

**Request for Approval under the “Generic Clearance
for the Collection of Routine Customer Feedback”
(OMB Control Number 0690-0030)**

TITLE OF INFORMATION COLLECTION: Surveying the Impact on Customers of 15 CFR 400.43

PURPOSE:

Under the Foreign-Trade Zones (FTZ) Act of 1934, the FTZ Board (chaired by the Commerce Department) licenses “grantee” organizations that sponsor FTZ sites in the regions they serve. The Commerce Department’s FY 2016 appropriation passed by Congress in December 2015 mandates a report to Congress that must include “a survey of all current and past business models utilized by FTZ grantees for zone management and administration activities” and “specific impacts 15 CFR 400.43 has or may have on these various business models.” Our survey would fulfill that requirement.

DESCRIPTION OF RESPONDENTS:

The 257 FTZ grantees (as of 12/31/15) are essentially comprised of state/local governmental entities or private non-profit organizations involved in economic development or sponsoring facilities used for the transport of merchandise.

TYPE OF COLLECTION: (Check one)

- | | |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input checked="" type="checkbox"/> Other: Survey Impact on Customers |

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.

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No

2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No

3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No
Gifts or Payments:

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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
State, local, or tribal governments	197	60 minutes	197 hours
Private sector (generally non-profit entities engaged in economic development)	60	60 minutes	60 hours
Totals	257	60 minutes	257 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$10,000

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 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?

Congress has instructed the FTZ Board to survey FTZ grantees. As of 12/31/15, there are 257 grantees approved by the FTZ Board. We will contact each of those grantees for the survey.

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: E-mail

2. Will interviewers or facilitators be used? Yes No

1. Line of Business: International Affairs and Commerce

2. Subfunction: Global Trade

3. Privacy Act System of Records: Title: NA

4. Federal Registration citation information: NA

5. Number of respondents for small entities: 86

6. Percentage of respondents reporting electronically: 100%