

of the Patents Ombudsman Program are: (1) To facilitate complaint-handling for pro se applicants and applicant's representatives whose applications have stalled in the examination process; (2) to track complaints to ensure each is handled within ten business days; (3) to provide feedback and early warning alerts to USPTO management regarding training needs based on complaint trends; and (4) to build a database of frequently asked questions accessible to the public that give commonly seen problems and effective resolutions.

The USPTO Ombudsman survey is a key component of the process evaluation, providing a program monitoring system and identifying potential opportunities for program enhancement. This survey is being conducted by the USPTO's Ombudsman Program and will be developed, administered, and summarized by USPTO personnel. A survey is the only way the USPTO can gain consistent, reliable, and representative information from the customers choosing to use the Ombudsman Program.

There are no statutes or regulations requiring the USPTO to conduct this usage and satisfaction measurement. The USPTO will use the survey

instrument to implement Executive Order 12862 of September 11, 1993, Setting Customer Service Standards, published in the **Federal Register** on September 14, 1993 (Vol. 58, No. 176).

II. Method of Collection

Electronic email submission to the USPTO.

III. Data

OMB Number: 0651—New.
Form Number(s): No form numbers.
Type of Review: New collection.

Affected Public: Individuals or households; businesses or other for-profits; and not-for-profit institutions.
Estimated Number of Respondents: 1,100 responses per year. A final respondent pool from approximately 3,000 inquiries would likely be around 1,800 unique customers. Assuming a 60% response rate, 1,100 of the 1,800 unique users will respond which should ensure adequate representation across all Technology Centers.

Estimated Time per Response: The USPTO estimates that it will take the public approximately 5 minutes (.083 hours) to submit the information in this collection, including the time to gather the necessary information, prepare the

appropriate form or document, and submit the completed request to the USPTO.

Estimated Total Annual Respondent Burden Hours: 91.67 hours.

Estimated Total Annual Respondent Cost Burden: \$29,608.33. The USPTO believes that both professionals and para-professionals will complete these surveys, at a rate of 75% of the current professional rate of \$389 per hour and 25% of the para-professional rate of \$125 per hour. The professional hourly rate used for the calculation is the median rate for attorneys in private firms as published in the 2013 AIPLA Economic Survey. This report summarized the results of a survey with data on hourly billing rates. The para-professional hourly rate comes from 2013 report published by the National Association of Legal Assistants.

The hourly rate for professionals, calculating 75% of \$389, totals \$291.75, while the hourly rate for the para-professionals, calculating 25% of \$125, totals \$31.25, for a combined hourly rate of \$323. The USPTO estimates that the respondent cost burden for this collection will be \$29,608.33 per year (1,100 responses * .083 hours * \$323).

| Item | Estimated time for response (minutes) | Estimated annual responses | Estimated annual burden hours |
|------------------------|---------------------------------------|----------------------------|-------------------------------|
| Ombudsman Survey | 5 | 1,100 | 91.67 |
| Totals | | 1,100 | 91.67 |

Estimated Total Annual Non-Hour Respondent Cost Burden: \$0. There are no capital start-up, maintenance, postage, or recordkeeping costs associated with this information collection.

IV. Request for Comments

Comments are invited on: (a) Whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden (including hours and cost) of the proposed collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the collection of information on respondents, e.g., the use of automated collection techniques or other forms of information technology.

Comments submitted in response to this notice will be summarized or included in the request for OMB

approval of this information collection; they also will become a matter of public record.

Dated: August 27, 2014.

Marcie Lovett,

Records Officer, USPTO, Office of the Chief Information Officer, United States Patent and Trademark Office.

[FR Doc. 2014-21048 Filed 9-3-14; 8:45 am]

BILLING CODE 3510-16-P

DEPARTMENT OF COMMERCE

United States Patent and Trademark Office

Submission for OMB Review; Comment Request

The United States Patent and Trademark Office (USPTO) will submit to the Office of Management and Budget (OMB) for clearance the following proposal for collection of information under the provisions of the Paperwork Reduction Act (44 U.S.C. Chapter 35).

Agency: United States Patent and Trademark Office (USPTO).

Title: Substantive Submissions Made During the Prosecution of the Trademark Application.

Form Number(s): PTO-1553, 1581, 2194, 2195, 2200, 2202.

Agency Approval Number: 0651-0054.

Type of Request: Revision of a currently approved collection.

Burden: 63,981 hours annually.

Number of Respondents: 292,706 responses per year.

Avg. Hours per Response: The USPTO expects that it will take the public approximately 5 to 30 minutes (0.08 to 0.50 hours) to gather the necessary information, create the document, and submit the completed request, depending upon the type of request and the method of submission (electronic or paper).

Needs and Uses: This collection of information is required by the Trademark Act, 15 U.S.C. 1051 *et seq.*, which provides for the Federal registration of trademarks, service

marks, collective trademarks and servicemarks, collective membership marks, and certification marks. Individuals and businesses that use or intend to use such marks in commerce may file an application to register their marks with the USPTO. Such individuals and businesses may also submit various communications to the USPTO, including providing additional information needed to process a request to delete a particular filing basis from an application or to divide an application identifying multiple goods and/or services into two or more separate applications. Applicants may seek a six-month extension of time to file a statement that the mark is in use in commerce or submit a petition to revive an application that abandoned for failure to submit a timely response to an office action or a timely statement of use or extension request. In some circumstances, an applicant may expressly abandon an application by filing a written request for withdrawal of the application. The rules implementing the Trademark Act are set forth in 37 CFR Part 2.

The forms in this collection are available in electronic format through the Trademark Electronic Application System (TEAS).

The information in this collection is a matter of public record and is used by the public for a variety of private business purposes related to establishing and enforcing trademark rights. The information is available at USPTO facilities and can also be accessed at the USPTO Web site.

Affected Public: Businesses or other for-profits.

Frequency: On occasion.

Respondent's Obligation: Required to obtain or retain benefits.

OMB Desk Officer: Nicholas A. Fraser, email: Nicholas_A_Fraser@omb.eop.gov.

Once submitted, the request will be publicly available in electronic format through the Information Collection Review page at www.reginfo.gov.

Paper copies can be obtained by:

- *Email:* InformationCollection@uspto.gov. Include "0651-0054 copy request" in the subject line of the message.

- *Mail:* Marcie Lovett, Records Officer, Office of the Chief Information Officer, United States Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450.

Written comments and recommendations for the proposed information collection should be sent on or before October 6, 2014 to Nicholas A. Fraser, OMB Desk Officer, via email to Nicholas_A_Fraser@omb.eop.gov, or by

fax to 202-395-5167, marked to the attention of Nicholas A. Fraser.

Dated: August 27, 2014.

Marcie Lovett,

Records Officer, USPTO, Office of the Chief Information Officer.

[FR Doc. 2014-21047 Filed 9-3-14; 8:45 am]

BILLING CODE 3510-16-P

BUREAU OF CONSUMER FINANCIAL PROTECTION

[Docket No: CFPB-2014-0021]

Agency Information Collection Activities: Comment Request

AGENCY: Bureau of Consumer Financial Protection.

ACTION: Notice and request for comment.

SUMMARY: In accordance with the Paperwork Reduction Act of 1995 (PRA), the Consumer Financial Protection Bureau (CFPB) is proposing a new information collection titled, "Financial Coaching Program for Veterans and Low-income Consumers".

DATES: Written comments are encouraged and must be received on or before November 3, 2014 to be assured of consideration.

ADDRESSES: You may submit comments, identified by the title of the information collection, OMB Control Number (see below), and docket number (see above), by any of the following methods:

- *Electronic:* <http://www.regulations.gov>. Follow the instructions for submitting comments.
- *Mail:* Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street NW., Washington, DC 20552.
- *Hand Delivery/Courier:* Consumer Financial Protection Bureau (Attention: PRA Office), 1275 First Street NE., Washington, DC 20002.

Please note that comments submitted by fax or email and those submitted after the comment period will not be accepted. In general, all comments received will be posted without change to www.regulations.gov, including any personal information provided. Sensitive personal information, such as account numbers or social security numbers, should not be included.

FOR FURTHER INFORMATION CONTACT:

Documentation prepared in support of this information collection request is available at www.regulations.gov. Requests for additional information should be directed to the Consumer Financial Protection Bureau, (Attention: PRA Office), 1700 G Street NW., Washington, DC 20552, (202) 435-9575,

or email: PRA@cfpb.gov. *Please do not submit comments to this mailbox.*

SUPPLEMENTARY INFORMATION:

Title of Collection: Financial Coaching Program for Veterans and Low-income Consumers.

OMB Control Number: 3170-XXXX.

Type of Review: New collection (Request for a new OMB control number).

Affected Public: Individuals.

Estimated Number of Respondents: 10,000.

Estimated Total Annual Burden Hours: 3,792.

Abstract: Beginning in late 2014, CFPB will launch a Financial Coaching project to provide direct financial coaching services to transitioning veterans and economically vulnerable consumers nationwide. Over three years, it is estimated that tens of thousands of consumers will be served. In order for CFPB to understand whether the program is effective and for the financial coaches to be able to deliver efficient services and track clients over time, CFPB will need to take steps to evaluate the program. This will include a process evaluation to examine program implementation and an outcomes evaluation to examine program effects on clients. The process and outcome evaluations will involve three key data collection efforts: Administrative data collected about clients by financial coaches for programmatic purposes; interview data collected by evaluators from key informants such as coaching clients, financial coaches and program administrators; and self-reported survey data from coaches and coaching clients. The information to be collected from clients will likely include a combination of personal information (basic contact and demographic information), performance metrics (outputs), client-level outcomes (progress towards financial goals or other relevant outcomes) and programmatic and organizational outcomes.

Request for Comments: Comments are invited on: (a) Whether the collection of information is necessary for the proper performance of the functions of the Bureau, including whether the information will have practical utility; (b) The accuracy of the Bureau's estimate of the burden of the collection of information, including the validity of the methods and the assumptions used; (c) Ways to enhance the quality, utility, and clarity of the information to be collected; and (d) Ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques