

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1670-0027)

TITLE OF INFORMATION COLLECTION: NCCAD Program Stakeholder Feedback Survey

PURPOSE:

The National Program and Protection Directorate (NPPD) Office of Bombing Prevention (OBP) enhances the nation’s ability to prevent, protect against, respond to, and mitigate the terrorist use of explosives against critical infrastructure, the private sector, and Federal, State, Local, Tribal, and Territorial entities. The National Counter-Improvised Explosive Device (C-IED) Capabilities Analysis Database (NCCAD) is an assessment program that uses a consistent and repeatable analytical methodology to assess and analyze the counter-IED capabilities of bomb squads, explosives detection canine teams, public safety dive teams, and special weapons and tactics (SWAT) teams. NCCAD provides State, local, tribal and territorial law enforcement stakeholders a method to identify their level of capability to prevent, protect, mitigate, and respond to an IED threat. It also provides Federal stakeholders an overarching view of the Nation’s collective counter-IED capabilities.

The NCCAD customer feedback survey gives units’ the ability to voluntarily provide feedback on the perceived utility and value of the questions within the assessments, the assessments as a whole, and the reports. The feedback survey also provides a venue to address the effectiveness of the facilitators’ activities in conducting the assessment and/or website. We provide the feedback survey as a vehicle to collect information from stakeholders regarding the utility of the program, knowledge of the facilitator for webinars/workshops, usefulness of the website and its webpages, issues that need to be addressed and rectified, process changes, etc. The survey is provided at the end of the assessment and is strictly voluntary. The survey will be administered via Survey Gizmo, which will ensure that respondents remain anonymous. NPPD/OBP will ensure that respondents IP addresses are not collected by ensuring that the Survey Gizmo settings are updated to opt out of collecting this information. There will also be a paper version of the survey for use with webinars and workshops.

DESCRIPTION OF RESPONDENTS:

The survey will be gathered from State, local, tribal, territorial and private sector bomb squads, explosive detection canine teams, public safety dive teams, and SWAT teams that use NCCAD.

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: **Jenny Margaros**

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, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
- 3. If Applicable, has a System or Records Notice 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	No. of Responses per Respondent	No. of Responses	Participation Time	Burden	Annual Burden Cost
Private Sector, Contractors, and Academia	180	1	180	.08333 hours (5 minutes)	15 hours	\$622
Totals	180	1	180	.08333 hours (5 minutes)	15 hours	\$622

**The above Average Hourly Wage Rate is the [May 2016 Bureau of Labor Statistics](#) average wage for "Police and Detectives" of \$29.62 times the wage rate benefit multiplier of 1.4 (to account for fringe benefits) equaling \$41.47. 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: The estimated annual cost to the Federal government is **\$1,578.15/year.**

It is estimated that 1 manager at a GS level 14, Step 1 will spending approximately 1% of their time (2080 annual working hours x 1% = 20.8 hours, or 21 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 \$ 75.15 (\$ 53.68 base wage rate x 1.4 benefit multiplier = \$ 75.15 fully-loaded wage rate).

The annual government cost is estimated to be \$ 1,578.15 (21 hours annually x \$88.69 = \$1,578.15).

STATISTICAL METHOD:

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?

Potential respondents are stakeholders (private sector representatives, SLTT employees and contractors, federal employees and contractors) who interact with OBP, whether it by a meeting, formal engagement, assessment, evaluation, etc. Typically, these individuals will be representatives from critical infrastructure organizations and businesses and have a security background/level of understanding of bomb prevention.

Recipients are determined by standard distribution lists dependent upon product type.

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 (paper)

2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.