

## CERTIFICATION

### Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0579-0377)

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**TITLE OF INFORMATION COLLECTION:** Customer Survey: PPQ Citrus Nursery Stock Protocol (CNSP) - Business

**PURPOSE:**

To gather feedback from commercial citrus nurseries on their experience with applying the citrus nursery stock protocol to assess the usefulness, and identify gaps, with the USDA/APHIS/PPQ CNS protocol.

**DESCRIPTION OF RESPONDENTS:**

Commercial citrus nursery growers.

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

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

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**Personally Identifiable Information**

1. Is personally identifiable information (PII) collected?  Yes  No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No
3. If Yes, has an up-to-date System of 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**

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
Commercial citrus nursery growers / owners	44	15 min	11 hrs
<b>Totals</b>	<b>44</b>		<b>11 hrs</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$1,000.

**SELECTION OF 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

USDA APHIS PPQ has a national contact list commercial citrus nursery growers/owners in the citrus growing states of Alabama, Florida, Georgia, Louisiana, Arizona, Texas, and California. APHIS anticipates a 95% 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: web-based written survey/questionnaire returned via email

2. Will interviewers or facilitators be used?  Yes  No

Citrus nursery growers/owners will be provided a web-based written survey/questionnaire that may be completed and returned via email. If respondents are unable to complete the survey because they don't have access to the internet, the project team will call the nursery owner to ask if he or she would like to complete the survey by phone.