

**DEPARTMENT OF HOMELAND SECURITY****Coast Guard**

[USCG-2011-1074]

**Information Collection Request to Office of Management and Budget; OMB Control Number: 1625-0010****AGENCY:** Coast Guard, DHS.**ACTION:** Sixty-day notice requesting comments.

**SUMMARY:** In compliance with the Paperwork Reduction Act of 1995, the U.S. Coast Guard intends to submit an Information Collection Request (ICR) to the Office of Management and Budget (OMB), Office of Information and Regulatory Affairs (OIRA), requesting approval of a revision to the following collection of information: 1625-0010, Defect/Noncompliance Report and Campaign Update Report. Our ICR describes the information we seek to collect from the public. Before submitting this ICR to OIRA, the Coast Guard is inviting comments as described below.

**DATES:** Comments must reach the Coast Guard on or before February 10, 2012.

**ADDRESSES:** You may submit comments identified by Coast Guard docket number [USCG-2011-1074] to the Docket Management Facility (DMF) at the U.S. Department of Transportation (DOT). To avoid duplicate submissions, please use only one of the following means:

(1) *Online:* <http://www.regulations.gov>.

(2) *Mail:* DMF (M-30), DOT, West Building Ground Floor, Room W12-140, 1200 New Jersey Avenue SE., Washington, DC 20590-0001.

(3) *Hand delivery:* Same as mail address above, between 9 a.m. and 5 p.m., Monday through Friday, except Federal holidays. The telephone number is (202) 366-9329.

(4) *Fax:* (202) 493-2251. To ensure your comments are received in a timely manner, mark the fax, to attention Desk Officer for the Coast Guard.

The DMF maintains the public docket for this Notice. Comments and material received from the public, as well as documents mentioned in this Notice as being available in the docket, will become part of the docket and will be available for inspection or copying at room W12-140 on the West Building Ground Floor, 1200 New Jersey Avenue SE., Washington, DC, between 9 a.m. and 5 p.m., Monday through Friday, except Federal holidays. You may also find the docket on the Internet at <http://www.regulations.gov>.

A copy of the ICR is available through the docket on the Internet at <http://www.regulations.gov>. Additionally, copies are available from: COMMANDANT (CG-611), Attn: PAPERWORK REDUCTION ACT MANAGER, US COAST GUARD, 2100 2ND STREET SW., STOP 7101, WASHINGTON, DC 20593-7101.

**FOR FURTHER INFORMATION CONTACT:** Contact Ms. Kenlinishia Tyler, Office of Information Management, telephone (202) 475-3652, or fax (202) 475-3929, for questions on these documents. Contact Ms. Renee V. Wright, Program Manager, Docket Operations, (202) 366-9826, for questions on the docket.

**SUPPLEMENTARY INFORMATION:****Public Participation and Request for Comments**

This Notice relies on the authority of the Paperwork Reduction Act of 1995; 44 U.S.C. Chapter 35, as amended. An ICR is an application to OIRA seeking the approval, extension, or renewal of a Coast Guard collection of information (Collection). The ICR contains information describing the Collection's purpose, the Collection's likely burden on the affected public, an explanation of the necessity of the Collection, and other important information describing the Collection. There is one ICR for each Collection.

The Coast Guard invites comments on whether this ICR should be granted based on the Collection being necessary for the proper performance of Departmental functions. In particular, the Coast Guard would appreciate comments addressing: (1) The practical utility of the Collection; (2) the accuracy of the estimated burden of the Collection; (3) ways to enhance the quality, utility, and clarity of information subject to the Collection; and (4) ways to minimize the burden of the Collection on respondents, including the use of automated collection techniques or other forms of information technology. In response to your comments, we may revise this ICR or decide not to seek approval of revisions of the Collection. We will consider all comments and material received during the comment period.

We encourage you to respond to this request by submitting comments and related materials. Comments must contain the OMB Control Number of the ICR and the docket number of this request, [USCG-2011-1074], and must be received by February 10, 2012. We will post all comments received, without change, to <http://www.regulations.gov>. They will include any personal information you provide.

We have an agreement with DOT to use their DMF. Please see the "Privacy Act" paragraph below.

**Submitting Comments**

If you submit a comment, please include the docket number [USCG-2011-1074], indicate the specific section of the document to which each comment applies, providing a reason for each comment. If you submit a comment online via <http://www.regulations.gov>, it will be considered received by the Coast Guard when you successfully transmit the comment. If you fax, hand deliver, or mail your comment, it will be considered as having been received by the Coast Guard when it is received at the DMF. We recommend you include your name, mailing address, an email address, or other contact information in the body of your document so that we can contact you if we have questions regarding your submission.

You may submit your comments and material by electronic means, mail, fax, or hand delivery to the DMF at the address under **ADDRESSES**; but please submit them by only one means. To submit your comment online, go to <http://www.regulations.gov>, and type "USCG-2011-1074" in the "Keyword" box. If you submit your comments by mail or hand delivery, submit them in an unbound format, no larger than 8½ by 11 inches, suitable for copying and electronic filing. If you submit comments by mail and would like to know that they reached the Facility, please enclose a stamped, self-addressed postcard or envelope. We will consider all comments and material received during the comment period and will address them accordingly.

**Viewing Comments and Documents**

To view comments, as well as documents mentioned in this Notice as being available in the docket, go to <http://www.regulations.gov>, click on the "read comments" box, which will then become highlighted in blue. In the "Keyword" box insert "USCG-2011-1074" and click "Search." Click the "Open Docket Folder" in the "Actions" column. You may also visit the DMF in Room W12-140 on the ground floor of the DOT West Building, 1200 New Jersey Avenue SE., Washington, DC 20590, between 9 a.m. and 5 p.m., Monday through Friday, except Federal holidays.

**Privacy Act**

Anyone can search the electronic form of comments received in dockets by the name of the individual submitting the comment (or signing the comment, if submitted on behalf of an

association, business, labor union, etc.). You may review a Privacy Act statement regarding Coast Guard public docket in the January 17, 2008, issue of the *Federal Register* (73 FR 3316).

#### Information Collection Request

*Title:* Defect/Noncompliance Report and Campaign Update Report.

*OMB Control Number:* 1625–0010.

*Summary:* Manufacturers whose products contain defects that create a substantial risk of personal injury to the public or fail to comply with an applicable Coast Guard safety standard are required to conduct defect notification and recall campaigns in accordance with 46 U.S.C. 4310. Regulations in 33 CFR Part 179 require manufacturers to submit certain reports to the Coast Guard concerning progress made in notifying owners and making repairs.

*Need:* Under 46 U.S.C. 4310(d) and (e); and 33 CFR 179.13 and 179.15, the manufacturer shall provide the Commandant of the Coast Guard with an initial report consisting of certain information about the defect notification and recall campaign being conducted and follow up reports describing progress. Upon receipt of information from a manufacturer indicating the initiation of a recall, the Recreational Boating Product Assurance Branch assigns a recall campaign number, and sends the manufacturer CG Forms CG–4917 and CG–4918 for supplying the information.

*Forms:* CG–4917 & CG–4918.

*Respondents:* Manufacturers of boats and certain items of “designated” associated equipment (inboard engines, outboard motors, sterndrive engines or an inflatable personal flotation device approved under 46 CFR 160.076).

*Frequency:* Quarterly.

*Burden Estimate:* The estimated burden has decreased from 291 to 252 hours annually.

Dated: December 5, 2011.

#### R.E. Day,

*Rear Admiral, U.S. Coast Guard, Assistant Commandant for Command, Control, Communications, Computers and Information Technology.*

[FR Doc. 2011–31699 Filed 12–9–11; 8:45 am]

BILLING CODE 9110–04–P

## DEPARTMENT OF THE INTERIOR

### Office of the Secretary

#### Renewal of Information Collection; OMB Control Number 1040–0001, DOI Programmatic Clearance for Customer Satisfaction Surveys

**AGENCY:** Department of the Interior.

**ACTION:** Notice; request for comments.

**SUMMARY:** We (Department of the Interior, DOI) plan to ask the Office of Management and Budget (OMB) to extend the approval for the information collection (IC) described below. This IC is scheduled to expire March 31, 2012. As required by the Paperwork Reduction Act of 1995 and as part of our continuing efforts to reduce paperwork and respondent burden, we invite the general public and other Federal agencies to take this opportunity to comment on this IC.

**DATES:** You must submit comments on or before February 10, 2012.

**ADDRESSES:** Mail or hand carry comments to the Department of the Interior; Office of Policy Analysis; Attention: Don Bieniewicz; Mail Stop 3530; 1849 C Street NW., Washington, DC 20240. If you wish to email comments, the email address is [Donald\\_Bieniewicz@ios.doi.gov](mailto:Donald_Bieniewicz@ios.doi.gov). Reference “DOI Programmatic Clearance for Customer Satisfaction Surveys” in your email subject line. Include your name and return address in your email message and mark your message for return receipt.

**FOR FURTHER INFORMATION CONTACT:** To request additional information about this IC, contact Donald Bieniewicz on (202) 208–4915.

#### SUPPLEMENTARY INFORMATION:

##### I. Abstract

The Government Performance and Results Act of 1993 (GPRA) (Pub. L. 103–62) requires agencies to “improve Federal program effectiveness and public accountability by promoting a new focus on results, service quality, and customer satisfaction.” Executive Order 13571 on “Streamlining Service Delivery and Improving Customer Service” requires Federal agencies to establish “mechanisms to solicit customer feedback on Government services.” To fulfill this responsibility, DOI bureaus and offices must collect data from their respective user groups to better understand the needs and desires of the public and to respond accordingly.

We use customer satisfaction surveys to help us fulfill our responsibilities to provide excellence in government by

proactively consulting with those we serve. This programmatic clearance provides an expedited approval process for DOI bureaus and offices to conduct customer research through external surveys such as questionnaires and comment cards. We will use this information to support all aspects of planning to include buildings, roads, interpretive exhibits, and technical systems. We anticipate that the information obtained could lead to reallocation of resources, revisions in certain agency processes and policies, development of guidance related to customer services, and improvement in the way we serve the American public.

The proposed renewal covers all of the organizational units and bureaus in DOI. Bureaus and offices will voluntarily obtain information from their customers and stakeholders. No one survey will cover all the topic areas; rather, these topic areas serve as a guide within which the agencies will develop questions. Topic areas include:

(1) *Communication/information/education.* Questions will focus on customer satisfaction with aspects of communication/information/products/education offered. Respondents may be asked for feedback regarding the following attributes of the services provided:

- (a) Timeliness.
- (b) Consistency.
- (c) Ease of Use and Usefulness.
- (d) Ease of Information Access.
- (e) Helpfulness and Effectiveness.
- (f) Quality.
- (g) Value for fee paid for information/product/service.
- (h) Level of engagement in communications process (*i.e.*, whether respondent feels he/she was asked for input and whether or not that input was considered).

(2) *Disability accessibility.* This area will focus on customer satisfaction data related to disability access to DOI buildings, facilities, trails, etc.

(3) *Management practices.* This area covers questions relating to how well customers are satisfied with DOI management practices and processes, what improvements they might make to specific processes, and whether or not they feel specific issues were addressed and reconciled in a timely, courteous, and responsive manner.

(4) *Resource management.* We will ask customers and partners to provide satisfaction data related to DOI’s ability to protect, conserve, provide access to, and preserve natural resources that we manage.

(5) *Rules, regulations, policies.* This area focuses on obtaining feedback from customers regarding fairness, adequacy,