

Public comment is invited from interested parties. Submissions (original and 3 copies) shall be addressed to the Board's Executive Secretary at one of the following addresses:

1. Submissions Via Express/Package Delivery Services: Foreign-Trade-Zones Board, U.S. Department of Commerce, Franklin Court Building - Suite 4100W, 1099 14th St. NW, Washington, D.C. 20005; or
2. Submissions Via the U.S. Postal Service: Foreign-Trade-Zones Board, U.S. Department of Commerce, FCB - Suite 4100W, 1401 Constitution Ave. NW, Washington, D.C. 20230.

The closing period for their receipt is August 1, 2005. Rebuttal comments in response to material submitted during the foregoing period may be submitted during the subsequent 15-day period to August 15, 2005.

A copy of the application and accompanying exhibits will be available for public inspection at the Office of the Foreign-Trade Zones Board's Executive Secretary at the first address listed above, and at the U.S. Department of Commerce Export Assistance Center, 2152 N. Third Street, Suite 550, San Jose, California 95112.

Dated: May 24, 2005.

**Dennis Puccinelli,**

*Executive Secretary.*

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**BILLING CODE 3510-DS-S**

## DEPARTMENT OF COMMERCE

### International Trade Administration

#### User Satisfaction Surveys

**ACTION:** Proposed collection; comment request.

**SUMMARY:** The Department of Commerce, as part of its continuing effort to reduce paperwork and respondent burdens, invites the general public and other Federal agencies to take this opportunity to comment on the continuing information collections, as required by the Paperwork Reduction Act of 1995, Public Law 104-13 (44 U.S.C. 3506(c)(2)(A)).

**DATES:** Written comments must be submitted on or before August 1, 2005.

**ADDRESSES:** Direct all written comments to Diana Hynek, Departmental Paperwork Clearance Officer, Department of Commerce, Room 6625, 14th and Constitution Avenue, NW., Washington, DC 20230. E-mail: [dHynek@doc.gov](mailto:dHynek@doc.gov).

#### FOR FURTHER INFORMATION CONTACT:

Request for additional information or copies of the information collection instrument and instructions should be directed to:

Tish Falco, U.S. & Foreign Commercial Service, Customer Relationship Management Unit, Room 1107, 14th and Constitution Avenue, NW., Washington, DC 20230. Phone: (202) 482-3388.

Erin Schumacher, International Trade Administration, SABIT Program, FCB, 4100W, 14th and Constitution Ave., NW., Washington, DC. Phone: (202) 482-3644.

Barb Rawdon, Manufacturing and Services, Rm. 3215, International Trade Administration, 1401 Constitution Avenue, NW., Washington, DC 20230. Phone: (202) 482-0474.

Rand Ruggieri, OCIO, Rm. 1848, International Trade Administration, 14th and Constitution Ave., NW., Washington, DC 20230. Phone: (202) 482-9104.

#### SUPPLEMENTARY INFORMATION:

##### I. Abstract

ITA provides numerous export promotion programs to help U.S. businesses. These programs include information products, services, and trade events. To accomplish its mission effectively, ITA needs ongoing feedback on its programs. These information collection items allow ITA to solicit client's opinions about the use of ITA products, services, and trade events. The information is used for program improvement, strategic planning, allocation of resources, and performance measures.

The surveys are part of ITA's effort to implement objectives of the National Performance Review (NPR) and Government Performance and Results Act (GPRA). Responses to the surveys will meet the needs of ITA performance measures based on NPR and GPRA guidelines. These performance measures will serve as a basis for justifying and allocating human and financial resources.

Survey responses will acquaint ITA managers with firm's perceptions and assessments of export-assistance products and services. Also, the surveys will enable ITA to track the performance of overseas posts. This information is critical for improving the programs.

Survey responses are used to assess client satisfaction, determine priorities, and identify areas where service levels and benefits differ from client expectations. Clients benefit because the

information is used to improve services provided to the public. Without this information, ITA is unable to systematically determine client perceptions about the quality and benefit of its export-promotion programs.

##### II. Method of Data Collection

ITA faxes, mails, e-mails, web-enabled or telephones surveys to clients.

##### III. Data:

*OMB Number:* 0625-0217.

*Form Number:* ITA-4108P-A1, ITA-4110P, etc.

*Type of Review:* Revision-regular submission.

*Affected Public:* ITA clients that purchased products and services.

*Estimated Number of Respondents:* 13,257.

*Estimated Time Per Response:* Range from 5-60 minutes.

*Estimated Total Annual Burden Hours:* 3,839.5.

*Estimated Total Annual Costs:* The estimated annual cost for this collection is \$140,026.40 (\$72,755 for respondents and \$61,021.40 for the federal government).

##### IV. Request for Comments

Comments are invited on (a) whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden (including hours and costs) of the proposed collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or forms of information technology.

Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval of this information collection; they also will become a matter of public record.

Dated: May 26, 2005.

**Madeleine Clayton,**

*Management Analyst, Office of the Chief Information Officer.*

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