

Generic Clearance for the Collection of Routine Customer Feedback (OMB Control Number: 1670-0027)

TITLE OF INSTRUMENT

Office of Chemical Security (OCS) Product Feedback Questionnaire

PURPOSE

The Office of Chemical Security (OCS) within the Cybersecurity & Infrastructure Security Agency (CISA) is submitting a new instrument for approval under 1670-0027 as a "Fast Track" submission in accordance with OMB Guidance.¹

The OCS Product Feedback Questionnaire uses responses to the instrument to evaluate effectiveness and quality of its products produced to assist facilities to safeguard chemicals in their possession (e.g., Know Your Customer and Product Stewardship Fact Sheet or a Checklist for Suspicious Activity and Security Incident Reporting). The results are not intended to be disseminated to the public.

DESCRIPTION OF RESPONDENTS

Respondents to this instrument are expected to be comprised of industry and non-federal government stakeholders who receive OCS products.

Respondents will be requested to voluntarily complete the instrument after receiving the product. The instrument will be a Survey Monkey questionnaire. OCS will not collect respondent IP addresses.

TYPE OF COLLECTION

- Customer Comment Card/Complaint Form
- Usability Testing (e.g., Website or Software)
- Focus Group
- Customer Satisfaction Survey
- Small Discussion Group
- 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

¹ OMB issued guidance with respect to generic clearances on May 28, 2010 which may be viewed at https://www.whitehouse.gov/sites/whitehouse.gov/files/omb/assets/inforeg/PRA_Gen_ICRs_5-28-2010.pdf.

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experience with the program or may have experience with the program.

POINT OF CONTACT NAME

Lona Saccomando; Chemical.Security@cisa.dhs.gov

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

PERSONALLY IDENTIFIABLE INFORMATION

Is personally identifiable information (PII) collected? Yes No

- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
- If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

GIFTS OR PAYMENT

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

BURDEN HOURS

The estimated annual burden for this instrument is 15 hours.

Category of Respondent	Number of Respondents	Time per Respondent	Burden (hours)	Annual Burden Cost ²
Recipients of OCS Product	300	3 minutes	15	\$563.15
Totals	300	3 minutes	15	\$563.15

FEDERAL COST

The estimated Federal cost is \$5,789.12 and based on the estimates in the table below.

² The above Average Hourly Wage Rate is the [May 2019 Bureau of Labor Statistics](https://www.bls.gov/news.release/ecec.nr0.htm) average wage for “All Occupations” of \$25.72 times the wage rate benefit multiplier of 1.4597 (to account for fringe benefits) equaling \$36.66. The selection of “All Occupations” (for example) was chosen as the expected respondents for this collection could be expected to be from any occupation. The benefits multiplier is estimated by dividing total compensation of \$38.20 by salaries and wages of \$26.17, based on Employer Cost for Employee Compensation, June 2020 data, released September 17, 2020. <https://www.bls.gov/news.release/ecec.nr0.htm>.

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Assumptions	Estimated Cost
One-year subscription to Survey Monkey	\$0 (Cost of subscription covered under a separate instrument)
60 hours of a government employee's annual time at a GS level 14, Step 5 to review, analyze, and assimilate survey responses. ³	\$5,789.12
	\$5,789.12

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

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?

N/A

Administration of the Instrument

How will you collect the information? (Check all that apply)

- Web-based or other forms of Social Media
- Telephone
- In-person
- Mail
- Other

Will interviewers or facilitators be used? Yes No

³ Using the FY19 (Washington-Baltimore-Northern Virginia) GS pay scale, the fully-loaded wage rate for a GS14, Step 5 is \$ 96.76 (\$ 137,491 annual salary/2080 = \$66.10 base wage rate x 1.4 benefit multiplier = \$ 96.76 fully-loaded wage rate). <https://www.bls.gov/news.release/pdf/ecec.pdf> June 2020 numbers, released Sept 2020.