



4910-13

**DEPARTMENT OF TRANSPORTATION**

**Federal Aviation Administration**

**Agency Information Collection Activities: Requests for Comments; Clearance of Renewed Approval of Information Collection: Associate Administrator for Commercial Space Transportation (AST) Customer Service Survey**

**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 to renew a previously approved information collection. The FAA Office of the Associate Administrator for Commercial Space Transportation (AST) conducts this survey in order to obtain industry input on customer service standards which have been developed and distributed to industry customers.

**DATES:** Written comments should be submitted by [**insert date 60 days after date of publication in the Federal Register**].

**ADDRESSES:** Send comments to the FAA at the following address: Ronda Thompson, Federal Aviation Administration, ASP-110, 800 Independence Ave. SW, Washington, DC 20591.

**FOR FURTHER INFORMATION CONTACT:** Ronda Thompson by e-mail at:

Ronda.Thompson@faa.gov; phone: 202-267-1416

**SUPPLEMENTARY INFORMATION: 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.

**OMB Control Number:** 2120-0611

**Title:** Associate Administrator for Commercial Space Transportation (AST) Customer Service Survey

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

**Type of Review:** Renewal of an information collection

**Background:** This information is being collected to obtain feedback from the companies and organizations that utilize the products and services of the Federal Aviation Administration's Office of Commercial Space Transportation (AST). The data collected will be analyzed by AST to determine the quality of services provided by AST to its industry and government customers, and to address any problems or issues found as a result of the data analysis.

**Respondents:** Approximately 50 industry customers.

**Frequency:** On occasion.

**Estimated Average Burden per Response:** 1 hour.

**Estimated Total Annual Burden:** 50 hours.

Issued in Washington, DC on June 5, 2017

**Ronda L Thompson**

FAA Information Collection Clearance Officer

Performance, Policy, and Records Management Branch, ASP-110

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