

COMPREHENSIVE CLEARANCE FOR SEPTEMBER 2012 THROUGH AUGUST 2015

OMB No. 0960-0526

ADDENDUM TO THE SUPPORTING STATEMENT

OMB Clearance Timeline

We will continue to follow the current procedures for obtaining OMB approval for individual generic clearance surveys. Specifically, for each proposed activity we will submit documentation containing: 1) a summary of the survey; 2) objectives of the survey; 3) specific burden estimates; and 4) a copy of the actual survey instrument, including survey questionnaires, scripts, comment cards, etc. As per past OMB policy, we expect to receive OMB questions within 2 weeks of our submitting the individual generic clearance activity.

Other Revisions to the Collection Instrument (IC)

Due to the implementation of OMB's Fast Track generic clearance process and our OMB-approved Fast Track IC under OMB No. 0960-0788, we have reduced the type of generic clearance activities previously associated under this ICR to include only quantitative and large-scale (e.g., large participant pool, high cost) qualitative customer satisfaction activities. The revised category samples illustrate the types of customer satisfaction activities we plan to conduct under this IC (0960-0526).