

**Request for Approval under the “Fast Track Generic Clearance for the
Collection of Qualitative Feedback on Agency Service Delivery”
(OMB Control Number: 0704-0553)**

TITLE OF INFORMATION COLLECTION: DoD Housing Resident Satisfaction Survey

PURPOSE:

As part of its oversight and management of DoD privatized, government-owned and government-leased housing, the Office of the Assistant Secretary of Defense for Energy, Installations and Environment conducts an annual survey to collect information about the tenants’ (i.e., residents’) satisfaction with their housing and housing community. The annual general tenant satisfaction survey will be administered to approximately 250,000 households. While the vast majority of the survey population consists of members of the DoD community, the survey will include approximately 7,500 members of the public (e.g., DoD contractors, foreign nationals). The results will provide a strategic perspective on tenant satisfaction with the overall experience of living in DoD privatized and government-owned/leased housing, including property conditions, resident services, and community amenities.

The survey contractor will initiate the tenant satisfaction survey process by emailing an invitation to each current household, providing a unique link to an online survey that is coded with address-specific survey access information to ensure only one response is considered from each household. To prompt survey completion and improve response rates, up to three email reminders will be sent out to non-respondents at 7 day intervals. In addition, the surveys will be announced by the DoD Chief Housing Officer (CHO) by memo published on the Defense.gov website, by memos from the CHO and/or Military Leadership provided as a link as part of the contractor’s email asking for resident participation in the survey, and on installation websites and billboards to ensure that any household that did not receive the survey email (e.g., they have a new email address) knows who to contact to receive a copy. One tenant from each household will respond online to each survey question using a five-point Likert scale.

The proposed survey will be conducted by independent third-party survey companies CEL & Associates, Inc. (CEL), and Robert D. Niehaus, Inc. (RDN). CEL will administer the survey for the Department of the Army, the Navy Service, and the Department of the Air Force. RDN will administer the survey for the United States Marine Corps. The contracted companies will conduct the survey launch, feedback collection, tabulation, and analysis of the survey results on behalf of their DoD clients. The survey will be conducted on their proprietary survey platforms.

No personally identifiable information (PII) collected as part of this survey (e.g., email addresses) will be provided or shared with DoD as part of this survey process, and no such PII will be maintained in a DoD or other government system of record. The email addresses used for the survey will be provided by the privatized housing project owners/landlords who maintain these records as part of their tenant databases, or by the respective Military Department housing offices that maintain these email addresses in an existing government system of record.

This evaluation has a low burden on the respondent population and is completely voluntary.

DESCRIPTION OF RESPONDENTS:

The respondents for this survey will be tenants (i.e., residents) of DoD privatized, government-owned or government-leased family or unaccompanied housing units. Nearly all such tenants will be U.S. Service members or U.S. government employees or a member of their immediate family; however, up to 3 percent of potential respondents (approximately 7,500 people) may be

military retirees or reservists, or members of the general public who are eligible to lease/reside in DoD privatized or government-owned/leased housing.

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 feedback/opinions from respondents who have experience with the DoD privatized, government-owned or government-leased housing program (e.g., current residents of privatized housing).

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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
Note from applicant: The Privacy Act pertains only to information that is maintained in a “system of records,” which the Act defines as a group of agency-controlled records from which information is retrieved by a unique identifier, such as an individual’s name, date of birth, social security number, or employee identification number. As stated previously, the proposed survey will be conducted by an independent third-party survey company. No personally identifiable information (PII) collected as part of this survey will be provided or shared with DoD as part of this survey process, and no such PII will be maintained in a DoD or other government “system of record.”
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? ☐ Yes ☐ No
Note from applicant: Not applicable.

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
Individuals or Households	7,500	7 minutes* (0.2 hours)	875 hours
Totals	7,500	7 minutes (0.2 hours)	875 hours

* The participation time is based on testing data for the survey template.

PUBLIC COST: The estimated annual cost to the public is \$42,875 which assumes an average respondent salary of \$100,000 per year (\$49 per hour).

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?
[X] Yes [] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)?

The survey will be distributed via an email sent to one primary resident of DoD privatized or government-owned/leased housing. The email will contain a link to the survey along with a link to a DoD memo encouraging one person from each household to participate in the survey. The private-sector landlords that own and operate the privatized housing will provide current resident email lists to the survey administrator to build the survey distribution list, whereas the Military Department will provide the resident email lists to the survey administrator for the government-owned/leased housing.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
[X] Web-based or other forms of Social Media
[] Telephone
[] In-person
[] Mail
[] Other, Explain
2. Will interviewers or facilitators be used? [] Yes [X] No

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