

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2700-0153)

TITLE OF INFORMATION COLLECTION:

Kennedy Space Center (KSC) Logistics Branch Customer Satisfaction Survey

PURPOSE:

The Logistics Branch provides several functional areas of support to the Center: property management, disposal, transportation, fleet management, and export control.

The information collected is used to gauge the customer’s perspective regarding the quality of service they received to include 1) knowledge of the logistics functional area, 2) the timeliness of support, and 3) the overall customer satisfaction with the experience in logistics.

DESCRIPTION OF RESPONDENTS:

Individuals on Center that may be civil servants or contractor employees.

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: _____ |

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: Lisa Williams, Lead Logistics Management Specialist

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

Personally Identifiable Information:

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:

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	Burden Hours
KSC Contractor Personnel	10,000	5 minutes	833
KSC Federal Employees	2,000	5 minutes	167
Totals	12,000		1,000

BURDEN COSTS

Category of Respondent	Total Annual Burden Hours	Hourly Wage Rate	Total Respondent Costs
KSC Contractor Personnel	833	\$41.00	\$34,153.00
KSC Federal Employees	167	\$54.12	\$9,038.04
Totals	1,000		\$43,191.04

COST BURDEN TO RESPONDENTS:

It is estimated that it will take respondents 5 minutes to complete the survey. The average hourly rate for a KSC contractor is \$41.00 x 833 hours = \$34,153.¹ The average hourly rate for a KSC civil servant is \$54.12 x 167 hours = \$9,038.04². The total annual cost burden for all respondents will be \$43,191.04.

FEDERAL COST:

The estimated annual cost to the Federal government to process the information received is \$1,138.25 for administrative activities associated with conducting the survey, including compiling the list of customers and reporting. The average hourly wage for a GS-12, step 9 civil servant at Kennedy Space Center is \$45.53. The annual labor costs is a calculation that consists of the hourly wage of \$45.53 x 25 hours of labor.

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

- 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?

¹ This salary is based on the average salary for a Federal Contractor in Merritt Island, FL as provided on ZipRecruiter: <https://www.ziprecruiter.com/Salaries/How-Much-Does-a-Federal-Contractor-Make-an-Hour>.

² This salary is based on the 2017 salary of a Kennedy Space Center Civil Servant as provided on FederalPay.org: <https://www.federalpay.org/employees/john-f-kennedy-space-center>.

The potential list is any employee at the Kennedy Space Center. Email distribution lists exist with this information. The opportunity to complete the survey will be provided to all employees via email and/or via publication in the Daily News email that is sent to all KSC employees. The selected group would be whomever decides to submit a survey.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media (URL:
<https://sp.ksc.nasa.gov/sites/kscsurveys/logistics/SitePages/Home.aspx>)
 - In-person
 - Mail
 - Other, Explain
2. Will interviewers or facilitators be used? Yes No