



4910-13

**DEPARTMENT OF TRANSPORTATION**

**Federal Aviation Administration**

**Agency Information Collection Activities: Requests for Comments; Clearance of Renewed Approval of Information Collection: Safety, Awareness, Feedback, and Evaluation (SAFE) Program**

**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 a previously approved information collection. Executive Order 12862 Setting Customer Service Standards, and most recently updated in Executive Order 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.” The FAA Flight Standards Service designed the SAFE Program to continuously promote and improve overall aviation safety.

**DATES:** Written comments should be submitted by [**insert date 60 days after date of publication in the Federal Register**].

**ADDRESSES:** Send comments to the FAA at the following address: Ronda Thompson, Room 441, Federal Aviation Administration, ASP-110, 950 L’Enfant Plaza SW, Washington, DC 20024.

**FOR FURTHER INFORMATION CONTACT:** Ronda Thompson by e-mail at:

Ronda.Thompson@faa.gov.

**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:** 2120-0759

**Title:** Safety, Awareness, Feedback, and Evaluation (SAFE) Program

**Form Numbers:** None

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

**Background:** In response to Executive Order 12862, and most recently updated in Executive Order 13571, the FAA Flight Standards Service designed the SAFE Program to continuously promote and improve overall aviation safety. The program goals are accomplished by periodically surveying stakeholder groups to measure the effectiveness of FAA regulatory processes and products and collect feedback on the quality of provided services. The survey outcomes form the basis of program improvements to ensure stakeholders are effectively served. The outcomes and planned improvements are shared with stakeholder groups.

**Respondents:** Approximately 1590 respondents annually.

**Frequency:** Information is collected on occasion.

**Estimated Average Burden per Response:** 20 minutes.

**Estimated Total Annual Burden:** 531 hours.

Issued in Washington, DC on January 18, 2017

**Ronda L Thompson**

FAA Information Collection Clearance Officer

Performance, Policy, and Records Management Branch, ASP-110

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