United States
CONSUMER PRODUCT SAFETY COMMISSION
Washington, D.C. 20207

CPSC/OFC OF THE SECRETARY
FREEDOM OF INFORMATION

1998 NOV 13 A 8: 32

BALLOT VOTE SHEET

DATE: NOV 10 1998

TO : The Commission
Sadye E. Dunn, Secretary

FROM : Jeffrey S. Bromme, General Counsel
Stephen Lemberg, Assistant General Counsel

SUBJECT: Customer Satisfaction Surveys

BALLOT VOTE DUE: NOV 20 98

On August 11, 1998, the Commission published a notice in the Federal Register to announce its intention to seek approval of information-collection activities to determine the kind and quality of services CPSC customers want and customers' level of satisfaction with existing services. Under the Paperwork Reduction Act, the next step in obtaining Office of Management and Budget (OMB) approval of the collection of information is publication of a second Federal Register notice announcing that the Commission has submitted to OMB a request for approval of that collection of information. A draft Federal Register notice for Commission consideration is attached.

Please indicate your vote on the following options:

I. APPROVE THE FEDERAL REGISTER NOTICE AS DRAFTED.

(Signature) (Date)

II. APPROVE THE FEDERAL REGISTER NOTICE WITH SPECIFIED CHANGES.

(Signature) (Date)

NOTE: This document has not been reviewed or accepted by the Commission.
Initial rh Date 11/10/98

CPSA 6 (b)(1) Cleared
X No Mfrs/PrvtLblrs or
Products Identified
___ Excepted by
Firms Notified

III. DO NOT APPROVE THE FEDERAL REGISTER NOTICE.

_____ _____

(Signature) (Date)

IV. TAKE OTHER ACTION (Please specify).

_____ _____

(Signature) (Date)

Billing Code 6355-01

CONSUMER PRODUCT SAFETY COMMISSION

Notification of Request for Approval of

Information Collection Activity --

Customer Satisfaction Surveys

AGENCY: Consumer Product Safety Commission.

ACTION: Notice.

SUMMARY: In the August 11, 1998 Federal Register (63 FR 42832), the Consumer Product Safety Commission published a notice in accordance with provisions of the Paperwork Reduction Act of 1995 (44 U.S.C. Chapter 35) to announce the agency's intention to seek approval of surveys and other information-collection activities to determine the kind and quality of services CPSC customers want and customers' level of satisfaction with existing services. The Commission now announces that it has submitted to the Office of Management and Budget a request for approval of that collection of information.

CPSC will use the information it obtains in these surveys to improve its work on behalf of the American public. In addition, the CPSC Office of Planning and evaluation will use information from the surveys to prepare sections of the agency's annual performance report (required by the Government Performance and Results Act (GPRA)). This information will provide measures of the quality and effectiveness of agency efforts related to three goals in its strategic plan (informing the public, industry services, and customer satisfaction).

CPSC will collect this information in several ways, using

contractors and/or in-house staff. These ways include (1) using CPSC's web site to solicit feedback on the level of satisfaction with CPSC's services, (2) using brief customer service follow-up queries (on-line) with samples of telephone hotline callers, (3) surveying a sample of firms using the Fast-Track Product Recall Program to assess their views and suggestions for improvements in the service aspects of the program, (4) including customer comment cards within the pages of the Consumer Product Safety Review, and (5) conducting mail surveys of state partners and samples of customers of the National Injury Information Clearinghouse. Fewer than 10 customer surveys or information collection activities a year would be conducted using this clearance.

Additional Information About the Request for Approval of Information Collection Activity

Title of information collection: Customer Satisfaction Surveys.

Type of request: Approval.

Frequency of collection: Occasional.

General description of respondents: (1) persons telephoning the Hotline; (2) persons or companies contacting the National Injury Information Clearinghouse for information; 3) State representatives who work with CPSC on cooperative programs; (4) firms using CPSC's Fast-Track Product Recall Program; (5) small businesses that have contacted the CPSC's small business ombudsman; and 6) other individuals CPSC is providing

information to, such as those through the CPSC's Office of Information and Public Affairs.

Estimated number of respondents: 1,550 per year.

Estimated average number of responses per respondent: One per year.

Estimated number of responses for all respondents: 1,550 per year.

Estimated number of hours per response: 1/30 hour each.

Estimated number of hours for all respondents: 51.7 per year.

Estimated cost of collection for all respondents: $620 per year.

Comments: Comments on this request for approval of an information collection activity should be submitted by [insert date that is 30 days from publication of this notice in the Federal Register] to (1) Office of Information and Regulatory Affairs, Attn: OMB Desk Officer for CPSC, Office of Management and Budget, Washington D.C. 20503; telephone: (202) 395-7340, and (2) the Office of the Secretary, Consumer Product Safety Commission, Washington, D.C. 20207. Comments may be delivered to the Office of the Secretary, room 502, 4330 East-West Highway, Bethesda, Maryland, 20814. Comments may also be sent to the Office of the Secretary by facsimile at (301) 504-0127, or by e-mail at cpsc-os@cpsc.gov.

Copies of this request for approval of an information collection activity are available from Robert Frye, Director,

Office of Planning and Evaluation, Consumer Product Safety Commission, Washington, DC 20207; telephone: (301) 504-0416, extension 2264.

Dated:

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Sadye E. Dunn, Secretary
Consumer Product Safety Commission