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Dated: June 2, 2003.  
**Charles W. Grim,**  
*Assistant Surgeon General, Interim Director,  
Indian Health Service.*  
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## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### National Institutes of Health

#### Proposed Collection; Comment Request; NCI Cancer Information Service Demographic/Customer Service Data Collection

**SUMMARY:** In compliance with the  
requirement of section 3506(c)(2)(A) of  
the Paperwork Reduction Act of 1995,  
for opportunity for public comment on  
proposed data collection projects, the  
National Cancer Institute (NCI), the  
National Institutes of Health (NIH) will  
publish periodic summaries of proposed  
projects to be submitted to the Office of  
Management and Budget (OMB) for  
review and approval.

*Proposed Collection: Title:* The  
National Cancer Institute Cancer  
Information Service Demographic  
Customer Service Data Collection. *Type  
of Information Collection Request:*  
Revision with change of a currently  
approved collection. (OMB No. 0925-  
0208, expiring 10-31-2003) *Need and  
Use of Information Collection:* The  
National Cancer Institute's Cancer  
Information Service (CIS) provides the  
latest information on cancer, clinical  
trials, and tobacco cessation.  
Characterizing users and how they

found out about the CIS is essential to  
customer service, program planning and  
promotion. This effort involves a brief  
survey of users of the 1-800-4-CANCER  
toll-free service and LiveHelp, a web-  
based chat service. The telephone  
survey contains seven questions—3  
customer service and 4 demographic—  
asked of a subset of callers (cancer  
patients, their family or friends, and the  
general public) at the end of usual  
service for an annual total of  
approximately 286,000 callers. One  
hundred percent of these callers will be  
asked the three customer service  
questions for an annual total of  
approximately 286,000 callers; 25% of  
callers will be asked the four  
demographic questions for an annual  
total of approximately 71,500 callers. If  
the call is the result of a special  
promotion, 50% of callers will be  
surveyed for demographics. Special  
promotions account for an estimated  
30% of calls for an annual total of  
approximately 42,900 callers. The  
combined annual total is 400,400  
callers. The LiveHelp web survey  
involves asking the same seven  
questions to 50% of the same subset of  
users for an annual total of  
approximately 5,500 users. The  
combined total to be surveyed each year  
is 405,900 users of the telephone and  
LiveHelp services for a total of 1,951  
annual burden hours. *Frequency of  
Response:* Single time. *Affected Public:*  
Individuals or households. *Type of  
Respondents:* Patients, relatives, friends,  
and general public. The annual  
reporting burden is as follows:

TABLE 1.—RESPONDENT AND BURDEN ESTIMATE

Type of respondents	Number of respondents	Frequency of response	Average time per response	Annual hour burden
Individuals or Households				
Telephone:				
—3 questions (100%) .....	286,000	1	0.00328	937
—4 questions (25%) .....	71,500	1	0.0083	594
—4 questions (50%)/special promotions .....	42,900	1	0.0083	356
Subtotal .....	400,400	.....	.....	1,888
LiveHelp:				
—7 questions (50%) .....	5,500	1	0.0116	64
Subtotal .....	5,500	.....	.....	64
Annualized Totals .....	405,900	.....	.....	1,952

The annualized cost to respondents is  
estimated at: \$31,904. There are no  
Capital Costs to report. There are no  
Operating or Maintenance Costs to  
report.

*Request for Comments:* Written  
comments and/or suggestions from the  
public and affected agencies are invited  
on one or more of the following points:  
(1) Whether the proposed collection of  
information is necessary for the proper

performance of the function of the  
agency, including whether the  
information will have practical utility;  
(2) The accuracy of the agency's  
estimate of the burden of the proposed  
collection of information, including the