



U.S. CONSUMER PRODUCT SAFETY COMMISSION
WASHINGTON, D.C. 20207

Record of Commission Action
Commissioners Voting by Ballot *

Commissioners Voting: Chairman Ann Brown
Commissioner Mary Sheila Gall
Commissioner Thomas H. Moore

ITEM

Customer Satisfaction Surveys

DECISION

The Commission voted unanimously (3-0) to approve a Federal Register notice requesting comments on proposed surveys and other information-collection activities to determine the kind and quality of services CPSC customers want and customers' level of satisfaction with existing services. Such collections of information are needed to respond to the evaluation requirements of the Government Performance and Results Act and to the Vice President's call for agencies to obtain feedback from their customers through "Conversations with America." Publication of the Federal Register notice is the first step in obtaining Office of Management and Budget approval for the planned collections of information under the Paperwork Reduction Act of 1995.

For the Commission:

A handwritten signature in cursive script that reads "Sadye E. Dunn".

Sadye E. Dunn
Secretary

* Ballot due August 4, 1998