

Office of the Comptroller of the Currency
Supporting Statement
Policy Communications Survey
OMB Control No. 1557-0226

A. Justification

1. Circumstances that make the collection necessary:

This proposed information collection would provide the OCC with information needed to properly evaluate the effectiveness of the OCC's policy guidance, such as bulletins, advisories, and the Comptroller's Handbook. The currently approved collection solicits information from national banks regarding the quality, timeliness, and effectiveness of OCC communications products, such as booklets, issuances, and CDs, and includes a usability test of its website. The OCC proposes to reduce its information collection to focus specifically on one communication product, issuances known as bank supervision policy guidance, and eliminate several questions from the original survey. The website usability test survey would be removed.

2. Use of the information:

The OCC uses the information to evaluate the quality, timeliness, and effectiveness of its communications products. The OCC also uses the information to identify problems and to improve its service to national banks and customers of the national banking system.

3. Consideration of the use of improved information technology:

Users may submit this information collection directly to the OCC via its public website, its Extranet or in hard copy. The questionnaire also would be made available on the OCC's National BankNet, if bankers wish to respond electronically.

4. Efforts to identify duplication:

This information collection is unique and is not duplicated anywhere.

5. Methods used to minimize burden if the collection has an impact on small entities:

This information collection has a minimal impact on businesses, including small businesses or other small entities.

6. Consequences to the Federal program if the collection was conducted less frequently:

This information is collected in conjunction with the use of and enhancements to the OCC communications products. Less frequent collection would negatively impact the reliability of the data and ensuing recommendations for improvements.

7. Special circumstances necessitating the collection to be conducted in a manner inconsistent with 5 CFR Part 1320:

Not applicable. This information collection is conducted in accordance with OMB guidelines in 5 CFR 1320.

8. Efforts to consult with persons outside the agency:

None.

9. Payment to respondents:

None.

10. Any assurance of confidentiality:

Responses will be kept confidential. In addition, we will accept anonymous responses.

11. Justification for questions of a sensitive nature:

There are no questions of a sensitive nature.

12. Burden estimate:

The OCC estimates the burden as follows:

Estimated Number of Respondents: 3,000

Estimated Frequency of Response: 1 to 2 times annually.

Estimated Number of Responses: 4,500

Estimated Time per Respondent: 10 minutes

Estimated Total Annual Burden: 750 hours.

The OCC estimates the cost of the hour burden to respondents as follows:

Middle management/technical:	100% @ 750 @ \$40	=	\$ 30,000
Total cost to respondents:		=	\$ 30,000

13. Estimate of the total annualized cost to respondents:

There are no capital or start-up costs associated with this collection. In addition, there are no system and technology acquisition or operation and maintenance costs.

14. Estimate of annualized cost to the Federal government:

None.

15. Changes in burden:

Former burden:
2,600 respondents; 1,100 burden hours

Current burden:
3,000 respondents; 750 burden hours

Difference:
+ 400 respondents; - 350 burden hours

16. Information regarding collections whose results are planned to be published for statistical use:

Not applicable.

17. Display of expiration date:

Not applicable. The OCC will display the OMB control number and expiration date on the first page of the collection.

18. Exceptions to certification statement:

None.

B. Collections of information employing statistical methods

Not applicable.