

SUPPORTING STATEMENT - PART A

Marine Corps Lodging Guest Registration and Feedback - 0703-0072

Summary of Changes from Previously Approved Collection

- The burden for respondents has decreased slightly since the previous approval due to a more efficient electronic collection system via the online registration system.
- The burden cost to the Federal Government has increased since the previous approval due to the additional lodging facilities available for registration.
- Title changed from “Marine Corps Community Services (MCCS) Lodging Guest Registration.”

1. Need for the Information Collection

The information collection is necessary to keep a record of Marine Corps lodging reservations to ensure orderly room assignment and avoid improper booking; to record registration and payment of accounts; to verify proper usage by eligible patrons; for cash control; to gather occupancy data; to determine occupancy breakdown; to account for rentals and furnishings; and to collect data for customer satisfaction and marketing.

Authorities to collect the information:

10 U.S.C. 5013, Secretary of the Navy is responsible for the functioning and efficiency of the Department of the Navy and the formulation of policies and programs that are fully consistent with the national security objectives and policies established by the President or the Secretary of Defense.

10 U.S.C. 5041, Headquarters, Marine Corps is to assist the Secretary of the Navy in carrying out his responsibilities.

DoD Instruction 1015.11, Lodging Policy requires lodging programs to be strategically planned, programmed, and executed using business management practices.

DoD Instruction 1015.10, Military Morale, Welfare, and Recreation (MWR) Programs, requires program standards include assessments of customer feedback and the results of periodic surveys.

2. Use of the Information

The information collected will be used to manage and administer Marine Corps lodging reservations, accommodations, sales transactions, and services provided as well as improving marketing and customer satisfaction based on customer feedback.

The collection instruments include the point-of-sale system terminal located at each lodging facility and customer feedback survey. The information provided for Marine Corps lodging reservations, accommodations, sales transactions, and services is stored on the centralized database of the point-of-sale system. Information access is controlled and managed via system administration and security for those who have a need-to-know. Customer feedback is collected and stored by the third-party currently contracted to support the Marine Corps Official and Recreational Lodging Programs. The intended result is the ability to provide lodging services efficiently and effectively with an ability to follow up with customers to improve customer satisfaction. The successful effect is streamlining service delivery, improved customer experience, and higher utilization and retention rates.

Point of Sale System

The public respondents include contractors, military family members/dependents, and other individuals authorized to use Marine Corps lodging services. They are responding to the information collection in order to complete reservations and sales transactions for lodging services. The respondents can access information about Marine Corps lodging at the Inns of the Corps website accessed at <http://innsofthecorps.com/index.html> and Marine Corps Community Services (MCCS) Recreation Lodging accessed at <http://www.mccsreclodging.com/index.html>. Respondents may provide lodging reservation information via telephone, in-person at the Marine Corps lodging location, or via the online registration system accessed at the above URLs based on their personal preference. For respondents that call the lodging facility directly or request reservations in-person, Marine Corps lodging program personnel key the information provided into the NAF Lodging Point of Sale System. For guests that utilize the online registration system, they key in their own information.

During check-in, the registration card is prepopulated with information from the original registration request entry. At this time, the patron has an opportunity to update information previously provided and then signs the registration card acknowledging the charges. Additional information collected at time of check-in may include: notes of special requests or accommodations; reason for stay; number of pets; vehicle type and plate number (to include RV information, if applicable); and gender/gender identification (for billeting accommodations with shared bathrooms).

Customer Feedback

Guests are provided an opportunity to submit customer feedback on services received. Upon check out of the lodging facility, an automated email is sent to the guest thanking them for staying. The email reminds the guest that the feedback is voluntary. A link to complete to the customer feedback response electronically is provided on the email for those guests who choose to provide feedback.

3. Use of Information Technology

50% of lodging registrations are submitted electronically via the online registration system. The remaining 50% of lodging registrations are requested either in-person or via telephone based on customer preference. 100% of customer feedback responses are collected electronically.

4. Non-duplication

The information obtained through this collection is unique and is not already available for use or adaptation from another cleared source.

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

Frequency of customer reservation requests are on occasion, at the discretion and desire of the customer, not the lodging service provider. The frequency is dependent on how often the customer reserves lodging and/or provides customer feedback. If the customer feedback was conducted less frequently, there may not be sufficient data to substantiate the responses.

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 February 23, 2022. The 60-Day FRN citation is 87 FR 10181.

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

A 30-Day Federal Register Notice for the collection published on Monday, April 25, 2022. The 30-Day FRN citation is 87 FR 24289.

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

The Privacy Act Statement (PAS)/Agency Disclosure Notice (ADN) is displayed at lodging terminals. In addition, respondents are verbally provided the information when completing reservations via the phone and are provided a copy of the PAS/ADN upon request.

A System of Records Notice (SORN) is required. SORN N04066-4, Navy Lodge Records, may be accessed at <https://dpcl.d.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570347/n04066-4/>.

The previously proposed SORN (Marine Corps Community Services (MCCS) Lodging Records, M04066-9) will be modified to a proposed DoD-wide SORN in response to the DoD SORN consolidation initiative.

A Privacy Impact Assessment (PIA) is required. The NAF Lodging Point of Sale System (LPOS) PIA was approved 20210628 and may be accessed at <https://www.doncio.navy.mil/exports.aspx?id=18061>.

Records Retention and Disposition Schedule. DON Records Schedule 4000-32, General Operations of Navy Exchanges and Non-Appropriated Funds Activities: Cutoff at end of Calendar Year (CY). Destroy no earlier than 1 year and no later than 3 years after cutoff. Longer retention is authorized if required for business use.

11. Sensitive Questions

Tender of payment information is requested to process lodging fees. No other questions considered sensitive are being asked in this collection.

12. Respondent Burden and its Labor Costs

1) Collection Instruments

Lodging Registration

- a) Number of Respondents: 15,000
- b) Number of Responses Per Respondent: 1
- c) Number of Total Annual Responses: 15,000
- d) Response Time: 7 minutes
- e) Respondent Burden Hours: 1,750 hours

Customer Feedback

- a) Number of Respondents: 1,650
- b) Number of Responses Per Respondent: 1

- c) Number of Total Annual Responses: 1,650
- d) Response Time: 5 minutes
- e) Respondent Burden Hours: 137.5 hours

2) Total Submission Burden

- a) Total Number of Respondents: 15,000*
- b) Total Number of Annual Responses: 16,650
- c) Total Respondent Burden Hours: 1,887.5 hours

*The respondents for the Marine Corps lodging customer feedback are from the same population of respondents who requested a Marine Corps lodging registration. The feedback response is voluntary and sent to registration respondents upon completion of their stay.

Part B: LABOR COST OF RESPONDENT BURDEN

1) Collection Instruments

Lodging Registration

- a) Number of Total Annual Responses: 15,000
- b) Response Time: 7 minutes
- c) Respondent Hourly Wage: \$33.90
- d) Labor Burden per Response: \$3.96
- e) Total Labor Burden: \$59,325.00

Customer Feedback

- a) Number of Total Annual Responses: 1,650
- b) Response Time: 5 minutes
- c) Respondent Hourly Wage: \$33.90
- d) Labor Burden per Response: \$2.83
- e) Total Labor Burden: \$4,661.25

2) Overall Labor Burden

- a) Total Number of Annual Responses: 16,650
- b) Total Labor Burden: \$63,986

Hourly wage was based on Department of Labor, Bureau of Labor Statistics for “management, professional, and related occupations,” accessed at <https://www.bls.gov/cps/cpsaat39.htm>, retrieved 1.6.2022.

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) Collections Instruments

Point of Sale Systems

- a) Number of Total Annual Responses: 15,000
- b) Processing Time per Response: 7 minutes
- c) Hourly Wage of Worker(s) Processing Responses: \$16.80
- d) Cost to Process Each Response: \$1.96
- e) Total Cost to Process Responses: \$29,400

Customer Feedback

- a) Number of Total Annual Responses: 1650
- b) Processing Time per Response: 0 minutes
- c) Hourly Wage of Worker(s) Processing Responses: \$0
- d) Cost to Process Each Response: \$0
- e) Total Cost to Process Responses: \$0

2) Overall Labor Burden to the Federal Government

- a) Total Number of Annual Responses: 16,650
- b) Total Labor Burden: \$29,400

Labor costs for NF Level 2 employees is \$16.80 per hour, pay schedules can be accessed at <https://wageandsalary.dcpas.osd.mil/Content/NAF%20Schedules/survey-sch/054/054-044-71-NF.pdf>.

Part B: OPERATIONAL AND MAINTENANCE COSTS

Reflects total annual costs using non-appropriated funds.

1) Cost Categories

- a) Equipment: \$0
- b) Printing: \$0
- c) Postage: \$0
- d) Software Purchases: \$0
- e) Licensing Costs: \$0
- f) Other: \$
 - i. Software Upgrade: \$39,466
 - ii. Software Maintenance: \$134,400
 - iii. Hardware Maintenance: \$49,526
 - iv. Vendor for Customer Feedback: \$5,500

2) Total Operational and Maintenance Cost: \$228,892

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

- 1) Total Labor Cost to the Federal Government: \$29,400
- 2) Total Operational and Maintenance Costs: \$228,892

3) Total Cost to the Federal Government: \$258,292

15. Reasons for Change in Burden

The burden for respondents has decreased slightly since the previous approval due to a more efficient electronic collection system via the online registration system.

The burden cost to the Federal Government has increased since the previous approval due to the additional lodging facilities available for registration.

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.