

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

**TITLE OF INFORMATION COLLECTION:** Plant Protection and Quarantine; Stakeholder/Customer Satisfaction Survey

**PURPOSE:** The purpose of this survey is for PPQ to continue to measure the performance of its quality management system by monitoring information related to customer perception in relationship to customer requirements. PPQ has determined that the best method for obtaining this information is through the use of stakeholder/customer satisfaction surveys. The survey is intended to solicit stakeholder and customer feedback with regards to their satisfaction with the regulatory services of Permit Services and Pest Permit Evaluations.

**DESCRIPTION OF RESPONDENTS:** Persons who require a permit.

**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: Christopher Bembenek, Communications Customer Service, PPQ, APHIS

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

**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
Person reads survey instructions online, completes survey, and submits (business)	250	.160 hours	40 hrs
Person reads survey – and does not complete or submit (business)	250	.032 hours	8 hrs
<b>Totals</b>			<b>48 hrs</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$1,597.

**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?

Respondents, who have sought and received regulatory services from PPQ's Permit Services and Pest Permit Evaluations, receive an invitation and link to the survey within email correspondence.

**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.**

<https://ppqcustserv.questionpro.com/>