

June 14, 2012

FINAL SUMMARY OF INFORMATION COLLECTION REQUEST

Title: Generic Customer Satisfaction Surveys and NRC Form 671, Request for Review of a Customer Satisfaction Survey under Generic Clearance

Current Burden/Responses: 226 hours/1,226 responses

Proposed Burden/Responses: 1,1614.5 hours/3,988 responses

Burden Attributable to Third Party Collections: n/a

Frequency of Response: On occasion

Number of Respondents: 3,884

Reasons for Changes in Burden/Responses:

The estimated burden increased from 226 hours to 1,614.5 hours, an increase of 1,388.5 hours.

In the last renewal of this collection, the estimated burden was 226 hours and 1,261 responses. However, during the clearance cycle, the NRC conducted more customer satisfaction activities than previously estimated, resulting in a total of 474 hours and 2,313 responses on this information collection in ROCIS.

In the current request, the NRC is increasing the estimated burden for generic customer satisfaction activities to better reflect the current needs of the agency to collect customer satisfaction information. To ensure that the estimate covers all activities in the upcoming three-year clearance period, the agency has increased the estimated number of customer satisfaction information collections from 5 to 25. As a result, the estimated burden increased from 226 hours to 1,614.5 hours, an increase of 1,388.5 hours.

Level of Concurrence: Team Leader
Information Collections Team, Information Services Branch,
Division of Information and Record Services Division
Office of Information Services

Recordkeeping Requirements in Accordance with the Retention Periods for Records Rule

There are no recordkeeping requirements.

Abstract:

Voluntary customer satisfaction surveys will be used to contact users of NRC services and products to determine how the Commission can improve its services and products to better meet their needs. In addition, focus groups will be conducted to discuss questions concerning those services and products. Results from the surveys will provide insight into how NRC can make its services and products cost effective, efficient and responsive to customer needs. Each survey will be submitted to OMB for its review.

ADAMS Accession Numbers

SS: ML12171A020

FRN: ML12171A022

Package: ML12166A569

NOTES:

I have added time for class and conference surveys. Currently I have added 5 surveys, 100 people each, for 10 minutes apiece. This includes both your PDC survey and the RIC surveys.

There are two RIC surveys at 5 minutes each, each with 80 responses.

That would leave us 3 surveys at 100 responses each for the PDC, at 10 minutes apiece. Is that enough time?