

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

TITLE OF INFORMATION COLLECTION: *ODRA ADR Process Survey*

PURPOSE:

The Federal Aviation Administration's (FAA) Office of Dispute Resolution for Acquisition (ODRA) is the sole, statutorily designated tribunal for all contract disputes and bid protests under the FAA's Acquisition Management System. The ODRA dispute resolution process recognizes that it is in the best interests of the FAA and its private sector business partners to work collaboratively to avoid and, where possible, voluntarily resolve acquisition-related controversies in a timely and fair manner. To that end, consistent with its statutory mandate, the ODRA uses a variety of alternative dispute resolution (ADR) techniques, including mediation, early neutral evaluation, and arbitration.

The ODRA's purpose in collecting survey data is to ensure that its ADR services are responsive to the parties' needs and conducted in a professional manner. The ODRA will use the aggregated data to determine if how to improve the ADR services it provides.

DESCRIPTION OF RESPONDENTS:

Respondents are individuals directly involved in ADR processes conducted or sponsored by the ODRA. Respondents from the private sector include individuals associated with businesses that have a protest or contract dispute related to the acquisition of goods, services, construction or other matters under a contract with the FAA or the Transportation Security Agency (TSA). Respondents from the Government are Government employees involved in such bid protests or contracts disputes.

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:  Anthony N. Palladino, Director, AGC-70

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
Private Sector	40 per year	5 min.	3.3 hrs.
Totals	40	5 min.	3.3 hrs.

FEDERAL COST: The estimated annual cost to the Federal government is \$330.

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?

ANSWER: The universe of respondents includes individual representatives participating in ADR proceedings on behalf of named parties in the cases docketed at the ODRA. Recognizing that the survey is voluntary, the sample size will depend directly on the response rate.

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: *Participants may also send their response by fax.*
2. Will interviewers or facilitators be used? Yes No

¹ This estimate is based on 40 responses from at a nominal hourly rate of \$50 per hour on a five minute survey. $40 \times 5 \text{ min} = 200 \text{ minutes} = 3.3 \text{ hours}$; $3.3 \text{ hours} \times \$50 \text{ per hour} \approx \165 for responses. Processing the responses will take a similar amount of effort, so the estimate is doubled to \$330 per year.