

Request for Continued Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (NPPD Generic Clearance Number 1670-0027)

TITLE OF INFORMATION COLLECTION: ISCD Feedback Questionnaire

PURPOSE:

The Department of Homeland Security (DHS) National Protection and Programs Directorate (NPPD) Infrastructure Security Compliance Division (ISCD) would like to submit the ISCD Feedback Questionnaire for continued approval under NPPD Generic Clearance Number 1670-0027 as a "Fast Track" submission. ISCD developed the ISCD Feedback Questionnaire instrument in direct response to a Government Accountability Office (GAO) report.

In April of 2013, the GAO issued a report entitled "CRITICAL INFRASTRUCTURE PROTECTION DHS Efforts to Assess Chemical Security Risk and Gather Feedback on Facility Outreach Can Be Strengthened." In the GAO's "Recommendations for Executive Action" section, the GAO stated that "To enhance ISCD efforts to communicate and work with facilities, we recommend that the Secretary of Homeland Security direct the Under Secretary for NPPD, the Assistant Secretary for IP, and the Director of ISCD to explore opportunities and take action to systematically solicit and document feedback on facility outreach consistent with ISCD efforts to develop a strategic communication plan." (pg. 36). The GAO report also indicated that "... customer service efforts in the government, systematic feedback from regulated facility owners and operators to among other things, determine the kind and quality of services they want and also determine their level of satisfaction with existing services including outreach may benefit to organizations like ISCD that service the public." (pgs. 33-34). In addition, the GAO report reminded us, that the NIPP states that "... when the government is provided with an understanding of private sector information needs, it can adjust its information collection, analysis, synthesis, and dissemination activities accordingly."

The ISCD Feedback Questionnaire has been approved under the "Generic Clearance for the Collection of Routine Customer Feedback" (NPPD Generic Clearance Number 1670-0027) in October 2017. ISCD uses responses to the ISCD Feedback Questionnaire to evaluate effectiveness and quality of its outreach activities and to report internally performance statistics. The results are not intended to be disseminated to the public.

Reference-

GAO April 2013 Report "CRITICAL INFRASTRUCTURE PROTECTION DHS Efforts to Assess Chemical Security Risk and Gather Feedback on Facility Outreach Can Be Strengthened."
<http://www.gao.gov/products/GAO-13-353>

DESCRIPTION OF RESPONDENTS:

ISCD's communication's plan currently addresses both internal and external communication needs to include industry outreach efforts. One of our plan goals is to maintain robust communication and outreach with the chemical community. ISCD desires informal and honest feedback on all of our outreach efforts. As such, our respondents are comprised of industry and government stakeholders who attend our outreach activities, such as CFATS briefings and presentations. These individuals are requested to voluntarily complete our on-line ISCD Feedback Questionnaire (access through a web-link to the Survey Monkey Website). ISCD will ensure that respondents IP addresses are not collected by ensuring that the Survey Monkey settings are updated to opt out of collecting this information. In addition, the questionnaire weblink will be posted to the CFATS Website and Knowledge Center pages.

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)

☒ Customer Satisfaction Survey

☐ Small Discussion Group

☐ Other: _____

☐ Focus Group

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.

NAME: Yanina Golburt Samuels

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
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 ☒ No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden (hours)	Annual Burden Cost
Presentation/meetings/conferences	4,360	5 minutes	363	\$12,124
Knowledge Center	12,003	5 minutes	1,000	\$33,400
Compliance Assistance visits	254	5 minutes	21	\$701
OHS.Gov unique page (Chemical Security)	17,676	5 minutes	1,473	\$49,198
Totals	34,293		2,857	\$95,423

The above Average Hourly Wage Rate is the [May 2016 Bureau of Labor Statistics](#) average wage for "All Occupations" of \$23.86 times the wage rate benefit multiplier of 1.4 (to account for fringe benefits) equaling \$33.40. The selection of "All Occupations" (for example) was chosen as the expected respondents for this collection could be expected to be from any occupation.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

The total estimated cost, to the Government, is **\$1,868**.

This cost is broken down as follows:

One year subscription to Survey Monkey= \$300

Time to review results: \$1,568*

**It is estimated that 1 government employee at a GS level 14, Step 1 will spending approximately 1% of their time (2080 annual working hours x 1% = 20.8 hours) annually to review, analyze, and assimilate survey responses.*

Using the FY17 (Washington-Baltimore-Northern Virginia) GS pay scale, the fully-loaded wage rate for a GS14, Step 1 is \$ 75.40 (\$ 112,021 annual salary/2080 = \$53.86 base wage rate x 1.4 benefit multiplier = \$ 75.40 fully-loaded wage rate).

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 [X] 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?

HQ DHS/NPPD/IP/ISCD placed the ISCD Feedback Questionnaire on a secured Survey Monkey Website and administers the instrument via a web-link. We e-mail the link to attendees, if known or to the activity point of contact at the outreach activities where ISCD staff make a presentation or deliver a briefing. Questionnaire instructions state that completing the questionnaire is entirely optional. The responses are anonymous. In addition, the link to the Questionnaire is located on our public facing Internet CFATS Website and Knowledge Center page.

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

