

*Total Estimated Burden Hours:*  
533,799.

*Status:* This is an extension of a currently approved collection.

**Authority:** Section 3507 of the Paperwork Reduction Act of 1995, 44 U.S.C. 35, as amended.

Dated: April 17, 2012.

**Colette Pollard,**

*Department Reports Management Officer,  
Office of the Chief Information Officer.*

[FR Doc. 2012-9858 Filed 4-23-12; 8:45 am]

**BILLING CODE 4210-67-P**

**DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT**

[Docket No. FR-5603-N-30]

**Notice of Proposed Information Collection for Public Comment Emergency Comment Request; Single Family Customer Satisfaction Survey**

**AGENCY:** Office of the Assistant Secretary for Housing, HUD.

**ACTION:** Notice of proposed information collection.

**SUMMARY:** The proposed information collection requirement described below has been submitted to the Office of Management and Budget (OMB) for emergency review and approval, as required by the Paperwork Reduction Act. The Department is soliciting public comments on the subject proposal.

**DATES:** *Comments Due Date:* May 1, 2012.

**ADDRESSES:** Interested persons are invited to submit comments regarding this proposal. Comments must be received within seven (7) days from the date of this Notice. Comments should refer to the proposal by name/or OMB approval number) and should be sent to: HUD Desk Officer, Office of Management and Budget, New Executive Office Building, Washington, DC 20503; email: *OIRA Submission@omb.eop.gov*; fax: 202-395-6974.

**FOR FURTHER INFORMATION CONTACT:** David Dwyer, Housing Program Officer,

Office of Single Family Housing, Department of Housing and Urban Development, 600 East Broad Street, Richmond, VA 23219; telephone (804) 822-4819 (this is not a toll free number) for copies of the proposed forms and other available information.

**SUPPLEMENTARY INFORMATION:** This Notice informs the public that the U.S. Department of Housing and Urban Development (HUD) has submitted to OMB, for emergency processing, an information collection package with respect to the collection of information for the Single Family customer satisfaction survey.

This Notice is soliciting comments from members of the public and affected agencies concerning the proposed collection of information to: (1) Evaluate whether the proposed collection is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility; (2) Evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information; (3) Enhance the quality, utility, and clarity of the information to be collected; and (4) Minimize the burden of the collection of information on those who are to respond; including the use of appropriate automated collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

*This Notice also lists the following information:*

*Title of Proposal:* Single Family Customer Satisfaction Survey.

*Description of Information Collection:* This information collection consists of a survey of users of the Department's Federal Housing Administration (FHA) primary contact center. It is designed to determine whether the Department is appropriately and adequately serving their needs. It follows HUD's commitment to use surveys to measure performance and changes in performance.

In addition to the importance HUD management places on the information provided by customers, the Federal Government mandates collecting this

information through Executive Order (EO) 12862. This EO mandates that agencies survey their customers to identify the kind and quality of services they want their level of satisfaction with existing services.

FHA operates a contact center designed to provide program guidelines, insurance processing information, and consumer information. In order to evaluate the level of service that is provided to HUD/FHA clients the agency contact center management team requires the input of its clients on the performance of the customer service operation. This operation includes the contracted contact center agents, agency staff that support them, as well as the contact center self-service option available via a web-based frequently asked questions (FAQ) site. The survey includes three separate survey types:

- **Internal Resolution:** A five question survey to determine satisfaction with questions that required escalation from FHA Resource Center contract staff to agency staff for resolution.

- **Escalated Resolution:** A five question survey to determine satisfaction with questions that were resolved by contracted FHA Resource Center staff.

- **Self-Service Resolution:** A four question survey to determine satisfaction with questions resolved via the FHA Resource Center self-service internet site.

*OMB control number:* 2535-0116.

*Agency Form Numbers:* N/A.

*Members of Affected Public:* Private sector, general public, small businesses and other for profits.

*Estimation of the total numbers of hours needed to prepare the information collection including number of respondents, frequency of responses, and hours of response:*

The charts below summarize the sampling frames, survey samples and projected number of respondents for each survey type. The estimated response rates were derived from testing of the survey instruments. Exhibit 2 shows the estimated burden per respondent and for the project overall.

Respondent group	Respondent universe (annual volume of resource center users)	Survey sample (3% of users)	Estimated response rate	Projected number of completed surveys
Escalated Resolution .....	239,341	7,180	0.30	2,154
Internal Resolution .....	603,409	18,102	0.30	5,431
Self Service Resolution .....	34,420	1,033	0.30	310
<b>Total .....</b>	<b>877,170</b>	<b>.....</b>	<b>.....</b>	<b>7,895</b>

The hourly cost per response is based on the per capita income of the United States of \$26,059 (US Bureau of the

Census, 2010 American Community Survey) and the corresponding hourly earnings of \$12.53; the total annualized

cost for completing the survey is estimated to be \$4,761.40.

Number of respondents	Total burden per respondent (minutes)	Total annual burden hours	Hourly cost	Annual cost
7,895 .....	3	395	\$12.53	\$4,946.22

**Authority:** The Paperwork Reduction Act of 1995, 44 U.S.C. Chapter 35, as amended.

Dated: April 17, 2012,

**Colette Pollard,**

*Departmental Paperwork Reduction Act Officer, Office of the Chief Information Officer.*

[FR Doc. 2012-9862 Filed 4-23-12; 8:45 am]

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**DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT**

[Docket No. FR-5603-N-29]

**Notice of Proposed Information Collection for Public Comment Emergency Comment Request; Office of Housing Assistance Contract Administration Oversight, Multifamily Housing Programs**

**AGENCY:** Office of the Chief Information Officer, HUD.

**ACTION:** Notice of proposed information collection.

**SUMMARY:** The proposed information collection requirement described below has been submitted to the Office of Management and Budget (OMB) for emergency review and approval, as required by the Paperwork Reduction Act. The Department is soliciting public comments on the subject proposal.

**DATES:** *Comments Due Date: May 1, 2012.*

**ADDRESSES:** Interested persons are invited to submit comments regarding this proposal. Comments must be received within seven (7) days from the date of this Notice. Comments should refer to the proposal by name/or OMB approval number (2502-New) and should be sent to: HUD Desk Officer, Office of Management and Budget, New Executive Office Building, Washington, DC 20503; email: *OIRA Submission@omb.epo.gov*; fax: 202-395-6974.

**FOR FURTHER INFORMATION CONTACT:** Kerry Hickman, Acting Director, Office of Housing Assistance and Contract Administration Oversight (OHACAO), Department of Housing and Urban Development, 451 7th Street SW., Washington, DC 20410, telephone (202)

402-3885 (this is not a toll free number) for copies of the proposed forms and other available information.

**SUPPLEMENTARY INFORMATION:** The Department is submitting the proposed information collection to OMB for review, as required by the Paperwork Reduction Act of 1995 (44 U.S.C. Chapter 35, as amended).

This Notice is soliciting comments from members of the public and affected agencies concerning the proposed collection of information to: (1) Evaluate whether the proposed collection is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility; (2) Evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information; (3) Enhance the quality, utility, and clarity of the information to be collected; and (4) Minimize the burden of the collection of information on those who are to respond; including the use of appropriate automated collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

*This Notice also lists the following information:*

*Title of Proposal:* Annual Customer Service Survey of Performance-Based Contract Administrators.

*Description of Information Collection:* Abstract: Performance-Based Contract Administrators (PBCAs) under contract with HUD operate in nine States, Puerto Rico and the Virgin Islands. PBCAs monitor project owners' compliance with their obligations and responsibilities under the Section 8 Program and administer Housing Assistance Payments (HAPs) to owners of properties that receive rental subsidies for low- and moderate-income eligible families. Property owners are obligated to rent a portion of their units to Section 8 eligible families; maintain decent, safe, and sanitary housing for residents; and comply with various regulations and reporting requirements. PBCAs receive a Basic Administrative Fee to administer HAP contracts within their geographic boundaries and may earn Annual Incentive Fees for customer service. The surveys of property owners and tenants that make up this data

collection will be used to determine eligibility for incentive fees.

*OMB Control Number:* 2502-New.

*Agency Form Numbers:* Annual Customer Service Survey of Performance-Based

Contract Administrators.

*Members of Affected Public:* Section 8 Tenants, PBCAs, Property Owners.

Estimation of the total numbers of hours needed to prepare the information collection including number of respondents, frequency of responses, and hours of response:

The number of burden hours is 584.90. Then number of respondents is 2750, the number of responses is 2750, the frequency of response is on occasion, and the burden of hour per response for Tenants is 217 hours and the burden of hours per response for Property Owners is 75 hours.

**Authority:** The Paperwork Reduction Act of 1995, 44 U.S.C. Chapter 35, as amended.

Dated: April 17, 2012.

**Colette Pollard,**

*Departmental Paperwork Reduction Act Officer, Office of the Chief Information Officer.*

[FR Doc. 2012-9864 Filed 4-23-12; 8:45 am]

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**DEPARTMENT OF THE INTERIOR**

**Fish and Wildlife Service**

[FWS-R9-IA-2012-N097; FXIA1671090000P5-123-FF09A30000]

**Endangered Species; Marine Mammals; Receipt of Applications for Permit**

**AGENCY:** Fish and Wildlife Service, Interior.

**ACTION:** Notice of receipt of applications for permit.

**SUMMARY:** We, the U.S. Fish and Wildlife Service, invite the public to comment on the following applications to conduct certain activities with endangered species, marine mammals, or both. With some exceptions, the Endangered Species Act (ESA) and Marine Mammal Protection Act (MMPA) prohibit activities with listed