

**SUPPORTING STATEMENT - OMB NO 0579-0334
APHIS – VETERINARY SERVICES, EASTERN REGIONAL OFFICE
CUSTOMER SERVICE SURVEY PROJECT**

June 2013

Part A. Justification

1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.

The Animal Health Protection Act of 2002 (7, U.S.C. 8301, et seq.), authorizes the Secretary of the U.S. Department of Agriculture (USDA) to prevent, control, and eliminate domestic animal diseases such as tuberculosis and brucellosis and take actions to prevent and manage foreign animal diseases such as hog cholera and foot-and-mouth disease. The Veterinary Services (VS) program of the Animal and Plant Health Inspection Service (APHIS), USDA, carries out this work.

This information collection solicits the beliefs and opinions of persons who use VS services and products. APHIS uses the information to identify and correct shortcomings in the delivery of its services.

The survey gathers information from members of the public and is designed to collect information pertaining to individuals moving pet animals, commercial animal transporters, animal production facilities and operations, agricultural product exporters, and accredited veterinarians. The survey provides Area Office Managers with a general view of the public's perception of customer service and indicates problems which can be addressed locally. The survey also provides feedback from the public on recommendations to improve customer service and allows the public to ask questions about VS.

2. Indicate how, by whom, how frequently, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.

APHIS uses the following information activities to gather information from members of the public and is designed to collect information pertaining to individuals moving pet animals, commercial animal transporters, animal production facilities and operations, agricultural product exporters, and accredited veterinarians.

VS 1-10/VS 1-10S (Spanish), Customer Service Survey

VS 1-10/VS 1-10S, Customer Service Survey, is presented to the participant by an APHIS veterinary medical officer, document examiner, or animal health technician. The form can be returned to the Area Offices or the Animal Import Centers in person, by mail, or online through the APHIS Web site. Contributing information is voluntary and anonymous. The form consists of six multiple choice questions and three open-ended questions asking about:

A. The type of capacity that the contact with VS was made, for example, Pet Animal Import/Export, Farm Animal Programs and Other (specify).

B. Customer satisfaction level with VS regarding the following:

1. Courtesy
2. Professionalism
3. Helpfulness
4. Timeliness
5. Knowledge
6. Communication
7. Treating you as a valued customer

Customers rate the numbered criteria above, as well as Question C below, using the scale of Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Dissatisfied.

C. How satisfied overall were you with your experience in our office?

D. What was good about our service?

E. What could we do better?

F. Do you have a question about VS?

APHIS carries out the customer survey a minimum of once every 2 years. APHIS uses the information collected to improve customer service.

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.

The survey is available electronically through SurveyMonkey (<http://www.surveymonkey.com/>) as well as on paper. The official version of the survey responses is kept on paper for a minimum of 3 years, following procedures in APHIS' Records Management Handbook. The survey responses will be kept electronically on SurveyMonkey.

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purpose described in item 2 above.

The information that APHIS collects is not available from any other source. APHIS is the only Federal Agency responsible for preventing foreign animal diseases from entering the United States. Regional and Area Offices were queried for an approved survey. None were discovered. Additionally, the inventory of active information collections published by the Office of Management and Budget at <http://www.reginfo.gov/public/do/PRASearch> was examined for the presence of currently approved

customer service surveys dealing with animal health issues under review for the Department of Agriculture. None were listed as of May 15, 2013.

5. If the collection of information impacts small businesses or other small entities, describe any methods used to minimize burden.

About 80 percent of the respondents to this information collection are small businesses. Small business entities involved in the voluntary collection of customer service information may include horse importers and exporters, farm owners, pet owners, product importers and exporters, and veterinary clinics. Information from these customers is a major factor in the success of the data collection activity. The burden is minimized by keeping the information collection short and voluntary.

6. Describe the consequence to Federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.

If the information were collected less frequently or not collected at all, it would hamper VS' ability to gauge its customer service role in safeguarding animal health in the United States.

7. Explain any special circumstances that require the collection to be conducted in a manner inconsistent with the general information collection guidelines in 5 CFR 1320.5.

- requiring respondents to report information to the agency more often than quarterly;
- requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it;
- requiring respondents to submit more than an original and two copies of any document;
- requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years;
- in connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study;
- requiring the use of a statistical data classification that has not been reviewed and approved by OMB;
- that includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use; or
- requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.

No special circumstances exist that would require this collection to be conducted in a manner inconsistent with the general information collection guidelines in 5 CFR 1320.5.

8. Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and record keeping, disclosure, or reporting form, and on the data elements to be recorded, disclosed, or reported. If applicable, provide a copy and identify the date and page number of publication in the Federal Register of the agency's notice, soliciting comments on the information collection prior to submission to OMB.

In 2013, APHIS consulted with the following individuals concerning the information collection activities associated with this program:

Mr. Pete Townsend
Sallee Horse Vans
3329 NW 27th Avenue
Ocala, FL 34475
352-622-2514

Mr. Dan Sullivan
Manager, Adena Springs Stable, South
15045 NW 141 Court
Williston, FL 32696
352-528-1287

Ms. Linda S. Pastor
Private horse owner
1795 NW 114th Loop
Ocala, FL 34475
352-622-2308

On Wednesday, July 24, 2013, page 44521, APHIS published in the Federal Register, a 60-day notice seeking public comments on its plans to request a 3-year approval of this collection of information. During that time one comment was received from a concerned citizen about her perception of the general maltreatment of animals. It had no relevance to the purpose of the collection.

9. Explain any decision to provide any payment or gift to respondents, other than reenumeration of contractors or grantees.

This information collection activity involves no payments or gifts to respondents.

10. Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy.

The survey is treated anonymously; individuals leave their personal information at their discretion. Assurances of confidentiality do not apply.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior or attitudes, religious beliefs, and other matters that are commonly considered private. This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

This information collection activity will ask no questions of a personal or sensitive nature.

12. Provide estimates of the hour burden of the collection of information. Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated.

- **Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated. If this request for approval covers more than one form, provide separate hour burden estimates for each form and aggregate the hour burdens in Item 13 of OMB Form 83-I.**

See APHIS Form 71. Burden estimates were developed from discussions with animal and product importers and exporters, farm owners, pet owners, and veterinarians.

- **Provide estimates of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories.**

APHIS estimates the total annualized cost to these respondents to be \$7,028.32. APHIS arrived at this figure by multiplying the total burden hours (248 hours) by the estimated average hourly wage of the above respondents (\$28.34). The hourly rate was derived from the U.S. Department of Labor, Bureau of Labor Statistics May 2012 Report – Occupational Employment and Wages in the United States. See <http://www.bls.gov/news.release/pdf/ocwage.pdf>

Importers/exporters: \$17.90 (animal breeders)

Farm owners: \$22.31 (first-line supervisors of farming workers)

Veterinarians: \$44.83

13. Provide estimates of the total annual cost burden to respondents or record keepers resulting from the collection of information (do not include the cost of any hour burden shown in items 12 and 14). The cost estimates should be split into two components: (a) a total capital and startup cost component annualized over its expected useful life; and (b) a total operation and maintenance and purchase of services component.

There are no total capital and startup cost components.

14. Provide estimates of annualized cost to the Federal government. Provide a description of the method used to estimate cost and any other expense that would not have been incurred without this collection of information.

The annualized cost to the Federal Government is estimated at \$23,417.67 (See APHIS Form 79.)

15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-1.

ICR Summary of Burden:						
N	Requested	Program Change Due to New Statute	Program Change Due to Agency Discretion	Change Due to Adjustment in Agency Estimate	Change Due to Potential Violation of the PRA	Previously Approved
Annual Number of Responses	5,000	0	0	0	0	5,000
Annual Time Burden (Hr)	248	0	0	0	0	248
Annual Cost Burden (\$)	0	0	0	0	0	0

There is no change in burden for this 3-year renewal information collection from the previous collection.

16. For collections of information whose results are planned to be published, outline plans for tabulation and publication.

APHIS has no plans to publish information it collects in connection with this program.

17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.

Not applicable. APHIS will display the expiration date on the form.

18. Explain each exception to the certification statement identified in the “Certification for Paperwork Reduction Act.”

APHIS certifies compliance with all provisions of the Act.