

| Survey No. | Survey Title | Current Program Office Responsible | Program Office Contact | Collection Information | Estimated Time to fill out form in minutes? | Number of Estimated Respondents and Burden per year? | | | Total 3 years |
|--------------------------------------|--|------------------------------------|--|--|---|--|---------|---------|---------------|
| | | | | | | FY 2018 | FY 2019 | FY 2020 | |
| Customer Satisfaction Surveys | | | | | | | | | |
| CSS1 | PMF Job Fair Survey | HRS/LTMS/BES/PLANPROG | Rob Timmons | Used to measure customer (PMF finalists) satisfaction with the annual PMF Job Fair | 10 | 400 | 400 | 400 | 1200 |
| Burden | | | | | 0.1667 | 67 | 67 | 67 | 200 |
| CSS2 | Customer Satisfaction Survey (Agency contracted) | HRS/LTMS/HRSES/IOAE/ORGASSES | Jennifer Hartenstine 202-606-0951 Jennifer.Hartenstine@opm.gov or Steve | Used to determine client's level of satisfaction with OPM's products & services; PRDC developed survey | 15 | 20000 | 20000 | 20000 | 60000 |
| Burden | | | | | 0.2500 | 5000 | 5000 | 5000 | 15000 |
| CSS3 | Open Season Express Telephone Survey | RB/RO/RES/RET BEN | Angelo Cueto 202-606-1184 angelo.cueto@opm.gov | Used for retiree FEHB Open Season IVR system. | 2 | 29082 | 30536 | 32065 | 91683 |
| Burden | | | | | 0.0333 | 969 | 1018 | 1069 | 3056 |
| CSS4 | Open Season Online Survey | RB/RO/RES/RET BEN | Angelo Cueto 202-606-1184 angelo.cueto@opm.gov | Used for retiree FEHB Open Season website. Data is never published. | 2 | 15383 | 16152 | 16960 | 48495 |
| Burden | | | | | 0.0333 | 513 | 538 | 565 | 1617 |
| CSS5 | Rating Federal Retirement Program Website | RB/RO/OPS/QCA | Patsy Bruton 202-606-4558 Patsy.Bruton@opm.gov | Currently used web exit survey | 2 | 2900 | 2900 | 2900 | 8700 |
| Burden | | | | | 0.0333 | 97 | 97 | 97 | 290 |
| CSS6 | Services Online | RB/RO/OPS/QCA | Patsy Bruton 202-606-4558 Patsy.Bruton@opm.gov | Currently used web exit survey | 2 | 90195 | 90195 | 90195 | 270585 |
| Burden | | | | | 0.0333 | 3007 | 3007 | 3007 | 9020 |

| | | | | | | | | | |
|-------------------|---|------------------------------|--|--|-----------------------|---------|---------|---------|---------------|
| CSS7 | Insurance website customer satisfaction core survey | RB/IO/PPE | Angelo Cueto 202-606-1184 angelo.cueto@opm.gov | Current survey - Used during every Benefits Open Season on the /insure website Used to improve insurance services and capabilities | 3 | 10000 | 10000 | 10000 | 30000 |
| Burden | | | | | 0.0500 | 500 | 500 | 500 | 1500 |
| CSS8 | DFAS Retiree-Annuitant Customer Satisfaction Survey | HRS/LTMS/HRSES/IOAE/ORGASSES | Steve Burnkrant 303 807-0258 Steve.Burnkrant@opm.gov | Active survey that is conducted annually | 15 | 6000 | 6000 | 6000 | 18000 |
| Burden | | | | | 0.2500 | 1500 | 1500 | 1500 | 4500 |
| CSS9 | TSA Applicants Customer Satisfaction Survey | HRS/LTMS/HRSES/IOAE/ORGASSES | Steve Burnkrant 303 807-0258 Steve.Burnkrant@opm.gov | Active survey that is conducted annually | 15 | 10000 | 10000 | 10000 | 30000 |
| Burden | | | | | 0.2500 | 2500 | 2500 | 2500 | 7500 |
| CSS10 | How Has The Office of Personnel Management Served You? RI 10-72 | RB/RM/MI | B.A. Wells 606-2730 bawells@opm.gov | Active survey that is conducted annually | 25 | 350 | 350 | 350 | 1050 |
| Burden | | | | | 0.4167 | 146 | 146 | 146 | 438 |
| CSS11 | Training Evaluation Form | ES/RH | Kelly Woodall | Active survey that is conducted periodically | 5 | 5000 | 5000 | 5000 | 15000 |
| Burden | | | | | 0.0833 | 417 | 417 | 417 | 1250 |
| | | | | | Annual Average | FY 2018 | FY 2019 | FY 2020 | 3 Years Total |
| Total Respondents | | | | | 191571 | 189310 | 191533 | 193870 | 574713 |
| Total Burden | | | | | 14790 | 14715 | 14789 | 14867 | 44370 |