



Food and
Nutrition
Service

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FROM: Christina Sandberg
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Food and Nutrition Service (FNS)

DATE: October 22, 2024

SUBJECT: Justification for Increase in the Overall Burden Estimates for OMB Control Number 0584-0611 FNS Fast Track Clearance for the Collection of Routine Customer Feedback as a Result of Increased Submissions.

The Food and Nutrition Service (FNS) is requesting a non-substantive change to increase the overall burden estimates currently approved for OMB Control Number 0584-0611 FNS Fast Track Clearance for the Collection of Routine Customer Feedback; expiration date of November 30, 2025. Through this memorandum, we are requesting approval to increase the burden estimates for the following types of collections approved under this clearance:

1. Increase the burden estimates for the customer feedback surveys to 25,000 respondents, 50,000 responses, and 50,000 hours. The currently approved burden estimates are 15,000 respondents, 30,000 responses and 30,000 hours.
2. Increase the burden estimates for the focus groups to 10,000 respondents, 20,000 responses and 20,000 burden hours. The currently approved burden estimates are 7,500 respondents, 15,000 responses, and 15,000 hours.

This clearance is currently approved with 30,000 respondents, 60,000 responses and 60,000 burden hours, spread across three types of collections: customer feedback surveys, comment cards, and focus groups. When this collection was renewed in 2022, FNS originally estimated that the customer feedback survey submissions would have 15,000 respondents, with a total of 30,000 responses and burden hours. The focus groups were estimated to have 7,500 respondents, with a total of 15,000 responses and burden hours. To date, there have been over 20 submissions under this clearance. These submissions have primarily fallen in the customer feedback survey and focus group categories, with the exception of two submissions. After reviewing the activity, FNS has found that the number of responses originally estimated for the customer feedback surveys and focus groups does not cover the amount of activity being handled under this clearance and that it has resulted in a deficit in the number of responses for this collection. Therefore, FNS is requesting an increase in the burden estimates for the customer feedback surveys and the focus groups to

compensate for the current deficit in the responses and to provide for future submissions.

For the customer feedback surveys, FNS estimates that the number of respondents should be increased from 15,000 to 25,000 respondents. With an estimated frequency of 2 responses per respondent, this will result in a total of 50,000 responses, which is an increase of 20,000 responses from the currently approved 30,000 responses. The increased responses will cause a corresponding increase of 20,000 hours in the burden hours for these surveys, from the currently approved 30,000 to 50,000 hours.

For the focus groups, FNS estimates that the number of respondents should be increased from 7,500 to 10,000 respondents. With an estimated frequency of 2 responses per respondent, this will result in a total of 20,000 responses, which is an increase of 5,000 responses from the currently approved 15,000 responses. The increased responses will cause a corresponding increase of 5,000 hours in the burden hours for the focus groups from the currently approved 15,000 to 20,000 hours.

The burden estimates for the comment cards do not need to be adjusted at this time. The currently estimated annual frequency per response and the hours per response also remain unchanged.

Currently, this clearance has 30,000 respondents, 60,000 responses, and 60,000 burden hours. Due to greater submissions than originally estimated, FNS estimates that the respondents, responses, and burden hours for this clearance will increase by 12,500 respondents, 25,000 responses, and 25,000 burden hours, respectively, due to an administrative adjustment. With this submission, FNS estimates that this collection will have 42,500 respondents, 85,000 responses, and 85,000 burden hours.

Type of Collection	Estimated Annual Reporting Burden				
	No. of Respondents	Annual Frequency per Response	Responses	Hours per Response	Total Hours
Customer Feedback Surveys	25,000	2	50,000	1	50,000
Comment Cards	7,500	2	15,000	1	15,000
Focus Groups	10,000	2	20,000	1	20,000
Burden Total	42,500	2	85,000	1	85,000

If you have any questions regarding this request, please contact Christina Sandberg, FNS Information Collection Clearance Officer for the Food and Nutrition Service, Planning & Regulatory Affairs Office at (703) 305-2337.