

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: Integrated Services Division (ISD) Customer Satisfaction Survey (Kiosk)

PURPOSE: The purpose of the Customer Satisfaction Kiosk is to provide the ISD customers with a point-of-service customer feedback system. ISD provides the following services for the Pentagon community: Parking Management Office, Transportation (buses and shuttles), Pentagon Conference Center, and Nursing Mother’s Program.

DESCRIPTION OF RESPONDENTS: The respondents are customers who have been provided a service by ISD, such as DoD personnel, Federal contractors, and Pentagon visitors/guests.

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: William L. Hopper, Deputy Director ISD

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
Federal contractors & visitors/guests of the Pentagon	1,200	1 min	20 hrs
Totals	1,200	1 min	20 hrs

PUBLIC COST: The estimated annual cost to the public is \$145.

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 [X] 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? Respondents are individuals who enter our facilities for services and are encouraged to provide feedback immediately. The facilities include the Pentagon Parking Office, Pentagon Conference Center, and Nursing Mothers Rooms in the Pentagon and Mark Center.

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
[X] Other, Explain Kiosk
2. Will interviewers or facilitators be used? [] Yes [X] No