

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2120-0746)

TITLE OF INFORMATION COLLECTION:

PURPOSE:

The data collected will be analyzed by the Transport Airplane Directorate management team to determine the quality of services provided to industry and government applicants. This survey activity supports the Department of Transportation strategic goal for a “Customer Service Management Strategy,” which is to “deliver the results customers want through a government that works better, is more practical, and costs less.”

DESCRIPTION OF RESPONDENTS:

The respondents are certification project applicants. These include applicants for Type Certificates, Amended Type Certificates, Supplemental Type Certificates and Parts Manufacturing Approvals.

TYPE OF COLLECTION: (Check one)

- | | |
|------------------------------------------------------------------------|------------------------------------------------------------------|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" 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 type="checkbox"/> 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: Ed Mills _____

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, 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 No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Certification project applicants	480	15 min.	120 hrs.
Totals	480	15 min.	120 hrs.

FEDERAL COST: The estimated annual cost to the Federal government is \$18050 annually for administrative staff preparation and analysis of surveys.

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?

The respondent universe includes any certification project applicant who is issued a certificate; the survey is mailed out in hard copy format to all certification project applicants along with their certificate when it is issued.

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.