

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3090-0297)

TITLE OF INFORMATION COLLECTION: Transportation Audits Management System (TAMS) Application Survey

PURPOSE: The TAMS Application Survey will be used to collect user experience and user satisfaction data from the Transportation Audits Management System (tams.gsa.gov). The purpose of the TAMS Application Survey and the collection of user experience data is to evaluate the user TAMS user experience, identify areas for improvement, use survey data to help prioritize and inform the product backlog, support human centered design practices, measure changes to satisfaction / experience over time, and evaluate the effectiveness of the new system vs the legacy TARPS application.

DESCRIPTION OF RESPONDENTS:

Federal Government: GSA Admins, GSA QMCAA User/Managers, GSA QMCAB User/Manager, GSA QMCAC User/Manager, and GSA QMCB User/Manager. These GSA transportation audit users manage the key functions of TAMS and coordinate the work from or for the other user roles.

Federal Government: Agency Users/Delegates Input Pre-Payment and Post-Payment Audit data into TAMS.

Private sector: TSP (Transportation Service Providers) Users/Delegates. TSP users/delegates receive Notices of Overcharge NOCs and submit protests via TAMS.

Private sector: Contract Auditors/Managers. Contract Auditor (CA) works for a Contract Auditor Company (“CA Company”) and creates Notices of Overcharge (NOCs) in TAMS.

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.

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] 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

If PII is collected, please provide a brief statement regarding why PII is necessary, how it will be stored and for how long, and how it will be destroyed once the collection is over.

Gifts or Payments:

Is an incentive (*e.g.* , money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Federal Government: GSA Admins, GSA QMCAA User/Managers,GSA QMCAB User/Manager, GSA QMCAC	135	6 minutes	810

User/Manager, and GSA QMCB User/Manager			
Federal Government: Agency Users/Delegates	16	6 minutes	96
Private sector: TSP (Transportation Service Providers) Users/Delegates	376	6 minutes	2256
Private sector: Contract Auditors/Managers	13	6 minutes	78
Subtotal: Federal Government	151	6 minutes	906 minutes 15 hours
Subtotal: Private Sector	389	6 minutes	2,334 minutes 38.9 hours
Totals	540	6 minutes	3240 minutes 54 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$405 (540 survey response * \$0.75 per survey)

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?

Answer: Sampling will not be used. A static “Feedback” link/button will be present for all registered system users. Registered users can voluntarily click the button to take the survey once they have been authenticated.

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