



**DEPARTMENT OF TRANSPORTATION**

**Federal Aviation Administration**

**[FAA-2024-2488]**

**Agency Information Collection Activities: Requests for Comments; Clearance of Renewed Approval of Information Collection: “Generic Clearance for Customer Interactions”**

**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 an information collection. The Federal Register Notice with a 60-day comment period soliciting comments on the following collection of information was published on October 23, 2024, Customer Interactions provide the Federal Aviation Administration valuable information and connect the agency to the public. The Federal Aviation Administration would utilize a Generic Clearance for Customer Interactions that support the Agency’s mission to become more accessible and transparent.

**DATES:** Written comments should be submitted by **[INSERT DATE 30 DAYS AFTER DATE OF PUBLICATION IN THE *FEDERAL REGISTER*]**.

**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.

**FOR FURTHER INFORMATION CONTACT:** Barbara Hall by e-mail at:

[Barbara.l.hall@faa.gov](mailto:Barbara.l.hall@faa.gov); phone: 817-222-5448

**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:** 2120-0772

**Title:** Generic Clearance for Customer Interactions

**Form Numbers:** NA

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

**Background:** Individual citizens or organizations may voluntarily respond to this collection. This collection of information will support the Federal Aviation Administration's mission. The Agency will collect qualitative and quantitative data that informs scientific research; aviation assessments and monitoring efforts; validate models or tools; and enhance the quantity and quality of data collected across communities. The agency will use this data to create an avenue to incorporate local knowledge and needs, and to contribute to increased data sharing, open data, and government transparency. The Federal Aviation Administration may sponsor the collection of this type of information in connection with aviation projects. All such collections will follow Agency policies and regulations. Collections under this generic ICR will be from volunteers who participate on their own initiative through an open and transparent process.

**Respondents:** 110,000 Individual citizens or organizations who interact with the agency may voluntarily respond to this collection.

**Frequency:** As Needed

**Estimated Average Burden per Response:** 5 minutes

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

Issued in Fort Worth, TX on January 13, 2025.

**Barbara Hall,**

*Information Collection Officer, ASP-110, AFN.*

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