

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	
						FY2009	FY 2010
Customer Satisfaction Surveys							
CSS1	PMF Job Fair Survey	HRPS/ CLCS/SPP (Succession Planning Programs)	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
Burden					0.1667	67	67
CSS2	Customer Satisfaction Survey (Agency contracted)	HRPS/ CTS/ASB	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
Burden					0.2500	2000	5000
CSS3	Website Customer Satisfaction Survey	CIS/NMG	Vivian Mackey/Huta i Anderson	Web Exit survey used periodically to solicit feedback on opm.gov	5	35000	36000
Burden					0.0833	2917	3000
CSS4	Open Season Express Telephone Survey	Center for Retirement and Insurance Services	Karl Bartley	Used for retiree FEHB Open Season IVR system.	2	25123	26379
Burden					0.0333	837	879
CSS5	Open Season Online Survey	Center for Retirement and Insurance Services	Karl Bartley	Used for retiree FEHB Open Season website. Data is never published.	2	13315	13982
Burden					0.0333	444	466
CSS6	Rating Federal Retirement Program Website	Center for Retirement and Insurance Services	Patsy Bruton 202-606-4558 Patsy.Bruton@opm.gov	Currently used web exit survey	2	2900	2900
Burden					0.0333	97	97

CSS7	Services Online	Center for Retirement and Insurance Services	Patsy Bruton 202-606-4558 Patsy.Bruton@opm.gov	Currently used web exit survey	2	90195	90195
Burden					0.0333	3007	3007
CSS8	Final Users Customer Satisfaction Survey (NPPTL)	HRPS/CTS/ASB	Jennifer Hartenstine 202 606-0951 Jennifer.Hartenstine@opm.gov or Steve	Once Every two years	20	0	400
Burden					0.3333	0	133
CSS9	Final Manufacturers Customer Satisfaction Survey (NPPTL)	HRPS/CTS/ATS	Jennifer Hartenstine 202 606-0951 Jennifer.Hartenstine@opm.gov or Steve	Once Every two years	20	0	100
Burden					0.3333	0	33
CSS10	Insurance website customer satisfaction core survey	Center for Retirement and Insurance Services	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
Burden					0.0500	250	250
CSS11	DFAS Retiree-Annuitant Customer Satisfaction Survey	HRPS/CTS	Steve Burnkrant 303 807-0258 Steve.Burnkrant@opm.gov	new survey	15	3000	3000
Burden					0.2500	750	750
CSS12	TSA Applicants Customer Satisfaction Survey	HRPS/CTS	Steve Burnkrant 303 807-0258 Steve.Burnkrant@opm.gov	New Survey starting in 2010	15	0	10000
Burden					0.2500	0	2500
CSS Respondents Sub Totals						182933	208356
CSS Burden Sub Totals						10368	16182

Performance Measurement Surveys							
PMS1	Federal Human Capital Survey (FHCS).	HRPS/CTS	Joe Hillery 202 606-2276 Joseph.Hillery@opm.gov	Active survey that is cleared every 2 years Governmentwide and PSD provides ongoing surveys for other agencies on a reimbursable basis.	30	75000	515000
Burden					0.5000	37500	257500
PMS2	CSS for Federal Annuitants	Center for Retirement and Insurance Services	B.A. Wells 606-2730 bawells@opm.gov	Active survey that is cleared annually	25	350	350
Burden					0.4167	146	146
PMS3	Consumer Assessment of Healthcare Providers and Systems (CAHPS) – Adults	Center for Retirement and Insurance Services	Angela Calarco 202-606-5139 Angela.Calarco@opm.gov	Active survey that is cleared annually	20	70000	70000
Burden					0.3333	23333	23333
PMS4	Consumer Assessment of Healthcare Providers and Systems (CAHPS) – Child Survey	Center for Retirement and Insurance Services	Angela Calarco 202-606-5139 Angela.Calarco@opm.gov	Active survey that is cleared annually	20	200	200
Burden					0.3333	67	67
PMS5	OPM Leadership 360	HRPS/CTS	Steve Burnkrant 303 807-0258 Steve.Burnkrant@opm.gov	New Survey	15	100	100
Burden					0.2500	25	25
PMS Respondents Sub Totals						145650	585650
PMS Burden Sub Totals						61071	281071
Program Services Evaluation Surveys							

PSES1	Annual Employee Survey (AES)	HRPS/CTS/ASB	Joe Hillery 202 606-2276 Joseph.Hillery@opm.gov	New Survey	30	105000	442500
Burden					0.5000	52500	221250
PSES2	Organizational Assessment Survey (OAS)	HRPS/CTS/ASB	Rose Miller 202 606-1232 Rosemary.Miller@opm.gov or Steve	New Survey	15	1000	1000
Burden					0.2500	250	250
PSES3	OPM Employee Exit Survey	HRPS/CTS/ASB	Steve Burnkrant 303 807-0258 Steve.Burnkrant@opm.gov	New Survey	10	100	200
Burden					0.1667	17	33
PSES4	Personnel Assessment and Selection Resource Center Feedback Survey	SHRP	Tara Ricci 606-1727 Tara.Ricci@opm.gov	New Survey	1	50	50
Burden					0.0167	1	1
PSES5	Clerical Central Register Applicant Survey	SHRP	Tara Ricci 606-1727 Tara.Ricci@opm.gov	New One-Time Survey under development	5	1000	0
Burden					0.0833	83	0
PSES6	Organizational Branding Assessment	HRPS/CTS	Melissa Krost	New Survey	40	50	150
Burden					0.6667	33	100
PSES Respondents Sub Totals						107200	443900
PSES Burden Sub Totals						52884	221634
						FY2009	FY2010
Total Respondents						435783	1237906
Total Generic Survey Burden						124323	518887

Burden per year?	Total 3 years
FY 2011	
400	1200
67	200
20000	48000
5000	12000
37000	108000
3083	9000
27697	79199
923	2640
14651	41948
488	1398
2900	8700
97	290

90195	270585
3007	9020
0	400
0	133
0	100
0	33
5000	15000
250	750
3000	9000
750	2250
10000	20000
2500	5000
210843	
16165	

13000	603000
6500	301500
350	1050
146	438
70000	210000
23333	70000
200	600
67	200
100	300
25	75
83650	
30071	

105000	652500
52500	326250
1000	3000
250	750
500	800
83	133
50	150
1	3
0	1000
0	83
160	360
107	240
106710	
52941	
FY2011	3 Years
401203	2074892
99176	742386