Services | Angela Calarco 202-606-5139 Angela.Calarco@opm.gov | Active survey that is cleared annually | 20 | 70000 | 70000 |
| Burden | | | | | 0.3333 | 23333 | 23333 |
| PMS4 | Consumer Assessment of Healthcare Providers and Systems (CAHPS) – Child Survey | Center for Retirement and Insurance Services | Angela Calarco 202-606-5139 Angela.Calarco@opm.gov | Active survey that is cleared annually | 20 | 200 | 200 |
| Burden | | | | | 0.3333 | 67 | 67 |
| PMS5 | OPM Leadership 360 | HRPS/CTS | Steve Burnkrant 303 807-0258 Steve.Burnkrant@opm.gov | New Survey | 15 | 100 | 100 |
| Burden | | | | | 0.2500 | 25 | 25 |
| PMS Respondents Sub Totals | | | | | | 145650 | 585650 |
| PMS Burden Sub Totals | | | | | | 61071 | 281071 |
| Program Services Evaluation Surveys | | | | | | | |

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|-----------------------------|--|--------------|---|---------------------------------------|--------|--------|---------|
| PSES1 | Annual Employee Survey (AES) | HRPS/CTS/ASB | Joe Hillery 202 606-2276 Joseph.Hillery@opm.gov | New Survey | 30 | 105000 | 442500 |
| Burden | | | | | 0.5000 | 52500 | 221250 |
| PSES2 | Organizational Assessment Survey (OAS) | HRPS/CTS/ASB | Rose Miller 202 606-1232 Rosemary.Miller@opm.gov or Steve | New Survey | 15 | 1000 | 1000 |
| Burden | | | | | 0.2500 | 250 | 250 |
| PSES3 | OPM Employee Exit Survey | HRPS/CTS/ASB | Steve Burnkrant 303 807-0258 Steve.Burnkrant@opm.gov | New Survey | 10 | 100 | 200 |
| Burden | | | | | 0.1667 | 17 | 33 |
| PSES4 | Personnel Assessment and Selection Resource Center Feedback Survey | SHRP | Tara Ricci 606-1727 Tara.Ricci@opm.gov | New Survey | 1 | 50 | 50 |
| Burden | | | | | 0.0167 | 1 | 1 |
| PSES5 | Clerical Central Register Applicant Survey | SHRP | Tara Ricci 606-1727 Tara.Ricci@opm.gov | New One-Time Survey under development | 5 | 1000 | 0 |
| Burden | | | | | 0.0833 | 83 | 0 |
| PSES6 | Organizational Branding Assessment | HRPS/CTS | Melissa Krost | New Survey | 40 | 50 | 150 |
| Burden | | | | | 0.6667 | 33 | 100 |
| PSES Respondents Sub Totals | | | | | | 107200 | 443900 |
| PSES Burden Sub Totals | | | | | | 52884 | 221634 |
| | | | | | | FY2009 | FY2010 |
| Total Respondents | | | | | | 435783 | 1237906 |
| Total Generic Survey Burden | | | | | | 124323 | 518887 |

| Burden per year? | Total 3 years |
|------------------|---------------|
| FY 2011 | |
| 400 | 1200 |
| 67 | 200 |
| 20000 | 48000 |
| 5000 | 12000 |
| 37000 | 108000 |
| 3083 | 9000 |
| 27697 | 79199 |
| 923 | 2640 |
| 14651 | 41948 |
| 488 | 1398 |
| 2900 | 8700 |
| 97 | 290 |

| | |
|--------|--------|
| 90195 | 270585 |
| 3007 | 9020 |
| 0 | 400 |
| 0 | 133 |
| 0 | 100 |
| 0 | 33 |
| 5000 | 15000 |
| 250 | 750 |
| 3000 | 9000 |
| 750 | 2250 |
| 10000 | 20000 |
| 2500 | 5000 |
| 210843 | |
| 16165 | |

| | |
|-------|--------|
| | |
| 13000 | 603000 |
| 6500 | 301500 |
| 350 | 1050 |
| 146 | 438 |
| 70000 | 210000 |
| 23333 | 70000 |
| 200 | 600 |
| 67 | 200 |
| 100 | 300 |
| 25 | 75 |
| 83650 | |
| 30071 | |
| | |

| | |
|---------------|----------------|
| 105000 | 652500 |
| 52500 | 326250 |
| 1000 | 3000 |
| 250 | 750 |
| 500 | 800 |
| 83 | 133 |
| 50 | 150 |
| 1 | 3 |
| 0 | 1000 |
| 0 | 83 |
| 160 | 360 |
| 107 | 240 |
| 106710 | |
| 52941 | |
| FY2011 | 3 Years |
| 401203 | 2074892 |
| 99176 | 742386 |