

Request for Approval under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” (OMB Control Number: 2120-0746)

TITLE OF INFORMATION COLLECTION:

PURPOSE:

Collect feedback from external stakeholders regarding their preferences for hearing from the FAA about unmanned aircraft systems (UAS)-related issues. Questions will address the when, how and topics that interest stakeholders as well as the effectiveness of various communication tools.

DESCRIPTION OF RESPONDENTS:

The FAA UAS Integration Office is using its annual Symposium as an opportunity to collect feedback from external stakeholders on their communications preferences from the Agency. The Symposium is open to any and all individuals interested in talking with the FAA about UAS integration and regulations.

All symposium attendees will receive the survey and feedback from any external stakeholder is welcomed. A hyperlink to the survey (administered via Survey Monkey) will be included in the “Save-the-Date” notice issued to external stakeholders who participated in the 2016 Symposium. The survey will also be posted to the FAA’s website for new stakeholders.

TYPE OF COLLECTION: (Check one)

- | | |
|--|---|
| <input checked="" 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 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: Megan Bensette _____

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

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 N/A
- 3. If Applicable, has a System of Records Notice been published? Yes No N/A

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
Stakeholders outside the FAA interested in UAS and UAS regulation	~250 (based on the number of i 2016 Symposium attendees)	.1 hours	25 hours
Totals	~250	.1 hours	25 hours

FEDERAL COST: The estimated annual cost to the Federal government is __\$0*__

*This survey will be administered by FAA and an existing Survey Monkey account. There is no associated cost except for FAA FTE hours.

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