

States. In accordance with 22 CFR part 131, the Office of Authentications provides authentication services for federal public documents that will be used overseas. These services support individuals, commercial organizations, institutions, and federal and state government agencies seeking to use certain documents abroad.

#### Methodology

The form will be downloaded from <http://eforms.state.gov>. After completion, the form may be submitted by mail or hand-delivery.

**Rachel M. Arndt,**

*Deputy Assistant Secretary for Passport Services, Bureau of Consular Affairs, Department of State.*

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**BILLING CODE 4710-06-P**

## SURFACE TRANSPORTATION BOARD

### Senior Executive Service Performance Review Board (PRB) and Executive Resources Board (ERB) Membership

**AGENCY:** Surface Transportation Board.

**ACTION:** Notice of Senior Executive Service Performance Review Board (PRB) and Executive Resources Board (ERB) Membership.

**SUMMARY:** Effective immediately, the membership of the PRB and ERB is as follows:

#### Performance Review Board

William Brennan, Chairman  
Rachel Campbell, Member  
Craig M. Keats, Member

#### Executive Resources Board

Rachel Campbell, Chairman  
William Brennan, Member  
Craig M. Keats, Member

**FOR FURTHER INFORMATION CONTACT:** If you have any questions, please contact Jennifer Layne at [jennifer.layne@stb.gov](mailto:jennifer.layne@stb.gov) or 202-245-0340.

**Jeffrey Herzig,**

*Clearance Clerk.*

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## DEPARTMENT OF TRANSPORTATION

### Federal Aviation Administration

#### Agency Information Collection Activities: Requests for Comments; Clearance of Renewed Approval of Information Collection: Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

**AGENCY:** Federal Aviation Administration (FAA), DOT.

**ACTION:** Notice and request for comments.

**SUMMARY:** In accordance with the Paperwork Reduction Act of 1995, FAA invites public comments about our intention to request the Office of Management and Budget (OMB) approval of a new information collection. The **Federal Register** Notice with a 60-day comment period soliciting comments on the following collection of information was published on March 21, 2021.

**DATES:** Written comments should be submitted by September 17, 2021.

**ADDRESSES:** Written comments and recommendations for the proposed information collection should be sent within 30 days of publication of this notice to [www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). Find this particular information collection by selecting “Currently under 30-day Review—Open for Public Comments” or by using the search function.

**Public Comments Invited:** You are asked to comment on any aspect of this information collection, including (a) Whether the proposed collection of information is necessary for FAA’s performance; (b) the accuracy of the estimated burden; (c) ways for FAA to enhance the quality, utility and clarity of the information collection; and (d) ways that the burden could be minimized without reducing the quality of the collected information. The agency will summarize and/or include your comments in the request for OMB’s clearance of this information collection.

**FOR FURTHER INFORMATION CONTACT:** Barbara Hall at (940) 594-5913, or by email at [Barbara.L.Hall@faa.gov](mailto:Barbara.L.Hall@faa.gov).

#### SUPPLEMENTARY INFORMATION:

**OMB Control Number:** 2120-0746.

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

**Form Numbers:** There are no FAA forms associated with this generic information collection.

**Type of Review:** Renewal of a generic information collection.

**Background:** 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.

**Respondents:** Approximately 110,000 Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.

**Frequency:** Once per request.

**Estimated Average Burden per Response:** 10 minutes.

**Estimated Total Annual Burden:** 18,330 hours.