

Billing Code: 4210-67

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[Docket No. FR-5484-N-01]

60-Day Notice of Proposed Information Collection:

Single Family Customer Satisfaction Survey

AGENCY: Office of the Assistant Secretary of Housing, HUD.

ACTION: Notice.

SUMMARY: HUD is seeking approval from the Office of Management and Budget (OMB) for the information collection described below. In accordance with the Paperwork Reduction Act, HUD is requesting comment from all interested parties on the proposed collection of information. The purpose of this notice is to allow for 60 days of public comment.

DATES: Comments Due Date: **[Insert date that is 60 days after the date of publication in the Federal Register.]**

ADDRESSES: Interested persons are invited to submit comments regarding this proposal. Comments should refer to the proposal by name and/or OMB Control Number and should be sent to: Colette Pollard, Reports Management Officer, QDAM, Department of Housing and Urban Development, 451 7th Street, SW, Room 4176, Washington, DC 20410-5000; telephone 202-402-3400 (this is not a toll-free number) or email at Colette.Pollard@hud.gov for a copy of the proposed forms or other available information. Persons with hearing or speech impairments may access this number through TTY by calling the toll-free Federal Relay Service at (800) 877-8339.

FOR FURTHER INFORMATION CONTACT: Colette Pollard, Reports Management Officer, QDAM, Department of Housing and Urban Development, 451 7th Street, SW, Washington, DC 20410; e-mail Colette Pollard at Colette.Pollard@hud.gov or telephone 202-402-3400. This is not a toll-free number. Persons with hearing or speech impairments may access this number through TTY by calling the toll-free Federal Relay Service at (800) 877-8339.

Copies of available documents submitted to OMB may be obtained from Ms. Pollard.

SUPPLEMENTARY INFORMATION: This notice informs the public that HUD is seeking approval from OMB for the information collection described in Section A.

A. Overview of Information Collection

Title of Information Collection: FHA Resource Center Customer Satisfaction Survey

OMB Approval Number: 2535-0116

Type of Request Modification of currently approved collection:

Form Number: N/A

Description of the need for the information and proposed use:

This information collection consists of a survey of users of the Department's Federal Housing Administration (FHA) primary contact center. It is designed to determine whether the Department is appropriately and adequately serving their needs. It follows HUD's commitment to use surveys to measure performance and changes in performance.

In addition to the importance HUD management places on the information provided by customers, the Federal Government mandates collecting this information through Executive Order (EO) 12862. This EO mandates that agencies survey their customers to identify the kind and quality of services they want their level of satisfaction with existing services.

FHA operates a contact center designed to provide program guidelines, insurance processing information, and consumer information. In order to evaluate the level of service that is provided to HUD/FHA clients the agency contact center management team requires the input of its clients on the performance of the customer service operation. This operation includes the contracted contact center agents, agency staff that support them, as well as the contact center self-service option available via a web-based frequently asked questions (FAQ) site. The survey includes three separate survey types:

- Escalated Resolution: a five question survey to determine satisfaction with questions that required escalation from FHA Resource Center contract staff to agency staff for resolution.
- Internal Resolution: a six question survey to determine satisfaction with questions that were resolved by contracted FHA Resource Center staff.
- Self-Service Resolution: a four question survey to determine satisfaction with questions resolved via the FHA Resource Center self-service internet site.

Respondents (i.e. affected public):

Each month, one week of inquiries processed will be used as the pool for randomly selecting customers to receive a survey invitation. The number of survey invitations sent to HUD FHA Resource Center customers, out of the total pool, will follow these guidelines:

- Resource Center: 4%
- All four HOCs: 30%
- All HQ Offices (no National Oversight): 50%
- FHA online Frequently Asked Question (FAQ) site: 50%

The charts below summarize the sampling frames, survey samples and projected number of respondents for each survey type, based off of one week of June 2015 production. The estimated response rates were derived from testing of the survey instruments. Exhibit 2 shows the estimated burden per respondent and for the projected costs.

June 2015 Total Escalated Contacts: $26,195/4=6,548.78 \times 12=78,585$

June 2015 Resource Center Contacts: $73,440/4=18,360 \times 12=220,320$

June 2015 FAQ Hits(Self Service): $5,557/4=1,389.25 \times 12=16,671$

June 2015 HQ Escalated Contacts: $646/4=161.5 \times 12=1,938$

Respondent Group	Respondent Universe (Annual Volume of Resource Center Users)	Survey Sample	Estimated Response Rate Surveys	Projected Number of Completed
Escalated Resolution (30%)	78,585	23,575	0.30	7,073
Internal Resolution (4%)	220,320	8,813	0.30	2,644
Self Service Resolution (50%)	16,671	8,335	0.30	2,501
Escalated Resolution HQ (50%)	1,938	969	0.30	291
Total	317,514			12,509

The hourly cost per response is based on the per capita income of the United States of \$28,155 (US Bureau of the Census, 2013 American Community Survey) and the corresponding hourly earnings of \$13.54.

Number of Respondents	Total Burden per Respondent (Minutes)	Total Annual Burden Hours	Hourly Cost	Annual Cost
12,509	3	625	\$ 13.54	\$ 8,462.50

B. Solicitation of Public Comment

This notice is soliciting comments from members of the public and affected parties concerning the collection of information described in Section A on the following:

- (1) Whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
- (2) The accuracy of the agency's estimate of the burden of the proposed collection of information;
- (3) Ways to enhance the quality, utility, and clarity of the information to be collected; and
- (4) Ways to minimize the burden of the collection of information on those who are to respond; including through the use of appropriate automated collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

HUD encourages interested parties to submit comment in response to these questions.

C. Authority: Section 3507 of the Paperwork Reduction Act of 1995, 44 U.S.C. Chapter 35.

Date: _____

 General Deputy Assistant Secretary for Housing
 Deputy Federal Housing Commissioner

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