

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

**TITLE OF INFORMATION COLLECTION:** Transportation Management Services Solution 2.0 Application Survey

**PURPOSE:** The TMSS 2.0 Application Survey will be used to collect user experience and user satisfaction data from the Transportation Management Services Solution 2.0 (tmss.gsa.gov). The purpose of the TMSS 2.0 Application Survey and the collection of user experience data is to evaluate the user TMSS 2.0 user experience, identify areas for improvement, use survey data to help prioritize and inform the product backlog, support human centered design practices, and measure changes to satisfaction / experience over time.

## DESCRIPTION OF RESPONDENTS:

Federal Government:

- Household Goods (HHG) Customer Agency users use TMSS 2.0 to shop for rates and book shipments.
- Freight Customer Agency users use TMSS 2.0 to shop for rates and to book shipments.
- GSA System Admins use TMSS 2.0 to administer the System and HHG and FRT activities.

Private Sector:

- Household Goods (HHG) Transportation Service Providers (TSPs) use TMSS 2.0 to file rates and respond to shipment requests.
- Freight Transportation Service Providers (TSPs) use TMSS 2.0 to file rates and respond to shipment requests.

## 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  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.**

N/A. Collecting PII is not necessary. On the TMSS 2.0 survey, GSA provides respondents with the option to provide a contact phone number /or email address in the event that they desire to further follow-up regarding the survey. Thus this information is not required or necessary, only optional.

**Gifts or Payments:**

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

**BURDEN HOURS**

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
Federal	87	3 Minutes	4.35 Hours
Private Sector	133	3 Minutes	6.65 Hours
<b>Totals</b>	220	3 Minutes	11 Hours

**Note: Annual burden calculated from prior 2 years of surveys completed by TMSS 2.0 Users.**

**FEDERAL COST:** The estimated annual cost to the Federal government is \$289.345.

**Note: Federal cost is calculated using GS 13 Step 10 hourly rate of 66.54/hr times the federal burden hours of 4.35.**

**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?

**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)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

2. Will interviewers or facilitators be used?  Yes  No

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

**Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”**

**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g., Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS:** Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

**BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (*e.g.*, fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**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.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (*e.g.*, for surveys) or facilitators (*e.g.*, for focus groups) used.

**Submit all instruments, instructions, and scripts in a separate file.**