Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 3090-0297)
(Req-10)

TITLE OF INFORMATION COLLECTION: Customer Satisfaction Survey of GSA Fleet Vehicle Exchange Process

PURPOSE: The purpose of the survey is to measure the level of satisfaction with the service our customers receive when they pick up their new GSA Fleet Vehicle from the marshaling location.

DESCRIPTION OF RESPONDENTS: The customers we intend to reach with this survey would be either the local Fleet Manager or the driver of the GSA Fleet Vehicle. While most of the recipients of the survey would be Federal Employees, about 10% are Non-federal employees, and so we are requesting clearance to survey those non-Federal employees. The Non-Feds are mostly employees of tribal governments. Most of our interaction with our customers is done via email or over the phone.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (*e.g.*, Website or Software)   [ ] Small Discussion Group
[ ] Focus Group   [ ] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: _Janine Cormier__ Phone: 770-435-7811

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [ ] Yes [X] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [X] No

If PII is collected, please provide a brief statement regarding why PII is necessary, how it will be stored and for how long, and how it will be destroyed once the collection is over.

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
State, local or tribal governments	254	5 minutes (.0833 hours)	21.17 hours
Totals	254	5	21.17 hours

FEDERAL COST: The estimated annual cost to the Federal government is $157.48.

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
    If the answer is yes, please provide a description of both below (or attach the sampling plan)?

    We plan on using the email address provided to us when the customer schedules their appointment to pick up their GSA Fleet vehicle through our scheduling system. Each customer will receive the short survey on a transactional basis. Customers who complete multiple transactions will be surveyed no more than once per month for three months.

      If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
        [x] Web-based or other forms of Social Media
        [ ] Telephone
        [ ] In-person
        [ ] Mail
        [ ] Other, Explain
2. Will interviewers or facilitators be used? [ ] Yes [x] No

Please make sure that all instruments, instructions, and scripts are submitted with the request.