

# Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0690-0030)

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## TITLE OF INFORMATION COLLECTION:

Patents End to End System Customer Feedback Focus Sessions

## PURPOSE:

To obtain qualitative feedback from the public on agency service delivery associated with the U.S. Patent and Trademark Office's efforts in designing a new information system entitled "Patents End-To-End (or PE2E)."

This new information system development project includes the reengineering of pre-examination, examination, and publication processes. PE2E will provide a new core architecture including improved reliability and availability for all automated systems. The new system will provide applicants and the user community with access to information and data.

Information collected from customers will assist the USPTO in designing a system that comprehensively considers all customer concerns and will support efforts to enhance customer delivery and performance cycle time.

## DESCRIPTION OF RESPONDENTS:

Any stakeholder who has an interest in the patent process and/or the filing of patent applications.

## TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form  
 Usability Testing (e.g., Website or Software)  
 Focus Group

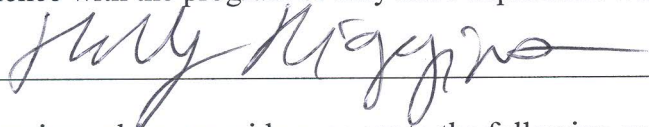
- Customer Satisfaction Survey  
 Small Discussion Group  
 Other: \_\_\_\_\_

## CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: \_\_\_\_\_



To assist review, please provide answers to the following question:

## Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [ ] Yes [ x ] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ ] No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [ x ] No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals or Households	150	70 min (1.17 hrs)	176
<b>Totals</b>	<b>150</b>		<b>176</b>

**FEDERAL COST:** The estimated annual cost to the Federal Government is \$5,270 (150 responses x 0.75 hrs = 113 hrs; 113 hrs x \$46.64 = \$5,270).

The USPTO estimates that it takes a GS-12 step 1, 45 minutes (0.75 hours) to conduct the focus group sessions and gather the necessary information. The hourly rate for a GS-12 step 1 is currently \$35.88 according to the U.S. Office of Personnel Management wage chart including locality pay for the Washington, D.C. area. When 30% is added to account for a fully loaded hourly rate (benefits and overhead), the rate per hour for a GS-12, step 1 is \$46.64. (\$35.88 + \$10.76 = \$46.64)

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents**

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?  
[ ] Yes [ x ] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

We would request volunteers from several sources, including but not limited to: trade shows, standing meetings (such as the Independent Inventors annual meeting) and Patent and Trademark Depository Library staff, and from stakeholders with the most frequent filing.

The expectation is for these focus groups to supplement the current feedback received through agency blogs and *ForeSee* survey results. Limitations on focus groups will be determined not by limiting the potential group of respondents, but by resource limitations on the size and number of sessions held.

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)

- Web-based or other forms of Social Media
- Telephone
- In-person
- Mail
- Other, Explain

2. Will interviewers or facilitators be used?  Yes  No

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**