

Appendix 6: Sample Customer Service Comment Card

Information Collection and Sample Customer Service Comment Cards

Paperwork Reduction Act

Relevant information from WO letter dated February 13, 2007, OMB Guidance - Information Collection

"Public information collections are subject to the Paperwork Reduction Act (PRA) and require Office of Management and Budget (OMB) approval."

"A public information collection is the collection of information from the public by an agency using forms, oral questions, schedules, and questionnaires posed to ten or more persons within a twelve-month period. Included are all oral, written, or electronically transmitted expression of opinion or fact."

"In January 2006, the Office of Management and Budget (OMB) issued guidance regarding the design of surveys, "Questions and Answers When Designing Surveys for Information Collections."

Privacy Act

Concession permit holders must follow federal Privacy Act regulations.

Title 7: Agriculture, Part 1 Administrative Regulations, Subpart G—Privacy Act Regulations Authority: 5 U.S.C. 301 and 552a; 31 U.S.C. 9701. Source: 40 FR 39519, Aug. 28, 1975 Sec. 4 Government contractors. When an agency within the Department provides, by a contract, for the operation by or on behalf of the agency of a system of records to accomplish an agency function, the agency shall, consistent with its authority, cause the requirements of this subpart to be applied to such system. For purposes of 5 U.S.C. 552a(i), any such contractor or any employee of such contractor, shall be considered to be an employee of an agency, and therefore subject to the criminal penalties set forth in 5 U.S.C. 552a(i).

Concessionaires must NOT collect personal information on comment cards.

The following is a list of what is considered personal information from the University of Washington.

Personally identifiable information is defined as data or other information which is tied to, or which otherwise identifies, an individual or provides information about an individual in a way that is reasonably likely to enable identification of a specific person and make personal information about them known.

Personal information includes, but is not limited to, information regarding a person's home or other personal address, social security number, driver's license, marital status, financial information, credit card numbers, bank accounts, parental status, sex, race, religion, political affiliation, personal assets, medical conditions, medical records or test results, home or other personal phone numbers, address, employee number, personnel records and so on.

Sample Comment Card

Do not handout comment card, but have it available in a place where visitors frequent.

Comment Card	
Recreation Site Name:	_____
Date:	_____
Comment:	_____

We thank you for your comment. You may also send comments to: Hoosier National Forest, 811 Constitution Ave., Bedford, IN. 47421 or mailroom_r9_hoosier@fs.fed.us	