



United States
CONSUMER PRODUCT SAFETY COMMISSION
4330 East West Highway
Bethesda, MD 20814

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approved and signed.

BALLOT VOTE SHEET

DATE: March 4, 2011

TO: The Commission
Todd A. Stevenson, Secretary

THROUGH: Cheryl A. Falvey, General Counsel
Kenneth R. Hinson, Executive Director

FROM: Philip L. Chao, Assistant General Counsel

SUBJECT: Generic Clearance for the Collection of Qualitative Feedback on Agency
Service Delivery Form–Submission for Office of Management and Budget
Review

BALLOT VOTE DUE: March 10, 2011

The Office of Management and Budget (OMB) has been coordinating an effort to streamline the process to seek feedback from the public on service delivery by establishing a “fast track” generic process. This process will provide an additional clearance for many types of voluntary information collections (*e.g.*, such as focus groups, usability testing, customer satisfaction surveys, comment cards). Specific requests that fall under this clearance would be submitted by each agency to OMB for default approval within five business days unless OMB responds within the default period with questions or comments. The first step in obtaining OMB approval is the publication of a *Federal Register* notice providing the opportunity for public comment on the proposed collection of information. OMB published such a notice in the *Federal Register* on December 22, 2010 (75 FR 80542). OMB has directed agencies to issue the draft second *Federal Register* notice requesting approval to conduct information collection activities for generic clearance for the collection of qualitative feedback on agency service delivery for review and clearance under the Paperwork Reduction Act of 1995.¹

¹ The proposed information collection of qualitative feedback on agency service delivery does not fall within the scope of the authority delegated to the Office of the General Counsel under Order No. 0315.8, which is limited solely to those *Federal Register* notices required by the PRA where such notices involve the obtaining of information of facts or opinions by imposing reporting or recordkeeping requirements on 10 or more persons, other than employees of the United States; or collections of information associated with procurement of goods or services; or collections of information undertaken as “Follow-up activities for product-related injuries.”

Please indicate your vote on the following options:

I. Approve publication of the draft notice in the *Federal Register*.

(Signature)

(Date)

II. Approve publication of the draft notice in the *Federal Register* with changes.
(Please specify.)

(Signature)

(Date)

III. Do not approve publication of the draft notice in the *Federal Register*.

(Signature)

(Date)

IV. Take other action. (Please specify.)

(Signature)

(Date)

Attachment: Draft *Federal Register* Notice; Agency Information Collection Activities: Comment Request; Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

Consumer Product Safety Commission

[Docket No.]

Agency Information Collection Activities: Proposed Collection; Comment Request;

Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

AGENCY: U.S. Consumer Product Safety Commission

ACTION: 30-Day notice of submission of information collection approval from the Office of Management and Budget and request for comments.

SUMMARY: As part of a Federal Government-wide effort to streamline the process to seek feedback from the public on service delivery, the U.S. Consumer Product Safety Commission (“CPSC,” “Commission,” or “we”) has submitted a Generic Information Collection Request (Generic ICR): “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” to OMB for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 et. seq.).

DATES: Comments must be submitted [**Insert date – 30 days after publication in FR**].

ADDRESSES: Written comments may be faxed to the Office of Information and Regulatory Affairs, OMB, Attn: CPSC Desk Officer, FAX: 202-395-6974, or e-mailed to oira_submission@omb.eop.gov. All comments should be identified by the CPSC Docket No.

CPSC [] and the title “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.” The written comments should also be submitted to the CPSC, identified by Docket No. CPSC [], by any of the following methods:

Submit electronic comments in the following way:

Federal eRulemaking Portal: <http://www.regulations.gov>. Follow the instructions for

submitting comments. To ensure timely processing of comments, the Commission is no longer accepting comments submitted by electronic mail (e-mail) except through www.regulations.gov.

Submit written submissions in the following way:

Mail/Hand delivery/Courier (for paper, disk, or CD-ROM submissions), preferably in five copies, to: Office of the Secretary, U.S. Consumer Product Safety Commission, Room 502, 4330 East West Highway, Bethesda, MD 20814; telephone (301) 504-7923.

Instructions: All submissions received must include the agency name and docket number for this notice. All comments received may be posted without change, including any personal identifiers, contact information, or other personal information provided, to <http://www.regulations.gov>. Do not submit confidential business information, trade secret information, or other sensitive or protected information electronically. Such information should be submitted in writing.

Docket: For access to the docket to read background documents or comments received, go to <http://www.regulations.gov>.

FOR FURTHER INFORMATION CONTACT: Linda Glatz, Division of Policy and Planning, Office of Information Technology and Technology Services, U.S. Consumer Product Safety Commission, 4330 East West Highway, Bethesda, MD 20814 telephone: 301-504-7671 or e-mail: lglatz@cpsc.gov.

SUPPLEMENTARY INFORMATION:

In the *Federal Register* of December 22, 2010 (75 FR 80542), the Office of Management and Budget (OMB) published a notice (“OMB notice”) stating that, as part of a Federal Government-wide effort to streamline the process to seek feedback from the public on service

delivery, OMB is coordinating the development of a proposed Generic Information Collection Request titled, “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 *et. seq.*). The OMB notice announced that agencies (including the CPSC) intend to submit this collection to OMB for approval and also invited comments on specific aspects for the proposed information collection, The OMB notice also provided an estimated information collection burden and stated that agencies would provide more refined individual estimates of burden in subsequent notices (75 FR at 80543). The OMB notice also provided a 60-day comment period.

This notice constitutes the CPSC’s refined individual estimates of the information collection burden regarding generic clearance for the collection of qualitative feedback on agency service delivery. In compliance with 44 U.S.C. 3507, we have submitted the following proposed collection of information to OMB for review and clearance.

Title: Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

Abstract: The information collection activity will garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration’s commitment to improving service delivery. By qualitative feedback, we mean information that provides useful insights on perceptions and opinions, but not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations; provide an early warning of issues with service; or focus attention on areas where communication, training, or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the CPSC and its customers and

stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: the target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior to fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

We received no comments in response to the 60-day notice published by OMB in the *Federal Register* on December 22, 2010 (75 FR 80542).

Below we provide our projected average annual estimates for the next three years: ¹

Current Actions: New collection of information.

Type of Review: New Collection

¹ The 60-day notice included the following estimate of the aggregate burden hours for this generic clearance federal-wide:

Average Expected Annual Number of activities: 25,000

Average number of Respondents per Activity: 200.

Annual responses: 5,000,000.

Frequency of Response: Once per request.

Average minutes per response: 30.

Burden hours: 2,500,000.

Affected Public: Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.

Average Expected Annual Number of Activities: Eight activities including qualitative surveys, focus groups, customer satisfaction surveys and usability tests

Annual Number of Respondents: 1,600

Annual Responses: 1,600

Frequency of Response: Once per request

Average Minutes per Response: 45 minutes per response

Annual Burden Hours: 1,200

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget control number.

Dated: _____

Todd A. Stevenson, Secretary
Consumer Product Safety Commission