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[FR Doc. 2026-02654 Filed 2-10-26; 8:45 am]

BILLING CODE 4163-18-P

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Centers for Disease Control and Prevention

[60Day-26-1027; Docket No. CDC-2026-
0232]

Proposed Data Collection Submitted for Public Comment and Recommendations

AGENCY: Centers for Disease Control and
Prevention (CDC), Department of Health
and Human Services (HHS).

ACTION: Notice with comment period.

SUMMARY: The Centers for Disease
Control and Prevention (CDC), as part of
its continuing effort to reduce public
burden and maximize the utility of
government information, invites the
general public and other federal
agencies the opportunity to comment on
a continuing information collection, as
required by the Paperwork Reduction
Act of 1995. This notice invites
comment on a proposed information
collection project titled Generic
Clearance for the Collection of
Qualitative Feedback on Agency Service
Delivery. The purpose of the collection
is to enable and facilitate the CDC's
collection and internal processing of
customer and partner feedback in a
timely manner, in alignment with CDC's
commitment to improving service
delivery.

DATES: CDC must receive written
comments on or before April 13, 2026.

ADDRESSES: You may submit comments,
identified by Docket No. CDC-2026-
0232 by either of the following methods:

- *Federal eRulemaking Portal:*
www.regulations.gov. Follow the
instructions for submitting comments.
- *Mail:* Jeffrey M. Zirger, Information
Collection Review Office, Centers for
Disease Control and Prevention, 1600
Clifton Road NE, MS H21-8, Atlanta,
Georgia 30329.

Instructions: All submissions received
must include the agency name and
Docket Number. CDC will post, without
change, all relevant comments to
www.regulations.gov.

Please note: Submit all comments
through the Federal eRulemaking portal
(www.regulations.gov) or by U.S. mail to
the address listed above.

FOR FURTHER INFORMATION CONTACT: To
request more information on the
proposed project or to obtain a copy of
the information collection plan and
instruments, contact Jeffrey M. Zirger,
Information Collection Review Office,
Centers for Disease Control and
Prevention, 1600 Clifton Road NE, MS
H21-8, Atlanta, Georgia 30329;
Telephone: 404-639-7570; Email: omb@cdc.gov.

SUPPLEMENTARY INFORMATION: Under the
Paperwork Reduction Act of 1995 (PRA)
(44 U.S.C. 3501-3520), federal agencies
must obtain approval from the Office of
Management and Budget (OMB) for each
collection of information they conduct
or sponsor. In addition, the PRA also
requires federal agencies to provide a
60-day notice in the **Federal Register**
concerning each proposed collection of
information, including each new
proposed collection, each proposed
extension of existing collection of
information, and each reinstatement of
previously approved information
collection before submitting the
collection to the OMB for approval. To
comply with this requirement, we are
publishing this notice of a proposed
data collection as described below.

The OMB is particularly interested in
comments that will help:

1. Evaluate whether the proposed
collection of information is necessary
for the proper performance of the
functions of the agency, including
whether the information will have
practical utility;
2. Evaluate the accuracy of the
agency's estimate of the burden of the
proposed collection of information,
including the validity of the
methodology and assumptions used;
3. Enhance the quality, utility, and
clarity of the information to be
collected;
4. Minimize the burden of the
collection of information on those who
are to respond, including through the
use of appropriate automated,
electronic, mechanical, or other
technological collection techniques or
other forms of information technology,
e.g., permitting electronic submissions
of responses; and
5. Assess information collection costs.

Proposed Project

Generic Clearance for the Collection
of Qualitative Feedback on Agency
Service Delivery (OMB Control No.
0920-1027, Exp. 6/30/2026)—
Extension—National Center for HIV,
Viral Hepatitis, STD, and TB Prevention
(NCHHSTP), Centers for Disease Control
and Prevention (CDC).

Background and Brief Description

The Centers for Disease Control and
Prevention (CDC), National Center for
HIV, Viral Hepatitis, STD, and TB
Prevention (NCHHSTP) requests an
extension of the currently approved
Generic Clearance for the Collection of
Qualitative Feedback on Agency Service
Delivery for a period of three years. The
previously approved Generic Clearance
will remain unchanged. This Extension
is necessary to align with CDC's
commitment to service delivery
improvement, prioritization of Gold
Standard Science, and maintenance of
public trust.

As a means of ensuring our programs
are effective and meet our customers'
needs, CDC/NCHHSTP (hereafter "the
Agency") utilizes this Generic Clearance
to collect qualitative feedback on our
service delivery. For the purposes of
this Generic Clearance, qualitative
feedback means information that
provides useful insights on perceptions
and opinions but are not statistical
surveys that yield quantitative results
that can be generalized to the
population of study. This collection of
information is necessary for the Agency
to gather customer and partner feedback
in an efficient, timely manner, in
accordance with our commitment to
improving service delivery, enhancing
public trust, and prioritizing Gold
Standard Science. Qualitative data
collected from our customers and
partners helps CDC ensure that they
have effective, efficient, and satisfying
experiences with the Agency's
programs. This feedback provides
valuable insights into customer or
partner perceptions, experiences and
expectations, provides an early warning
of service and/or quality issues, and
focuses attention on areas where
communication, training, or operational
adjustments might improve delivery of
products or services. These collections
are a useful tool in facilitating ongoing,
collaborative, actionable
communication between the Agency
and its customers and partners. Such
feedback contributes directly to
improving CDC's program management
efforts. This information collection
represents CDC/NCHHSTP's attempt to
gather feedback data on CDC services
and programs. There is currently no
information available that can substitute
for the responses to the data collection
instruments and provide essential
program improvement information. No
similar data is gathered and/or
maintained by the Agency or is
available from other sources known to
the Agency.

In the previous three-year approval period, the Agency used 346 burden hours over eight collection activities. However, we anticipate more robust usage of this mechanism over the next three years due to CDC’s renewed emphasis on public trust and accountability, prioritization of Gold Standard Science, and recommitment to high-quality customer and interest holder experiences. As with previous approvals, the Agency will only submit collections for approval under this Generic Clearance that meet the following conditions:

1. Information gathered is used solely on an internal basis for general service improvement and program management purposes and is not intended for release outside of the agency;
2. Information gathered will not be used for the purpose of substantially informing influential policy decisions;
3. Information gathered will yield qualitative information; the collections will not be designed or expected to yield statistically reliable results or used as though the results are generalizable to the population of study;
4. The collections are voluntary;
5. The collections are low burden for respondents (based on considerations of

total burden hours, total number of respondents, or burden hours per respondent) and are low-cost for both the respondents and the federal government;

6. The collections are non-controversial and do not raise issues of concern to other federal agencies;

7. Any 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 near future;

8. Except for information needed to provide token of appreciation for focus group or key informant participants and cognitive laboratory studies, personally identifiable information (PII) is collected only to the extent necessary and is not retained.

If these conditions are not met, the Agency will submit an information collection request (ICR) to the Office of Management and Budget (OMB) for approval through the normal Paperwork Reduction Act (PRA) process.

Collection types under this Generic Clearance include, but are not limited to:

- Customer comment cards/complaint forms;
- Small discussion groups;

- Focus Groups of customers, potential customers, delivery partners, or other interest holders;
- Key informant interviews of customers, potential customers, implementing partners, or other interest holders;
- Cognitive laboratory studies, such as those used to refine questions or assess usability of a website;
- Qualitative customer satisfaction surveys (e.g., post-transaction surveys; opt-out web surveys);
- In-person or virtual observation testing (e.g., website or software usability tests);
- Other observational methods (e.g., direct observations, ethnography)

The Agency has established a manager/managing entity to serve for this Generic Clearance and will conduct an independent review of each information collection to ensure compliance with the terms of this clearance prior to submitting each collection to OMB.

There is no change to the previously approved burden estimate. The estimated annualized burden hours for this data collection are 9,690 hours. There are no costs to respondents other than their time.

ESTIMATED ANNUALIZED BURDEN HOURS

Type of collection	Number of respondents	Annual frequency per response	Average burden per response (hours)	Total burden (hours)
Online surveys	10,500	1	30/60	5,250
Discussion groups	280	1	2	560
Focus groups	640	1	2	1,280
Website/app usability testing	2,000	1	30/60	1,000
Interviews	800	1	2	1,600
Total	14,220	9,690

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 [FR Doc. 2026-02653 Filed 2-10-26; 8:45 am]
BILLING CODE 4163-18-P

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Centers for Disease Control and Prevention

[30Day-26-0850]

Agency Forms Undergoing Paperwork Reduction Act Review

In accordance with the Paperwork Reduction Act of 1995, the Centers for

Disease Control and Prevention (CDC) has submitted the information collection request titled “Laboratory Response Network (LRN)” to the Office of Management and Budget (OMB) for review and approval. CDC previously published a “Proposed Data Collection Submitted for Public Comment and Recommendations” notice on August 11, 2025, to obtain comments from the public and affected agencies. CDC received one comment related to the previous notice. This notice serves to allow an additional 30 days for public and affected agency comments.

CDC will accept all comments for this proposed information collection project. The Office of Management and Budget is particularly interested in comments that:

- (a) Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
- (b) Evaluate the accuracy of the agencies estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
- (c) Enhance the quality, utility, and clarity of the information to be collected;
- (d) Minimize the burden of the collection of information on those who are to respond, including, through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology,