

**Request for Approval under the “Generic Clearance for the Collection of  
Routine Customer Feedback” (OMB No.: 0925-0648, Exp. Date: 05/31/2021)**

**TITLE OF INFORMATION COLLECTION: NIH On the Move Need Survey**

**PURPOSE:**

In preparation for the relocation of employees and services in the North Bethesda/Rockville leased government office spaces, DATS is conducting a shuttle survey specific to off campus employee relocations. As the employee population’s shifts between the following locations: Executive Boulevard, White Flint Training Center, Rockledge and Rockville government leased locations, an evaluation of repurposing current shuttle services to align with new requirements is the goal to successfully utilizing existing shuttle services in addition to repurposing of existing shuttle routes and possibly adding shuttles to the routes.

An intuitive look at matching shuttle resources to align with connecting most populated buildings, the NIH Campus, training centers and mass-transit hubs, may produce an effect plan, but survey data from the employees would support or challenge this intuitive approach. Survey data could help to reveal or uncover potential travel or commuting tendencies that could validate or enhance shuttle options.

**DESCRIPTION OF RESPONDENTS:**

The respondents are the NIH federal employees and contractors who currently are working in leased government facilities in the Executive Boulevard, White Flint Training Center, Rockledge and Rockville areas.

**TYPE OF COLLECTION:** (Check one)

- |                                                                       |                                                            |
|-----------------------------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Customer Comment Card/Complaint Form         | <input 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 checked="" type="checkbox"/> Other: <u>Feedback</u> |

**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: \_\_\_\_\_

Ms. Susan Cook  
Director, Division of Amenities and Transportation Services  
9000 Center Drive, Building 31, Room 3B23  
Bethesda, Maryland 20892

To assist review, please provide answers to the following questions:

**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

**ESTIMATED BURDEN HOURS and COSTS**

Category of Respondent	No. of Respondents	No. of Responses per Respondent	Time per Response (in hours)	Total Burden Hours
Individual (Federal Government Employee and Contractor)	12,305	1	5/60	1,025
<b>Totals</b>		12,305		1,025

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individual (Federal Government Employee and Contractor)	1,025	\$27.62	\$28,311
<b>Totals</b>		\$27.62	\$28,311

\*[http://www.bls.gov/oes/2017/may/oes\\_nat.htm#00-0000](http://www.bls.gov/oes/2017/may/oes_nat.htm#00-0000) )

**FEDERAL COST:** The estimated annual cost to the Federal government is **\$2,410.98**.

Staff	Grade/Step	Salary**	% of Effort	Fringe (if applicable)	Total Cost to Gov't
<b>Federal Oversight</b>				N/A	
TSB Branch Chief	14/5	129,869	.005	N/A	\$649.35
TSB Program Specialist	13/10	126,062	.005	N/A	\$630.31
OQM Industrial Psychologist	13/6	113,132	.010	N/A	\$1,131.32
<b>Contractor Cost</b>	N/A	N/A	N/A	N/A	N/A
Travel	N/A	N/A	N/A	N/A	N/A
Other Cost	N/A	N/A	N/A	N/A	N/A
<b>Total</b>					\$2,410.98

\*the Salary in table above is cited from <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/18Tables/html/DCB.aspx>.

**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?

The respondents are the NIH federal employees and contractors who comprise the Office of Research Services.

**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, Explain
2. Will interviewers or facilitators be used?  Yes  No