

feedback. BTS has implemented a wide range of customer satisfaction surveys. Information derived from the BTS customer satisfaction surveys will be used to (a) identify the customers who are, or should be, served by the agency; (b) survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services; (c) post service standards and measure results against them; (d) benchmark customer service performance; (e) survey employees on barriers to, and ideas for, matching the best in business; (f) provide customers with choices in both the sources of service and the means of delivery; (g) make information, services, and complaint systems easily accessible; and (h) provide means to address customer complaints.

Description of Survey Topics: Since 1998, the BTS Customer Satisfaction Survey Program included the Product Evaluation Survey (PES), the Customer Satisfaction Survey (CSS), and the Omnibus Survey. The PES provides information on levels of customer satisfaction with various products, and the objective of the survey is to give BTS a better understanding of the technical preferences and information needs of specific users. The main objective of the CSS is to provide information about the overall satisfaction of BTS customers, the frequency of use of products and services, and specific information on how BTS is meeting various customer service criteria. Although the CSS addresses some product issues, such as format compatibility and difficulty of use, it is not the main objective of the survey. The Omnibus Survey focused on frequency of use of various modes within the transportation, satisfaction with highways, and satisfaction with transportation in the local community. Over the next three years, BTS will implement the Customer Satisfaction Survey and the Omnibus Survey Program. The Customer Satisfaction Survey will assess what customers think about the quality of products and services and how we might improve them to meet customer needs. The Omnibus Survey will assess satisfaction with the transportation system, and will target the DOT strategic goals of safety, mobility, economic growth, human and natural environment and national security.

Burden Statement: The total annual respondent burden estimate is 10,000 hours. The number of respondents and average burden hour per response will vary with each survey.

Public Comments Invited: BTS requests comments regarding any aspect of this information collection,

including, but not limited to: (1) the necessity and utility of the information collection for the proper performance of the functions of the Bureau of Transportation Statistics; (2) the accuracy of the estimated burden; (3) ways to enhance the quality, utility, and clarity of the collected information; and (4) ways to minimize the collection burden without reducing the quality of the collected information, including the use of automated collection techniques or other forms of information technology.

Heather Contrino,

Surveys Program Manager.

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DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0276]

Proposed Information Collection Activity: Proposed Collection; Comment Request

AGENCY: Veterans Benefits Administration, Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: The Veterans Benefits Administration (VBA), Department of Veterans Affairs (VA), is announcing an opportunity for public comment on the proposed collection of certain information by the agency. Under the Paperwork Reduction Act (PRA) of 1995, Federal agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information, including each proposed extension of a currently approved collection, and allow 60 days for public comment in response to the notice. This notice solicits comments for information needed to determine the reasonable value of used manufactured home units proposed for financing.

DATES: Written comments and recommendations on the proposed collection of information should be received on or before August 21, 2000.

ADDRESSES: Submit written comments on the collection of information to Nancy J. Kessinger, Veterans Benefits Administration (20S52), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420. Please refer to "OMB Control No. 2900-0276" in any correspondence.

FOR FURTHER INFORMATION CONTACT: Nancy J. Kessinger at (202) 273-7079 or FAX (202) 275-5947.

SUPPLEMENTARY INFORMATION: Under the PRA of 1995 (Public Law 104-13; 44 U.S.C., 3501-3520), Federal agencies must obtain approval from the Office of Management and Budget (OMB) for each collection of information they conduct or sponsor. This request for comment is being made pursuant to Section 3506(c)(2)(A) of the PRA.

With respect to the following collection of information, VBA invites comments on: (1) Whether the proposed collection of information is necessary for the proper performance of VBA's functions, including whether the information will have practical utility; (2) the accuracy of VBA's estimate of the burden of the proposed collection of information; (3) ways to enhance the quality, utility, and clarity of the information to be collected; and (4) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or the use of other forms of information technology.

Title: Manufactured Home Appraisal Report, VA Form 26-8712.

OMB Control Number: 2900-0276.

Type of Review: Extension of a currently approved collection.

Abstract: VA Form 26-8712 is used by VA fee and staff appraisers to establish the reasonable value of used manufactured homes. The reasonable value is then used: (1) To establish the maximum loan amount a veteran may obtain for the purchase of a used manufactured home unit; (2) to obtain information on the condition of the unit and its compliance with VA's minimum property requirements; and (3) in the event of foreclosure, to ascertain the value of the unit for resale purposes for use in computation of claims in applicable cases.

Affected Public: Business or other for-profit, Individuals or households.

Estimated Annual Burden: 1 hour. The actual burden hour per year is 186. However, the requirements for appraisal reports are a common practice in the housing industry and 1 hour is being requested for reporting purposes.

Estimated Average Burden Per Respondent: 90 minutes.

Frequency of Response: On occasion.

Estimated Number of Respondents: 124.

Dated: June 2, 2000.

By direction of the Secretary.

Donald L. Neilson,

Director, Information Management Service.

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