

Request for Approval under the “Fast Track Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION: Transportation Pay Annual Customer Service Survey

PURPOSE:

Executive Order 12862 set the customer service standards for the Executive Branch. Further, the Department of Defense (DoD) Directive 5118.05 delineates the DFAS mission to direct, approve, and perform finance and accounting activities for the DoD. In order to do this, DFAS must execute world-class business operations to deliver accurate, timely, and relevant financial information. To achieve and maintain our goal of first-class customer service in all areas, we must measure our service delivery to ensure our clients are satisfied with their level of service and glean customer recommendations. DFAS will conduct an annual Transportation Pay survey to measure the perceptions of our clients’ satisfaction with the level of service they received. DFAS leaders will use the survey results to identify customer service strengths and challenges, to assess our overall service quality, and to develop strategies that will help improve the quality of service DFAS provides.

DESCRIPTION OF RESPONDENTS:

The respondents for the transportation survey will include Army, Navy, Air Force and DOD transportation service providers that received Freight and Personal Property payments for those services during the previous calendar year. For example, the 2020 survey would include customers who DFAS paid or provided service to from January – December 2019.

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: _____

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: Vendors	136	8 minutes	18 hrs
Totals	136	8 minutes	18 hrs

PUBLIC COST: The estimated annual cost to the public is \$6,000.00.

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?

We have a list of the customers and their email addresses to be used for distribution.

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.