

**Request for Approval under the "Generic Clearance for Improving  
Customer Experience: OMB Circular A-11, Section 280  
Implementation"**

**(OMB Control Number: 1225-0093)**

**TITLE OF INFORMATION COLLECTION:** Occupational Safety and Health Administration - Voluntary Protection Program (VPP) participants and special government employee Customer Interviews

**PURPOSE OF COLLECTION:**

To make recommendations to improve the experience of VPP program customers and special government employees who support the VPP program by better understanding barriers to:

- applying and reapplying for the VPP programs
- participating as a Special Government Employee (SGE)

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

- Customer Research (Interview, Focus Groups)  
 Customer Feedback Survey  
 User Testing

**ACTIVITY DETAILS**

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. Who will you collect the information from?

We will collect the information from the following individuals:

- VPP participants

- Site health and safety managers or plant managers (who may also be SGEs)
- Special Government Employees (SGEs) who work with other site health and safety managers to develop health and safety systems

To interview a diverse group of participants, we will be recruiting from each of the 9 regions, from a mix of small and large sites, and from a variety of industries. We will be using various newsletters and regional health and safety organizations to help recruit these individuals.

3. How will you ask a respondent to provide this information?

We will gather information through synchronous video or phone interviews with participants and/or in-person interviews during scheduled site visit, if possible.

4. What will the activity look like?

The activity with the VPP participants will be an interview, a conversation about VPP program participants' experiences with applying and reapplying for the VPP program and meeting program requirements. Participants may also show researchers how they use various tools to do these tasks. These activities will be done synchronously online through Zoom, as well as in-person at sites, if possible. For those who are SGEs, we will also ask about their work in supporting various activities as an SGE.

5. Please provide your question list.

The full list of questions is in the attached moderator guide.

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

6. When will the activity happen?

We plan to conduct these interviews during the month of March 2023.

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

**BURDEN HOURS** [MOU1]

Category of Respondent	No. of Respondents	Participation Time (hours)	Burden Hours
Small site health and safety managers	7	1	7
Large site health and safety managers	7	1	7
SGE	4	.5	2
<b>Totals</b>	<b>18</b>		<b>16 hours</b>

**CERTIFICATION:**

I certify the following to be true:

1. The collections are voluntary;
2. The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;
3. The collections are non-controversial and do not raise issues of concern to other Federal agencies;
4. Any 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 near future;
5. Personally identifiable information (PII) is collected only to the extent necessary and is not retained;

6. Information gathered is intended to be used for general service improvement and program management purposes
7. Upon agreement between OMB and the agency aggregated data may be released as part of A-11, Section 280 requirements only on performance.gov. Summaries of customer research and user testing activities may be included in public-facing customer journey maps.
8. Additional release of data will be coordinated with OMB.

**Name: Marisela Douglass**

**All instruments used to collect information must include:**

**OMB Control No. 1225-0093**

**Expiration Date: 02/29/2024**

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