

# PUBLIC SUBMISSION

<b>As of:</b> 7/23/25, 8:53 AM
<b>Received:</b> July 22, 2025
<b>Status:</b> In Review
<b>Tracking No.</b> mdf-7klq-0trh
<b>Comments Due:</b> July 22, 2025
<b>Submission Type:</b> Web

**Docket:** PTO-C-2025-0023

0651-0088 Improving Customer Experience (OMB Circular A-11, Section 280 Implementation)

**Comment On:** PTO-C-2025-0023-0001

Agency Information Collection Activities; Proposals, Submissions, and Approvals

**Document:** PTO-C-2025-0023-DRAFT-0002

Comment by Anonymous

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## Submitter Information

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## General Comment

The criteria proposed is decent, but we have some recommendations to make it more specific. First, the criteria that collections must be 'non-controversial' is too vague; what counts as controversial? We're not saying that we should do controversial data collections, but this term needs to be more well-defined/has a functional definition that you can apply. We also have issues with 'voluntary' data collections. If you only receive voluntary answers to public surveys, your data will have a self-selection bias, as only those who really care about the survey will respond. To remove bias, we recommend having voluntary surveys but not letting people know what the topic of the survey is until they're answering questions. The other criteria are great, and we ask that you don't remove them.