

carrier. Because P&WR's projected annual revenues will exceed \$5 million, P&WR has certified to the Board on October 28, 2002, that the required notice of the transaction was posted at the workplace of the employees on the affected line on October 25, 2002. See 49 CFR 1150.42(e). The transaction is scheduled to be consummated on or after December 27, 2002 (60 days after the labor certification was filed).

If the verified notice contains false or misleading information, the exemption is void *ab initio*. Petitions to revoke the exemption under 49 U.S.C. 10502(d) may be filed at any time. The filing of a petition to revoke will not automatically stay the transaction.

An original and 10 copies of all pleadings, referring to STB Finance Docket No. 34255, must be filed with the Surface Transportation Board, 1925 K Street, NW., Washington, DC 20423-0001. In addition, a copy of each pleading must be served on Eric M. Hocky, Esquire, Gollatz, Griffin & Ewing, P.C., 213 West Miner St., PO Box 796, West Chester, PA 19381-0796.

Board decisions and notice are available on our Web site at "www.stb.dot.gov."

Decided: December 27, 2002.

By the Board, Beryl Gordon, Acting Director, Office of Proceedings.

Vernon A. Williams,
Secretary.

[FR Doc. 03-9 Filed 1-2-03; 8:45 am]

BILLING CODE 4915-00-P

DEPARTMENT OF THE TREASURY

Departmental Offices/Federal Consulting Group; Proposed Collection: Comment Request

ACTION: Notice and request for comments.

SUMMARY: The Department of the Treasury, as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on proposed and/or continuing information collections, as required by the Paperwork Reduction Act of 1995, Public Law 104-13 (44 U.S.C. 3506 (c)(2)(A)). Currently, the Federal Consulting Group within the Department of the Treasury is soliciting comments concerning the American Customer Satisfaction Index (ACSI).

DATES: Written comments should be received on or before March 4, 2003 to be assured of consideration.

ADDRESSES: Direct all written comments to the Federal Consulting Group,

Attention: Bernard Lubran, 1700 G Street, NW., Washington DC 20552, (202) 906-5642,
Bernie.Lubran@ots.treas.gov

FOR FURTHER INFORMATION CONTACT:

Requests for additional information or copies of the form(s) and instructions should be directed to the Federal Consulting Group, Attention: Bernard Lubran, 1700 G Street, NW., Washington DC 20552, (202) 906-5642,
Bernie.Lubran@ots.treas.gov

SUPPLEMENTARY INFORMATION:

Title: American Customer Satisfaction Index Survey.

OMB Number: 3090-0271.

Abstract: The following summary of the proposed renewal of an information collection activity is designed to continue to support a means to consistently measure and compare customer satisfaction with federal government agency programs and/or services within the Executive Branch. The Federal Consulting Group of the Department of the Treasury serves as the executive agent for this project, and has partnered with the CFI Group to offer the ACSI to federal government agencies ("the partnership").

The General Services Administration selected the ACSI in 1999 through a competitive procurement process as the vehicle for obtaining the required information. From 1999 to 2001, the General Services Administration served as the executive agent for the ACSI, and in 2001, the General Services Administration transferred the OMB clearance to the Department of the Treasury.

The CFI Group, a leader in customer satisfaction and customer experience management, offers a comprehensive system that quantifies the effects of quality improvements on citizen satisfaction. The CFI Group has developed the software and licenses it to the National Quality Research Center at the University of Michigan which produces the American Customer Satisfaction Index (ACSI). This national economic indicator, published quarterly in the Wall Street Journal, was introduced in 1994 by Professor Claes Fornell under the auspices of the University of Michigan, the American Society for Quality (ASQ), and the CFI Group. IT monitors and benchmarks customer satisfaction across more than 200 companies and U.S. federal agencies.

The ACSI is the only cross-industry, cross-agency methodology for obtaining comparable measures of customer satisfaction with federal government programs and/or services. Along with other economic objectives—such as employment and growth—the quality of

output (goods and services) is a part of measuring living standards. The ACSI's ultimate purpose is to help improve the quality of goods and services available to American citizens.

The surveys that comprise the federal government's portion of the ACSI will be completely subject to the Privacy Act 1074, Public Law 93-579, December 31, 1974 (5 U.S.C. 522a). The agency information collection will be used solely for the purpose of the survey. The ACSI partnership will not be authorized to release any agency information upon completion of the survey without first obtaining permission from the Federal Consulting Group and the participating agency. In no case shall any new system of records containing privacy information be developed by the Federal Consulting Group, participating agencies, or the contractor collecting the data. In addition, participating federal agencies may only provide information used to randomly select respondents from among established systems of records provided for such routine uses.

This survey asks no questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

Current Actions: Proposed renewal of collection of information.

Type of Review: Renewal.

Affected Public: Individuals or households/business or other for-profit/not-for-profit institutions/farms/Federal Government/State, Local, or Tribal Government.

Estimated Number of Respondents

Participation by federal agencies in the ACSI is expected to vary as new customer segment measures are added or deleted. However, based on historical records, projected estimates for fiscal years 2003 through 2005 are as follows:

Fiscal Year 2003—35 Customer Satisfaction Surveys

Respondents: 9,100; annual responses: 9,100; average minutes per response: 17.0; burden hours: 2,578.

Fiscal Year 2004—50 Customer Satisfaction Surveys

Respondents: 13,000; annual responses: 13,000; average minutes per response: 17.0; burden hours: 3,683.

Fiscal Year 2005—100 Customer Satisfaction Surveys

Respondents: 26,000; annual responses: 26,000; average minutes per response: 17.0; burden hours: 7,367.

Request for Comments: Comments submitted in response to this notice will