

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 Burden per year?			Total 3 years
						FY2009	FY 2010	FY 2011	
Customer Satisfaction Surveys									
CSS1	PMF Job Fair Survey	HRS/ LTMS/ BES/ PLANPROG	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	400	1200
Burden					0.1667	67	67	67	200
CSS2	Customer Satisfaction Survey (Agency contracted)	HRS/ LTMS/ HRSES/ IOAE/ ORGASSES	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	20000	48000
Burden					0.2500	2000	5000	5000	12000
CSS3	Open Season Express Telephone Survey	RB/RO/ RES/ RETBEN	Karl Bartley	Used for retiree FEHB Open Season IVR system.	2	25123	26379	27697	79199
Burden					0.0333	837	879	923	2640
CSS4	Open Season Online Survey	RB/RO/ RES/ RETBEN	Karl Bartley	Used for retiree FEHB Open Season website. Data is never published.	2	13315	13982	14651	41948
Burden					0.0333	444	466	488	1398
CSS5	Rating Federal Retirement Program Website	RB/RO/ OPS/QCA	Patsy Bruton 202-606-4558 Patsy.Bruton@opm.gov	Currently used web exit survey	2	2900	2900	2900	8700
Burden					0.0333	97	97	97	290
CSS6	Services Online	RB/RO/ OPS/QCA	Patsy Bruton 202-606-4558 Patsy.Bruton@opm.gov	Currently used web exit survey	2	90195	90195	90195	270585
Burden					0.0333	3007	3007	3007	9020
CSS7	Final Users Customer Satisfaction Survey (NPPTL)	HRS/ LTMS/ HRSES/ IOAE/ ORGASSES	Jennifer Hartenstine 202 606-0951 Jennifer.Hartenstine@opm.gov or Steve	Once Every two years	20	0	400	0	400
Burden					0.3333	0	133	0	133

CSS8	Final Manufacturers Customer Satisfaction Survey (NPPTL)	HRS/ LTMS/ HRSES/ IOAE/ ORGASSES	Jennifer Hartenstine 202 606-0951 Jennifer.Hartenstine@opm.gov or Steve	Once Every two years	20	0	100	0	100
Burden					0.3333	0	33	0	33
CSS9	Insurance website customer satisfaction core survey	RB/IO/PPE	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	5000	15000
Burden					0.0500	250	250	250	750
CSS10	DFAS Retiree-Annuitant Customer Satisfaction Survey	HRS/ LTMS/ HRSES/ IOAE/ ORGASSES	Steve Burnkrant 303 807-0258 Steve.Burnkrant@opm.gov	new survey	15	3000	3000	3000	9000
Burden					0.2500	750	750	750	2250
CSS11	TSA Applicants Customer Satisfaction Survey	HRS/ LTMS/ HRSES/ IOAE/ ORGASSES	Steve Burnkrant 303 807-0258 Steve.Burnkrant@opm.gov	New Survey starting in 2010	15	0	10000	10000	20000
Burden					0.2500	0	2500	2500	5000
CSS12	How Has The Office of Personnel Management Served You? RI 10-72	RB/RM/MI	B.A. Wells 606-2730 bawells@opm.gov	Active survey that is conducted annually	25	350	350	350	1050
Burden					0.4167	146	146	146	438
					Annual Average	FY2009	FY2010	FY2011	3 Years Total
Total Respondents					165061	148283	172706	174193	495182
Total Burden					11384	7597	13328	13227	34152