

**Attachment L: Public Comment on Federal Register Notice**

**Sent:** Friday, July 02, 2010 7:57 PM

**To:** OMB-Comments (CDC); americanvoices@mail.house.gov; info@taxpayer.net;

media@cagw.org; info@theteaparty.org

**Subject:** puvlix : comment on FEDERAL REGISTER

CDC IS A COMPLETELY NON RESPONSIVE GOVT AGENCY. IT NEVER RESPONDS TO ORDINARY AMERICAN CITIZENS. IT RESPONDS ONLY AND SOLEY TO RCH DRUG CORP EXECS OR TO RICH MEDICAL INDUSTRY EXECS. IT CMPLTELY IGNORES ORDINARY AMERICANS AND THEIR CNCERNS. IT DOES A HORRIBLE JOB OF EXISTING AND HELPING ORDINARY AMERICAN CITIZENS. THIS AGENCY HAS FORGOTTEN ITS A PUBLIC SERVANT AND CONSIDERS ITSELF A PUBLIC MASTER AND BOSS OF ALL AMERICANS, ORDERING US TO FORGET WE ARE INTELLIGENT HUMAN BEINGS AND TELLING US WE NEED 36 VACCINES TO EXIST IN TODAYS WORLD, EVEN THOUGH MANY PEOPLE REQUIRE ZERO VACCINES. BUT THEN, THEY WORK FOR BIG PHARMA AND BIG MEDICINE. THEY TAKE THE TAX DOLLARS FRM THE ORDINARY AMERICAN TAXPAYERS AND GIVE BACK NOTHING TO THEM. THIS AGENCY CAUSED \$260 BILLIONS OF DOLLARS TO BE WASTED ON VIRUS VACCINES THAT WAS NEVER USED - IT WAS BURNED UP RECENTLY - A PRIME EXAMPLE OF GOVT WASTE.

CDC AND NIH AND AHRQ SHOULD BE COMBINED INTO ONE AGENCY AND ALOT OF HEADS SHOULD BE ROLLING WHEN PEOPLE ARE FIRED. THERE IS TOO MUCH MONEY SPENT ON ALL OF THESE MULTIPLE AGENCIES ALL DOING THE SAME THING AND PRODUCING NOTHING BUT HARM AND INJURY FOR AMERICNS. AMERICANS HEALTH CARE HAS BEEN SINKING FOR THE PAST TWENTY YEARWS. WE NOW RANK WITH ROMANIA FOR STANDARDS OF HALTH CARE, WHEN WE USED TO BE PRE EMINENT.

THIS AGENCY HAS MORPHED OUT OF CONTROL. THIS AGENCY LIES WHEN IT SAYS IT GIVES HELP TO AMERICANS ON HEALTH CARE. WHAT IT GIVES THESE DAYS IS INJRY AND DEATH.

[Federal Register: July 2, 2010 (Volume 75, Number 127)]

[Notices]

[Page 38531-38532]

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DEPARTMENT OF HEALTH AND HUMAN SERVICES

Centers for Disease Control and Prevention

[60-Day-10-0753]

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 Maryam I. Daneshvar, CDC Acting Reports Clearance Officer, 1600 Clifton Road, MS-D74, Atlanta, GA 30333 or send an e-mail to [omb@cdc.gov](mailto: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.

#### Proposed Project

Evaluation of the Centers for Disease Control and Prevention's Consumer Response Service Center, CDC INFO. (OMB No. 0920-0753-- Revision--Office of the Associate Director of Communication, Centers for Disease Control and Prevention (CDC).)

#### Background and Brief Description

In September 2005, the Centers for Disease Control and Prevention launched CDC-INFO, a consolidated, comprehensive effort to respond to consumer, provider and partner inquiries on a broad spectrum of public health topics by telephone, e-mail, fax, or postal mail. More than 40 nationwide public health hotlines and warm lines were consolidated into one central phone number using a phased approach from 2005 to 2008. Management of CDC-INFO services is increasingly guided by a comprehensive evaluation that includes point-of-service and follow-up customer satisfaction surveys. These surveys provide the public with ongoing opportunity to express their level of satisfaction and report how they have used this information. All members of the public, health care providers and businesses can contact CDC-INFO by phone, e-mail, or postal mail to request health information or order CDC publications.

CDC-INFO is a proactive, unified, and integrated approach to the delivery of public health information and is designed to contribute to improving the health and safety of the public. Customers are defined as any individual or group seeking health or public health information from CDC. This includes the public, media, medical and healthcare professionals, public health professionals, partner groups, businesses, researchers, and others. Customer interactions occur through multiple channels, e.g., telephone calls, e-mails, and postal mail. There are seven (7) potential evaluation points across three (3) major categories: consumer satisfaction, special event/outreach, and emergency response. All survey tools provide the participant an opportunity to decline and are available in English and Spanish.

These satisfaction surveys track the utility of CDC-INFO to the public at point of service and are integral for directing attention towards programs that are underperforming or receiving high endorsement, to understand the basis for disparity. Industry benchmarks for performance, including consumer satisfaction, were helpful for creating measures, and setting realistic expectations for performance. With the passage of time, the private sector has integrated new

performance indicators for contact centers, and the suggested revisions reflect these innovations. These innovations and survey findings form the rationale for new question items and revised burden estimates. Minor changes were made to the research protocol to improve

[[Page 38532]]

recruitment, and are discussed throughout the application where there is any implication for information privacy.

These evaluations have provided volumes of data, reports, and presentations on the progression of CDC-INFO, an innovative, multi-million dollar, Federal public health contact center. The outcome of this feedback is tangible, with the average number of incoming calls to CDC-INFO reaching new heights on an annual basis, and consumer satisfaction hovering around the best practice benchmark of 75 percent of callers participating in a satisfaction survey endorsing the highest level of satisfaction--very satisfied.

Sample size, respondent burden, and intrusiveness have been minimized to be consistent with national evaluation objectives. There is no cost to the respondent, other than the amount of time required to respond to the survey.

| Annualized Burden Hours  |                    | Estimated |                             |      |
|--------------------------|--------------------|-----------|-----------------------------|------|
| name<br>burden           | Type of respondent | Number of | Average burden              | Form |
|                          |                    | Number of | responses per               |      |
| respondents              | respondent         | hrs)      | hours                       |      |
| General Callers.....     |                    |           | Satisfaction                |      |
| survey.....              |                    | 92,000    | 1                           | \    |
| 4/60\                    | 6,133              |           |                             |      |
| Email Inquirers.....     |                    |           | Satisfaction                |      |
| survey.....              |                    | 1,460     | 1                           | \    |
| 3/60\                    | 73                 |           |                             |      |
| Callers (follow-up)..... |                    |           | Follow-up                   |      |
| survey.....              |                    | 5,290     | 1                           | \    |
| 9/60\                    | 794                |           |                             |      |
| General Public.....      |                    |           | Special event/Outreach      |      |
| survey...                | 5,120              | 1         | \7/60\                      |      |
| 597                      |                    |           |                             |      |
| Professionals.....       |                    |           | Special event/Outreach      |      |
| survey...                | 2,080              | 1         | \5/60\                      |      |
| 173                      |                    |           |                             |      |
| General Public.....      |                    |           | Emergency response survey-- |      |
| Level                    | 8,288              | 1         | \5/60\                      | 691  |
|                          |                    |           | 1.                          |      |
| Professionals.....       |                    |           | Emergency response survey-- |      |
| Level                    | 1,658              | 1         | \5/60\                      | 138  |
|                          |                    |           | 1.                          |      |
| General Public.....      |                    |           | Emergency response survey-- |      |

|                         |         |   |                                   |        |
|-------------------------|---------|---|-----------------------------------|--------|
| Level                   | 8,637   | 1 | \5/60\                            | 720    |
| Professionals.....      |         |   | 2.                                |        |
| Level                   | 1,727   | 1 | Emergency response survey--\5/60\ | 144    |
| General Public.....     |         |   | 2.                                |        |
| Level                   | 35,185  | 1 | Emergency response survey--\5/60\ | 2,932  |
| Professional.....       |         |   | 3.                                |        |
| Level                   | 7,037   | 1 | Emergency response survey--\5/60\ | 586    |
| General Public.....     |         |   | 4.                                |        |
| Level                   | 129,126 | 1 | Emergency response survey--\5/60\ | 10,761 |
| Professional.....       |         |   | 4.                                |        |
| Level                   | 29,825  | 1 | Emergency response survey--\5/60\ | 2,485  |
| <hr/>                   |         |   |                                   |        |
| Total Burden Hours..... |         |   |                                   |        |
| ..                      |         |   |                                   | 26,227 |
| <hr/>                   |         |   |                                   |        |

Dated: June 24, 2010.  
 Maryam I. Daneshvar,  
 Acting Reports Clearance Officer, Centers for Disease Control and  
 Prevention.  
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