

PAPERWORK REDUCTION ACT
JUSTIFICATION FOR A NO MATERIAL/NON-SUBSTANTIVE CHANGE
FMCS STAKEHOLDER SURVEY FOR QUALITATIVE FEEDBACK ON AGENCY
SERVICE DELIVERY
OMB CONTROL NO. 3076-0017

1. Justification for a No Material/Non-Substantive Change.

This generic ICR is meant to ensure we receive insightful feedback on Agency programs. This solicitation of feedback is supposed to target areas such as timeliness, appropriateness, accuracy of information, courtesy, quality of service delivery, efficiency of service delivery, and resolution of issues with service delivery. This collection is currently approved for 60 hours and 1,213 responses. FMCS is requesting a non-substantive change to add 25% additional responses/hours to each of our ICs because we are adding 32 additional questions to our existing surveys to be able to better capture feedback in these target areas to better assist the Agency in improving our programs. Once approved, this collection will have 75 hours and 1,518 responses. This change request will also include clarification that the commercial survey will now include specific software automation that sends an email to include a link to the commercial survey-specific software to automate this collection.

2. Describe the changes from the currently Active ICR.

The attached bank of questions includes our old questions, questions 23-27, and new questions, questions 1-22 and 28-38. This will allow us to choose questions from this bank of questions for our surveys. Also, we are clarifying that an automated email will be sent to include a link to a commercial survey-specific software to automate this collection. The fact that an email will be sent is the clarification.