

Survey No.	Survey Title	Current Program Office Responsible	Program Office Contact	Collection Information	Estimated Time to fill out form in minutes?	Number of Estimated Respondents and Burden per year?			Total 3 years
						FY 2018	FY 2019	FY 2020	
Customer Satisfaction Surveys									
CSS1	PMF Job Fair Survey	HRS/LTMS/BES/PLANPROG	Rob Timmons	Used to measure customer (PMF finalists) satisfaction with the annual PMF Job Fair	10	400	400	400	1200
Burden					0.1667	67	67	67	200
CSS2	Customer Satisfaction Survey (Agency contracted)	HRS/LTMS/HRSES/IOAE/ORGASSES	Jennifer Hartenstine 202-606-0951 Jennifer.Hartenstine@opm.gov or Steve	Used to determine client's level of satisfaction with OPM's products & services; PRDC developed survey	15	20000	20000	20000	60000
Burden					0.2500	5000	5000	5000	15000
CSS3	Open Season Express Telephone Survey	RB/RO/RES/RET BEN	Angelo Cueto 202-606-1184 angelo.cueto@opm.gov	Used for retiree FEHB Open Season IVR system.	2	29082	30536	32065	91683
Burden					0.0333	969	1018	1069	3056
CSS4	Open Season Online Survey	RB/RO/RES/RET BEN	Angelo Cueto 202-606-1184 angelo.cueto@opm.gov	Used for retiree FEHB Open Season website. Data is never published.	2	15383	16152	16960	48495
Burden					0.0333	513	538	565	1617
CSS5	Rating Federal Retirement Program Website	RB/RO/OPS/QCA	Patsy Bruton 202-606-4558 Patsy.Bruton@opm.gov	Currently used web exit survey	2	2900	2900	2900	8700
Burden					0.0333	97	97	97	290
CSS6	Services Online	RB/RO/OPS/QCA	Patsy Bruton 202-606-4558 Patsy.Bruton@opm.gov	Currently used web exit survey	2	90195	90195	90195	270585
Burden					0.0333	3007	3007	3007	9020

CSS7	Insurance website customer satisfaction core survey	RB/IO/PPE	Angelo Cueto 202-606-1184 angelo.cueto@opm.gov	Current survey - Used during every Benefits Open Season on the /insure website Used to improve insurance services and capabilities	3	10000	10000	10000	30000
Burden					0.0500	500	500	500	1500
CSS8	DFAS Retiree-Annuitant Customer Satisfaction Survey	HRS/LTMS/HRSES/IOAE/ORGASSES	Steve Burnkrant 303 807-0258 Steve.Burnkrant@opm.gov	Active survey that is conducted annually	15	6000	6000	6000	18000
Burden					0.2500	1500	1500	1500	4500
CSS9	TSA Applicants Customer Satisfaction Survey	HRS/LTMS/HRSES/IOAE/ORGASSES	Steve Burnkrant 303 807-0258 Steve.Burnkrant@opm.gov	Active survey that is conducted annually	15	10000	10000	10000	30000
Burden					0.2500	2500	2500	2500	7500
CSS10	How Has The Office of Personnel Management Served You? RI 10-72	RB/RM/MI	B.A. Wells 606-2730 bawells@opm.gov	Active survey that is conducted annually	25	350	350	350	1050
Burden					0.4167	146	146	146	438
CSS11	Training Evaluation Form	ES/RH	Kelly Woodall	Active survey that is conducted periodically	5	5000	5000	5000	15000
Burden					0.0833	417	417	417	1250
					Annual Average	FY 2018	FY 2019	FY 2020	3 Years Total
Total Respondents					191571	189310	191533	193870	574713
Total Burden					14790	14715	14789	14867	44370