

SUPPORTING STATEMENT - PART A

Marine Corps Community Services (MCCS) Lodging – OMB Control Number 0703-XXXX

1. Need for the Information Collection

The need for the information collection is to keep a record of MCCS's lodging reservations to ensure orderly room assignment and avoid improper booking; to record registration and payment of accounts; to verify proper usage by eligible patrons; for cash control; to gather occupancy data; to determine occupancy breakdown; to account for rentals and furnishings; and to collect data for customer satisfaction and marketing.

Authorities to collect the information:

10 U.S.C. 5013, Secretary of the Navy is responsible for the functioning and efficiency of the Department of the Navy and the formulation of policies and programs that are fully consistent with the national security objectives and policies established by the President or the Secretary of Defense.

10 U.S.C. 5041, Headquarters, Marine Corps is to assist the Secretary of the Navy in carrying out his responsibilities.

DoD Instruction 1015.11, Lodging Policy requires lodging programs to be strategically planned, programmed, and executed using business management practices.

DoD Instruction 1015.10, Military Morale, Welfare, and Recreation (MWR) Programs, requires program standards include assessments of customer feedback and the results of periodic surveys.

2. Use of the Information

The information collected will be used to manage and administer MCCS lodging reservations, accommodations, sales transactions, and services provided as well as improving marketing and customer satisfaction based on customer feedback.

The collection instruments include the point-of-sale system terminal located at each lodging facility and customer feedback survey. The information provided for MCCS lodging reservations, accommodations, sales transactions, and services is stored on the centralized database of the point-of-sale system. Information access is controlled and managed via system administration and security for those who have a need-to-know. Customer feedback is collected and stored by the third-party currently contracted with MCCS. The intended result is the ability to provide lodging services efficiently and effectively with an ability to follow up with customers to improve customer satisfaction. The successful effect is streamlining service delivery, improved customer experience, and higher utilization and retention rates.

Point of Sale System

The public respondents include contractors, military family members/dependents, and other individuals authorized to use services at MCCA Lodges. They are responding to the information collection in order to complete reservations and sales transactions for lodging services. The respondents can access information about MCCA Lodges at the Inns of the Corps website accessed at <http://innsinthecorps.com/index.html> and MCCA Recreation Lodging accessed at <http://www.mccareclodging.com/index.html>. Currently, the respondents provide personal information for lodging reservations and complete the collection instrument via telephone or in-person at the MCCA lodging location. The lodging facility staff keys information provided into the electronic point-of-sale-system.

Customer Feedback

Guests are provided an opportunity to submit customer feedback on services received. The guests who choose to provide feedback are provided a link to complete the customer feedback response electronically.

3. Use of Information Technology

50% of responses are collected electronically. Information for reservation purposes will be received from the customer in person and via telephone; customer feedback is only collected electronically.

4. Non-duplication

The information obtained through this collection is unique and is not already available for use or adaptation from another cleared source.

5. Burden on Small Businesses

This information collection does not impose a significant economic impact on a substantial number of small businesses or entities.

6. Less Frequent Collection

Frequency of customer reservation requests are on occasion, at the discretion and desire of the customer, not the MCCA lodging service provider. The frequency is dependent on how often the customer reserves lodging and/or provides customer feedback.

7. Paperwork Reduction Act Guidelines

This collection of information does not require collection to be conducted in a manner inconsistent with the guidelines delineated in 5 CFR 1320.5(d)(2).

8. Consultation and Public Comments

Part A: PUBLIC NOTICE

A 60-Day Federal Register Notice for the collection published on Wednesday, October 24, 2018. The 60-Day FRN citation is 83 FRN 53621.

No comments were received during the 60-Day Comment Period.

A 30-Day Federal Register Notice for the collection published on Wednesday, March 27, 2019. The 30-Day FRN citation is 84 FRN 11531.

Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the 60-Day Federal Register Notice was conducted for this submission.

9. Gifts or Payment

No payments or gifts are being offered to respondents as an incentive to participate in the collection.

10. Confidentiality

The PAS/ADN is displayed at lodging terminals. In addition, respondents are verbally provided the information when completing reservations via the phone and provided a copy of the PAS and ADN upon request.

A SORN is required. A draft copy of SORN (Marine Corps Community Services (MCCS) Lodging Records, M04066-9) has been provided with this package for OMB's review.

A PIA is required. The current system's published PIA is accessible at <http://www.doncio.navy.mil/exports.aspx?id=4960>.

Records are destroyed 5 years after creation (DAA-0127 -2013-0020-0005).

11. Sensitive Questions

No questions considered sensitive are being asked in this collection.

12. Respondent Burden and its Labor Costs

a. Estimation of Respondent Burden

1. Collection Instruments

Point-of-Sale Systems

a. Number of Respondents: 15,000

b. Number of Responses Per Respondent: 1

- c. Number of Total Annual Responses: 15,000
- d. Response Time: 10 minutes
- e. Respondent Burden Hours: 2,500 Hours

Customer Feedback

- a. Number of Respondents: 1,650
- b. Number of Responses Per Respondent: 1
- c. Number of Total Annual Responses: 1,650
- d. Response Time: 3 minutes
- e. Respondent Burden: 82.5 Hours

2. Total Submission Burden

- a. Total Number of Respondents: 15,000*
- b. Total Number of Annual Responses: 16,650
- c. Total Respondent Burden Hours: 2,582.5 Hours

*The respondents for the Customer Feedback surveys are from the same population of respondents who provide information in the Point-of-Sale system. The feedback survey is voluntary, and sent to respondents who have stayed at a MCCS lodge location.

b. Labor Cost of Respondent Burden

Hourly wage was based on Department of Labor, Bureau of Labor Statistics for "management, professional, and related occupations," accessed at <https://www.bls.gov/cps/cpsaat39.htm>, retrieved 7.23.2018.

1. Collection Instruments

Point-of-Sale Systems

- a. Number of Total Annual Responses: 15,000
- b. Response Time: 10 minutes
- c. Respondent Hourly Wage: \$30.60 per hour
- d. Labor Burden per Response: \$5.10
- e. Total Labor Burden: \$76,500.00

Customer Feedback

- a. Number of Total Annual Responses: 1,650
- b. Response Time: 3 minutes
- c. Respondent Hourly Wage: \$30.60 per hour
- d. Labor Burden per Response: \$1.53
- e. Total Labor Burden: \$2,524.50

2. Overall Labor Burden

- a. Total Number of Annual Responses: 16,650
- b. Total Labor Burden: \$79,024.50

13. Respondent Costs Other Than Burden Hour Costs

There are no annualized costs to respondents other than the labor burden costs addressed in Section 12 of this document to complete this collection.

14. Cost to the Federal Government

a. Labor Cost to the Federal Government

Labor costs for NF Level 2 employees is \$12.61 per hour, pay schedules can be accessed at <https://www.cpms.osd.mil/Content/NAF%20Schedules/survey-sch/054/054-036-62-NF.html>.

1. Collection Instruments

Point-of-Sale Systems

- a. Number of Total Annual Responses: 15,000
- b. Processing Time per Response: 10 minutes
- c. Hourly Wage of Worker(s) Processing Responses: \$12.61 per hour
- d. Cost to Process Each Response: \$2.10
- e. Total Cost to Process Responses: \$31,525.00

Customer Feedback

- a. Number of Total Annual Responses: 1,650
- b. Processing Time per Response: 3 minutes
- c. Hourly Wage of Worker(s) Processing Responses: \$12.61 per hour
- d. Cost to Process Each Response: \$0.63
- e. Total Cost to Process Responses: \$1,040.33

2. Overall Labor Burden to Federal Government

- a. Total Number of Annual Responses: 16,650
- b. Total Labor Burden: \$32,565.33

b. Operational and Maintenance Costs

- a. Equipment: \$0
- b. Printing: \$0
- c. Postage: \$0
- d. Software Purchases: \$0
- e. Licensing Costs: \$0
- f. Other:
 - Software Upgrade: \$21,926.00 (annualized based on 11 year lifecycle)
 - Software Maintenance: \$63,704.00
 - Hardware Maintenance: \$24,763.00
- g. Total: \$110,393.00

1. Total Operational and Maintenance Costs: \$110,393.00
2. Total Labor Cost to the Federal Government: \$32,539.50
3. Total Cost to the Federal Government: \$142,958.33

15. Reasons for Change in Burden

This is an existing collection currently in use without an OMB Control Number.

16. Publication of Results

The results of this information collection will not be published.

17. Non-Display of OMB Expiration Date

We are not seeking approval to omit the display of the expiration date of the OMB approval on the collection instrument.

18. Exceptions to “Certification for Paperwork Reduction Submissions”

We are not requesting any exemptions to the provisions stated in 5 CFR 1320.9.