

International) to respond to be an admission of the statements contained in the notification letter.

The Department has determined to revoke the certificate issued to Chris D. McFarland (d/b/a McChris International) for its failure to file an annual report. The Department has sent a letter, dated January 2, 1997, to notify Chris D. McFarland (d/b/a McChris International) of its determination. The revocation is effective thirty (30) days from the date of publication of this notice. Any person aggrieved by this decision may appeal to an appropriate U.S. district court within 30 days from the date on which this notice is published in the Federal Register 325.10(c)(4) and 325.11 of the Regulations, 15 CFR 324.10(c)(4) and 325.11 of the Regulations, 15 CFR 325.10(c)(4) and 325.11.

Dated: January 2, 1997.

W. Dawn Busby,

*Director, Office of Export Trading Company Affairs.*

[FR Doc. 97-454 Filed 1-8-97; 8:45 am]

BILLING CODE 3510-DR-P

## CONSUMER PRODUCT SAFETY COMMISSION

### Proposed Collection of Information; Comment Request; Customer Satisfaction Surveys

**AGENCY:** Consumer Product Safety Commission.

**ACTION:** Notice.

**SUMMARY:** As required by the Paperwork Reduction Act of 1995 (44 U.S.C. Chapter 35), the Consumer Product Safety Commission requests comments on a proposed collection of information consisting of three surveys of users of the Commission's Hot-line, National Injury Information Clearinghouse, and

State Partners program. The Commission will use the results of these surveys to measure customer satisfaction with these three activities and to prepare a report on customer satisfaction required by Executive Order 12862 and the Government Performance and Review Act of 1993.

**DATES:** Written comments concerning the proposed collection of information must be received by the Office of the Secretary not later than March 10, 1997.

**ADDRESSES:** Written comments should be captioned "Customer Service Surveys" and mailed to the Office of the Secretary, Consumer Product Safety Commission, Washington, D.C. 20207, or delivered to that office, room 502, 4330 East-West Highway, Bethesda, Maryland.

**FOR FURTHER INFORMATION CONTACT:** For further information about the proposed collection of information, or to obtain a copy of any of the survey forms to be used for this collection of information, call or write William Zamula, Directorate for Economic Analysis, Consumer Product Safety Commission, Washington, DC 20207; telephone: (301) 504-0962, extension 1331.

### SUPPLEMENTARY INFORMATION:

#### A. Background

The Government Performance and Review Act (GPRA) (Pub. L. 103-62, 107 Stat. 287; 31 U.S.C. §§ 1115-1119) directs Federal agencies to improve their effectiveness and public accountability by promoting "a new focus on results, service quality, and customer satisfaction." Executive Order 12862, dated September 11, 1993, requires Federal agencies to establish customer service standards and to publish customer service plans. That order further requires agencies to measure results against their customer service standards and to report those

results to their customers at least once each year. Agencies are also required to report those results to the National Performance Review, which will transmit them to the President and Vice President. Reports are due each September from 1997 through 1999.

Three Commission activities provide services directly to the public:

The CPSC Hot-line, a toll-free service that provides consumers with information about recalls of unsafe consumer products and information about using products safely;

The National Injury Information Clearinghouse, which provides data about incidents involving injuries associated with consumer products; and

The State Partners program, which supports product safety efforts of states and territories by providing news releases, training, speakers, and exhibits.

#### B. Surveys of Customer Satisfaction

During 1997, the Commission proposes to conduct three brief surveys to measure customer satisfaction with each of these programs. These surveys will be conducted by mail and telephone. The Commission will use the results of these surveys to prepare the report required by Executive Order 12862 and the GPRA, and to make any appropriate improvement to the programs. In 1996, the Commission conducted customer-service surveys on the Hot-line, the Clearinghouse, and the State Partners program.

#### C. Estimated Burden

The Commission staff estimates that the total hourly burden to the public imposed by these three surveys will be approximately 13.5 hours. The number of respondents, amount of time for each response, and hourly burden of each of the three surveys are listed below:

TOTAL HOUR BURDEN FOR THREE SURVEYS

Survey	Number of completed interviews	Time per respondent (minutes)	Total hour burden (hours)
Hot-line Survey .....	180	2	6
Clearinghouse Survey .....	150	2	5
State and Local Partners .....	49	3	2.5
Total .....	379	.....	13.5

The staff estimates that the total monetary cost to the public of the three surveys will be approximately \$160. This cost estimate was obtained by estimating the value of respondents'

time at \$12, the average hourly wage in the private sector.

The Commission staff estimates that the agency will expend approximately 200 hours of professional staff time to collect the information during these

three surveys, and another 240 hours of professional staff time to analyze the data and prepare the reports required by the Executive Order. The average cost of professional staff time to the Commission is \$35 an hour. Thus, the

total cost of the three surveys to the Commission is estimated to be \$15,400.

#### D. Request for Comments

The Commission solicits written comments from all interested persons about the proposed collection of information. The Commission specifically solicits information about the hourly burden and monetary costs imposed by this collection of information. The Commission also seeks information relevant to the following topics:

- Whether the collection of information is necessary for the proper performance of the Commission's functions;
- Whether the information will have practical utility for the Commission;
- Whether the quality, utility, and clarity of the information to be collected could be enhanced; and
- Whether the burden imposed by the collection of information could be minimized by use of automated, electronic or other technological collection techniques, or other form of information technology.

Dated: January 6, 1997.

Sadye E. Dunn,  
*Secretary, Consumer Product Safety Commission.*

[FR Doc. 97-518 Filed 1-8-97; 8:45 am]

BILLING CODE 6355-01-P

#### **Proposed Collection; Comment Request—Product-Related Injuries**

**AGENCY:** Consumer Product Safety Commission.

**ACTION:** Notice.

**SUMMARY:** As required by the Paperwork Reduction Act of 1995 (44 U.S.C. Chapter 35), the Consumer Product Safety Commission requests comments on a proposed extension of approval of a collection of information from persons who have been involved in or have witnessed incidents associated with consumer products. The Commission will consider all comments received in response to this notice before requesting a reinstatement of approval of this collection of information from the Office of Management and Budget.

**DATES:** Written comments must be received by the Office of the Secretary not later than March 10, 1997.

**ADDRESSES:** Written comments should be captioned "Product-Related Injuries" and mailed to the Office of the Secretary, Consumer Product Safety Commission, Washington, D.C. 20207, or delivered to that office, room 502, 4330 East-West Highway, Bethesda, Maryland.

**FOR FURTHER INFORMATION CONTACT:** For information about the proposed extension of approval of the collection of information, or to obtain a copy of any of the interview guides used for this collection of information, call or write Carl Blechschmidt, Acting Director, Office of Planning and Evaluation, Consumer Product Safety Commission, Washington, D.C. 20207; telephone (301) 504-0416, extension 2243.

#### **SUPPLEMENTARY INFORMATION:**

##### A. Background

Section 5(a) of the Consumer Product Safety Act (15 U.S.C. 2054(a)) requires the Commission to collect information related to the cause and prevention of death, injury, and illness associated with consumer products. That legislation also requires the Commission to conduct continuing studies and investigations of deaths, injuries, diseases, and economic losses resulting from incidents involving consumer products.

The Commission uses this information to support development and improvement of voluntary standards, rulemaking proceedings, information and education campaigns, and administrative and judicial proceedings. These safety efforts are vitally important to remove unsafe products from channels of distribution and consumers' homes and to help make consumer products safer.

Persons who have sustained injuries or who have witnessed incidents associated with consumer products are an important source of safety information. From consumer complaints, newspaper accounts, death certificates, hospital emergency room reports, and other sources, the Commission selects a limited number of incidents for investigation. These investigations may involve face-to-face or telephone interviews with accident victims or witnesses. The Commission also receives information about product-related injuries from persons who provide written information by using forms displayed on the Commission's internet web site or printed in the Product Safety Review and other Commission publications.

The Office of Management and Budget (OMB) approved the collection of information concerning product-related injuries under control number 3041-0029. OMB's most recent extension of approval will expire on May 31, 1997. The Commission now proposes to request an extension of approval with changes of this collection of information. The changes consist of the addition of 140 burden hours to cover

responses to telephone questionnaires used by hot-line operators to obtain information about deaths, injuries, or illnesses associated with selected products, and written information submitted on forms listed on the Commission's internet web site and printed in Commission publications.

##### B. Estimated Burden

Each year, the Commission staff obtains information about incidents involving consumer products from approximately 4,160 persons. The staff conducts face-to-face interviews at incident sites with approximately 700 persons each year. On average, an on-site interview takes approximately five hours. The staff will also conduct approximately 2,200 in-depth investigations by telephone. Each in-depth telephone investigation requires approximately 20 minutes. Additionally, the Commission's hotline staff interviews approximately 160 persons each year about incidents involving selected consumer products. These interviews take an average of 1.5 minutes each. Each year, the Commission also receives information from about 1,000 persons who complete forms requesting information about product-related incidents or injuries. These forms appear on the Commission's internet web site and are printed in the Product Safety Review and other Commission publications. The staff estimates that completion of the form takes about 12 minutes.

The Commission staff estimates that this collection of information imposes a total annual hourly burden of 4,452 hours on all respondents: 3,500 hours for face-to-face interviews; 748 hours for in-depth telephone interviews; 200 hours for completion of written forms; and four hours for responses to hot-line telephone questionnaires.

The Commission staff values the time of respondents to this collection of information at \$12 an hour. This is the average hourly wage for all private industry workers reported by the U.S. Bureau of the Census in the 1996 edition of the Statistical Abstract of the United States. At this valuation, the estimated annual cost to the public is about \$53,500.

The Commission staff estimates that this collection of information will require approximately 330 weeks of professional staff time each year. That estimate includes the time required to prepare the questionnaires, interviewer guidelines, and other instruments and instructions used to collect the information; to conduct the face-to-face and telephone interviews; and to record, review, and evaluate the responses