

**Supporting Statement: *NTSB Online Customer Satisfaction Survey***

**Text of Notice to the Public:**

NATIONAL TRANSPORTATION SAFETY BOARD

Submission for OMB Review; Comment Request

AGENCY: National Transportation Safety Board (NTSB).

ACTION: Notice.

SUMMARY: The NTSB is announcing that it has submitted the proposed collection of information described below to the Office of Management and Budget (OMB) for review and clearance under the Paperwork Reduction Act of 1995.

DATES: Submit written comments regarding this proposed collection of information by     [DATE]    , 2007.

ADDRESSES: Submit written comments on the collection of information by fax to: OMB Desk Officer for the NTSB, Office of Information and Regulatory Affairs, OMB, (202) 395-6974.

FOR FURTHER INFORMATION, CONTACT: Christine Fortin, Office of Chief Information Officer, (202) 314-6607.

SUPPLEMENTARY INFORMATION: In compliance with the 44 U.S.C. 3507, the NTSB has submitted the following proposed collection of information to OMB for review and clearance.

The NTSB Online Customer Satisfaction Survey will seek the public's feedback regarding a variety of aspects of the current NTSB Web site. In particular, the survey will solicit feedback regarding the public's satisfaction with the content of information on the Web site, as well as the presentation and organization of information that is available on the NTSB Web site. The survey will also ask how useful the public finds certain categories of the existing Web site. The survey will also seek responses to questions regarding ways to improve the Web site, such

as whether the public would find it helpful to include certain information. The survey will also ask for general comments regarding ways the NTSB can improve its Web site. Finally, the survey will also inquire into whether respondents are affiliated with a particular group, industry, or profession, and how often respondents visit the NTSB Web site. All responses to the survey will remain anonymous, and the introductory text of the survey will request that respondents refrain from including any identifying or personal information.

The NTSB intends to use the feedback it obtains from this survey to improve the navigation, search capabilities, and information content on the NTSB Web site. The NTSB recognizes that Congress has directed the NTSB to provide transportation safety and accident-related information to the public, in the interest of improving transportation safety for the public. See 49 U.S.C. 1101-1155. Accordingly, the NTSB is aware of the importance of maintaining a Web site that is helpful to the public, and provides relevant, up-to-date information. Feedback from the public regarding the NTSB Web site will assist the NTSB in achieving this goal.

Respondents' participation in the survey is voluntary. The survey will only be available on the NTSB Web site, and the NTSB has carefully reviewed the survey to ensure that it has used plain, coherent, and unambiguous terminology in its requests for information. The survey is not duplicative of any other agency's collections of information. The survey will consist of seven questions, and imposes minimal burden on respondents: the NTSB estimates that respondents will spend approximately 10 minutes in completing the survey. The NTSB estimates that approximately 100 respondents will participate in the survey.

(Authority: 49 U.S.C. 1113(f))

## **Other Information for Supporting Statement:**

1. *Explain the circumstances that make this collection of information necessary.*

The NTSB seeks to update its Web site to ensure compliance with various requirements regarding information, such as OMB directives and memoranda, and statutes such as the e-Government Act of 2002 and the Freedom of Information Act. Prior to updating the public NTSB Web site, the agency seeks to obtain feedback from the public regarding the degree of utility of the Web site, the types of information they would find beneficial, and suggestions for improvement of the Web site.

2. *Indicate how, by whom, and for what purpose the information is to be used.*

The NTSB will utilize the information that it collects through this voluntary survey to identify overall objectives that the Web site serves, and to amend and improve the Web site to meet the needs of the public, where possible. The NTSB will review each submission to determine the types of information that the public has identified as helpful or obligatory, the ease of navigation of the Web site, and the like.

3. *Describe whether the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology.*

The NTSB will obtain responses to the survey via the NTSB public Web site; respondents will merely select “submit” to transmit the survey to a secure location on the NTSB server. The NTSB does not plan to accept hard copies of the survey via mail or facsimile. The NTSB expects that convenience of submitting responses to the survey via the NTSB Web site will serve to impose as little burden as possible on the public.

4. *Describe efforts to identify duplication.*

The NTSB is not soliciting feedback via this survey in conjunction with any other federal agency or entity. The NTSB is unaware of any duplicative data collection requirements concerning this survey.

5. *If the collection of information impacts small business or other small entities, describe any methods used to minimize burden.*

The collection of responses to this survey will not impact small businesses or other small entities.

6. *Describe the consequence to Federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles.*

The collection of responses to this survey will not influence or impact any Federal program or policy activities.

7. *Explain any special circumstances that would cause an information collection to be conducted in a manner that requires [frequent responses].*

None of the special circumstances apply to this data collection.

8. *Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of data, clarity of instructions and recordkeeping, disclosure, reporting format, and on the data elements.*

The NTSB's Office of the Chief Information Officer has corresponded with web development teams and offices in other federal agencies, and completed research on other agencies' Web surveys. The NTSB concluded that collecting information via a voluntary survey, such as the one at issue here, would greatly assist the NTSB in identifying the public's expectations and needs.

9. *Explain any reason to provide payments or gifts to respondents.*

Respondents will receive no payments or gifts.

10. *Describe any assurance of confidentiality provided to the respondents and the basis for the assurance in agency policy.*

The NTSB will not provide any assurance of confidentiality concerning responses to this voluntary survey.

11. *Provide justification for any questions of a sensitive nature.*

The survey at issue will not solicit responses to any questions of a sensitive nature.

12. *Provide an estimate of the hourly burden of the collection of information.*

The survey at issue will consist of a one-time event for respondents. The NTSB estimates that approximately 100 respondents will complete the survey, which will take approximately 10 minutes per response. This yields an approximate value of 17 hours per year.

13. *Provide an estimate of the total annual cost burden to respondents resulting from this collection of information.*

The survey at issue will not impose any hourly cost on any respondent.

14. *Provide an estimate of the annual cost to the government.*

The survey at issue will cost \$599.00 per year. This cost is for the survey software that will administer the survey and collect responses thereto. In addition, the NTSB estimates that it

will spend approximately \$380.00 per year for use of agency resources (i.e., employee time) in processing the data.

*15. Explain reasons for program changes.*

The survey at issue will not result in any program changes.

*16. Outline plans for tabulation and publication.*

The NTSB does not plan to publish the responses to the survey at issue. The NTSB may calculate the numbers of types of responses to each question to identify trends, and assist in achieving the overall purpose of the survey, which is to identify the public's needs and expectations with regard to the NTSB Web site.

*17. Explain reasons why the display of expiration date would be inappropriate.*

Display of an expiration date would be appropriate.

*18. Explain each exemption to the certification statement in item 19.*

No exemption in accordance with item 19 of Form 83-I applies to this collection of information.