

SUPPORTING STATEMENT FOR
MyAppointment
OMB Control No.: 1615-0113
COLLECTION INSTRUMENT(S): No Form Number

A. Justification

- 1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.**

Under Section 103(a) of the Immigration and Nationality Act, USCIS collects information to identify and communicate with applicants during the immigration benefits process and to provide a scheduling system directly accessible by the public to facilitate the convenient scheduling of required personal appointments.

- 2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.**

USCIS uses the information collected to schedule appointments for the respondents based upon their need, location, and time desired. With the availability of this information, the agency can efficiently manage the inflow of persons who require USCIS assistance on a case previously filed have not received their Permanent Resident Card, would like to file an application in person, need information or other services, or need a form.

- 3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.**

Respondents are able to access the appointment scheduling system on the USCIS main webpage via the "Make an Appointment" link. The collection is 100% electronically submitted to USCIS.

- 4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.**

There is no other process in place to capture this information; the system is not duplicated elsewhere as the data requested is specific to the scheduling of an appointment by the respondent.

5. If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-I), describe any methods used to minimize burden.

This collection of information does not have an impact on small businesses or other small entities as the respondents are individuals who wish to schedule an appointment.

6. Describe the consequence to Federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.

This process allows USCIS to efficiently manage its appointment scheduling. Through this system, USCIS can effectively conduct interviews in a timely fashion and provide the best possible service to its customers. Without this system in place, USCIS would need to incur increased costs to have support staff in place to manually schedule and modify interviews in support of applications and petitions filed by the public.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner:

- **Requiring respondents to report information to the agency more often than quarterly;**
- **Requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it;**
- **Requiring respondents to submit more than an original and two copies of any document;**
- **Requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years;**
- **In connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study;**
- **Requiring the use of a statistical data classification that has not been reviewed and approved by OMB;**
- **That includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use; or**
- **Requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures**

to protect the information's confidentiality to the extent permitted by law.

This information collection is conducted in a manner consistent with the guidelines in 5 CFR 1320.5(d)(2).

- 8. If applicable, provide a copy and identify the data and page number of publication in the Federal Register of the agency's notice, required by 5 CFR 1320.8(d), soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.**

Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.

Consultation with representatives of those from whom information is to be obtained or those who must compile records should occur at least once every 3 years - even if the collection of information activity is the same as in prior periods. There may be circumstances that may preclude consultation in a specific situation. These circumstances should be explained.

- On May 16, 2022, USCIS published a 60-day notice in the Federal Register at 87 FR 29759. USCIS did not receive comments after publishing that notice.
- On August 10, 2022, USCIS published a 30-day notice in the Federal Register at 87 FR 48683. USCIS did receive one comment after publishing that notice. Please see comment and USCIS response below. USCIS did not make any changes to the information collection in response to this comment.

Comment: The self-service appointment scheduling system should not be continued in its present form. It should instead be extended to all USCIS domestic field offices as well to eliminate the absurd months-long delays in scheduling appointments through USCIS' antiquated call center system. Care should be taken, however, to deflect those who merely seek publicly available information (e.g. blank forms, status updates) to online resources to maintain appointment availability for those who cannot be served except through local office appointments. Changing several years ago from a self-service system to the USCIS Contact Center system has caused significant delays in obtaining services. Even emergency requests now typically take weeks. This change was a mistake and should be undone moving forward--extend the proposed appointment scheduling system to all domestic USCIS field offices.

Response: USCIS understands the current backlog of immigration benefit requests continues to drive high inquiry volumes at the Contact Center at a level that has out-paced staffing. As a result, wait times exceed desired levels due to an increase in demand and the number of services provided through the USCIS Contact Center. However, USCIS found that many requesters created an appointment in the past for questions they could have answered themselves online or through contacting USCIS via telephone. Thus, USCIS still believes that having appointments scheduled via the Contact Center actually reduces the overall burden for requesters because requesters who would have scheduled appointments to get their question resolved now do so via the Customer Contact Center. Meanwhile, USCIS plans to continue to add support to the Customer Contact Center to make it more responsive.

9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.

USCIS does not provide any payment for benefit sought.

10. Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation or agency policy.

There is no assurance of confidentiality.

The Privacy Impact Assessments (PIA) associated with this information collection are:

- DHS/USCIS/PIA-046 Customer Scheduling and Services

The System of Record Notices (SORN) associated with this information collection are:

- DHS/USCIS-007 Benefits Information System, October 19, 2016 81 FR 72069.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private. This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

There are no questions of a sensitive nature.

12. Provide estimates of the hour burden of the collection of information. The statement should:

- **Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated. Unless directed to do so, agencies should not conduct special surveys to obtain information on which to base hour burden estimates. Consultation with a sample (fewer than 10) of potential respondents is desirable. If the hour burden on respondents is expected to vary widely because of differences in activity, size, or complexity, show the range of estimated hour burden, and explain the reasons for the variance. Generally, estimates should not include burden hours for customary and usual business practices.**
- **If this request for approval covers more than one form, provide separate hour burden estimates for each form and aggregate the hour burdens in Item 13 of OMB Form 83-I.**
- **Provide estimates of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories. The cost of contracting out or paying outside parties for information collection activities should not be included here. Instead, this cost should be included in Item 14.**

		A	B	C (=AxB)	D	E (=CxD)	F	(=ExF)
Type of Respondent	Form Name / Form Number	#. of Respondents	#. of Responses per Respondent	# of Responses	Avg. Burden per Response (in hours)	Total Annual Burden (in hours)	Avg. Hourly Wage Rate*	Total Annual Respondent Cost
Primary: Individuals or	InfoPass / No Form Number	1,043,319	1	1,043,319	.1	104,332	\$35.54	3,707,959
Total				1,043,319		104,332		3,707,959

** The above Average Hourly Wage Rate is the May 2017 Bureau of Labor Statistics average wage for all occupations of \$24.34 times the wage rate benefit multiplier of 1.46 (to account for benefits provided) equaling \$35.54. The selection of "All Occupations" was chosen as the expected respondents for this collection could be expected to be from any occupation.*

13. Provide an estimate of the total annual cost burden to respondents or record keepers resulting from the collection of information. (Do not include the cost of any hour burden shown in Items 12 and 14).

- **The cost estimate should be split into two components: (a) a total capital and start-up cost component (annualized over its expected useful life); and (b) a total operation and maintenance and purchase of services component. The estimates should take into account costs associated with generating, maintaining, and**

disclosing or providing the information. Include descriptions of methods used to estimate major cost factors including system and technology acquisition, expected useful life of capital equipment, the discount rate(s), and the time period over which costs will be incurred. Capital and start-up costs include, among other items, preparations for collecting information such as purchasing computers and software; monitoring, sampling, drilling and testing equipment; and record storage facilities.

- **If cost estimates are expected to vary widely, agencies should present ranges of cost burdens and explain the reasons for the variance. The cost of purchasing or contracting out information collection services should be a part of this cost burden estimate. In developing cost burden estimates, agencies may consult with a sample of respondents (fewer than 10), utilize the 60-day pre-OMB submission public comment process and use existing economic or regulatory impact analysis associated with the rulemaking containing the information collection, as appropriate.**
- **Generally, estimates should not include purchases of equipment or services, or portions thereof, made: (1) prior to October 1, 1995; (2) to achieve regulatory compliance with requirements not associated with the information collection; (3) for reasons other than to provide information or keep records for the government; or, (4) as part of customary and usual business or private practices.**

There are no capital, start-up, operational or maintenance costs associated with this collection of information. All costs to respondents are captured in the information collections that require interviews.

- 14. Provide estimates of annualized cost to the Federal government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing, and support staff), and any other expense that would not have been incurred without this collection of information. Agencies also may aggregate cost estimates from Items 12, 13, and 14 in a single table.**

The cost to the Federal Government for managing the scheduling system to ensure it functions as required is \$63,708, which is calculated from one USCIS employee GS 13 Step 4 (*Washington D.C. area annual salary \$109,088 x 1.46 multiplier for benefits = \$159,269*) spending 40% of their time ($\$159,269 \times 40\% = \$63,708$) managing the process to ensure information collection processes occur and to provide support for any updates necessary. The costs for the actual processing of interviews and all associated activities are captured within the collections for which the interviews occur.

- 15. Explain the reasons for any program changes or adjustments reporting in Items 13 or 14 of the OMB Form 83-I.**

There are no changes in the time or cost burden associated with this collection of information. The name of the information collection has changed from InfoPass to MyAppointment.

- 16. For collections of information whose results will be published, outline plans for tabulation, and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.**

This information collection will not be published for statistical purposes.

- 17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.**

USCIS will display the expiration date for OMB approval of this information collection.

- 18. Explain each exception to the certification statement identified in Item 19, "Certification for Paperwork Reduction Act Submission," of OMB 83-I.**

USCIS does not request an exception to the certification of this information collection.

B. Collections of Information Employing Statistical Methods.

There is no statistical methodology involved with this collection.