

Bureau of the Public Debt (BPD) Government Agency Investment Services (GAIS) 2010 customer satisfaction survey

A. Brief Explanation

During 2009, OMB Examiner Brian Winseck approved a new Government Agency Investment Services (GAIS) Program Assessment Rating Tool (PART) Goal. The new PART Goal reads, "Receive a high quality customer satisfaction rating for Government Agency Investment Services." To satisfy the PART Goal requirement, the Bureau of the Public Debt (BPD) proposed conducting an annual customer satisfaction survey. The baseline would be set after the initial survey in FY2010.

The results from the surveys will be used as a measurement of both BPD representatives and IT systems satisfaction. The survey results will allow BPD to measure the extent to which objectives are achieved within specific program areas and recognize areas of improvement. The results will also be used to assess effectiveness and efficiency of the GAIS line of business and is required to evaluate the IT investment as reported through the OMB Exhibit 300 submission.

Consideration for possible duplication of information was given during the planning stages of the project. Personnel administering the survey were in contact with other offices within the bureau to ensure that the planned surveys did not duplicate information that may have been included on past surveys administered within the bureau. Meetings and discussions were held with each GAIS program area specifically to eliminate duplication of information that may already have been available.

During the initial planning stages of the GAIS baseline survey, consideration was given to the possibility of telephonic interviews or hard copy mailings of the survey, however the use of electronic mailings e-mail was determined to be effective, cost efficient, and caused the least burden to the respondent. The intent, purpose, and how the data will be used were clearly stated in the survey language.

B. Estimated Hour Burden

The estimated hour burden for this collection of GAIS Survey information from respondents is 3 minutes. This amount of time includes reading the initial e-mail request and survey instructions as well as clicking on the appropriate response box and the time to add comments. The number of respondents is 758 which is 27% of the total population. The estimated hour burden for the entire respondent population is 37.9 hours.