

## 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

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### OVERVIEW

1. **GSA will be administering this collection on behalf of the following approved Department-level organization:**  
  
Department of Housing and Urban Development
2. **Additional sub component, office, program:** U.S. Department of Housing and Urban Development
3. **Agency POC name:** Effie Russell
4. **Agency POC email:** effie.l.russell@hud.gov
5. **Description of service Touchpoint is measuring:** Customer Service
6. **Point of service at which the Touchpoint survey is presented:** A link to the form is included in the signature line of a customer service email.
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 included, but are not limited to: non-federal citizen respondents, local and state government employees, quasi-government employees, and advocacy groups
  - **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 ssubstantially informing iinfluential 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:**

<b>Category of Respondent</b>	<b>Number of Respondents</b>	<b>Participation Time</b>	<b>Burden Hours</b>
HUD customers	4000	3 min.	200
<b>Totals</b>	4000	3 min.	200

**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.