



US Department of Transportation

Office of the Chief Information Officer

# Fast-Track Generic Clearance Checklist

DRAFT v3.0



## HOW TO USE THE PAPERWORK REDUCTION ACT (PRA) FAST-TRACK GENERIC CLEARANCE CHECKLIST

	<b>Descriptions</b>
<b>Background</b>	<p>The purpose of this checklist is to help determine if an Information Collection Request (ICR) or data collection qualifies for the Office of Management and Budget's (OMB) Office of Information and Regulatory Affairs (OIRA) Fast-Track Generic Clearance process in support of Executive Order 13571 on "<a href="#">Streamlining Service Delivery and Improving Customer Service</a>" (April 27, 2011). The goal of the Order is to encourage Federal agencies to improve the quality of service to the public. The Fast-Track Generic Clearance can help achieve this goal by decreasing the amount of time it takes to obtain approval for an ICR in support of the Order. Both new and existing ICRs can be considered for fast-track approval.</p>
<b>Instructions</b>	<p>The checklist contains a series of steps that will help determine if a new or existing data collection qualifies as a Fast-Track Generic Clearance. Please follow the steps as instructed in the checklist. Should the checklist indicate the Information Collection Request (ICR) in question qualifies for the Fast-Track Generic Clearance, please submit the checklist to your Operating Administration (OA) Information Collection Officer (ICO).</p>
<b>Questions</b>	<p>For questions about the checklist or about the Fast-Track Generic Clearance, please contact: 1) your OA's ICO; 2) the DOT Office of the Chief Information Officer (OCIO) by email to the DOT Departmental PRA Officer, <a href="mailto:patricia.lawton@dot.gov">patricia.lawton@dot.gov</a>, or the PRA DOT OCIO team at <a href="mailto:PRA@dot.gov">PRA@dot.gov</a>.</p>
<b>Supporting Information</b>	<p>Please see the following links for additional background information:</p> <p>Memorandum for Heads of Executive Departments and Agencies on "<a href="#">Implementing Executive Order 13571 on Streamlining Service Delivery and Improving Customer Service</a>" (June 13, 2011).</p> <p>Memorandum for Heads of Executive Departments and Agencies, and Independent Regulatory Agencies on "<a href="#">New Fast-Track Process for Collecting Service Delivery Feedback Under the Paperwork Reduction Act</a>" (June 15, 2011).</p>

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<b>Step One</b>	
<b>Instructions</b>	Please provide the below requested information about the ICR and the sponsoring OA.
<b>Question</b>	<b>Answer</b>
ICR Project Manager:	Linh Warren
Mode:	FHWA
ICO:	
ICR Title:	Bridge Construction Practice Survey
ICR Description:	Customer Satisfaction Survey

<b>Step Two</b>		
<b>Instructions</b>	Answer the below questions as they relate to the collection being considered for the Fast-Track Generic Clearance process. Check the “Yes” or “No” box to indicate your response to the corresponding question.	
<b>YES</b>	<b>NO</b>	<b>Questions</b>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	1) Is the data collection focused on the awareness, understanding, attitudes, preferences, or experiences of customers or other stakeholders (e.g. delivery partners; co-regulators; potential customers) in order to improve existing or future services, products, or commercial materials?

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YES	NO	Questions
<input checked="" type="checkbox"/>	<input type="checkbox"/>	2) Is the data collection voluntary?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	3) Is the data collection non-controversial?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	4) Does the data collection have a low burden, defined as the amount of time and effort imposed on the public by the government?

## Next

If you answered “Yes” to all of the above questions, proceed to the next step. If you answered “No” to any of the above questions, the proposed data collection will most likely not qualify for the Fast-Track Generic Clearance; do not proceed to step three. For clarification on the matter, please see your OA’s ICO.

## Step Three

### Instructions

Answer the below questions as they relate to the collection being considered for the Fast-Track Generic Clearance process. Check the “Yes” or “No” box to indicate your response to the corresponding question.

YES	NO	Questions
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1) Is statistical rigor required to complete the data collection?
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2) Is public dissemination of the results intended?

## Next

If you answered “No” to all of the above questions, proceed to the next step. If you answered “Yes” to any of the above questions, the proposed data collection will most likely not qualify for the Fast-Track Generic Clearance; do not proceed to step four. For clarification on the matter, please see your OA’s ICO.

## Step Four

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Instructions		
Instructions		Determine if the data collection falls under any of the following data collections. Check the “Yes” or “No” box to indicate your response to the corresponding example.
YES	NO	Examples
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<b>Focus groups:</b> For example, conducting ten focus groups to gain additional understanding into the travel activities, choices, and views of transportation by the traveling public.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<b>One-time or panel discussion groups:</b> For example, a one-time discussion group facilitating discussions of speed choices and automotive speeding behaviors and the factors that influence them, discussions of beliefs and attitudes toward speeding, reactions to and discussions about specific driving scenarios, and individual / group responses to various speeding countermeasures.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>Customer satisfaction qualitative surveys:</b> For example, a survey by the Federal Aviation Administration (FAA) of pilots, mechanics, and the aviation industry (e.g., American Airlines) inquiring about their satisfaction (on a scale of 1-5) with different parts of the products provided to customers. The survey would provide information on how customers use products and services and measure customer satisfaction with the aviation system.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<b>Post-transaction customer surveys:</b> For example, a survey by the FAA asking applicants who apply for jobs at the FAA about their experience with different parts of the application process. Responses would be used to determine the quality of the application service provided by the FAA.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>Online surveys:</b> For example, an email survey of ferry operators asking for their thoughts about, and ranking of, suggested new domestic ferry routes.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<b>Comment cards or complaint forms:</b> For example, a ten question form asking airline passengers about their satisfaction with their particular flight experience.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<b>Moderated, un-moderated, in-person, and remote usability studies:</b> For

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		example, in-person observation of individuals navigating a DOT website that is in the process of being developed.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<b>Testing of a survey or other collection to refine questions:</b> For example, distributing to a small number of individuals the preliminary questions to use for a statistically rigorous customer satisfaction survey, followed by a debriefing with some of the respondents.

## Next

If you answered “Yes” to at least one of the above examples, the proposed data collection is most likely a proper candidate for the Fast-Track Generic Clearance. To confirm the assessment of the checklist, please provide the checklist results to your OA’s ICO who will make a determination on fast-track eligibility. Upon approval, the ICO will provide instructions as to how to submit the data collection using the Fast-Track Generic Clearance process.