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DEPARTMENT OF TRANSPORTATION

Maritime Administration

[Docket No. MARAD-2026-1816]

Request for Comments on the Renewal of a Previously Approved Information Collection: Generic Clearance of Customer Satisfaction Surveys

AGENCY: Maritime Administration (MARAD), U.S. Department of Transportation (DOT).

ACTION: Notice.

SUMMARY: MARAD invites public comments on its intention to request Office of Management and Budget (OMB) approval to renew an information collection in accordance with the Paperwork Reduction Act of 1995. The proposed collection OMB 2133-0546 (Generic Clearance of Customer Satisfaction Surveys) is used to obtain feedback about customer service delivery. MARAD is required to publish this notice in the *Federal Register* to obtain comments from the public and affected agencies.

ADDRESSES: Written comments and recommendations for the proposed information collections should be sent within 30 days of publication of this notice to 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: Tamelia Bolton, 202-366-4623, Office of Management and Administrative Services, Maritime Administration, Department of Transportation, 1200 New Jersey Avenue SE, Washington, DC 20590, Email: Tamelia.Bolton@dot.gov.

SUPPLEMENTARY INFORMATION:

Title: Generic Clearance of Customer Satisfaction Surveys.

OMB Control Number: 2133-0546.

Type of Request: Extension without change of currently approved information collection.

Abstract: OMB 2133-0546 (Generic Clearance Customer Satisfaction Surveys) enables MARAD to garner customer and stakeholder feedback in an efficient and timely manner, in accordance with our commitment to improve service delivery. The collected information ensures that users have an effective, efficient, and satisfying experience with the agency's programs. This feedback also provides insight into customer or stakeholder perceptions, identifies issues with service delivery, and focuses attention on areas where communication, training, and/or changes in operations might improve customer service experience. Additionally, this collection will facilitate ongoing, collaborative, and actionable communication between MARAD and its customers and stakeholders. Public feedback is also expected to contribute directly to the improvement of program operations that directly affect the public.

Respondents: Individuals and households, business and organizations, State, local or Tribal government.

Estimated Number of Respondents: 5,900.

Estimated Number of Responses: 5,900.

Annual Estimated Total Annual Burden Hours: 1,758.

Frequency of Response: per request.

A 60-day *Federal Register* Notice soliciting comments on this information collection was published on September 3, 2026 (91 FR 56719). The posting received one non-substantive comment that the publication dates for the 60-day Federal Register Notice were incorrect. However, MARAD reviewed and verified the publication date for the Federal Register Notice and notified the commenter that no correction was needed.

(Authority: The Paperwork Reduction Act of 1995; 44 U.S.C. Chapter 35, as amended; and 49 CFR 1.49.)

By Order of the Maritime Administrator.

T. Mitchell Hudson, Jr.
Secretary, Maritime Administration.
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