

satisfaction with Federal government agency programs and/or services within the Executive Branch. The Federal Consulting Group of the Department of the Interior serves as the executive agent for this methodology and has partnered with the CFI Group and the University of Michigan to offer the ACSI to Federal government agencies.

The CFI Group, a leader in customer satisfaction and customer experience management, offers a comprehensive model that quantifies the effects of quality improvements on citizen satisfaction. The CFI Group has developed the methodology and licenses it to the National Quality Research Center at the University of Michigan, which produces the American Customer Satisfaction Index (ACSI). This national indicator is developed for different economic sectors each quarter, which are then published in *The Wall Street Journal*. The ACSI was introduced in 1994 by Professor Claes Fornell under the auspices of the University of Michigan, the American Society for Quality (ASQ), and the CFI Group. It monitors and benchmarks customer satisfaction across more than 200 companies and many U.S. Federal agencies.

The ACSI is the only cross-agency methodology for obtaining comparable measures of customer satisfaction with Federal government programs and/or services. Along with other economic objectives—such as employment and growth—the quality of output (goods and services) is a part of measuring living standards. The ACSI's ultimate purpose is to help improve the quality of goods and services available to American citizens.

ACSI surveys conducted by the Federal Consulting Group are completely subject to the Privacy Act 1074, Public Law 93–579, December 31, 1974 (5 U.S.C. 522a). The agency information collection is an integral part of conducting an ACSI survey. The contractor will not be authorized to release any agency information upon completion of the survey without first obtaining permission from the Federal Consulting Group and the participating agency. In no case shall any new system of records containing privacy information be developed by the Federal Consulting Group, participating agencies, or the contractor collecting the data. In addition, participating Federal agencies may only provide information used to randomly select respondents from among established systems of records provided for such routine uses.

There is no other agency or organization which is able to provide the information that is accessible

through the surveying approach used in this information collection. Further, the information will enable Federal agencies to determine customer satisfaction metrics with discrimination capability across variables. Thus, this information collection will assist Federal agencies in improving their customer service in a targeted manner which will make best use of resources to improve service to the public.

This survey asks no questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

*Current Actions:* Proposed renewal of collection of information.

*Type of Review:* Renewal.

*Affected Public:* Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.

*Estimated Number of Respondents:* Participation by Federal agencies in the ACSI is expected to vary as new customer segment measures are added or deleted. However, based on historical records, projected average estimates for the next three years are as follows:

*Average Expected Annual Number of Customer Satisfaction Surveys:* 150.

*Respondents:* 39,000.

*Annual responses:* 39,000.

*Frequency of Response:* Once per survey.

*Average minutes per response:* 12.0.

*Burden hours:* 7,800 hours.

**Note:** it is expected that the first year there will be approximately 100 surveys submitted, the second year 150 surveys submitted, and the third year 200 surveys submitted due to expected growth in the program. The figures above represent an expected average per year over the three-year period.

*Request for Comments:* Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. Comments are invited on: (a) Whether the 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 of the collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology; and (e) estimates of capital or start-up costs and costs of operation, maintenance, and purchase of services to provide information.

Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; to develop, acquire, install and utilize technology and systems for the purpose of collecting, validating and verifying information, processing and maintaining information, and disclosing and providing information; to train personnel and to be able to respond to a collection of information, to search data sources, to complete and review the collection of information; and to transmit or otherwise disclose the information.

All written comments will be available for public inspection by appointment with the Federal Consulting Group at the contact information given in the **ADDRESSES** section. The comments, with names and addresses, will be available for public view during regular business hours. If you wish us to withhold your personal information, you must prominently state at the beginning of your comment what personal information you want us to withhold. We will honor your request to extent allowable by law.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget control number.

Dated: May 11, 2009.

**Ron Oberbillig,**

*Assistant Director (Acting), Federal Consulting Group.*

[FR Doc. E9–11318 Filed 5–14–09; 8:45 am]

**BILLING CODE 4310-RK-P**

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## DEPARTMENT OF THE INTERIOR

### Bureau of Land Management

[F–14908–B; F–14908–C; AK–965–1410–KC–P]

#### Alaska Native Claims Selection

**AGENCY:** Bureau of Land Management, Interior.

**ACTION:** Notice of decision approving lands for conveyance.

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**SUMMARY:** As required by 43 CFR 2650.7(d), notice is hereby given that an appealable decision approving lands for conveyance pursuant to the Alaska Native Claims Settlement Act will be issued to Sitasuak Native Corporation. The lands are in the vicinity of Nome, Alaska, and are located in:

**Kateel River Meridian, Alaska**

- T. 11 S., R. 32 W.,  
Secs. 6 and 7;  
Secs. 18 and 32.  
Containing 2,317.16 acres.
- T. 9 S., R. 33 W.,  
Sec. 35.  
Containing 640 acres.
- T. 9 S., R. 34 W.,  
Secs. 29 and 32.  
Containing 1,280 acres.
- T. 10 S., R. 34 W.,  
Secs. 5, 8, and 17.  
Containing 1,852.78 acres.
- T. 9 S., R. 35 W.,  
Secs. 6, 7, and 18.  
Containing approximately 350 acres.
- T. 9 S., R. 36 W.,  
Secs. 12 and 13;  
Secs. 24 and 25.  
Containing approximately 630 acres.  
Aggregating approximately 7,069 acres.

The subsurface estate in these lands will be conveyed to Bering Straits Native Corporation when the surface estate is conveyed to Sitnasuak Native Corporation. Notice of the decision will also be published four times in the Nome Nugget.

**DATES:** The time limits for filing an appeal are:

1. Any party claiming a property interest which is adversely affected by the decision shall have until June 15, 2009 to file an appeal.

2. Parties receiving service of the decision by certified mail shall have 30 days from the date of receipt to file an appeal.

Parties who do not file an appeal in accordance with the requirements of 43 CFR part 4, subpart E, shall be deemed to have waived their rights.

**ADDRESSES:** A copy of the decision may be obtained from: Bureau of Land Management, Alaska State Office, 222 West Seventh Avenue, #13, Anchorage, Alaska 99513-7504.

**FOR FURTHER INFORMATION CONTACT:** The Bureau of Land Management by phone at 907-271-5960, or by e-mail at [ak.blm.conveyance@ak.blm.gov](mailto:ak.blm.conveyance@ak.blm.gov). Persons who use a telecommunication device (TDD) may call the Federal Information Relay Service (FIRS) at 1-800-877-8330, 24 hours a day, seven days a week, to contact the Bureau of Land Management.

**Eileen Ford,**

*Land Transfer Resolution Specialist, Land Transfer Adjudication II.*

[FR Doc. E9-11384 Filed 5-14-09; 8:45 am]

**BILLING CODE 4310-JA-P**

**DEPARTMENT OF THE INTERIOR****Bureau of Land Management**

**[F-14883-A; F-14883-A2; AK-965 1410-KC-P]**

**Alaska Native Claims Selection**

**AGENCY:** Bureau of Land Management, Interior.

**ACTION:** Notice of decision approving lands for conveyance.

**SUMMARY:** As required by 43 CFR 2650.7(d), notice is hereby given that an appealable decision approving the surface estate of certain lands for conveyance pursuant to the Alaska Native Claims Settlement Act will be issued to Kwethluk, Incorporated. The lands are in the vicinity of Kwethluk, Alaska, and are located in:

**Seward Meridian, Alaska**

- T. 6 N., R. 67 W.,  
Secs. 1, 2, 3, 6, and 7;  
Secs. 10 to 15, inclusive;  
Secs. 18 and 19;  
Secs. 23 to 26, inclusive;  
Secs. 29 and 30;  
Secs. 32, 33, and 35.

Containing approximately 13,563 acres.

- T. 7 N., R. 67 W.,  
Secs. 8, 9, and 10;  
Secs. 13 to 16, inclusive;  
Secs. 21 to 27, inclusive;  
Secs. 31, 34, 35, and 36.

Containing approximately 10,869 acres.

- T. 8 N., R. 67 W.,  
Secs. 15 and 16;  
Secs. 21 to 28, inclusive.

Containing approximately 6,143 acres.

Aggregating approximately 30,575 acres.  
The subsurface estate in these lands will be conveyed to Calista Corporation when the surface estate is conveyed to Kwethluk, Incorporated. Notice of the decision will also be published four times in the Tundra Drums.

**DATES:** The time limits for filing an appeal are:

1. Any party claiming a property interest which is adversely affected by the decision shall have until June 15, 2009 to file an appeal.

2. Parties receiving service of the decision by certified mail shall have 30 days from the date of receipt to file an appeal.

Parties who do not file an appeal in accordance with the requirements of 43 CFR part 4, subpart E, shall be deemed to have waived their rights.

**ADDRESSES:** A copy of the decision may be obtained from: Bureau of Land Management, Alaska State Office, 222 West Seventh Avenue, #13, Anchorage, Alaska 99513-7504.

**FOR FURTHER INFORMATION, CONTACT:** The Bureau of Land Management by phone at 907-271-5960, or by e-mail at [ak.blm.conveyance@ak.blm.gov](mailto:ak.blm.conveyance@ak.blm.gov). Persons who use a telecommunication device (TDD) may call the Federal Information Relay Service (FIRS) at 1-800-877-8330, 24 hours a day, seven days a week, to contact the Bureau of Land Management.

**Linda L. Keskitalo,**

*Land Law Examiner, Land Transfer Adjudication II.*

[FR Doc. E9-11386 Filed 5-14-09; 8:45 am]

**BILLING CODE 4310-JA-P**

**DEPARTMENT OF THE INTERIOR****Bureau of Land Management**

**[AA-6664-A, AA-6664-B, AA-6664-F; AK-965-1410-KC-P]**

**Alaska Native Claims Selection**

**AGENCY:** Bureau of Land Management, Interior.

**ACTION:** Notice of decision approving lands for conveyance.

**SUMMARY:** As required by 43 CFR 2650.7(d), notice is hereby given that an appealable decision approving the surface estate in certain lands for conveyance pursuant to the Alaska Native Claims Settlement Act will be issued to The English Bay Corporation. The lands are in the vicinity of Nanwalek, Alaska, and Kenai Fjords National Park, Alaska, and located in:

**Seward Meridian, Alaska**

- T. 6 S., R. 4 W.,  
Sec. 7.  
Containing 613 acres.
- T. 7 S., R. 5 W.,  
Sec. 4.  
Containing 230 acres.
- T. 11 S., R. 15 W.,  
Tracts 37, 38, and 39.  
Containing 21,589 acres.
- T. 9 S., R. 16 W.,  
Sec. 25.  
Containing 0.13 acres.

The subsurface estate in these lands will be conveyed to Chugach Alaska Corporation when the surface estate is conveyed to The English Bay Corporation. Notice of the decision will also be published four times in the Homer Alaska Tribune.

**DATES:** The time limits for filing an appeal are:

1. Any party claiming a property interest which is adversely affected by the decision shall have until June 15, 2009 to file an appeal.

2. Parties receiving service of the decision by certified mail shall have 30