Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 1535-0143)

TITLE OF INFORMATION COLLECTION: 2014 Treasury Auction Satisfaction Survey

PURPOSE: In order to provide high quality and responsive customer service and to meet our obligations under Executive Order 12862 we need to monitor customer satisfaction and get valuable feedback about features of TAAPS (Treasury Automated Auction Processing System). The survey results will allow the Bureau of the Fiscal Service, Treasury Securities Service, Office of Financing to measure the extent to which objectives are achieved and recognize areas of improvement.

DESCRIPTION OF RESPONDENTS: Targeted respondents are Primary Dealers and selected Direct Submitters that use the Treasury Automated Auction Processing System (TAAPS) to participate in all U.S. Treasury securities auctions

TYPE OF COLLECTION: (Check one)				
[] Customer Comment Card/Complaint Form [] Usability Testing (e.g., Website or Software [] Focus Group	[X] Customer Satisfaction Survey[] Small Discussion Group[] Other:			
CERTIFICATION:				
I certify the following to be true:				
 The collection is voluntary. 				
2. The collection is low-burden for respondents and low-cost for the Federal Government.				
3. The collection is non-controversial and does <u>not</u> agencies.				
4. The results are not intended to be disseminated to the public.				
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> policy decisions.				
6. The collection is targeted to the solicitation of experience with the program or may have expe	1			
Name:				
Bruce A. Sharp				
To assist review, please provide answers to the fol	lowing question:			

Gifts or Payments:

No

Personally Identifiable Information:

Privacy Act of 1974? [] Yes [X] No

2. If Yes, will any information that is collected be included in records that are subject to the

3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [] Yes [X]

1. Is personally identifiable information (PII) collected? [] Yes [X] No

Is an incentive (e.g., money or reimbursement of experparticipants? [] Yes [X] No	nses, token of ap	preciation) provic	led to
BURDEN HOURS			
Category of Respondent	No. of Respondents	Participation Time	Burden
Private Sector	30	0.5 hr	15
Totals			15
FEDERAL COST: The estimated annual cost to the additive cost. If you are conducting a focus group, survey, or plan	-		
provide answers to the following questions:	real contraction of the contract		<u> </u>
 The selection of your targeted respondents Do you have a customer list or something similar the respondents and do you have a sampling plan for something similar the respondents and do you have a sampling plan for something similar the respondents and do you have a sampling plan for something similar the respondents and do you have a sampling plan for something similar the respondents and do you have a sampling plan for something similar the respondents and do you have a sampling plan for something similar the respondents and do you have a sampling plan for something similar the respondents and do you have a sampling plan for something similar the respondents and do you have a sampling plan for something similar the respondents and do you have a sampling plan for something similar the respondents and do you have a sampling plan for something similar the respondents and do you have a sampling plan for something similar the respondents and do you have a sampling plan for something similar the respondents. 	electing from thi [X] Yes th below (or attach	s universe? [] No ch the sampling p	olan)? If
respondents and how you will select them?			
The survey will be conducted by inviting all ac submitters that use the Treasury Automated Au participate in the survey.			
Administration of the Instrument 1. How will you collect the information? (Check all the second of Social Media of Social Media of Insperson of Ins	hat apply)		

Please make sure that all instruments, instructions, and scripts are submitted with the request.

2. Will interviewers or facilitators be used? $[\]$ Yes [X] No

Instructions for completing Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback"

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row. **No. of Respondents:** Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

Submit all instruments, instructions, and scripts are submitted with the request.