

**Request for Approval under the “Fast Track Generic Clearance for the  
Collection of Qualitative Feedback on Agency Service Delivery”  
(OMB Control Number: 0704-0553)**

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**TITLE OF INFORMATION COLLECTION:** The Office of the Assistant Secretary of Defense for Sustainment, Resident Survey to Obtain Feedback on a Draft Resident Bill of Rights for the Military Housing Privatization Initiative

**PURPOSE:**

The Department of Defense has identified and is working to implement corrective actions in response to resident concerns regarding conditions in housing privatized under the Military Housing Privatization Initiative (MHPI), which was authorized in the National Defense Authorization Act for 1996. These corrective actions include the development and implementation of a Resident Bill of Rights (BOR) for Service members and their families who lease MHPI housing. The Resident BOR will not inform any policy decision, but will instead provide a concise and easily understood written summary of the resident rights that are already specified in MHPI tenant leases or that the Department of Defense, the Military Departments, and the MHPI project companies have already agreed to newly expand or implement.

While there is no legal or legislative requirement to complete an MHPI Resident BOR, completion of a Resident BOR is a critical task that is under an extremely tight timeline for execution given the current high visibility and interest in this effort by Congress, the media, military and veteran support organizations (e.g., the National Military Family Association), as well as Service Members and their families. At congressional hearings in March and April 2019, and meetings with other stakeholders, the Department has publicly committed to provide current leaseholders (i.e., residents) of MHPI housing the opportunity to provide feedback on the draft BOR before it is finalized.

A one-time, controlled, online survey of current MHPI housing residents is needed to obtain such feedback in order to finalize the BOR for expeditious implementation during calendar year 2019, while also ensuring that only MHPI housing residents provide such feedback as part of the survey process. Resident feedback collected through the proposed survey will help ensure that the final BOR document is easy to read and understand, and that it addresses current residents’ overarching concerns and rights as tenants of MHPI housing within the framework of the existing tenant leases, MHPI project legal agreements with the Military Departments, and eligibility/access to Military Department resources provided to Service members and/or their families.

The proposed survey will be conducted by an independent third-party survey company. No personally identifiable information (PII) collected as part of this survey (e.g., email addresses) will be provided or shared with DoD as part of this survey process, and no such PII will be maintained in a DoD or other government “system of record.”

This evaluation has a low burden on the respondent population and is completely voluntary.

**DESCRIPTION OF RESPONDENTS:**

The respondents for this survey will be one resident per household residing in a housing unit privatized under the MHPI in the United States. Such residents will primarily be Service members or a member of their immediate family; however, approximately 6 percent of potential

respondents may be federal employees or members of the general public who are eligible to lease/reside in MHPI housing.

**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 feedback/opinions from respondents who have experience with the program (i.e., current residents of MHPI housing).

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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  
Note from applicant: The Privacy Act pertains only to information that is maintained in a “system of records,” which the Act defines as a group of agency-controlled records from which information is retrieved by a unique identifier, such as an individual’s name, date of birth, social security number, or employee identification number. No PII information that may be collected as part of the proposed survey, which will be conducted by an independent third-party survey company, will be provided or shared by DoD, or maintained in a DoD or other government agency system of records.
3. If Yes, has an up-to-date System of Records Notice (SORN) been published?  Yes  No  
Note from applicant: Not applicable.

**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
Individuals or Households	125,000	6 minutes (0.1 hours)	12,500
<b>Totals</b>	<b>125,000</b>	6 minutes (0.1 hours)	<b>12,500</b>

**PUBLIC COST:** The estimated one-time cost to the public is \$90,625.

**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?  
 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?

The survey will be distributed via email with a link to the survey to all residents of family and unaccompanied privatized military housing affiliated with Department of Defense military installations in the United States that have housing privatized under the MHPI. The private-sector entities that own and operate the MHPI housing will provide current resident lists to the survey administrator to build the email distribution list.

### **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.**

Concept online survey attached.

## **Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”**

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**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 with the Request for Approval.**