

**Federal Aviation Administration
Department of Transportation
Washington, D.C**

Concerning the matter of:

**Agency Information Collection Activities; Proposals, Submissions, and Approvals:
Unmanned Aircraft Systems Support Center Case Management System**

Docket Number: FAA-2021-0466

I am writing in support of the proposed information collection system for the FAA Unmanned Aircraft Systems Support Case Management System. The new streamlined information collection system will provide the UAS community with a reliable, and hopefully timely source for regulation clarification.

As technology in this sector continuously advances and commercially capable UAS become cheaper and more available to the general public, we will see more amateur UAS operators while certificated Part 107 operators will comprise a smaller percentage of operators. I see this latest move by the FAA as a step towards community outreach and education, as opposed to burdensome regulation.

A recommendation to minimize the burden without compromising the quality of information being collected would be to establish a live chat representative system. This would also increase clarity of the transferred information. Such a chat utility would allow users to create a profile using the same personal information currently proposed and reach a UAS Support Case manager promptly. Using live chat representatives allows them to interact with multiple inquiries simultaneously as opposed to a traditional telephone agent. It would also allow representatives to be more concise and to provide links to more sources.

I would also recommend the new Support Case Management system inform its users how their personal information is pertinent to answering their inquiries. I believe this would make the system appear more legitimate and substantiate the core intentions.

Respectfully,

Anderson Dowling