

John,

Below, please find the response to the above mentioned ICR. Please let me know if any additional information is needed.

Thank you

Catina Conner

Assistant Reports Clearance Officer

OMB, Confidentiality and Privacy Act Management Office of Scientific Regulatory Services Office of the Chief of Science Officer Centers for Disease Control & Prevention 1600 Clifton Rd. N.E. MS: D-74 Atlanta, GA. 30333

Tel: (404) 639-4775

Fax: (404) 639- 3060

Centers for Disease Control and Prevention's Consumer Response Service Center (CDC-INFO) 0920-05C0

#### Emergency Response Surveys

In the event of a public health emergency or outbreak where CDC has directed callers to CDC-INFO for more information and/or to report their exposure or their health status, live customer service representatives may administer an emergency response survey. The sample size of these surveys would range from 75% of callers to 5% of callers depending on the scale of the event. During small-scale events such as the recent salmonella in peanut butter outbreak, most inquirers (3 out of 4) would be sampled. In large-scale events such as a pandemic, a smaller sampling (1 in 20 calls) would be implemented.

The Siebel desktop and supporting content database would be used to implement this sample. For example, when a representative logged a selected event response, the system would select every 20th call and present the representative with the survey to administer.