

NATIONAL SURVEY ACTIVITIES—Continued

Year	Number of respondents	Estimated annual burden (hours)	Frequency of response
2003 .....	600	1,800	Do.
<b>VA Regional Office-Specific Service Improvement Initiatives (Comment Card)</b>			
2001 .....	139,200	11,554	One-time.
2002 .....	139,200	11,554	Do.
2003 .....	139,200	11,554	Do.

Most customer satisfaction surveys will be recurring so that VBA can create ongoing measures of performance and to determine how well the agency meets customer service standards. Each collection of information will consist of the minimum amount of information necessary to determine customer needs and to evaluate VBA's performance. VBA expects to conduct an estimated 100 focus groups and receive up to 139,200 comment cards involving a total of 14,354 hours each year for 2001, 2002, and 2003. In addition, VBA expects to distribute written surveys with a total annual burden of approximately 12,236 hours in 2001, 12,566 hours in 2002, and 12,566 hours in 1999. The grand totals for both focus groups, comment cards, and written surveys are: 26,590 hours in 2001, 26,920 hours in 2002, and 26,920 hours in 2003.

Anyone may view the results of previously administered surveys on the internet by going to the following VBA surveys website: <http://www.vba.va.gov/surveys/>.

The areas of concern to VBA and its customers may change over time, and it is important to have the ability to evaluate customer concerns quickly. OMB will be requested to grant generic clearance approval for a 3-year period to conduct customer satisfaction surveys, focus groups and to send out comment cards. Participation in the surveys, focus groups, and comment cards will be voluntary and the generic clearance will not be used to collect information required to obtain or maintain eligibility for a VA program or benefit. In order to maximize the voluntary response rates, the information collection will be designed to make participation convenient, simple, and free of unnecessary barriers. Baseline data obtained through these information collections will be used to improve customer service standards. VBA will consult with OMB regarding each specific information collection during this approval period.

Dated: June 16, 2000.

By direction of the Secretary.

**Donald L. Neilson,**

*Director, Information Management Service.*

[FR Doc. 00-17971 Filed 7-14-00; 8:45 am]

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**DEPARTMENT OF VETERANS AFFAIRS**

**[OMB Control No. 2900-0570]**

**Proposed Information Collection Activity: Proposed Collection; Comment Request**

**AGENCY:** Veterans Health Administration, Department of Veterans Affairs.

**ACTION:** Notice.

**SUMMARY:** The Veterans Health Administration (VHA) 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 on the burden estimates relating to customer satisfaction surveys.

**DATES:** Written comments and recommendations on the proposed collection of information should be received on or before September 15, 2000.

**ADDRESSES:** Submit written comments on the collection of information to Ann Bickoff, Veterans Health Administration (193B1), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420. Please refer to "OMB Control No. 2900-0570" in any correspondence.

**FOR FURTHER INFORMATION CONTACT:** Ann Bickoff at (202) 273-8310.

**SUPPLEMENTARY INFORMATION:** Under the PRA of 1995 (Public Law 104-13; 44 U.S.C., 3501-3520), Federal agencies must obtain approval from 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, VHA invites comments on: (1) Whether the proposed collection of information is necessary for the proper performance of VHA's functions, including whether the information will have practical utility; (2) the accuracy of VHA'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:* Generic Clearance for the Veterans Health Administration Customer Satisfaction Surveys.

*OMB Control Number:* 2900-0570.

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

*Abstract:* Executive Order 12862, Setting Customer Service Standards, requires Federal agencies and departments to identify and survey its customers to determine the kind and quality of services they want and their level of satisfaction with existing services. VHA uses customer satisfaction surveys to gauge customer perceptions of VA services as well as customer expectations and desires. The results of these information collections lead to improvements in the quality of VHA service delivery by helping to shape the direction and focus of specific programs and services.

*Affected Public:* Individuals or households.

*Listing of Survey Activities*

**I. Special Emphasis Programs**

The following list of activities is a compendium of customer satisfaction

survey plans by VHA. Different special emphasis programs will be surveyed annually; however, program selections have not been made for FYs 2001–2003.

Burden hours for the out-years are based on FY 2000 estimates.)

Year	Number of respondents	Estimated annual burden (hours)	Frequency
2001 .....	46,800	11,700	Annually.
2002 .....	46,800	11,700	Do.
2003 .....	46,800	11,700	Do.

**II. Local Facilities Surveys**

Year	Number of respondents	Estimated annual burden (hours)	Frequency
1998 .....	12,000	2,000	One-time.
1999 .....	12,000	2,000	Do.
2000 .....	12,000	2,000	Do.

Most customer satisfaction surveys will be recurring so that VHA can create ongoing measures of performance and to determine how well the Agency meets customer service standards. Each collection of information will consist of the minimum amount of information necessary to determine customer needs and to evaluate VHA's performance. VHA expects to distribute written surveys with a total annual burden of approximately 13,700 hours in FYs 2001, 2002, and 2003.

Dated: June 8, 2000.

By direction of the Secretary.

**Donald L. Neilson,**

*Director, Information Management Service.*

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**DEPARTMENT OF VETERANS AFFAIRS**

**Privacy Act of 1974; Amendment of System of Records**

**AGENCY:** Department of Veterans Affairs.

**ACTION:** Notice.

Notice is hereby given that the Department of Veterans Affairs (VA) is revising an existing routine use to the system of records entitled "Personnel and Accounting Pay System-VA" (27VA047) as set forth in the **Federal Register** 40 FR 38095 (8/26/75) and amended in 48 FR 16372 (4/15/83), 50 FR 23009 (5/30/85), 51 FR 6858 (2/26/86), 51 FR 25968 (7/17/86), 55 FR 42534 (10/19/90), 56 FR 23952 (5/24/91), 58 FR 39088 (7/21/93), 58 FR 40852 (7/30/

93), 60 FR 35448 (7/7/95), 62 FR 41483 (8/1/97), 62 FR 68362 (12/31/97), and 65 FR 20850 (4/18/00). This system of records contains information on current and former salaried VA employees.

The Federal Labor Relations Authority (FLRA) was established in accordance with 5 U.S.C. 7104. The FLRA's powers and duties are outlined in 5 U.S.C. 7105. These include the investigation and resolution of allegations of unfair labor practices, exceptions to arbitrator awards when a question of material fact is raised, and matters before the Federal Service Impasses Panel. The FLRA also investigates representation petitions and conducts or supervises representation elections. The FLRA's purpose, scope, powers, and duties are also set forth in Subchapter C of Title 5 of the Code of Federal Regulations (CFR). As part of its powers and duties, the FLRA may make any appropriate inquiry to carry out its duties. The FLRA has the authority to request certain information, including employee names and home addresses, in connection with its investigations and other activities. Employee's home addresses are necessary information for FLRA investigation of elections where the elections are by mail ballot, rather than by on-site election.

The Privacy Act (5 U.S.C. 552a) requires any records under the control of a federal agency from which information is retrieved by the name of an individual, or by some identifying number, symbol, or other identifying particular assigned to an individual, to be grouped in a system of records. Information cannot be released from a

Privacy Act system of records without the individual's consent, unless an exception applies or a routine use for the release of the information is developed for the system of records.

The VA Office of General Counsel has determined that release of information to FLRA from Privacy Act system of records "Personnel and Accounting Pay System-VA" (27VA047), including the names and home addresses of employees, is necessary to comply with the statutory mandate under which FLRA operates. It has also been determined that the release of information for this purpose is a necessary and proper use of the information in this system of records and the addition of the new routine use number 33 for transfer of this information is appropriate.

An altered system of records report and a copy of the revised system notice have been sent to the House of Representatives Committee on Government Reform, the Senate Committee on Governmental Affairs, and the Office of Management and Budget (OMB) as required by 5 U.S.C. 552a(r) and guidelines issued by OMB (59 FR 37906, 37916–18 (7/25/94)).

Interested persons are invited to submit written comments, suggestions, or objections regarding the proposed routine use of the system of records to the Director, Office of Regulations Management (02D), Department of Veterans Affairs, 810 Vermont Avenue, NW, Room 1154, Washington, DC 20420. All relevant material received before August 16, 2000, will be considered. All written comments