

From: Gates, Suzanne (Suzi) (CDC/CCHIS/NCHM)  
Sent: Tuesday, April 24, 2007 5:09 PM  
To: Karr, Joan F. (CDC/OD/OCSO)  
Cc: Morrison, Barbara (CDC/CCHIS/NCHM); Elizabeth Harris  
Subject: FW: PUBLIC COMMENT ON FEDERAL REGISTER ATTACHED IN FULL BELOW  
(0920-05C0)

Importance: High

-----Original Message-----

From: OMB-Comments (CDC)  
Sent: Wednesday, April 04, 2007 4:55 PM  
To: Gates, Suzanne (Suzi) (CDC/CCHIS/NCHM)  
Cc: OMB-Comments (CDC)  
Subject: RE: PUBLIC COMMENT ON FEDERAL REGISTER ATTACHED IN FULL BELOW (0920-05C0)  
Importance: High

You are reading correctly. For this type of comment, it is not necessary to comment. Just note for the record in the package, comments were received.

OMB COMMENTS

-----Original Message-----

From: Gates, Suzanne (Suzi) (CDC/CCHIS/NCHM)  
Sent: Wednesday, March 28, 2007 3:40 PM  
To: OMB-Comments (CDC)  
Cc: Morrison, Barbara (CDC/CCHIS/NCHM)  
Subject: Re: PUBLIC COMMENT ON FEDERAL REGISTER ATTACHED IN FULL BELOW (0920-05C0)

I see one comment that seems to require no answer. Does it?

Is there another comment I am not seeing?  
Suzi

Suzi Gates  
CDC-INFO Contact Center Manager  
CDC-NCHM-DHID  
404-625-7580 (cell)

-----  
Sent by handheld device. Please excuse any typos.

-----Original Message-----

From: OMB-Comments (CDC)  
To: Gates, Suzanne (Suzi) (CDC/CCHIS/NCHM)  
CC: OMB-Comments (CDC)  
Sent: Wed Mar 28 14:49:02 2007  
Subject: FW: PUBLIC COMMENT ON FEDERAL REGISTER ATTACHED IN FULL BELOW (0920-05C0)

Hi Suzanne,

Please find to public comments to follow on package 0920-05C0.

Seliscia

-----Original Message-----

From: jean public [mailto:jeanpublic@yahoo.com]  
Sent: Friday, March 23, 2007 4:30 PM

To: OMB-Comments (CDC); AMERICANVOICES@MAIL.HOUSE.GOV; COMMENTS@WHITEHOUSE.GOV  
Cc: VICEPRESIDENT@WHITEHOUSE.GOV; MEDIA@CAGW.ORG  
Subject: PUBLIC COMMENT ON FEDERAL REGISTER ATTACHED IN FULL BELOW

CONSUMER RESPONSE SERVICE CENTER EVALUATION SURVEY 60 DAY 07 05C0

THIS AGENCY SENDS OUT REPLY LETTERS SAYING WE RECEIVED YOUR REQUEST AND WE DO THINGS OUR OWN WAY AND PAY NO ATTENTION TO THE PUBLIC.

THE EMPHASIS AT CDC SEEMS TO BE ON CONSISTENCY.  
RELIABLE IS WHAT THE PUBLIC IS NOT GETTING.  
TIMELY IS WHAT THE PUBLIC DOES NOT GET.

CUSTOMERS DONT WANT FORM LETTERS LIKE THE ABOVE. I THINK THE CDC DOES A LOUSY JOB.

B. SACHAU  
15 ELM ST  
FLORHAM PARK NJ 07932

>  
>  
> [Federal Register: March 22, 2007 (Volume 72, Number 55)]  
> [Notices]  
> [Page 13495-13496]  
> From the Federal Register Online via GPO Access [wais.access.gpo.gov]  
> [DOCID:fr22mr07-51]  
>  
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>  
> DEPARTMENT OF HEALTH AND HUMAN SERVICES  
>  
> Centers for Disease Control and Prevention  
>  
> [60Day-07-05C0]  
>  
>  
> Proposed Data Collections Submitted for Public Comment and  
> Recommendations  
>  
> In compliance with the requirement of Section  
> 3506(c)(2)(A) of the  
> Paperwork Reduction Act of 1995 for opportunity for public comment on  
> proposed data collection projects, the Centers for Disease Control and  
> Prevention (CDC) will publish periodic summaries of proposed projects.  
> To request more information on the proposed projects or to obtain a  
> copy of the data collection plans and instruments, call 404-639-5960  
> and send comments to Joan F. Karr, CDC Reports Clearance Officer, 1600  
> Clifton Road, MS-D74, Atlanta, GA 30333 or send an e-mail to  
> omb@cdc.gov.  
>  
> Comments are invited on: (a) whether the proposed collection of  
> information is necessary for the proper performance of the functions  
> of the agency, including whether the information shall have practical  
> utility; (b) the accuracy of the agency's estimate of the burden of  
> the proposed collection of information; (c) ways to enhance the  
> quality, utility, and clarity of the information to be collected; and  
> (d) ways to minimize the burden of the collection of information on  
> respondents, including through the use of automated collection  
> techniques or other forms of information technology. Written comments  
> should be received within 60 days of this notice.

>  
> Notice of Republication of 60 day FRN  
>  
> Title of Project  
>  
> Evaluation of the Centers for Disease Control and Prevention's  
> Consumer Response Service Center--New--National Center for Healthcare  
> Marketing (NCHM), Centers for Disease Control and Prevention (CDC).  
>  
> Description of Republication  
>  
> Due to expiration of the 60Day-05-05CO on July 21,  
> 2005 OMB Desk  
> Officer (John Kraemer) has requested that the 60Day-07-05CO be  
> republished using the date of 02/15/2007, which is currently the  
> 30Day- 07-05CO publication date. Public comments will be considered  
> until COB of April 15, 2007. We are working to put measures in place  
> to ensure this does not happen again. The 30 day FRN will be  
> republished at a later date.  
>  
> Background and Brief Description  
>  
> CDC is launching an integrated ``one face to the public'' approach  
> across all communication channels to handle inquiries concerning a  
> broad spectrum of public health topics. The overall objective is to  
> ensure consistent, timely, reliable health information for  
> dissemination to a variety of consumers (public, health professionals,  
> researchers, etc.) and to address variations in inquiry volumes  
> related to public health emergencies, news events, and dynamic,  
> shifting public health priorities. The CDC has integrated over 40  
> hotlines into one Consumer Response Services Center--CDC-INFO.  
> CDC-INFO  
> has an  
> exceptionally wide scope because content currently divided between  
> over 40 hotlines handling nearly 2,000,000 telephone contacts annually  
> will be consolidated under CDC-INFO. All CDC hotlines were  
> consolidated in one center beginning in February 2005, with all CDC  
> program areas transitioning into CDC-INFO through a phased approach  
> during the next three years. CDC-INFO itself will be operational for  
> at least the next seven years.  
> The primary objectives of the national evaluation are to (1)  
> Proactively evaluate customer interactions and service effectiveness  
> by employing assessment measures and data collection mechanisms to  
> support performance management, gathering insights and understandings  
> for improving service levels, and implementing effective measures to  
> meet customer satisfaction goals; (2) develop an ongoing understanding  
> of customer requirements and satisfaction  
>  
> [[Page 13496]]  
>  
> trends to achieve best of practice quality standards and to provide  
> qualitative assessments, quantitative data, and cost factors to drive  
> improvement and reinforce operational objectives;  
> (3)  
> measure CDC-INFO  
> contractor service performance to assist in determining whether  
> performance incentives have been achieved; and (4) to collect data in  
> order to address public concern and response to emergencies,  
> outbreaks, and media events.  
> Sample size, respondent burden, and intrusiveness have been  
> minimized to be consistent with national evaluation objectives.  
> Procedures will be employed to safeguard the privacy and  
> confidentiality of participants. Pilot tests assisted in controlling  
> burden and ensuring the user-relevance of questions.

> The following  
 > table shows the estimated annualized burden for data collection. There  
 > are no respondent costs other than the amount of time required to  
 > respond to the survey.

> Estimated Annualized Burden Hours:

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	Data collection instrument	Average burden per response (in hrs)	Average
Number of annual respondents burden hours	Responses / respondent		

>

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> Satisfaction survey (callers).....

> 25,000 1 3/60  
 > 1,250

> Satisfaction survey (e-mail inquiries).....

> 330 1 3/60  
 > 17

> Follow up survey.....

> 3,125 1 7/60  
 > 365

> Key informant survey.....

> 100 1 7/60  
 > 12

> Postcard survey for bulk mailing.....

> 950 1 1/60  
 > 16

> Postcard survey for individual publications.....

> 2,100 1 1/60  
 > 35

> Web survey for e-mail publication orders.....

> 1,000 1 1/60  
 > 17

> Web survey for internet publications.....

> 950 1 1/60  
 > 16

> Special event/Outreach survey--General Public...

> 25,600 1 5/60

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> 2,133
> Special event/Outreach survey--Professionals....
>
> 10,400          1          5/60
>
> 867
> Emergency response survey--Level 1 emergency--
>
> 31,151          1          5/60
> 2596
> General Public.....
> Emergency response survey--Level 1 emergency--
>
> 7,459          1          5/60
>
> 622
> Professionals.....
> Emergency response survey--Level 2 emergency--
>
> 57,579          1          5/60
> 4798
> General Public.....
> Emergency response survey--Level 2 emergency--
>
> 51,821          1          5/60
> 4318
> Professionals.....
> Emergency response survey--Level 3 emergency--
>
> 351,863          1          5/60
> 29,322
> General Public.....
> Emergency response survey--Level 3 emergency--
>
> 316,678          1          5/60
> 26,390
> Professional.....
> Emergency response survey--Level 4 emergency--
>
> 645,630          1          5/60
> 53,803
> General Public.....
> Emergency response survey--Level 4 emergency--
>
> 596,504          1          5/60
> 49,709
> Professional.....
>
>
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> Total Burden Hours.....
> .....
>
> 176,286
>
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>
> Dated: March 15, 2007.
> Deborah Holtzman,
> Acting Reports Clearance Officer, Centers for Disease Control and
> Prevention.
> [FR Doc. E7-5218 Filed 3-21-07; 8:45 am]

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> BILLING CODE 4163-18-P  
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