

**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: WHS CUSTOMER EXPERIENCE
QUARTERLY SURVEY

PURPOSE:

In our effort to report and meet DoD Annual Performance Plan quarterly requirements, Washington Headquarters Services (WHS) is deploying a quarterly survey to its customers. WHS is responsible for improving quarter over quarter in overall customer satisfaction ratings. This 10-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)

- | | |
|---|--|
| ☐ Customer Comment Card/Complaint Form | ☒ Customer Satisfaction Survey |
| ☐ Usability Testing (e.g., Website or Software | ☐ Small Discussion Group |
| ☐ Focus 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 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	365 (x2)	10 min	\$1.20
Totals	730	10 min	\$876

PUBLIC COST: The estimated annual cost to the public is \$960 per year.

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?

We have identified a list of 13,313 WHS customers and obtained a list of their emails. The list is segmented by Agency and status (contractor, civilian, military). We determined the minimum sample needed for each segment to get statistically valid results from the survey data. For contractor, we will send out survey participation request to 438 potential respondents two (2) times per year; and predict to receive 365 contractor respondents per survey instance, or 730 per year.

We will pull 438 random emails out of 7,373 contractor emails that we have.

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