

**REQUEST FOR REVIEW OF A CUSTOMER SATISFACTION SURVEY
UNDER GENERIC CLEARANCE**

TITLE OF SURVEY Customer Satisfaction survey for Pilot Test of Broadcasting Commission Adjudicatory Proceedings over the Internet			OMB APPROVAL NUMBER 3150 - 0197
			REQUESTED RESPONSE DATE
ESTIMATED NUMBER OF RESPONSES 240	BURDEN HOURS PER RESPONSE .083 hours	TOTAL ESTIMATED BURDEN HOURS 20	ESTIMATED SURVEY COMPLETION DATE

DESCRIPTION AND OBJECTIVES OF SURVEY

To ascertain the viability of using media streaming to broadcast Commission Adjudicatory Proceedings over the Internet, the agency will utilize media streaming technology and, in so doing:

- 1) identify any limitations or technical problems associated with this technology;**
- 2) gauge public satisfaction with and continued interest in viewing live Commission Adjudicatory Proceedings, and**
- 3) assess the startup and ongoing cost effectiveness for fully implementing this technology at the NRC.**

During the pilot, viewers of the media streaming broadcasts will be encouraged to complete a brief survey so that the agency can capture information about the viewer's experience and satisfaction.

The survey is estimated to take 5 minutes (.083 hours) for 240 respondents, for a total burden of 20 hours.

OFFICE CONTACT <i>(Name and Title)</i>	TELEPHONE NUMBER
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OIS APPROVAL NRC Clearance Officer	SIGNATURE	DATE
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OMB APPROVAL

SIGNATURE OF OMB OFFICIAL	DATE
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