

OMB Supporting Statement

2010-2013 Aeronautical Chart Point of Sale Survey

Submission Date 8-13-09

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A. Justification

1. Explain the circumstances that make the collection of data necessary.

A review of the Aviation System Standards Distribution Dissemination Quality Plan states that the organization shall determine, collect, and analyze appropriate data to demonstrate the suitability and effectiveness of the Quality Management System in relation to customer satisfaction.

This collection supports the DOT Strategic Goal of organizational excellence.

2. Indicate how, by whom, and for what purpose the information is to be used.

The Glenn Dale Distribution Center will collect the customer feedback for Aviation System Standards Quality Management objectives. To accomplish the research objectives, Customers will receive an email with a web link to an anonymous and voluntary survey twice a year. This information will be used by Aviation System Standards to help evaluate current aeronautical product customer service at the point of sale.

3. Describe any consideration of the use of improved information technology...to reduce burden.

In an effort to utilize information technology and reduce burden, aeronautical product customers will be provided with two optional response venues. In particular, a website link to the survey will be distributed to each customer by email and a hard copy of the survey will be available at the customer's request. The optional website link provides two noteworthy benefits. First, it provides the respondents an alternative to hard copy submission and enables them to select a mode of response that is most convenient. Second, it reduces both a time and money burden on the part of the government as noted by the Government Paperwork Elimination Act (2003) and the recommendations of OMB (2006). For example, utilizing online responses reduces the amount of time and money needed for the collection and processing of responses without increasing the time needed to complete the survey. Although other methods of data collection were considered (e.g., telephone surveys, individual interviews), preliminary analysis indicates that providing an optional website link and mailing surveys when requested would be the most efficient strategy for collecting data from the perspective of both the public and the government.

4. Describe efforts to identify duplication.

No existing information of the type required for these studies exists in any other data repository.

5. If the collection of information involves small business, describe methods to minimize burden.

This effort utilizes a voluntary 5 question customer service survey with multiple choice answers.

6. Describe consequences to Federal program if collection were conducted less frequently.

Given the natural decline of human recollection over time, assessment of respondent opinions and attitudes within a specified time period is critical for ensuring data quality. To obtain accurate information regarding the Glen Dale Aeronautical Charting purchase experience, it is necessary to

conduct multiple data collections throughout the year to accommodate the ongoing nature of customer purchases. Despite the use of multiple data collections, each respondent will only be asked for information on a bi-annual basis.

7. Explain any special circumstances that would cause the information collection to be conducted:

- a. More often than quarterly.** No participant will be asked to provide information more often than quarterly.
- b. Response in less than 30 days.** No participant will be asked to give a response in less than 30 days.
- c. More than original.** No participant will be asked to submit more than the original copy of the data collection instrument.
- d. Using records for more than three years.** No participant will be asked to retain records.
- e. In connection with an invalid statistical survey.** No invalid statistical survey is anticipated.
- f. Requiring unapproved data classification.** No unapproved data classification activities are anticipated.
- g. Includes unsupported pledge of confidentiality.** All data collection will be conducted anonymously.
- h. Requires trade secret of confidential information.** No trade secrets or items of similar confidential information will be requested.

8. If applicable, identify date and page number of publication in Federal Register of agency notice required by 5 CFR 1320.8 and provide summary of comments and agency responses. Describe any efforts to consult with persons outside the agency.

A notice was published in the Federal Register on September 2, 2009, vol. 74, no. 169, page 45516. No comments were received. See Appendix A to review a copy of the submitted Federal Register notice.

9. Explain decision to provide payment to respondents.

No payments will be made to respondents.

10. Describe any assurance of confidentiality provided to respondents.

This information will be protected to the extent available under applicable laws and regulations and no individually identifiable information will be viewed or retained. All responses to survey items are **anonymous**. Only group statistics shall be used in any report. Participation in the survey is completely **voluntary**.

11. Provide justification for questions of a sensitive nature.

No questions of a sensitive nature relating to sexual behavior or religious attitudes will be used. All

questions used in the information collection efforts will relate to the purchasing of Aeronautical Charting products.

12. Provide estimates of burden to respondents.

Over a three-year time period, we expect to receive approximately 640 responses per year (n=1920). Assuming a time investment of 5 minutes per respondent, a total time investment of 53 hours is expected. According to the Bureau of Labor Statistics, the median hourly wage for American civilian worker is \$19.29 per hour. Thus, the expected burden to each respondent is approximately \$ 1.60 per year.

13. Estimate total annual cost burden to respondents.

640 respondents per year X \$1.60 each = \$1024 per year

14. Provide estimates of annualized cost to Federal government and to respondents.

The estimated cost (in dollars) to the government is less than \$700 dollars. FAA analyst and distribution clerks from the Glenn Dale facility will assist in this project. The task they will perform with cost estimates are as follows:

Federal Government Costs

Survey Development (hard copy and online)	\$250
Printing	\$100
Distribution	\$240
Processing and Reporting	\$100

TOTAL	\$690

FAA Analyst time: A key objective of the Aviation System Standards Quality Management System employees is to support continuous improvement efforts throughout the organization. The proposed questionnaire is such a project. No new employees will be hired to conduct this project. PC&B expenses will be incurred for current employees whether or not this project is undertaken. This, it is not necessary to include the cost of the FAA employee time.

Respondent Costs

When requested the package sent to respondents will include both the questionnaire and postage-paid envelopes. Thus, the cost to the respondent will be limited to the time required to complete the questionnaire.

15. Explain reasons for any program changes or adjustments.

This is a new collection, therefore it is a program change.

16. For collections whose results will be published, outline plans for tabulation, analysis, and publication.

The purpose of this study is Quality Management System inquiry. Aviation System Standards

Quality Staff will analyze this data to monitor customer satisfaction and use it to provide **internal** reports to Staff Management on a bi-annual basis. Interest is in general customer satisfaction and no additional analysis will be performed on the collected data.

17. If seeking approval to not display expiration date of OMB approval, explain why.

The OMB number will also be displayed in the upper right corner of the survey page.

18. Explain each exception to certification statement identified in Item 19 of OMB Form 83-1.

There are no exceptions to the certification statement.