

FINAL OMB SUPPORTING STATEMENT  
GENERIC CUSTOMER SATISFACTION SURVEYS  
AND  
NRC FORM 671, REQUEST FOR REVIEW OF A CUSTOMER SATISFACTION  
SURVEY UNDER GENERIC CLEARANCE  
(3150-0197)

Revision

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

1. Respondent Description.

The respondents will be current and potential users of NRC products or services. Respondents are expected to include reactor and materials licensees, vendors, State and local governments, and also include universities, consultants, and individuals. The intent is to collect information that helps the NRC better serve its existing customers and to serve potential new customers based on their needs.

2. Procedures for collecting the information.

NRC staff will conduct the surveys by telephone, by mail, via the Internet, or through focus groups.

3. Methods to maximize response rates and to deal with statistical issues of non-response.

Participation is voluntary. When possible, respondents will be notified in advance by letter. Questions will be designed so that they are easy to answer, and follow-up call-backs will be repeated, when necessary, to maximize response rates.

4. Tests or procedures.

The questions to be asked will be similar to those used by other Federal agencies in their customer surveys. If respondents are unable to supply the data, questions may be reworded. Results from these surveys should make the agency more effective and efficient in responding to customers.

To ensure quality while the data are being collected, special attention will be paid to (a) the percentage of customers contacted, (b) interviewer response rate performance, (c) properly wording questions to reflect intent, (d) questionnaire completion rates, (e) response rates of individual survey items, (f) records on problems arising in the data collection, and (g) comments the agency receives regarding the survey.

GENERIC CUSTOMER SATISFACTION SURVEYS  
OMB Clearance Number 3150-0197

| <b>PROPOSED ANNUAL SURVEYS<br/>FY2009 - FY 2012</b>                             | Estimated<br>No. of<br>Responses | Estimated<br>Burden Hrs<br>Per<br>Response | Estimated<br>Total Burden<br>Hrs. | Proposed<br>Survey<br>Date |
|---|----------------------------------|--|-----------------------------------|----------------------------|
| Title of Collection   |                                  |  |                                   |                            |
| Approved Responses and<br>Burden(6/2006)  | <b>1,770</b>                     |  | <b>393</b>                        |                            |
|   |                                  |  |                                   |                            |
| FOIA User Survey  | 119                              | .05  | 6                                 | Annual                     |
| Media Streaming Survey  | 100                              | .03  | 3                                 | Annual                     |
| NRC Public Meeting Feedback Form  | 759                              | .25  | 190                               | Annual                     |
| ACRS/ACNW Customer Satisfaction<br>Survey                                       | 43                               | .17  | 7                                 | Annual                     |
| Broadcast Commission Adjudicatory<br>Proceedings Over the Internet (Pilot Test) | 240                              | .083                                       | 20                                | 08/08                      |
|   |                                  |  |                                   |                            |
| Total (Proposed responses and burden)   | <b>1,261</b>                     | Avg. .179                                  | <b>226</b>                        |                            |