CERTIFICATION
Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0579-0377)

TITLE OF INFORMATION COLLECTION: Customer Satisfaction Survey; Pet Bird Quarantine Business Process Improvement Project

PURPOSE:
To gather feedback on customers' experience with Veterinary Services (VS)' importation of U.S.-origin pet birds back into the United States as a way to evaluate new protocols implemented under the Business Process Improvement project.

DESCRIPTION OF RESPONDENTS:
Pet bird owners who have imported U.S.-origin birds back into the United States and who have taken part in the VS home quarantine program.

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:_____Sarah Firebaugh_____

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 [ ] 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 [x] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Private Sector – Individuals/households	50	15 minutes	13 hours
Totals	**50**		**13**

FEDERAL COST: The estimated annual cost to the Federal government is __$327_____

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)? 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?

VS NIES Air and Sea Ports Services (ASPS) will work from a list of all pet bird owner-importers who have participated in the home quarantine process. The importers will be sent an email linking to the customer satisfaction survey once they finish the home quarantine. Any owners without internet access will be offered the option to answer the survey by phone after the completion of the quarantine. The survey questions are:

1. Were you able to easily find information about pet bird quarantine procedures and process on the VS NIES Web site? If not, what suggestions do you have for improving access to the information?
2. Did VS serve you well during the importation and quarantine process? Include your response to your experience with permit issuance (timeliness, communication, and thoroughness), work with the Port Veterinarian (punctuality, courtesy, apparent skill level, and services provided) and the home quarantine visit itself.
3. What is your idea or concept of the risk associated with re-imports of U.S.-origin pet birds? Why do you think VS handles these imports the way we do?
4. Overall, what went well with your experience?
5. Overall, what can we improve on?

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

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

If importers are unable to complete the web-based survey because they don't have access to the Internet, an ASPS administrative staff person will call the importer to ask if they would like to complete the survey by phone. If the importer would like to take the survey, the interviewer would ask the following questions (same as the web-based survey) and manually record the answers:

1. Were you able to easily find information about pet bird quarantine procedures and process on the VS NIES Web site? If not, what suggestions do you have for improving access to the information?
2. Did VS serve you well during the importation and quarantine process? Include your response to your experience with permit issuance (timeliness, communication, and thoroughness), work with the Port Veterinarian (punctuality, courtesy, apparent skill level, and services provided) and the home quarantine visit itself.
3. What is your idea or concept of the risk associated with re-imports of U.S.-origin pet birds? Why do you think VS handles these imports the way we do?
4. Overall, what went well with your experience?
5. Overall, what can we improve on?

Instructions for completing Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback"

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:
Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.
No. of Respondents: Provide an estimate of the Number of respondents.
Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)
Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

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. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

Submit all instruments, instructions, and scripts are submitted with the request.