



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

2002-01-31  
 2002-01-31

**BALLOT VOTE SHEET**

**DATE:** January 31, 2002

**TO :** The Commission  
 Todd Stevenson, Acting Secretary

**FROM :** Alan Shakin, Acting General Counsel *AS*  
 Stephen Lemberg, Assistant General Counsel *SL*

**SUBJECT:** Customer Satisfaction Surveys

**BALLOT VOTE DUE:** FEB 12 2002

In the attached memorandum from the Office of Planning and Evaluation, the staff recommends that the Commission approve plans to conduct customer satisfaction surveys. Such surveys are collections of information subject to approval by the Office of Management and Budget (OMB) under the Paperwork Reduction Act of 1995. Under this Act, the first step in obtaining OMB approval is publication of a Federal Register notice providing the opportunity for public comment on the proposed collection of information. The Federal Register notice was published on November 16, 2001. No comments were received. A draft required second 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 hb Date 1/31/02

CPSA 6 (b)(1) Cleared  
 No Mrs. Pavlakis 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)



UNITED STATES  
 CONSUMER PRODUCT SAFETY COMMISSION  
 WASHINGTON, DC 20207

Memorandum

Date: January 31, 2002

TO : The Commission

THROUGH: Todd Stevenson, Acting Secretary *[Handwritten initials]*  
 Alan Shakin, Acting General Counsel *[Handwritten initials]*  
 Thomas W. Murr, Jr., Acting Executive Director *[Handwritten initials]*  
 N. J. Scheers, Director, EXPE *[Handwritten initials]*

FROM : Linda L. Glatz, Office of Planning and Evaluation *[Handwritten initials]*

SUBJECT : Request for Approval of Staff Plans to Seek OMB Clearance of Customer Satisfaction Surveys

This memorandum seeks Commission approval of staff plans to request Office of Management and Budget (OMB) extension of a previously approved information collection activity for CPSC customer satisfaction surveys. These surveys related to the Fast Track Recall Program, Ombudsman Program, State Partner Program, CPSC Hotline Services, and Information Clearinghouse Services.

This clearance was originally obtained from OMB in 1999. Since that time, we have conducted the specific surveys mentioned above in order to evaluate CPSC programs and have reported the results in our Performance Report. Our Annual Performance Plan continues to include evaluation of these programs every three years, therefore, we are seeking an extension of OMB's approval, which is due to expire in February 2002, for another three year period. In accordance with OMB procedures, a Federal Register Notice was issued on November 16, 2001 announcing our intention to seek an extension of approval from OMB. No comments were received from the public. The required second FR Notice for the same purpose is attached for Commission approval.

Some of the information obtained by the surveys will be used by the Office of Planning and Evaluation to prepare sections of the agency's Annual Performance Report, required by the Results Act. Under the Results Act, evaluations of service quality and customer satisfaction are required. Other staff will use the information to guide improvements in public information efforts.

**NOTE: This document has not been reviewed or accepted by the Commission.**  
 Initial lh Date 1/31/02

CPSA 6 (b)(1) Cleared  
*[Handwritten signature]* 1/31/02  
 Products Identified \_\_\_\_\_  
 Excepted by \_\_\_\_\_  
 Firms Notified \_\_\_\_\_  
 Comments \_\_\_\_\_

Billing Code 6355-01

**CONSUMER PRODUCT SAFETY COMMISSION**

**Notification of Request for Extension of Approval of  
Information Collection Activity --  
Customer Satisfaction Surveys**

**AGENCY:** Consumer Product Safety Commission.

**ACTION:** Notice.

**SUMMARY:** In the November 16, 2001 Federal Register (66 FR 57707), 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 extension of approval of 5 customer satisfaction surveys 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 extension of 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). In the past, information from these surveys has shown an overall high level of customer

satisfaction. If this information is not periodically collected, we would not have useful measures of our effectiveness in reaching consumers and others, and the information necessary to guide program development and improvement would not be available. We would be unable to measure our ability to meet our identified GPRA goals.

CPSC will collect this information in several ways, such as using telephone interviews and mail questionnaires. Fewer than 5 customer surveys or information collection activities a year would be conducted using this clearance.

**Additional Information About the Request for Extension of Approval of Information Collection Activity**

Title of information collection: Customer Satisfaction Surveys: Fast track recall survey; ombudsman survey; state partner survey; hotline survey; and clearinghouse survey.

Type of request: Extension of approval.

Frequency of collection: Each survey will be conducted once during a 3-year period.

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; and (5) small businesses that have contacted the CPSC's small business ombudsman.

Estimated Number of respondents: 501 per year.

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

Estimated number of responses for all respondents: 501 per year.

Estimated number of hours per response: 3.5 minutes.

Estimated number of hours for all respondents: 29.2 per year.

Estimated cost of collection for all respondents: \$608 per year.

Comments: Comments on this request for extension of 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](mailto:cpsc-os@cpsc.gov).

Copies of this request for approval of an information collection activity are available from Linda L. Glatz, Management & Program Analyst, Office of Planning and Evaluation, Consumer Product Safety Commission, Washington, DC 20207; telephone: (301) 504-0416, extension 2226.

Dated:

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Todd Stevenson, Secretary  
Consumer Product Safety Commission