

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

TITLE OF INFORMATION COLLECTION: Small Business Outreach

PURPOSE: The purpose of this information collection is to gauge the level of satisfaction of attendees of the Small Business Outreach program events. This program is part of a mandate by the Small Business Regulatory Enforcement Fairness Act (SBREFA), to educate small businesses on CBP compliance and resources. The recipients are made up of the private sector.

DESCRIPTION OF RESPONDENTS: An email invitation to complete the survey will be sent to Small businesses, entrepreneurs, and Small Business Administration (SBA) entities’ members who attend the outreach events.

TYPE OF COLLECTION: (Check one)

- | | |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input 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 checked="" 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: Daisy Castro, Office of Trade Relations, Office of the Commissioner

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
 - a. Participants will have the option to provide an email address to receive updates on outreach events.
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	Time Per Response	Total Annual Burden
Private Sector	50	15 minutes (0.25 hours)	12.5 hours
Totals	50	15 minutes (0.25 hours)	12.5 hours

PUBLIC COST: The estimated cost to the respondents is \$372. This is based on the estimated burden hours () multiplied by (x) the average loaded hourly wage rate for brokers (\$29.76). CBP calculated this loaded wage rate by first multiplying the Bureau of Labor Statistics’ (BLS) 2017 median hourly wage rate for Cargo and Freight Agents (\$20.11), which CBP assumes best represents the wage for brokers, by the ratio of BLS’ average 2017 total compensation to wages and salaries for Office and Administrative Support occupations (1.4801), the assumed occupational group for brokers, to account for non-salary employee benefits.^{1,2} This figure is in 2017 U.S. dollars and CBP assumes an annual growth rate of 0 percent; the 2017 U.S. dollar value is equal to the 2018 U.S. dollar value.

FEDERAL COST: The estimated annual cost to the Federal Government associated with the review of these surveys is \$673. This is based on the number of responses that must be reviewed (50) multiplied by (x) the time burden to review and process each response (10 minutes or 0.1667 hours) = 8.3 hours multiplied by (x) the average hourly loaded rate for a CBP Trade and Revenue employee (\$63.09)³ = \$524.
Plus \$149 for the annual cost of survey share.

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 Source: U.S. Bureau of Labor Statistics. Occupational Employment Statistics, “May 2017 National Occupational Employment and Wage Estimates, United States- Median Hourly Wage by Occupation Code.” Updated March 30, 2018. Available at https://www.bls.gov/oes/2017/may/oes_nat.htm. Accessed June 11, 2018.

² 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 Office and Administrative Support occupations (\$26.2600) 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 the same occupation category (\$17.7425). 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 – March 2018, “Table 3. Civilian workers, by occupational group: employer costs per hours worked for employee compensation and costs as a percentage of total compensation, 2004-2018 by respondent type.” March 2018. Available at <https://www.bls.gov/web/ecec/ececcqrtn.pdf>. Accessed June 11, 2018.

³ CBP bases this wage on the FY 2018 salary and benefits of the national average of CBP Trade and Revenue positions, which is equal to a GS-13, Step 3. Source: Email correspondence with CBP’s Office of Finance on June 1, 2018.

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 [x] No

Of the number of folks that registered, the survey will be distributed to the people that actually attended the event. The attendees are determined post-event.

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?

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.

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).