

Request for Approval under the “Generic Clearance for Customer Interactions” (OMB Control Number: 2120-0746)

TITLE OF INFORMATION COLLECTION: Comment Card for Soliciting Feedback on the Asia-Pacific Economic Cooperation’s Enhancing Aviation Efficiency and Safety via Performance Based Communication and Surveillance Virtual Workshop

PURPOSE:

The United States is a member of the Asia-Pacific Economic Cooperation (APEC), a regional economic forum established in 1989 to leverage the growing interdependence of the Asia-Pacific. There are 21 APEC members, which include Canada; the United States; Mexico; Peru; Chile; Korea; Japan; Chinese Taipei; Russia; Hong Kong, China; the Philippines; China; Viet Nam; Thailand; Malaysia; Singapore; Brunei Darussalam; Papua New Guinea; Indonesia; Australia; and New Zealand.

Under the umbrella of APEC, the United States, through the Federal Aviation Administration (FAA), led a three-day virtual workshop series on Enhancing Aviation Efficiency and Safety via Performance Based Communications and Surveillance (PBCS). The workshop occurred February 2-4, 2021. The tailored program provided an overview of PBCS framework to deliver capacity building in PBCS implementation, which promotes efficiency of air traffic operations by supporting the safe application of air traffic management initiatives that reduce aircraft spacing and streamline communication.

As part of our deliverables to APEC, the United States is to conduct a customer satisfaction survey of the workshop participants to understand the outcomes achieved through the workshop delivered in February. Since the United States already implements PBCS, the targeted audience of the workshop was the international members of APEC, and a customer satisfaction survey of the international attendees would assist in gauging the effectiveness of the workshop among the targeted audience. The survey will be voluntary, distributed via email and only to the international participants who attended the workshop in February. The survey will not be distributed to anyone in the United States.

The main purpose of the February workshop was to increase the international attendees’ awareness and understanding/familiarity with PBCS and provide additional resources to consult for PBCS information/guidance/best practices in developing a plan to establish and implement PBCS. This is a one-time customer satisfaction survey intended to gauge the international participants’ reception of the information presented during the February workshop and receive feedback on whether they have taken steps towards applying the information/resources provided during the workshop, and assist in guiding how we can potentially improve our workshops in the future.

The survey instructions and questions are provided below:

Hello,

Thank you for attending the APEC Enhancing Aviation Efficiency and Safety via Performance Based Communications and Surveillance (PBCS) Webinar (TPT 06 2019A) held February 2, 3, 4, 2021 (SGT). We are constantly looking to improve our offerings and are looking for feedback you may have about the workshop to assist us in future workshops. This survey is voluntary and

the results are not intended to be disseminated to the public. Your responses are kindly requested by [enter date here].

- Did the workshop increase your understanding/familiarity with PBCS? [Yes/No]
- As a workshop attendee, are you familiar with additional resources to consult for PBCS information? [Yes/No]
- Has your APEC economy civil aviation regulators established a PBCS policy with PBCS specifications and requirements for your economy’s aircraft operators and where relevant, ANSPs? [Yes/No]
- Has your APEC economy civil aviation regulators developed a plan to implement PBCS? [Yes/No]
- Does your APEC economy ANSPs have PBCS compliant services? [Yes/No]
- Has your APEC economy developed plans to expand use or implement fuel-saving operational procedures such as performance-based separations, user-preferred routes and the Dynamic Airborne Reroute Procedures (DARP), including acquisition of necessary equipment? [Yes/No]

DESCRIPTION OF RESPONDENTS:

All 21 APEC members/economies were invited to attend the February 2021 virtual workshop and a total of 16 APEC economies had attendees participate. The workshop attendees included participants from Australia; Brunei Darussalam; Chile; Hong Kong, China; Indonesia; Japan; Malaysia; Mexico; New Zealand; Papua New Guinea; Peru; the Philippines; Singapore; Chinese Taipei; the United States; and Thailand. Since the United States hosted the virtual workshop, the customer satisfaction survey will not go to the United States participants, but only to the other participants, who are all part of other APEC economies and international attendees. Accordingly, out of the 185 total webinar participants, the survey will only be distributed to the 148 international attendees.

TYPE OF COLLECTION: (Check one)

- | | |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" 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: Natalie Randolph

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 **N/A**
3. If Applicable, has a System or 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
State, local or tribal governments	148	5 minutes	12.3 hours
Totals			

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

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 respondents are already identified by their registration via email and participation in the February 2-4, 2021 virtual workshop. The respondents will be the international participants from the participant list from the workshop, and will not be anyone from the United States.

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.

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

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.