

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1651-0136)**

**TITLE OF INFORMATION COLLECTION:** U.S. Customs and Border Protection’s (CBP) Office of Human Resources Management (HRM) Signature Line Survey

**PURPOSE:** In order to better understand the needs of internal and external customers and to improve service delivery, CBP/HRM developed an Email Signature Line Survey that is included in all HRM employees’ signature lines.

**DESCRIPTION OF RESPONDENTS:** HRM internal and external customers (CBP employees, applicants, CBP retirees, other)

**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: <u>Online survey</u>             |

**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: Stephanie Cramer

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

**Personally Identifiable Information: Select either Yes or No for each question.**

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

**Gifts or Payments: Select one.**

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

## BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Total Burden Hours
Private Sector & State, local, or tribal governments, Federal Government, Individuals or Households	416	5	34
<b>Totals</b>	416	5	34

\*This is an ongoing survey and the data is analyzed at the end of each quarter. Respondent totals vary.

**FEDERAL COST:** The estimated annual cost to the Federal Government associated with the review of these documents is \$2,054. This is based on the number of responses that must be reviewed (416) multiplied by (x) the time burden to review and process each response (5 minutes or .0833hours) = 34 hours multiplied by (x) the average hourly loaded rate for other CBP employees (\$60.43)<sup>1</sup> = \$2,054.

**PUBLIC COST:** The estimated cost to the respondents is \$902. This is based on the estimated burden hours (34) multiplied by (x) the average loaded hourly wage rate for U.S. workers (\$26.53). CBP calculated this loaded wage rate by first multiplying the Bureau of Labor Statistics' (BLS) 2017 median hourly wage rate for all U.S. occupations (\$18.12) by the ratio of BLS' average 2017 total compensation to wages and salaries for all U.S. workers (1.4643) to account for non-salary employee benefits.<sup>2,3</sup>

**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?  
 Yes  No

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

<sup>1</sup> CBP bases this wage on the FY 2017 salary and benefits of the national average of other CBP positions, which is equal to a GS-12, Step 7. Source: Email correspondence with CBP's Office of Finance on June 14, 2017.

<sup>2</sup> Source: U.S. Bureau of Labor Statistics. Occupational Employment Statistics, "May 2017 National Occupational Employment and Wage Estimates United States- Median Hourly Wage for All Occupations." Updated March 30, 2018. Available at [https://www.bls.gov/oes/current/oes\\_nat.htm#00-0000](https://www.bls.gov/oes/current/oes_nat.htm#00-0000). Accessed May 2, 2018.

<sup>3</sup> The total compensation to wages and salaries ratio is equal to the calculated average of the 2017 quarterly estimates (shown under Mar., June, Sep., Dec.) of the total compensation cost per hour worked for All Workers (\$35.5175) divided by the calculated average of the 2017 quarterly estimates (shown under Mar., June, Sep., Dec.) of wages and salaries cost per hour worked for All Workers (\$24.2550). Source of total compensation to wages and salaries ratio data: U.S. Bureau of Labor Statistics. Employer Costs for Employee Compensation. Employer Costs for Employee Compensation Historical Listing March 2004 – December 2017, "Civilian workers, by major occupational group: employer costs per hours worked for employee compensation and costs as a percentage of total compensation, 2004-2017 for All Workers." March 2018. Available at <https://www.bls.gov/web/ecec/ececqrtn.pdf>. Accessed May 2, 2018.

### **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

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

The following materials are submitted with this form: both versions of the survey in MS Word, the surveys as they will be presented online (HTML archive file), and emails to be sent to the respondents (invitation, reminder, and thanks/confirmation of receipt).