

**Request for Approval under the “Generic Clearance for the Collection of  
Routine Customer Feedback” (OMB Control Number: 2140-0019)**

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**TITLE OF INFORMATION COLLECTION:**

STB Website Usability Survey

**PURPOSE:**

STB seeks to solicit feedback from the public on the usability of a new website design prior to the implementation of the new web design. The STB will use the survey feedback to improve the overall usability of the website and to help ensure that the website is effective at providing the public with the information it seeks in an easy to use format.

**DESCRIPTION OF RESPONDENTS:**

STB is targeting this survey at STB website users. Many of the users are rail professionals and industry lawyers that seek information about current STB activities, historical decisions and other records of importance.

**TYPE OF COLLECTION:** (Check one)

- |   |   |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form                     | <input type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" 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: Philip Maynard, Marilyn Levitt

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
STB Website Users	100	25 minutes	41.7 hours
<b>Totals</b>	<b>100</b>	25 minutes	<b>41.7 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$255.

The total cost was calculated with the following formula: \$72.98 (hourly rate + benefits for GS-14 Step 4) x 3.5 hours.

**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 survey will be open to the general STB website user population. The survey will be voluntary and used to improve the overall usability of the STB website.

### 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.**