

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1910-5160)

TITLE OF INFORMATION COLLECTION:

Vehicle Technologies Program Website Survey

PURPOSE:

The Vehicle Technologies Program (Vehicles), of the Office of Energy Efficiency and Renewable Energy (EERE) within the Department of Energy (DOE), has developed an online survey to help the Web team better understand:

- The visitors that currently use the [Vehicles main site \(http://www1.eere.energy.gov/vehiclesandfuels/index.html\)](http://www1.eere.energy.gov/vehiclesandfuels/index.html) , as well as subsites they may travel to as a result
- The role that these visitors play in their respective businesses or organizations
- How often the visitors currently use the site
- What information these users are searching for and whether they are able to find it

Information gathered from this survey will help gauge the effectiveness of the website and provide guidance for making customer service improvements.

The survey itself will be administered using Survey Gizmo, an online survey tool. Survey links will be placed throughout the Vehicles website for a period of four to eight weeks. The survey will be live and online for up to eight weeks or until the agency receives 100 respondents, whichever comes first.

The attached survey contains nine questions and will take an estimated seven minutes to answer. The total burden to the public is estimated to be approximately 12 hours.

Participation in this survey is voluntary, and data collected will not be publically disseminated. All results will be aggregated before analysis.

DESCRIPTION OF RESPONDENTS:

The survey respondents will consist of anyone who visits the Vehicles site and chooses to complete the survey. The survey is completely voluntary and open to the general public.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. 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 not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Connie Bezanson _____

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No (Name/Email/Phone can be provided voluntarily if they wish to be contacted to provide more feedback)
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published?
 Yes No No response since #1 was no.

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Website visitors	Up to 100	0.1166 hours/ survey (7 minutes/ survey)	11.67 hours
Totals	Up to 100	0.1166 hours /survey (7 minutes/ survey)	11.67 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$2500 x 1 year (not ongoing). This represents the cost for approximately 30 hours time for contractors to deploy the survey, remove the survey links when data collection has concluded, and assemble/ distribute the data when the survey is completed.

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

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The survey may be voluntarily completed by anyone who visits the public Vehicles corporate website or subsites.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 Web-based or other forms of Social Media
 Telephone
 In-person
 Mail
 Other, Explain
2. Will interviewers or facilitators be used? Yes No

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

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.