Paperwork Reduction Act Submission

Please read the instruction before completing this form. For additional forms or assistance in completing this forms, contact your agency's Paperwork Reduction Officer. Send two copies of this form, the collection instrument to be reviewed, the Supporting Statement, and any additional documentation to: Office of Information and Regulatory Affairs, Office of Management and Budget, Docket Library, Room 10102, 725 Seventeenth St. NW, Washington, DC 20503.

1. Agency/Subagency Originating Request:
U.S. Department of Housing and Urban Development/ Office of Field Operations

2. OMB Control Number:
a. NEW
b. ☐

3. Type of information collection: (check one)
a. X☐ New Collection
b. Revision of a currently approved collection
c. Extension of a currently approved collection
d. Reinstatement, **without change**, of previously approved collection for which approval has expired
e. ☐ Reinstatement, **with change**, of previously approved collection for which approval has expired
f. ☐ Existing collection in use without an OMB control number

For b-f, note item A2 of Supporting Statement instructions.

4. 4 Type of review requested: (check one)
a. ☒ Regular
b. ☐ Emergency - Approval requested by
c. ☐ Delegated

5. Small entities: Will this information collection have a significant economic impact on a substantial number of small entities?
Yes No X

6. Requested expiration date:
a. ☒ Three years form approval date b. ☐ Other (specify)

7. Title:
Information Resource Center Customer Satisfaction Survey

8. Agency form number(s):
9. Keywords: Housing
10. Abstract: The information will be used by Public and Indian Housing to rate the customer satisfaction of the users of the Information Resource Center. The Information Resource Center provides technical assistance, primarily in the form of general information, to provide access to resources of federal, public, Indian and assisted housing programs of the Department of Housing and Urban Development. This service is provided through a multi-channel contact center with inquires received and responded to via phone, email, mail and fax.

11. Affected public: (mark primary with "P" and all others that apply with "X")
a. X Individuals or households
b. **X** Business or other for-profit
c. **X** Not-for-profit institutions
e. Farms
f. **X** Federal Government
g. **P** State, Local or Tribal Government

12. Obligation to respond: (mark primary with "P" and all others that apply with "X")
a. **P** Voluntary
b. Required to obtain or retain benefits
c. Mandatory

13. Annual reporting and recordkeeping hour burden:

a. Number of respondents	10,800
b. Total annual responses	10,800
Percentage of these responses collected electronically	0%
c. Total annual hours requested	180
d. Current OMB inventory	0
e. Difference (+,-)	
f. Explanation of difference:	
1. Program change:	0
2. Adjustment:	

14. Annual reporting and recordkeeping cost burden: (in thousands of dollars)

a. Total annualized capital/startup costs	0
b. Total annual costs (O&M)	0
c. Total annualized cost requested	0
d. Total annual cost requested	0
e. Current OMB inventory	0
f. Explanation of difference:	
1. Program change:	
2. Adjustment:	

15. Purpose of Information collection: (mark primary with "P" and all others that apply with "X")
a. Application for benefits
b. **P** Program evaluation
c. **X** General purpose statistics
d. Audit
e. **X** Program planning or management
f. Research
g X Regulatory or compliance

16. Frequency of recordkeeping or reporting: (check all that apply)
a. **X** Recordkeeping
b. Third party disclosure
b. ☒ Reporting:
1. X On occasion
2. X Weekly
3. **X** Monthly
4. X Quarterly
5. ☐ Semi-annually
6. ☒ Annually
7. ☐ Biannually
8. ☐ Other (describe)

17. Statistical methods:
Does this information collection employ statistical methods?
☐ Yes ☒ No

18. Agency contact: (person who can best answer questions regarding the content of this submission)
Name: Eric Chambers
Phone: 202.402.4131

19. Certification for Paperwork Reduction Act Submissions

On behalf of this Federal Agency, I certify that the collection of information encompassed by this request complies with 5 CFR 1320.9.

Note: The text of 5 CFR 1320.9, and the related provisions of 5 CFR 1320/8(b)(3). Appear at the end of the instructions. The certification is to be made with reference to those regulatory provisions as set forth in the instructions.

The following is a summary of the topics, regarding the proposed collections of information that the certification covers:

(a) It is necessary for the proper performance of agency functions;
(b) It avoids unnecessary duplication;
(c) It reduces burden on small entities;
(d) It uses plain, coherent, and unambiguous terminology that is understandable to respondents;
(e) Its implementation will be consistent and compatible with current reporting and recordkeeping practices;
(f) It indicates the retention periods for recordkeeping requirements;
(g) It informs respondents of the information called for under 5 CFR 1320.8(b)(3):
  (i) Why the information is being collected;
  (ii) Use of the information;
  (iii) burden estimate;
  (iv) Nature of response (voluntary, required for a benefit, or mandatory);
  (v) Nature and extent of confidentiality; and
  (vi) Need to display currently valid OMB control number;
(h) It was developed by an office that has planned and allocated resources for the efficient and effective management and use of the information to collected (see note in item 19 of the instructions);
(i) It uses effective and efficient statistical survey methodology; and
(j) It makes appropriate use of information technology.

If you are unable to certify compliance with any of these provisions, identify the item below and explain the reason in item 18 of the Supporting Statement.

Signature of Program Official:	Date:
X Unabyrd L. Wadhams, Deputy Assistant Secretary, Office of Field Operations, Office of Public and Indian Housing	11/13/15
Signature of Senior Officer or Designee: X Colette Pollard, Departmental Reports Management Officer Office of Chief Information Officer	Date:

Supporting Statement for Paperwork Reduction Act Submissions

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.

Executive Order 12862 directs federal agencies that provide significant services directly to the public to survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services (see Appendix A). The Office of Public and Indian Housing of the Department of Housing and Urban Development (HUD) thereby requests approval of a customer satisfaction survey of its Information Resource Center call center customers.

2. Indicate how, by whom 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.

The information will be used by Public and Indian Housing to rate the customer satisfaction of the users of the Information Resource Center for program evaluation, planning and management.

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.

At present, automated collection will not be used. Collection of the information will be done via phone by a live person.

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

There is no similar information available because this is a new contract that just began in June 2015.

5. If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-I) describe any methods used to minimize burden.

There is no requirement that small businesses or other small entities respond to the proposed surveys. While individuals working in small businesses may be respondents to the survey, it would only be the result of their voluntary choice to do so while calling in. In any case, the impact on any respondent should be small due to the short length of time required to respond to the survey instrument, usually less than two minutes.

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.

The Government Performance Results Act of 1993 (GPRA) requires all Federal agencies to focus on results, services, and customer satisfaction.' If the collection is not conducted, compliance with GPRA will be diminished. The surveys are needed to collect valuable customer service responses that can be used to improve the call center.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner:
   - requiring respondents to report information to the agency more 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 than 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.

There are no known or anticipated special circumstances that would require data collection in a manner inconsistent with OMB guidelines and the Privacy Act.

8. If applicable, provide a copy and identify the date and page number of publication in the Federal Register of the agency's notice, required by 5 CFR 1320.8(d), soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.

HUD published a Notice of Proposed Information Collection for Public Comments in the *Federal Register*, Volume 80; No. 234; Page76029 on December 7, 2015. The public was given until February 05, 2016, to submit comments on the proposed information collection. HUD received no comments on this proposed collection.

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

There will be no offer of payment or gifts to respondents who choose to take part in the customer satisfaction survey.

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

The survey will be confidential and no attempt will be made to identify or track individual respondents. Confidentiality of responses will be maintained throughout the data collection.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and 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.

No questions of a sensitive nature will be asked of respondents.

12. Provide estimates of the hour burden of the collection of information. The statement should:

- indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated. Unless directed to do so, agencies should not conduct special surveys to obtain information on which to base hour burden estimates. Consultation with a sample (fewer than 10) of potential respondents is desirable. If the hour burden on respondents is expected to vary widely because of differences in activity, size, or complexity, show the range of estimated hour burden, and explain the reasons for the variance. Generally estimates should not include burden hours for customary and usual business practices;
- if this request 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; and
- provide estimates of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories. The cost of contracting out or paying outside parties for information collection activities should not be included here. Instead this cost should be included in Item 13.

180 is estimated burden hours. It is anticipated that 45 surveys will be responded to each day x 20 days = 900 per month x 12 months = 10,800. 10,800 per year at 1 minute per survey = 180 annual burden hours.

13. Provide an estimate 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 estimate should be split into two components: (a) a total capital and start-up cost component (annualized over its expected useful life); and (b) a total operation and maintenance purchase of services component. The estimates should take into account costs associated with generating, maintaining, and disclosing or providing the information. Include descriptions of methods used to estimate major cost factors including system and technology acquisition, expected useful life of capital equipment, the discount rate(s) and the time period over which costs will be incurred. Capital and start-up costs include, among other items, preparations for collecting information such as purchasing computers and software; monitoring, sampling, drilling and testing equipment; and record storage facilities;
- If cost estimates are expected to vary widely, agencies should present ranges of cost burdens and explain the reasons for the variance. The cost of purchasing or contracting out information collection services should be a part of this cost burden estimate. In developing cost burden estimates, agencies may consult with a sample of respondents (fewer than 10) utilize the 60-day pre-OMB submission public comment process and use existing economic or regulatory impact analysis associated with the rulemaking containing the information collection, as appropriate.
- generally, estimates should not include purchases of equipment or services, or portions thereof made: (1) prior to October 1, 1995, (2) to achieve regulatory compliance with requirements not associated with the information collection, (3) for reasons other than to provide information or keep records for the government, or (4) as part of customary and usual business or private practices.

There is no additional cost to perform this survey. Contractor is already in place and will be providing these services at the established contracted rate. Survey responses are voluntary.

14. Provide estimates of annualized cost to the Federal government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing, and support staff), and any other expense that would not have been incurred without this collection of information. Agencies also may aggregate cost estimates from Items 12, 13, and 14 in a single table.

Not applicable.

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

This is a new collection.

16. For collection of information whose results will be published, outline plans for tabulation and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.

December 1, 2015 to May 28, 2016. If option years are exercised the time frame will be option period one May 29, 2016 to May 28, 2017. Option period two is May 29, 2017 to May 28, 2018.

Since this is a Likert Scale complex analytical techniques are not required. However, once the data is collected it will be quantified using a fundamental numbering scale based on the responses to the categories. Once the categories are grouped they can be quantified based on the response rate. When the response rate is quantified and tabulated it will provide us with the data needed to ascertain what areas of performance need to be addressed if the responses received are highly negative. Questions 1 and 5 contain open ended questions. Therefore, the qualitative data will be extrapolated and common responses will be categorized so that negative as well as positive responses can be used to formulate what is the most efficient and effective way to improve the customer service center.

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.

Displaying date will be allowed.

18. Explain each exception to the certification statement identified in item 19.

Not applicable.

B. Collections of Information Employing Statistical Methods