

Qualitative Feedback on Agency Service Delivery” to OMB for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 *et seq.*).

**DATES:** Comments must be submitted April 11, 2011.

**ADDRESSES:** Written comments may be submitted to William D. Spencer, Clerk of the Board, Merit Systems Protection Board, 1615 M Street, NW., Washington, DC 20419; (202) 653-7200, fax: (202) 653-7130, or e-mail: [mspb@mspb.gov](mailto:mspb@mspb.gov). Written comments also should be submitted to OMB by e-mail: [ServiceDeliveryComments@omb.eop.gov](mailto:ServiceDeliveryComments@omb.eop.gov).

**FOR FURTHER INFORMATION CONTACT:** To request additional information, please contact William D. Spencer, Clerk of the Board, Merit Systems Protection Board, 1615 M Street, NW., Washington, DC 20419; (202) 653-7200, fax: (202) 653-7130, or e-mail: [mspb@mspb.gov](mailto:mspb@mspb.gov).

**SUPPLEMENTARY INFORMATION:**

*Title:* Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

*Abstract:* The information collection activity will garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration’s commitment to improving service delivery. By qualitative feedback we mean 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 will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between MSPB and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. 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, the expected response rate, methods for assessing potential non-response 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 generic mechanisms that are designed to yield quantitative results.

The MSPB did not receive any comments in response to the 60-day notice published in the **Federal Register** of December 22, 2010 (75 FR 80542).

Below we provide the MSPB’s projected average estimates for the next three years:<sup>1</sup>

*Current Actions:* New collection of information.

*Type of Review:* New Collection.

*Affected Public:* Individuals and households, businesses and organizations, State, Local or Tribal Government.

*Average Expected Annual Number of Activities:* 12.

*Respondents:* 7,000.

*Annual responses:* 3,500.

*Frequency of Response:* Once per request.

*Average minutes per response:* 30.

*Burden hours:* 1,750.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

**William D. Spencer,**  
*Clerk of the Board.*

[FR Doc. 2011-5589 Filed 3-10-11; 8:45 am]

**BILLING CODE P**

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## NATIONAL FOUNDATION FOR THE ARTS AND THE HUMANITIES

### National Endowment for the Arts; National Council on the Arts 172nd Meeting; Amendment Notice

Pursuant to section 10(a)(2) of the Federal Advisory Committee Act (Pub. L. 92-463), as amended, this notice is to announce changes to the previously

<sup>1</sup> The 60-day notice included the following estimate of the aggregate burden hours for this generic clearance Federal Government-wide:

*Average Expected Annual Number of activities:* 25,000.

*Average number of Respondents per Activity:* 200.

*Annual responses:* 5,000,000.

*Frequency of Response:* Once per request.

*Average minutes per response:* 30.

*Burden hours:* 2,500,000.

announced meeting of the National Council on the Arts.

The session on Thursday, March 24th, previously announced for 5 p.m. to 5:30 p.m., will instead be held from 4:45 p.m. to 5:15 p.m. (ending time is approximate). The session on Friday, March 25th, will be held from 9 a.m. to 11 a.m.

Any interested persons may attend, as observers, Council discussions and reviews that are open to the public. If you need special accommodations due to a disability, please contact the Office of AccessAbility, National Endowment for the Arts, 1100 Pennsylvania Avenue, NW., Washington, DC 20506, 202/682-5532, TTY-TDD 202/682-5429, at least seven (7) days prior to the meeting.

Further information with reference to this meeting can be obtained from the Office of Communications, National Endowment for the Arts, Washington, DC 20506, at 202/682-5570.

Dated: March 8, 2011.

**Kathy Plowitz-Worden,**

*Panel Coordinator, Office of Guidelines and Panel Operations.*

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## NUCLEAR REGULATORY COMMISSION

### Advisory Committee on Reactor Safeguards; Meeting of the ACRS Subcommittee on Reliability and PRA; Revision to March 24, 2010, ACRS Meeting Federal Register Notice

The **Federal Register** Notice for the ACRS Subcommittee Meeting on Reliability and Probabilistic Risk Assessment scheduled to be held on March 24, 2011, has been cancelled.

The notice of this meeting was previously published in the **Federal Register** on Wednesday, March 2, 2011, [75 FR 11525].

Further information regarding this meeting can be obtained by contacting John Lai, Designated Federal Official (Telephone: 301-415-5197, E-mail: [John.Lai@nrc.gov](mailto:John.Lai@nrc.gov)) between 7:30 a.m. and 4:15 p.m. (ET).

Dated: March 2, 2011.

**Yoira Diaz-Sanabria,**

*Acting Chief, Reactor Safety Branch B, Advisory Committee on Reactor Safeguards.*

[FR Doc. 2011-5338 Filed 3-10-11; 8:45 am]

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