

## SUPPORTING STATEMENT - PART A

USMEPCOM MEPS Customer Satisfaction Survey – OMB Control Number 0704-0470

### Summary of Changes from Previously Approved Collection

- There has been a change in the amount of requested annual respondents from 122,000 to 75,000, for a decrease of 47,000 respondents. This has lowered the public burden from \$147,712 to \$90,625.

#### 1. Need for the Information Collection

USMEPCOM, with headquarters in North Chicago, IL, is a jointly staffed command with Department of the Army civilians and military from all five branches of service. The Command, through its network of 65 Military Entrance Processing Stations (MEPS), determines whether applicants for military service are qualified for enlistment based on standards set by each of the Services. The MEPS are in the service business and applicants are USMEPCOM's most important customers. USMEPCOM Regulation 601-23, Enlistment Processing, directs the information collection requirement for all 65 Military Entrance Processing Stations to obtain timely feedback from military applicants on MEPS core processes. The MEPS have been using this Customer Satisfaction Survey (CSS) for the past 3 years to obtain feedback from the applicant. The current CSS (attached) is not being altered. Completion of the CSS is voluntary.

#### 2. Use of the Information

This information collection requirement for MEPS CSS is necessary to aid the MEPS and USMEPCOM in evaluating the effectiveness of current policies and core processes, identifying unmet customer needs, and allocating resources more efficiently. It also provides the applicant with immediate feedback, if desired. USMEPCOM as a joint DoD component providing red carpet service (including this survey) in support of advertising and marketing the enlistment process to applicants of the Armed Forces.

#### 3. Use of Information Technology

This web-based tool will allow MEPS to efficiently administer voluntary customer satisfaction surveys electronically on a routine basis to their primary customer, applicants for military service. The aggregated data is available in USMEPCOM's Business Intelligence (BI) System and provides senior leadership at all levels with near real-time customer service metrics on USMEPCOM's electronic BI Dashboard. Senior leaders use this electronic application to monitor key performance indicators in USMEPCOM. All MEPS possess two dedicated computer terminals to administer the survey, and the automated collection technique minimizes administration time of personnel. This process is completely web-based. It minimizes the burden of moving paper between agencies and ensures better accuracy of data.

#### 4. Non-duplication

Data collected by the MEPS Customer Satisfaction Survey provides a wide range of USMEPCOM core process information needed to improve and standardize processes in the MEPS. No similar information or verification procedure exists that can be used for this information collection from our primary customer, the applicant.

5. Burden on Small Businesses

This information collection does not impose a significant economic impact on a substantial number of small businesses or entities.

6. Less Frequent Collection

The MEPS Customer Satisfaction Survey is a tool for ascertaining the quality of MEPS services from a customer's perspective. It helps identify agency core processes that need quality improvement, provide early detection of problems, and focus attention on areas where remedial training or changes in existing operations might improve delivery of products or services. If collection were stopped, this would severely limit the connection with the MEPS primary customer, the applicant, and the ability to focus on areas of improvement in the MEPS. The MEPS are in the service business and applicant treatment by MEPS personnel and processes can influence whether some applicants decide to access into military service.

7. Paperwork Reduction Act Guidelines

This collection of information does not require collection to be conducted in a manner inconsistent with the guidelines delineated in 5 CFR 1320.5(d)(2).

8. Consultation and Public Comments

Part A: PUBLIC NOTICE

A 60-Day Federal Register Notice (FRN) for the collection published on Wednesday, September 21, 2016. The 60-Day FRN citation is 81 FR 64884.

No comments were received during the 60-Day Comment Period.

A 30-Day Federal Register Notice for the collection published on Friday, January 17, 2020. The 30-Day FRN citation is 85 FR 3040.

Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the Federal Register was conducted for this submission.

9. Gifts or Payment

No payments or gifts are being offered to respondents as an incentive to participate in the collection.

10. Confidentiality

Respondents are advised that statements will be held in the strictest confidence. No requirements are placed on the respondent after providing the information. If the respondent provides contact information for feedback on comments, the personal information collected is kept confidential. A privacy statement is part of the survey. MEPS keep personal contact information on file until all applicants' comments are addressed.

A System of Record Notice (SORN) is not required for this collection because records are not retrievable by PII.

A Privacy Impact Assessment (PIA) is not required for this collection because PII is not being collected electronically.

A privacy statement is part of the survey. Survey records will be kept by MEPS until all comments have been addressed, after which they will be destroyed. This should not exceed one year's time.

11. Sensitive Questions

Demographic information on education level, gender, and age are requested to determine the distribution of trends over time.

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

1) Collection Instrument(s)

[Military Entrance Processing Station (MEPS) Customer Satisfaction Survey]

- a) Number of Respondents: 75,000
- b) Number of Responses Per Respondent: 1
- c) Number of Total Annual Responses: 75,000
- d) Response Time: 10 minutes
- e) Respondent Burden Hours: 12,500 hours

2) Total Submission Burden (Summation or average based on collection)

- a) Total Number of Respondents: 75,000
- b) Total Number of Annual Responses: 75,000
- c) Total Respondent Burden Hours: 12,500 hours

Part B: LABOR COST OF RESPONDENT BURDEN

1) Collection Instrument(s)

[MEPS Customer Satisfaction Survey]

- a) Number of Total Annual Responses: 75,000
- b) Response Time: 10 minutes
- c) Respondent Hourly Wage: \$7.25
- d) Labor Burden per Response: \$1.21
- e) Total Labor Burden: \$90,806

2) Overall Labor Burden

- a) Total Number of Annual Responses: 75,000
- b) Total Labor Burden: \$90,626

The hourly wage rate was based upon the U.S. Department of Labor Federal Minimum Wage of \$7.25 per hour.

13. Respondent Costs Other Than Burden Hour Costs

There are no annualized costs to respondents other than the labor burden costs addressed in Section 12 of this document to complete this collection.

14. Cost to the Federal Government

Part A: LABOR COST TO THE FEDERAL GOVERNMENT

1) Collection Instrument(s)

[MEPS Customer Satisfaction Survey]

- a) Number of Total Annual Responses: 75,000
- b) Processing Time per Response: 5 minutes
- c) Hourly Wage of Worker(s) Processing Responses : \$7.25
- d) Cost to Process Each Response: \$0.60
- e) Total Cost to Process Responses: \$45,000

2) Overall Labor Burden to the Federal Government

- a) Total Number of Annual Responses: \$0
- b) Total Labor Burden: \$0

Part B: OPERATIONAL AND MAINTENANCE COSTS

1) Cost Categories

- a) Equipment: \$0
- b) Printing: \$0
- c) Postage: \$0
- d) Software Purchases: \$0
- e) Licensing Costs: \$0
- f) Other: \$0

2) Total Operational and Maintenance Cost: \$0

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

1) Total Labor Cost to the Federal Government: \$45,000

2) Total Operational and Maintenance Costs: \$0

3) Total Cost to the Federal Government: \$45,000

15. Reasons for Change in Burden

This is a reinstatement with change to an expired collection. The burden has decreased since the previous approval due to a decrease in the number of respondents from 122,000 to 75,000.

16. Publication of Results

The results of this information collection will not be published.

17. Non-Display of OMB Expiration Date

We are not seeking approval to omit the display of the expiration date of the OMB approval on the collection instrument.

18. Exceptions to “Certification for Paperwork Reduction Submissions”

We are not requesting any exemptions to the provisions stated in 5 CFR 1320.9.