

**Request for Approval under the “Fast Track Generic Clearance for the
Collection of Routine Customer Feedback” (OMB Control Number: 0704-0553)**

TITLE OF INFORMATION COLLECTION: Customer Experience with Washington
Headquarters Services

PURPOSE:

In our effort to report and meet DoD Annual Performance Plan quarterly requirements, Washington Headquarters Services (WHS) deploys a quarterly survey to its customers. WHS is responsible for improving quarter over quarter in overall customer satisfaction ratings. This 5-minute survey asks customers satisfaction-level questions to ascertain satisfaction with the services we provide so we may improve our service delivery and customer experiences as we support their organizational missions.

The survey is administered using Interactive Customer Evaluation (ICE) website.

DESCRIPTION OF RESPONDENTS:

Respondents include recipients of WHS Human Resources, Financial Management, Acquisition, Historian/Library, Parking, Mass Transit and Executive services. Respondents also include, tenants of the Pentagon, Mark Center and other leased facilities managed by WHS.

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.

Name: Julia Shmirkin

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

Gifts or Payments:

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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Contractors	800	5 min	66.67
Totals	800	5 min	66.67

PUBLIC COST: The estimated annual cost to the public is \$483.33.

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?

The participants will be reached through the POCs from the organizations that are direct customers and/or tenants within WHS leased space or the Pentagon and Mark Center. The POCs are members and representatives of each organization of the Senior Administrative Officer's Forum, the Pentagon Governance Council, and senior execs for OSD and Pentagon. We will request that each POC forward the survey to their organizations for participation. A memo from the Director of WHS is planned to be attached to each email.

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