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**DEPARTMENT OF TRANSPORTATION**

**Federal Motor Carrier Safety Administration**

**[Docket No. FMCSA-2026-3433]**

# Agency Information Collection Activities; Renewal of an Approved Information Collection: Generic Clearance of Customer Satisfaction Surveys

**AGENCY:** Federal Motor Carrier Safety Administration (FMCSA), Department of Transportation (DOT).

**ACTION:** Notice and request for comments.

**SUMMARY:** In accordance with the Paperwork Reduction Act of 1995, FMCSA announces its plan to submit the Information Collection Request (ICR) described below to the Office of Management and Budget (OMB) for review and approval and invites public comment. Executive Order (E.O.) 12862 directs Federal agencies to provide service to the public that matches or exceeds the best service available in the private sector. These principles were reaffirmed in E.O. 13571. In order to work continuously to ensure that the Agency's programs are effective and meet our customers' needs, FMCSA requests approval to renew an ICR titled, "Generic Clearance of Customer Satisfaction Surveys." This ICR allows FMCSA to continue collecting feedback on FMCSA's service delivery. By feedback the Agency means 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.

**DATES:** Comments on this notice must be received on or before **[INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER]**.

**ADDRESSES:** You may submit comments identified by Docket Number FMCSA-2026-3433 using any of the following methods:

- Federal eRulemaking Portal: https://www.regulations.gov. Follow the online instructions for submitting comments.
- Mail: Dockets Operations; U.S. Department of Transportation, 1200 New Jersey Avenue SE, W58-213, West Building, Washington, DC 20590-0001.
- Hand Delivery or Courier: Dockets Operations, U.S. Department of Transportation, 1200 New Jersey Avenue SE, W58-213, Washington, DC, 20590-0001 between 9 a.m. and 5 p.m. ET, Monday through Friday, except Federal holidays.
- Fax: (202) 493-2251.

To avoid duplication, please use only one of these four methods. See the "Public Participation and Request for Comments" portion of the **SUPPLEMENTARY INFORMATION** section for instructions on submitting comments.

**FOR FURTHER INFORMATION CONTACT:** Ms. Roxane Oliver, FMCSA, Office of Analysis, DOT, FMCSA, 1200 New Jersey Avenue SE, Washington, DC 20590, (202) 385-2324, Roxane.Oliver@dot.gov

**SUPPLEMENTARY INFORMATION:**

*Instructions:*

All submissions must include the Agency name and docket number. For detailed instructions on submitting comments, see the Public Participation heading below. Note

that all comments received will be posted without change to https://www.regulations.gov, including any personal information provided. Please see the Privacy Act heading below.

*Public Participation and Request for Comments:*

If you submit a comment, please include the docket number for this notice (FMCSA-2026-3433), indicate the specific section of this document to which your comment applies, and provide a reason for each suggestion or recommendation. You may submit your comments and material online or by fax, mail, or hand delivery, but please use only one of these means. FMCSA recommends that you include your name and a mailing address, an email address, or a phone number in the body of your document so FMCSA can contact you if there are questions regarding your submission.

To submit your comment online, go to https://www.regulations.gov/docket/FMCSA-2026-3433/document, click on this notice, click "Comment," and type your comment into the text box on the following screen.

If you submit your comments by mail or hand delivery, submit them in an unbound format, no larger than 8½ by 11 inches, suitable for copying and electronic filing.

FMCSA will consider all comments and material received during the comment period.

*Privacy Act:*

In accordance with 5 U.S.C. 553(c), DOT solicits comments from the public to better inform its regulatory process. DOT posts these comments, including any personal information the commenter provides, to www.regulations.gov as described in the system of records notice DOT/ALL 14 (Federal Docket Management System (FDMS)), which

can be reviewed at https://www.transportation.gov/individuals/privacy/privacy-act-system-records-notices. The comments are posted without edits and are searchable by the name of the submitter.

*Background:*

E.O. 12862, Setting Customer Service Standards, and most recently updated E.O. 13571, requires the Federal Government to provide the "highest quality service possible to the American people." Under the order, the "standard of quality for services provided to the public shall be: Customer service equal to the best in business." In order to work continuously to ensure that our programs are effective and meet our customers' needs, FMCSA seeks to renew OMB's approval of a generic clearance to collect qualitative feedback from the Agency's customers on its service delivery. The surveys covered in this generic clearance provide a means for FMCSA to collect this data directly from Agency customers. By qualitative feedback FMCSA means 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 provides insights into customer or stakeholder perceptions, experiences and expectations, provides an early warning of issues with service, or focuses attention on areas of communication, training or changes in operations that might improve delivery of products or services. These collections allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. They also allow feedback to contribute directly to the improvement of program management.

The solicitation of feedback targets areas such as: timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues

with service delivery. Responses are 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 submit a planned collection for approval under this generic clearance only if it meets the conditions that such collections are:

• voluntary;

• 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;

• noncontroversial and do not raise issues of concern to other Federal agencies;

• 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;

• only collecting personally identifiable information to the extent necessary and not retaining it;

• only collecting information intended to be used only internally for general service improvement and program management, and any release outside the agency must indicate the qualitative nature of the information;

• not to be used for the purpose of substantially informing influential policy decisions; and

• intended to yield only qualitative information.

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; and the expected response rate, methods for assessing potential nonresponse 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 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.

*Title:* Generic Clearance of Customer Satisfaction Surveys.

*OMB Control Number:* 2126-0061.

*Type of Request:* Renewal of a currently approved ICR.

*Respondents:* State and local agencies, the general public and stakeholders; original equipment manufacturers and suppliers to the commercial motor vehicle (CMV) industry; fleets, owner-operators, State CMV safety agencies, research organizations and contractors; news organizations and safety advocacy groups.

*Estimated Number of Respondents:* 5,900 (5,000 customer satisfaction survey respondents + 100 listening sessions/stakeholder feedback forums respondents + 300 focus group respondents + 500 strategic planning customer satisfaction survey respondents).

*Estimated Time per Response:* Range from 10 to 120 minutes.

*Expiration Date:* July 31, 2027.

*Frequency of Response:* Generally, on an annual basis.

*Estimated Total Annual Burden:* 1,758 hours (833 hours for customer satisfaction surveys + 200 hours for listening sessions/stakeholder feedback forums + 600 hours for focus groups + 125 hours for strategic planning customer satisfaction surveys).

*Public Comments Invited:* You are asked to comment on any aspect of this information collection, including: (1) whether the proposed collection is necessary for the performance of FMCSA's functions; (2) the accuracy of the estimated burden; (3) ways for FMCSA to enhance the quality, usefulness, and clarity of the collected information; and (4) ways that the burden could be minimized without reducing the quality of the collected information. The Agency will summarize or include your comments in the request for OMB's clearance of this ICR.

Issued under the authority of 49 CFR 1.87.

**Jonathan Mueller,**
*Acting Associate Administrator*
*Office of Research and Registration*.

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