

**EXPORT-IMPORT BANK****[Public Notice 2018–6007]****Agency Information Collection  
Activities: Proposed Collection;  
Comment Request; Generic Clearance  
for the Collection of Qualitative  
Feedback on Agency Service Delivery****AGENCY:** Export-Import Bank of the United States.**ACTION:** Notice and request for public comments. Request for OMB review and extension of approval.

**SUMMARY:** The Export-Import Banks of the United States (EXIM), as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal Agencies to comment on “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery,” for approval under the Paperwork Reduction Act (PRA). This collection was developed as part of the Federal Government-wide effort to streamline the process to seek feedback from the public on service delivery. This is the notice of our intent to submit this collection to OMB for the extension of approval. We are soliciting comments on the specific aspects for the proposed information collection.

**DATES:** Comments must be received on or before March 26, 2018 to be assured of consideration.

**ADDRESSES:** Comments may be submitted electronically on [www.regulations.gov](http://www.regulations.gov). (EIB 11–01) By email to [Mia.Johnson@exim.gov](mailto:Mia.Johnson@exim.gov) or by mail to Mia L. Johnson, Export-Import Bank of the United States, 811 Vermont Ave. NW, Washington, DC 20571.

Comments submitted in response to this notice may be made available to the public through the [www.regulations.gov](http://www.regulations.gov). For this reason, please do not include in your comments information of a confidential nature, such as sensitive personal information or proprietary information. If you send an email comment, your email address will be automatically captured and included as part of the comment that is placed in the public docket and made available on the internet. Please note that responses to this public comment request containing any routine notice about the confidentiality of the communication will be treated as public comments that may be made available to the public notwithstanding the inclusion of the routine notice.

**FOR FURTHER INFORMATION CONTACT:** To request additional information, please contact Mia Johnson, [Mia.Johnson@exim.gov](mailto:Mia.Johnson@exim.gov).

**SUPPLEMENTARY INFORMATION:**

*Title and Form Number:* EIB 11–01, Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

*Abstract:* The proposed information collection activity provides a means to 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.

The solicitation of feedback will target areas such as: Timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on the Agency’s services will be unavailable. The Agency will only submit a collection for approval under this generic clearance if it meets the following conditions:

- The collections are voluntary;
- 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;
- The collections are non-controversial and do not raise issues of concern to other Federal agencies;
- 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;
- Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
- Information gathered will be used only internally for general service

improvement and program management purposes and is not intended for release outside of the agency;

- Information gathered will not be used for the purpose of substantially informing influential policy decisions; and
- 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.

Feedback collected under this generic clearance provides useful information, but it does 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 to 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.

As a general matter, information collections will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

*Current Actions:* Extension of approval for a collection of information.

*Type of Review:* Extension.

*Survey Type:* Web based/email based survey; Feedback/Comment Evaluation Form; Detailed Mail Evaluation Form; Telephone; Focus Group.

*Affected Public:* Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.

Below we provide projected average estimates for the next three years:

*Average Expected Annual Number of Activities:* 10.

*Average Number of Respondents per Activity:* 467.

*Annual Responses:* 4,670.

*Frequency of Response:* Once per request.

*Average Minutes per Response:* 8.

*Burden hours:* 623.

*Request for Comments:* Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. Comments are invited on: (a) Whether the collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden of the collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology; and (e) estimates of capital or start-up costs and costs of operation, maintenance, and purchase of services to provide information. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; to develop, acquire, install and utilize technology and systems for the purpose of collecting, validating and verifying information, processing and maintaining information, and disclosing and providing information; to train personnel and to be able to respond to a collection of information, to search data sources, to complete and review the collection of information; and to transmit or otherwise disclose the information.

All written comments will be available for public inspection *Regulations.gov*.

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.

**Bassam Doughman,**  
*IT Specialist.*

[FR Doc. 2018-01154 Filed 1-22-18; 8:45 am]

**BILLING CODE 6690-01-P**

## FEDERAL COMMUNICATIONS COMMISSION

[CG Docket No. 03-123; DA 17-1213]

### Pleading Cycle Established for Comment on Applications for State Certification for the Provision of Telecommunications Relay Service

**AGENCY:** Federal Communications Commission.

**ACTION:** Notice.

**SUMMARY:** In this document, the Commission seeks public comment on state applications for renewal of the certification of their state telecommunications relay services (TRS) programs.

**DATES:** Interested parties may file comments no later than February 22, 2018. Reply comments may be filed no later than March 9, 2018.

**ADDRESSES:** Comments may be filed using the Commission's Electronic Comment Filing System (ECFS). See Electronic Filing of Documents in Rulemaking Proceedings, 63 FR 24121 (1998).

- *Electronic Filers:* Documents may be filed electronically using the internet by accessing ECFS: <https://www.fcc.gov/ecfs/>.

- *Paper Filers:* Parties who choose to file by paper must file an original and one copy of each filing.

- Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

- All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th Street SW, Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes and boxes must be disposed of before entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9050 Junction Drive, Annapolis Junction, MD 20701.

- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street SW, Washington, DC 20554.

**FOR FURTHER INFORMATION CONTACT:** Dana Wilson, Consumer and Governmental Affairs Bureau at: (202) 418-2247; email: [Dana.Wilson@fcc.gov](mailto:Dana.Wilson@fcc.gov).

**SUPPLEMENTARY INFORMATION:** Interested parties may file comments on or before the dates indicated above in the Dates portion of this notice. All filings must reference CG Docket No. 03-123 and the relevant state identification number of the state application for which comments are being submitted.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an email to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (844) 432-2275 (videophone), or (202) 418-0432 (TTY). Document DA 17-1213 can also be downloaded in Word or Portable Document Format (PDF) at: <https://www.fcc.gov/general/telecommunications-relay-services-trs>.

### Synopsis

Notice is hereby given that the states listed below have applied to the Commission for renewal of certification of their state TRS programs, for the five-year period from July 26, 2018 through July 25, 2023. Each state's application for certification must demonstrate that its TRS program complies with section 225 of the Communications Act and the Commission's rules governing the provision of TRS. This notice seeks public comment on the following state applications for certification, which can be found on the Commission's website at: <https://www.fcc.gov/general/trs-state-and-territories>.

File No: TRS-46-17  
Alabama Public Service Commission,  
State of Alabama

File No: TRS-02-17  
Commission for the Deaf and Hard of  
Hearing, State of Arizona

File No: TRS-47-17  
Arkansas Deaf and Hearing Impaired,  
State of Arkansas

File No: TRS-35-17  
Delaware Public Service Commission,  
State of Delaware

File No: TRS-49-17  
Public Service Commission, District  
of Columbia

File No: TRS-51-17  
Georgia Public Service Commission,  
State of Georgia

File No: TRS-43-17  
Idaho Public Service Commission,  
State of Idaho

File No: TRS-03-17  
Iowa Utilities Board, State of Iowa

File No: TRS-07-17  
Kansas Dual Party Relay Services,  
State of Kansas

File No: TRS-52-17  
Kentucky Public Service Commission,  
Commonwealth of Kentucky

File No: TRS-53-17