

Individual Information Collection Request

Under GSA's Generic Clearance: Improving Customer Experience - Implementation of Section 280 of
OMB Circular A-11
OMB Control No. 3090-0321

OVERVIEW

1. **GSA will be administering this collection on behalf of the following approved Department-level organization:**

U.S. Department of Housing and Urban Development

2. **Additional sub component, office, program:** Fair Housing and Equal Opportunity
3. **Agency POC name:** Effie Russell, Katherine Darling
4. **Agency POC email:** effie.l.russell@hud.gov, katherine.m.darling@hud.gov
5. **Description of service Touchpoint is measuring:** Website satisfaction, satisfaction of using the FHEO website.
6. **Point of service at which the Touchpoint survey is presented:** On the fair housing and equal opportunity website pages.
7. **Method by which the Touchpoint survey is presented:**
- Web-based: pop-up on webpage while a user is browsing
 - Web-based: embedded into webpage
 - Email: With a hyperlink to a survey form
 - In-person: At a computer or tablet kiosk
 - Mail
 - Other

8. Description of respondents

- **Do you have a customer list or something similar that defines the universe of potential respondents?** Yes. The universe of potential respondents are customers or HUD employees who have interacted with the Fair Housing and Equal Opportunity website which generally include: the public, advocacy group members, HUD and other government employees and landlords and public housing authority employees.
- **Will the survey be presented to all potential customers that interact at the point described in #5, or is there a sampling plan from selecting from this universe? If a sampling plan, describe that here.** Yes. The survey will be presented to all potential customers that interact at the point described in #5.

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 other than in format and process described in the umbrella generic clearance.
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.
7. The questions and other survey details are in line with the Supporting Statements of this clearance.

Name (Touchpoints Manager supporting this collection): Dominique Doss

BURDEN HOURS:

Category of Respondent	Number of Respondents	Participation Time	Burden Hours
The public	100,000	2	3333.33
Advocacy group members	100	2	3.33
HUD and other government employees	100	2	3.33
Landlords and public housing employees	300	2	10
Totals	100,500	2	3,350

FEDERAL COST:

If any costs are associated with this collection beyond the Agency and Touchpoints staff time spent developing the survey and technical operating costs of Touchpoints, please describe and calculate these here:

There are no additional costs associated with this collection.