

# Notices

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This section of the FEDERAL REGISTER contains documents other than rules or proposed rules that are applicable to the public. Notices of hearings and investigations, committee meetings, agency decisions and rulings, delegations of authority, filing of petitions and applications and agency statements of organization and functions are examples of documents appearing in this section.

## ADMINISTRATIVE CONFERENCE OF THE UNITED STATES

### Agency Information Collection Activities: Proposed Collection; Comment Request; Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

**AGENCY:** Administrative Conference of the United States.

**ACTION:** 30-Day notice of submission of information collection for approval by the Office of Management and Budget and request for comments.

**SUMMARY:** As part of a Federal Government-wide effort to streamline the process of seeking feedback from the public on service delivery, the Administrative Conference of the United States (“ACUS” or “the Conference”) has submitted a Generic Information Collection Request (Generic ICR): “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” to OMB for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 *et seq.*).

**DATES:** Comments must be submitted by April 11, 2011.

**ADDRESSES:** Submit your comments, identified by the title “ACUS Generic Information Collection,” (1) either by e-mail to OIRA using *ServiceDeliveryComments@omb.eop.gov*, or by fax to 202-395-7245, Attn: ACUS Desk Officer; and (2) either by e-mail to ACUS using *dpritzker@acus.gov*, or by mail to ACUS, 1120 20th Street, NW., Suite 706 South, Washington, DC 20036.

**FOR FURTHER INFORMATION CONTACT:** David Pritzker, Deputy General Counsel, Administrative Conference of the United States, 1120 20th Street, NW., Suite 706 South, Washington, DC 20036; Telephone (202) 480-2080.

### SUPPLEMENTARY INFORMATION:

**Title:** Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

**Abstract:** The information collection activity will garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration’s commitment to improving service delivery. By qualitative feedback we mean 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 feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: the target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

The Agency received no comments in response to the 60-day notice published

in the **Federal Register** on December 22, 2010 (75 FR 80542).

Below we provide the Conference’s projected average estimates for the next three years:<sup>1</sup>

**Current Action:** New collection of information.

**Type of Review:** New collection.

**Affected Public:** Individuals and households, businesses and organizations, State, Local or Tribal Government.

**Average expected annual number of activities:** 6.

**Average number of respondents per activity:** 110.

**Annual responses:** 660.

**Frequency of response:** Once per request.

**Average minutes per response:** 6–60.

**Burden hours:** 210–285.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget control number.

Dated: March 8, 2011.

**Shawne McGibbon,**

*General Counsel.*

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**BILLING CODE 6110-01-P**

## DEPARTMENT OF AGRICULTURE

### Submission for OMB Review; Comment Request

March 7, 2011.

The Department of Agriculture has submitted the following information collection requirement(s) to OMB for review and clearance under the Paperwork Reduction Act of 1995, Public Law 104-13. Comments regarding (a) Whether the collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility; (b) the accuracy of the agency’s estimate

<sup>1</sup> The 60-day notice included the following estimate of the aggregate burden hours for all agencies combined under this generic clearance:

**Average Expected Annual Number of activities:** 25,000.

**Average number of Respondents per Activity:** 200.

**Annual responses:** 5,000,000.

**Frequency of Response:** Once per request.

**Average minutes per response:** 30.

**Burden hours:** 2,500,000.