

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3014-0011)**

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**TITLE OF INFORMATION COLLECTION:** Customer Satisfaction Survey.

**PURPOSE:** The Architectural and Transportation Barriers Compliance Board (Access Board) administers the compliance and enforcement program for the Architectural Barriers Act of 1968 (ABA). This program’s primary components are: the receipt of complaints alleging violations of the ABA, which can be submitted by any individual; investigation of those complaints by Compliance Specialists in the Access Board’s Office of Compliance and Enforcement (OCE); and final disposition of the complaints, which is also handled by OCE staff – in consultation with the General Counsel, as needed.

This instrument, which is only sent to complainants when complaints are near the end or at the end of the complaint process, is strictly qualitative and non-statistical in nature, and is intended to gauge complainants’ level of customer satisfaction with both the efforts of particular Compliance Specialists with whom they have had contact about their complaint, and with OCE’s ABA complaint process generally and with respect to the final outcome that resulted from their complaint. The resulting feedback to the Access Board is valuable and provides an early warning of potential issues with service and actions the Access Board staff may be able to take to maximize customer satisfaction.

The satisfaction factors gauged by this instrument are the: 1) the helpfulness and courteousness of Access Board staff in responding to the complainants’ questions and concerns; 2) the timeliness of Access Board staff in responding to complainants’ questions and concerns; 3) whether Access Board staff kept complainants informed of the status of their complaint; 4) how knowledgeable Access staff were about their complaint and related accessibility issues; 5) satisfaction with the efforts made to address the accessibility issues in their complaint; 6) the reasonableness of the amount of time it took to address their complaint; 7) satisfaction with the Board staff’s explanation of the outcome of their complaint; and 8) whether the accessibility barrier(s) raised in their complaint was eventually removed or corrected.

The instrument also asks whether the underlying complaint was the first one the individual had filed with the Access Board, how the complainant learned about the Access Board, and provides space wherein complainants can, if they so desire, give suggestions or comments, their name, and the complaint number (assigned previously by the Access Board).

**DESCRIPTION OF RESPONDENTS:** Individuals: who have made ABA complaints to the Access Board; whose complaints are nearing or have completed final disposition; who have provided their contact information to the Access Board for follow-up; and who return the completed survey to the Access Board.

**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: \_\_\_\_\_Lisa Fairhall\_\_\_\_\_

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

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? [ ] Yes [x] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [x] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ ] No

**Gifts or Payments:**

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

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
	100	12 min.	20 hrs.
<b>Totals</b>	100	12 min.	20 hrs.

**FEDERAL COST:** The estimated annual cost to the federal government is \$600.00.

**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?

[x] Yes [ ] No

All individuals who have made ABA complaints to the Access Board, whose complaints are nearing or have completed final disposition, and who have provided their contact information to the Access Board for follow-up are provided a blank copy of the instrument to complete if they so desire. There is no sampling plan.

### **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