

**FEDERAL COMMUNICATIONS COMMISSION****Notice of Public Information Collections Being Reviewed by the Federal Communications Commission**

May 16, 1997.

**SUMMARY:** The Federal Communications Commission, as part of its continuing effort to reduce paperwork burden invites the general public and other Federal agencies to take this opportunity to comment on the following information collections, as required by the Paperwork Reduction Act of 1995, Public Law 104-13. An agency may not conduct or sponsor a collection of information unless it displays a currently valid control number. No person shall be subject to any penalty for failing to comply with a collection of information subject to the Paperwork Reduction Act (PRA) that does not display a valid control number. Comments are requested concerning (a) whether the proposed collection of information is necessary for the proper performance of the functions of the Commission, including whether the information shall have practical utility; (b) the accuracy of the Commission's burden estimate; (c) ways to enhance the quality, utility, and clarity of the information collected; and (d) ways to minimize the burden of the collection of information on the respondents, including the use of automated collection techniques or other forms of information technology.

**DATES:** Written comments should be submitted on or before June 23, 1997. If you anticipate that you will be submitting comments, but find it difficult to do so within the period of time allowed by this notice, you should advise the contact listed below as soon as possible.

**ADDRESSES:** Direct all comments to Judy Boley, Federal Communications Commissions, Room 234, 1919 M St., N.W., Washington, DC 20554 or via internet to [jboley@fcc.gov](mailto:jboley@fcc.gov).

**FOR FURTHER INFORMATION CONTACT:** For additional information or copies of the information collections contact Judy Boley at 202-418-0214 or via internet at [jboley@fcc.gov](mailto:jboley@fcc.gov).

**SUPPLEMENTARY INFORMATION:**

*OMB Approval No.:* None-(3060-XXXX).

*Title:* FCC National Call Center Generic Customer Satisfaction Surveys.  
*Type of Review:* New Collection.

*Respondents:* Individuals or households; business or other for-profit; and not-for-profit institutions; federal, state, local or tribal government(s).

*Number of Respondents:* 37,200.  
*Estimate Hour Per Response:* .05 (3 minutes).

*Frequency of Response:* On occasion reporting requirement.

*Total Annual Burden:* 1,860 hours.  
*Needs and Uses:* The FCC National Call Center, in order to assess their customer satisfaction, is developing generic customer surveys to determine how they are handling their calls, complaints, inquiries and requests for information. The Commission averages approximately 225,000 calls per year. The FCC National Call Center plans to survey one percent of those callers to determine their level of satisfaction of Commission customer service performance.

Each customer who calls the National Call Center for information, will be given the option to participate in a customer satisfaction survey on a voluntary basis. At the beginning of the call, the caller will be prompted by the interactive voice response system to determine if they wish to participate in the survey. When the caller has completed their initial call with the customer service representative, the survey audio response system will prompt the caller to answer a series of questions by touch tone response.

This survey is necessary to ensure customer satisfaction and to guarantee that the Center is providing quality service. Data will be collected to calculate time waiting; if the caller was given complete and responsive information to their inquiry or complaint; if the caller had to make repetitive calls to obtain information; how the caller rated the service they received; how they obtained the Call Center phone number; if the caller received courteous service, etc.

The Call Center's objective is to obtain feedback as to whether the customer service representative is performing to a level of satisfaction that is expected by the Commission. The data collected from this survey will be used to improve quality and efficiency of the operation and to target areas of needed employee training.

*OMB Approval No.:* 3060-0344.

*Title:* Section 1.1705, Method for determining duration of Cuban Interference.

*Type of Review:* Extension of a currently approved collection.

*Respondents:* Business or other for-profit.

*Number of Respondents:* 1.

*Estimated Hour per Response:* 45 hours.

*Frequency of Response:* Recordkeeping and reporting requirement.

*Total Annual Burden:* 45 hours.  
*Needs and Uses:* Section 1.1705 requires U.S. applicants (AM stations) for compensation to monitor and log signals of interfering Cuban stations for 60 consecutive days and submit the results to the Commission. The data is used by FCC staff to assure that a Cuban station has caused objectionable interference within the service area of an AM station.

*OMB Approval No.:* 3060-0345.

*Title:* Section 1.1709, Requirements for Filing Applications for Compensation.

*Type of Review:* Extension of a currently approved collection.

*Respondents:* Business or other for-profit.

*Number of Respondents:* 1.

*Estimated Hour per Response:* 30 hours.

*Frequency of Response:* On occasion reporting requirement.

*Total Annual Burden:* 2 hours. (This informal application would be contracted out and completed and filed by attorneys. Consultation time with attorney is also included in cost since respondents would incur a cost for this time.)

*Needs and Uses:* Section 1.1709 requires that U.S. AM radio stations submit an informal application for compensation of expenses incurred in mitigating the effects of Cuban interference and any supplemental information the Commission may request the applicant to file. The application must be accompanied by certain documentation demonstrating that the expenses were incurred in connection with the acquisition, installation or construction of facilities for the purpose of mitigating the effects of interference from Cuba. The informal application and supplemental information is used by FCC staff to assure that compensation to the station is justified.

*OMB Approval No.:* 3060-0341.

*Title:* Section 73.1680, Emergency Antennas.

*Type of Review:* Extension of a currently approved collection.

*Respondents:* Business or other for-profit.

*Number of Respondents:* 140.

*Estimated Hour Per Response:* 1 hour (This informal request would be contracted out and completed and filed by attorneys. Consultation time with these attorneys is estimated to be 0.5 hours.)

*Frequency of Response:* On occasion reporting requirement.

*Total Annual Burden:* 70 hours.

*Needs and Uses:* Section 73.1680 requires that licensees of AM, FM, or TV

stations submit an informal request to the FCC (within 24 hours of commencement of use) to continue operation with an emergency antenna. An emergency antenna is one that is erected for temporary use after the authorized main and auxiliary antennas are damaged and cannot be used. The data is used by FCC staff to ensure that interference is not caused to other existing stations.

*OMB Approval No.:* 3060-0340.

*Title:* Section 73.51, Determining operating power.

*Type of Review:* Extension of a currently approved collection.

*Respondents:* Business or other for-profit.

*Number of Respondents:* 4,956.

*Estimated Hour per Response:* 0.25 hours per notation; 3 hours per efficiency factor determination.

*Frequency of Response:* Recordkeeping requirement.

*Total annual burden:* 1,470 hours.

*Needs and Uses:* When it is not possible to use the direct method of power determination due to technical reasons, the indirect method of determining antenna input power may be used on a temporary basis. Section 73.51(d) requires that a notation be made in the station log indicating the dates of commencement and termination of measurement using the indirect method of power determination.

Section 73.51(e) requires that AM stations determining the antenna input power by the indirect method must determine the value F (efficiency factor) applicable to each mode of operation and must maintain a record thereof with a notation of its derivation. This recordkeeping requirement is used by FCC staff in field investigations to monitor licensees' compliance with the FCC's technical rules and to ensure that the licensee is operating in accordance with its station authorization. The value F (efficiency factor) is used by station personnel in the event that measurement by the indirect method of power is necessary.

Federal Communications Commission.

**William F. Caton,**

*Acting Secretary.*

[FR Doc. 97-13544 Filed 5-22-97; 8:45 am]

BILLING CODE 6712-01-P

## FEDERAL MARITIME COMMISSION

### Ocean Freight Forwarder License Applicants

Notice is hereby given that the following applicants have filed with the

Federal Maritime Commission applications for licenses as ocean freight forwarders pursuant to section 19 of the Shipping Act of 1984 (46 U.S.C. app. 1718 and 46 CFR 510).

Persons knowing of any reason why any of the following applicants should not receive a license are requested to contact the Office of Freight Forwarders, Federal Maritime Commission, Washington, D.C. 20573.

Orion International Freight Forwarders, Inc.,  
1670 NW 94th Avenue, Miami, FL 33172,  
Officers: Juan R. Cobo, President; Pedro L. Bocchini, Director

Sunwood International, Inc., 460 Carson Plaza Drive, Suite 219, Carson, CA 90746,  
Officer: Dock H. Jon, President

LR International, Inc., 160 Beeline Drive, Bensenville, IL 60106, Officers: Linda L. Frantz, President, Frederick G. Frantz, Jr., Vice President.

Dated: May 19, 1997.

**Joseph C. Polking,**

*Secretary.*

[FR Doc. 97-13546 Filed 5-22-97; 8:45 am]

BILLING CODE 6730-01-M

## FEDERAL RESERVE SYSTEM

### Formations of, Acquisitions by, and Mergers of Bank Holding Companies

The companies listed in this notice have applied to the Board for approval, pursuant to the Bank Holding Company Act of 1956 (12 U.S.C. 1841 *et seq.*) (BHC Act), Regulation Y (12 CFR Part 225), and all other applicable statutes and regulations to become a bank holding company and/or to acquire the assets or the ownership of, control of, or the power to vote shares of a bank or bank holding company and all of the banks and nonbanking companies owned by the bank holding company, including the companies listed below.

The applications listed below, as well as other related filings required by the Board, are available for immediate inspection at the Federal Reserve Bank indicated. Once the application has been accepted for processing, it will also be available for inspection at the offices of the Board of Governors. Interested persons may express their views in writing on the standards enumerated in the BHC Act (12 U.S.C. 1842(c)). If the proposal also involves the acquisition of a nonbanking company, the review also includes whether the acquisition of the nonbanking company complies with the standards in section 4 of the BHC Act. Unless otherwise noted, nonbanking activities will be conducted throughout the United States.

Unless otherwise noted, comments regarding each of these applications

must be received at the Reserve Bank indicated or the offices of the Board of Governors not later than June 16, 1997.

**A. Federal Reserve Bank of Richmond** (A. Linwood Gill, III Assistant Vice President) 701 East Byrd Street, Richmond, Virginia 23261-4528:

1. *United Bankshares, Inc.*, Charleston, West Virginia; to acquire 100 percent of the voting shares of First Patriot Bankshares Corporation, Reston, Virginia, and thereby indirectly acquire Patriot National Bank, Reston, Virginia.

Board of Governors of the Federal Reserve System, May 19, 1997.

**Jennifer J. Johnson,**

*Deputy Secretary of the Board.*

[FR Doc. 97-13548 Filed 5-22-97; 8:45 am]

BILLING CODE 6210-01-F

## FEDERAL RESERVE SYSTEM

### Formations of, Acquisitions by, and Mergers of Bank Holding Companies

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Unless otherwise noted, comments regarding each of these applications must be received at the Reserve Bank indicated or the offices of the Board of Governors not later than June 16, 1997.

**A. Federal Reserve Bank of St. Louis** (Randall C. Sumner, Vice President) 411 Locust Street, St. Louis, Missouri 63102-2034: