

the Office of Management and Budget and request for comments.

**SUMMARY:** As part of a Federal Government-wide effort to streamline the process to seek feedback from the public on service delivery, the Tennessee Valley Authority (TVA) 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 May 9, 2011.

**ADDRESSES:** Written comments may be submitted to the Agency Clearance Officer: Mark Winter, Tennessee Valley Authority, 1101 Market Street (MP-3C), Chattanooga, Tennessee 37402-2801; (423) 751-6004.

**FOR FURTHER INFORMATION CONTACT:** To request additional information, please contact the Agency Clearance Officer: Mark Winter, Tennessee Valley Authority, 1101 Market Street (MP-3C), Chattanooga, Tennessee 37402-2801; (423) 751-6004.

**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** of December 22, 2010 (75 FR 80542).

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

*Current Actions:* 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:* 5.

*Respondents:* 10,000.

*Annual Responses:* 10,000.

*Frequency of Response:* Once per request.

*Average Minutes per Response:* 15.

*Burden Hours:* 2,500.

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.

**James W. Sample,**

*Director, Enterprise Information Security and Policy.*

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<sup>1</sup> The 60-day notice included the following estimate of the aggregate burden hours for this generic clearance Federal-wide:

*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.

## DEPARTMENT OF TRANSPORTATION

### Surface Transportation Board

#### Disclosure of Rail-Interchange Commitments; Notice and Request for Comments

**AGENCY:** Surface Transportation Board, DOT.

**ACTION:** 30-day notice of request for approval: Disclosure of Rail-Interchange Commitments.

**SUMMARY:** As required by the Paperwork Reduction Act of 1995, 44 U.S.C. 3501-3519 (PRA), the Surface Transportation Board (STB or Board) has submitted a request to the Office of Management and Budget (OMB) for an reinstatement of approval for the collection of agreements containing rail-interchange commitments. A rail interchange commitment is a contractual provision, which may be included with a sale or lease of a rail line, that limits the incentive or the ability of the purchaser or tenant carrier to interchange traffic with rail carriers other than the seller or lessor railroad. Under the Board's regulations, whenever a carrier or other person seeks authority, through the Board's abbreviated exemption procedures, to acquire (through sale or lease) or to operate a rail line, that carrier or other person is required to submit a copy of any agreement that contains such an interchange commitment.

The Board previously published a notice about this collection in the **Federal Register** on December 22, 2010, at 75 FR 80,569. That notice allowed for a 60-day public review and comment period. No comments were received. This collection is described in detail below. Comments may now be submitted to OMB concerning: (1) The accuracy of the Board's burden estimates; (2) ways to enhance the quality, utility, and clarity of the information collected; (3) ways to minimize the burden of the collection of information on the respondents, including the use of automated collection techniques or other forms of information technology, when appropriate; and (4) whether this collection of information is necessary for the proper performance of the functions of the Board, including whether the collection has practical utility.

#### Description of Collection

*Title:* Disclosure of Rail Interchange Commitments.

*OMB Control Number:* 2140-0016.

*STB Form Number:* None.

*Type of Review:* Reinstatement with change. (The current request reduces the estimated respondents from 65 to 6 respondents based on the Board's actual experience with this collection. As a result, the total annual burden hours is reduced to 1½; hours, rather than the 16 hours, as the Board had estimated when the collection was proposed.)

*Respondents:* Noncarriers and carriers seeking an exemption to acquire (through purchase or lease) and/or operate a rail line, if the proposed transaction includes an interchange commitment.

*Number of Respondents:* 6.

*Estimated Time per Response:* Less than 15 minutes.

*Frequency:* On occasion.

*Total Burden Hours (annually including all respondents):* 1½; hours.

*Total "Non-hour Burden" Cost:* None identified.

*Needs and Uses:* Under 49 U.S.C. 10502, noncarriers and carriers may seek an exemption from the prior approval requirements of sections 10901, 10902, and 11323 to acquire (through purchase or lease) and operate a rail line. This collection of agreements

with interchange commitments facilitates the case-specific review of interchange commitments and facilitates the Board's monitoring of their usage generally.

*Retention Period:* Information in this report will be maintained in the Board's confidential file for 10 years, after which it is transferred to the National Archives.

**DATES:** Comments on this information collection should be submitted to OMB by May 9, 2011. When submitting comments, please refer to "Disclosure of Rail Interchange Commitments, OMB Control Number 2140-0016."

**ADDRESSES:** Comments should be directed to the Office of Management and Budget, Office of Information and Regulatory Affairs, Attention: Kimberly Nelson, Surface Transportation Board Desk Officer, by fax at (202) 395-6974; by mail at Room 10235, 725 17th Street, NW., Washington, DC 20503; or by e-mail at

[OIRA\\_SUBMISSION@OMB.EOP.GOV](mailto:OIRA_SUBMISSION@OMB.EOP.GOV).

*For Further Information or to Obtain a Copy of the STB Form, Contact:* Joe Dettmar at (202) 245-0395 or at

[dettmarj@stb.dot.gov](mailto:dettmarj@stb.dot.gov). [Assistance for the hearing impaired is available through the Federal Information Relay Service (FIRS) at 1-800-877-8339.]

**SUPPLEMENTARY INFORMATION:** Under the PRA, a Federal agency conducting or sponsoring a collection of information must display a currently valid OMB control number. A collection of information, which is defined in 44 U.S.C. 3502(3) and 5 CFR 1320.3(c), includes agency requirements that persons submit reports, keep records, or provide information to the agency, third parties, or the public. Under § 3506(b) of the PRA, Federal agencies are required to provide, concurrent with an agency's submitting a collection to OMB for approval, a 30-day notice and comment period, through publication in the **Federal Register**, concerning each proposed collection of information, including each proposed extension of an existing collection of information.

Dated: April 5, 2011.

**Andrea Pope-Matheson,**  
*Clearance Clerk.*

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