

# SUPPORTING STATEMENT

## OMB No. 2120-0568

### A. Justification

**1. Explain the circumstances that make the collection of information necessary. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.**

In 1993, Executive Order #12862 was implemented by the President to insure that each federal agency provides the highest quality service possible to the American people. Federal agencies are required to establish and implement customer service standards to guide the operations of the agency, to judge the performance of the agency, and to make appropriate resource allocations. The diversity of FAA activities and customers demands a more inclusive and comprehensive approach to measuring customer service and monitoring and using customer feedback. To fulfill the requirements of this mandate, the Flight Standards Service (AFS) of the Federal Aviation Administration (FAA) has conducted a number of customer surveys. Examples of them include surveys of pilots, mechanics and the aviation industry (e.g., American Airlines).

These surveys provide a wealth of information on how customers use products and services and measure customer satisfaction with the aviation system.

**2. Indicate how, by whom, and for what purpose the information is to be used. Indicate the actual use the agency has made of the information received from the current collection.**

Data from the surveys will be analyzed by Flight Standards Service, Organizational Resources and Program Management Division, and the General Aviation, Commercial and Maintenance Divisions. Action plans have been developed and implemented to improve process or documents.

**3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection.**

Surveys will be conducted using Web based technology. Data collection will be submitted electronically via the Web.

**4. Describe efforts to identify duplication. Show why any similar information already available cannot be used or modified.**

The surveys covered by this request do not duplicate information currently being collected by any other agency or component within the Federal Aviation Administration.

The information to be collected is not currently available in any other format or from any other source or combination of sources.

**5. If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-1), describe any methods used to minimize burden.**

We considered the burden on small businesses and other small entities in designing the survey instruments. The questions are direct, simple, and require only a “check” for response. The amount of time required to respond is minimal.

**6. Describe the consequence to Federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.**

Our process calls for customer surveys every 12-18 months. A less frequent survey cycle would not allow us to comply with the intent of the Executive Order. Also, anything less frequent would delay us from assessing the effects of our efforts to solve problems uncovered in prior surveys. Most importantly, customer service problems would go unresolved for an unnecessary period of time which could mean added costs to customers, the Government, and society in general.

**7. Explain any special circumstances that require the collection to be conducted in a manner inconsistent with the general information collection guidelines.**

There are no special circumstances that require the collection to be conducted in a manner inconsistent with 5 CFR 1320.5(d)(2)(i)-(viii).

**8. Provide a copy of the Federal Register document soliciting comments on collection of information, a summary of all public comments responding to the notice, and a description of the agency’s actions in response to the comments. Describe efforts to consult with persons outside the agency to obtain their views.**

A notice for public comment on this collection activity was published in the Federal Register on May 11, 2010, vol. 75, no. 90, page 26318. No comments were received.

**9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.**

Surveys are voluntary and sample respondents will not receive any payment or gift.

**10. Describe any assurance of confidentiality provided to respondents.**

Confidentiality will be communicated to sample respondents in a statement accompanying the survey. The statement informs the respondent that, under the Privacy Act of 1974, answers to the survey will be kept confidential and information about individuals will not be released to any other individuals, agencies, or institutions. The questionnaire will contain a statement indicating that the data collection is voluntary and

that providing answers to any or all questions is voluntary. Only authorized personnel will have access to this information, and they are required to follow the Privacy Act for the handling, processing, and disposal of records.

**11. Provide additional justification for questions on matters that are commonly considered private.**

No information considered private or sensitive will be contained in the surveys covered by this request.

**12. Provide estimates of the hour burden of the collection of information on the respondents**

A. Annual Response Burden: The average time required to complete a survey is 10 minutes. Depending on the survey the sample size is between 5,000 to 50,000 in order to ensure sufficient numbers from subgroups to maintain acceptable confidence intervals. The sample will be drawn from the population of active aviation pilots, aviation mechanics or selected industry organizations.

Response burden is, therefore, estimated to be 542 hours ( $5,000 \times .65$  [response rate]  $\times 10$  [minutes to complete]  $\div 60 = 542$ ) or 5,417 hours ( $50,000 \times .65 \times 10 \div 60 = 5,417$ ). The average of the low estimate of 542 hours and the high estimate of 5,417 hours is **3250.5 hours.**

B. Annual Cost to Respondent: The only cost to the respondent is the time spent completing the survey (see item 12A). Based on an hourly rate of \$25.01 1 times the total of 542 hours, the estimated annual cost to respondents is \$13,555 or \$25.01 times the total of 5,417 hours, the estimated annual cost to respondents is \$135,479. The average of the low estimate cost of \$13,555 and the high estimate cost of \$135,479 is **\$74,517.**

**13. Provide an estimate of the total annual cost burden to respondents or record keepers resulting from the collection of information including total start up cost.**

There is no additional cost not already included in No. 12.

Derived from the median income for the U.S. population of \$52,029 divided by 2,080 work hours in 2008 (see <http://quickfacts.census.gov/qfd/states/00000.html>).

**14. Provide estimates of the annualized cost to the Federal Government.**

The estimated cost to the government is \$206,000. This figure includes funding for support contracts to implement and complete the data collection, and funding for AFS staff to monitor field operations, analyze results and develop/publish data products. Costs for the support contracts are based on actual rates charged on similar projects by private Contractors. Government staffing costs are based on the 2010 Federal salaries and wages pay schedule for workers in the Washington-Baltimore area (see <http://opm.gov/oca/10tables/pdf/DCB.pdf>).

	<b>Costs</b>
Contractor	\$150,000
AFS	\$56,000
<b>Estimated Costs:</b>	<b>\$206,000</b>

**15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-I.**

The aviation pilots, aviation mechanics or selected industry organizations surveys will be conducted with intent of querying a very large, general audience about their overall satisfaction with the service in a number of areas that Flight Standards provides.

**16. For collections of information whose results will be published, outline plans for tabulation and publication.**

AFS will be responsible for any additional publications or dissemination. The primary analyses planned for the report are for the tabulation of single item frequencies. These tabulations will include descriptive statistics, with complex sampling statistics reported (i.e., design effect, standard error) that are standard survey statistics. It is expected that AFS will use pertinent findings from the surveys to improve our customer programs, with plans to publish results on the FAA website. Further, the potential exists that manuscripts will be submitted to appropriate professional journals and may be accepted for presentation at local, national, or international conferences.

**17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.**

Not applicable, no exception required.

**18. Explain each exception to the certification statement identified in Item 19, “Certification for Paperwork Reduction Act Submissions,” of OMB Form 83-I.**

No exception to the certification statement of OMB Form 83-I is requested.