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**GENERAL SERVICES ADMINISTRATION**

[OMB Control No. 3090-0278; Docket No. 2020-0001; Sequence No. 1]

**Information Collection; USA.gov National Contact Center Customer Evaluation Survey**

**AGENCY:** USA.gov Contact Center, General Services Administration (GSA).

**ACTION:** Notice of request for comments regarding an extension to an existing OMB clearance.

**SUMMARY:** Under the provisions of the Paperwork Reduction Act, the Regulatory Secretariat Division will be submitting to the Office of Management and Budget (OMB) a request to review and approve an extension of a previously approved information collection requirement regarding the National Contact Center customer evaluation surveys.

**DATES:** Submit comments on or before: **[Insert date 60 days after date of publication in the Federal Register].**

**FOR FURTHER INFORMATION CONTACT:** Mr. David Kaufmann, Program Analyst, Office of Technology Transformation Services, via e-mail to [david.kaufmann@gsa.gov](mailto:david.kaufmann@gsa.gov).

**ADDRESSES:** Submit comments identified by Information Collection 3090-0278, National Contact Center Evaluation Survey, by any of the following methods:

- Regulations.gov: <http://www.regulations.gov>.

Submit comments via the Federal eRulemaking portal by searching the OMB control number. Select the link "Submit a Comment" that corresponds with "Information Collection 3090-0278, National Contract Center Evaluation Survey". Follow the instructions provided at the "Submit a Comment" screen. Please include your name, company name (if any), and "Information Collection 3090-0278, National Contract Center Evaluation Survey" on your attached document.

- Mail: General Services Administration, Regulatory Secretariat Division (MVCB), 1800 F Street, NW, Washington, DC 20405. ATTN: Ms. Mandell/IC 3090-0278, National Contract Center Evaluation Survey.

*Instructions:* Please submit comments only and cite Information Collection 3090-0278, National Contract Center Evaluation Survey, in all correspondence related to this collection. Comments received generally will be posted without change to <http://www.regulations.gov>, including any personal and/or business confidential information provided. To confirm receipt of your comment(s), please check [www.regulations.gov](http://www.regulations.gov), approximately two to three days after submission to verify posting (except allow 30 days for posting of comments submitted by mail).

**SUPPLEMENTARY INFORMATION:**

**A. Purpose**

This information collection will be used to assess the public's satisfaction with the USA.gov National Contact Center service (formerly the Federal Citizen Information Center's (FCIC) National Contact Center), to assist in increasing the efficiency in responding to the public's need for Federal information, and to assess the effectiveness of marketing efforts.

**B. Annual Reporting Burden**

The following are estimates of the annual hourly burdens for our surveys based on historical participation in our surveys.

(1) Telephone Survey:

Respondents: 6000.

Responses Per Respondent: 1.

Annual Responses: 6000.

Hours Per Response: 0.12.

Total Burden Hours: 720.

(2) Web Chat Survey:

Respondents: 2400.

Responses Per Respondent: 1.

Annual Responses: 2400.

Hours Per Response: 0.12.

Total Burden Hours: 288.

Grand Total Burden Hours: 1008.

**C. Public Comments**

Public comments are particularly invited on: Whether this collection of information is necessary and whether it will have practical utility; whether our estimate of the public burden of this collection of information is accurate and based on valid assumptions and methodology; and ways to enhance the quality, utility, and clarity of the information to be collected.

**OBTAINING COPIES OF PROPOSALS:** Requesters may obtain a copy of the information collection documents from the General Services Administration, Regulatory Secretariat Division (MVCB), 1800 F Street, NW, Washington, DC 20405, telephone 202-501-4755. Please cite OMB Control No. 3090-0278, National Contact Center Customer Evaluation Survey, in all correspondence.

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