

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

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**TITLE OF INFORMATION COLLECTION:** FAA Form 1320-16-1 -Advisory Circular (AC) Feedback Form

**PURPOSE:** To allow users of AC’s to submit recommended changes. If they find an error in an AC, have recommendations for improvements, or have suggestions for new items, they may submit recommended changes by using AC Feedback Form.

In accordance with FAA Order 1320.46, the Advisory Circular system provides a single, uniform, agency-wide system that the Federal Aviation Administration (FAA) uses to deliver advisory material to FAA customers, industry, the aviation community, and the public.

The FAA AC website is the primary location for over 50 series of documents ranging from the 20 series through 150 series. The FAA creates and develops approximately 25 Advisory Circulars annually. Notifications are sent out via GovDelivery. GovDelivery is an email delivery system that automatically sends notifications. The system alerts subscription holders of the availability and/or updates on the FAA Advisory Circular. All AC’s are maintained on the official FAA Advisory Circular website.

The data received from the Form will be used to update the AC accordingly and per guidance as outlined in the Code of Federal Regulation (CFR/FAR). The feedback form is attached to each individual AC and will be available on the FAA Forms website for download.

Sampling of the respondents is depicted from the individual AC series email listing that is maintained in the GovDelivery database. FAA currently has 47 AC series emailing lists; the email system currently contains 458,897 respondents. FAA does not always receive feedback information for each AC from recipients. We anticipate receiving less than 125 responses annually from the feedback form.

**DESCRIPTION OF RESPONDENTS:** Aviation Community, Industry, and the public

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

- |   |  |
|---|--|
| <input 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 checked="" type="checkbox"/> Other: <u>Information Feedback</u> |

**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.

- 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: Neika Jones

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

**Personally Identifiable Information:**

- Is personally identifiable information (PII) collected?  Yes  No
- If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?  Yes  No
- 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         | 125                | 15 Minutes         | 31.25        |
| <b>Totals</b>          | <b>125</b>         | <b>15 Minutes</b>  | <b>31.25</b> |

**FEDERAL COST:** The estimated annual cost to the Federal government is No Cost

**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**

- 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?

Sampling of the respondents is depicted from the individual AC series email listing that is maintained in the GovDelivery database. FAA currently has 47 AC series emailing lists; the email system currently contains 458,897 respondents. FAA does not always receive feedback information for each AC from recipients. We anticipate receiving less than 125 responses from the feedback form.

**Administration of the Instrument**

- 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.**

## **Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”**

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**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS:** Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

### **BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**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.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

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