

The Census Bureau plans to conduct additional survey work under the generic clearance for Data User Evaluation Surveys (OMB number 0607-0760).

The Census Bureau's Customer Liaison and Marketing Services Office (CLMSO), Customer Services Center (CSC) is planning to survey customer satisfaction with responses received through our Citizen Services Management (CSM) system. The CSM system is a hosted customer relationship management application. The system houses the Census Bureau's FAQs, live chat, and submits request software for customer inquiries. CSC staff responds to inquiries with standard canned responses as much as possible. The feedback from this survey will help the Census Bureau find ways to increase customer service satisfaction with customer inquiry responses.

Starting in November 2012 for a 15-month period, using the Census Bureau's ask.census.gov submit requests for response site, we will post a survey on the web on assessing customer service satisfaction. CLMSO receives approximately 3,000 customer inquiries per month. We anticipate 270 ratings per month from those customer inquiries.

CSC staff have reviewed and internally tested the questionnaire for ease of use and content appropriateness. We estimate respondent burden at 2 minutes per questionnaire for total respondent burden of 135 hours.

For further information about this study, please contact Rachel Tellis at (301) 763-1179 or rachel.p.tellis@census.gov.