Request for Approval under the "Fast Track Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery" (OMB Control Number: 2137-xxxx)

TITLE OF INFORMATION COLLECTION: Generic Clearance for the Collection of Qualitative Fast Track Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

PURPOSE:
The Pipeline and Hazardous Materials Safety Administration (PHMSA) is seeking approval of an information collection request to help it better understand the effectiveness of its training sessions. Knowledge gained from this customer feedback will help shape future training sessions.

PHMSA is responsible for protecting people and the environment by advancing the safe transportation of energy and other hazardous materials that are essential to our daily lives. Greater public awareness and engagement are vital to create additional inputs to PHMSA that will help to develop training for the regulated community on the transportation of hazardous materials in commerce.

DESCRIPTION OF RESPONDENTS:
The respondents to this questionnaire will have participated in a PHMSA-led training session. Respondents vary based on training content, but they may include: persons who offer hazmat into transportation, carriers, members of trade associations, local, state, or federal government employees, first responders or packaging manufacturers. Respondents will be able to complete customer feedback questions to inform PHMSA about the usefulness of the training sessions.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] Focus 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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.

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

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [X] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [ ] Yes [X] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [X] No

Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Post Training Customer Satisfaction Survey (PHMSA estimates 60 trainings per year)	3,000 (50 respondents for each training)	5 minutes	250
GRAND TOTAL BURDEN HOURS			**250 hours**

FEDERAL COST: The estimated annual cost to the Federal government is $1,037.44

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions: This is a survey, but it will not employ statistical methods.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
   [X] Web-based or other forms of Social Media
   [ ] Telephone
   [X] In-person
   [ ] Mail
   [ ] Other, Explain
2. Will interviewers or facilitators be used? [ ] Yes [X] No

Please make sure that all instruments, instructions, and scripts are submitted with the request.