

requirement, CSOSA is publishing notice of the proposed collection of information set forth in this document. The proposed information collection activity provides a means to garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration's commitment to improving service delivery. By qualitative feedback we mean information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

The solicitation of feedback will target areas such as: timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on the Agency's services will be unavailable.

The Agency will only submit a collection for approval under this generic clearance if it meets the following conditions:

1. The collections are voluntary;
2. The collections are low-burden for respondents (based on considerations of total burden hours, total number of respondents, or burden-hours per respondent) and are low-cost for both the respondents and the federal government;
3. The collections are non-controversial and do not raise issues of concern to other federal agencies;
4. Any collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future;
5. Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
6. Information gathered will be used only internally for general service improvement and program management

purposes and is not intended for release outside of the agency;

7. Information gathered will not be used for the purpose of substantially informing influential policy decisions; and

8. Information gathered will yield qualitative information; the collections will not be designed or expected to yield statistically reliable results or used as though the results are generalizable to the population of study.

Feedback collected under this generic clearance provides useful information, but it does not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: the target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior to fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

As a general matter, information collections will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

*Current Actions:* New collection of information.

*Type of Review:* New Collection.

(1) *Affected Public:* Individuals currently or recently under court-ordered supervision by CSOSA. CSOSA stakeholders including members of the community (e.g., DC residents who attend CSOSA community justice advisory network meetings) and criminal justice systems (e.g., judges, parole commissioners, etc.).

*Estimated Number of Respondents:* 1340.

Below we provide projected average estimates for the next three years:

*Average Expected Annual Number of activities:* 3.

*Average number of Respondents per Activity:* 447.

*Annual responses:* 1340.

*Frequency of Response:* Once per request.

*Average minutes per response:* 7.

*Burden hours:* 145.

*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.

Dated: April 16, 2013.

**Rorey Smith,**

*Deputy General Counsel, Court Services and Offender Supervision Agency.*

[FR Doc. 2013-09371 Filed 4-19-13; 8:45 am]

**BILLING CODE 3129-04-P**

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## DEPARTMENT OF DEFENSE

### Office of the Secretary

[Docket ID: DoD-2013-OS-0086]

### Proposed Collection; Comment Request

**AGENCY:** Office of the Inspector General, DoD.

**ACTION:** Notice.

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In compliance with Section 3506(c)(2)(A) of the *Paperwork*

*Reduction Act of 1995*, the Office of the Inspector General, Department of Defense announces a proposed public information collection and seeks public comment on the provisions thereof. Comments are invited on: (a) Whether the proposed 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 proposed information collection; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the information collection on respondents, including through the use of automated collection techniques or other forms of information technology.

**DATES:** Consideration will be given to all comments received by June 21, 2013.

**ADDRESSES:** You may submit comments, identified by docket number and title, by any of the following methods:

- *Federal eRulemaking Portal:* <http://www.regulations.gov>. Follow the instructions for submitting comments.
- *Mail:* Federal Docket Management System Office, 4800 Mark Center Drive, East Tower, Suite 02G09, Alexandria, VA 22350-3100.

**Instructions:** All submissions received must include the agency name, docket number and title for this **Federal Register** document. The general policy for comments and other submissions from members of the public is to make these submissions available for public viewing on the Internet at <http://www.regulations.gov> as they are received without change, including any personal identifiers or contact information. Any associated form(s) for this collection may be located within this same electronic docket and downloaded for review/testing. Follow the instructions at <http://www.regulations.gov> for submitting comments. Please submit comments on any given form identified by docket number, form number, and title.

**FOR FURTHER INFORMATION CONTACT:** To request more information on this proposed information collection or to obtain a copy of the proposal and associated collection instruments, please write to the Office of Communications and Congressional Liaison, Office of Inspector General, Department of Defense, 4800 Mark Center Drive, Suite 15F26, Alexandria, VA 22350-1500; ATTN: Bridget Serchak or call 703-604-2028.

**Title:** *Associated Form; and OMB Number:* DoDIG Generic Survey Collection; OMB Control Number 0704-TBD.

**Needs and Uses:** The information collection requirement is necessary to obtain customer satisfaction metrics from users of the organization's Web site, [www.dodig.mil](http://www.dodig.mil) and those engaged by public affairs and social media initiatives. This collection is necessary for DoD IG's compliance with *OMB Digital Strategy Milestone 8.2* and will enable the organization to make data-driven decisions on service performance and increase customer satisfaction.

**Affected Public:** Individuals and Households.

**Annual Burden Hours:** 1000.

**Number of Respondents:** 6000.

**Responses per Respondent:** 1.

**Average Burden per Response:** 10 minutes.

**Frequency:** On occasion.

#### **SUPPLEMENTARY INFORMATION:**

##### **Summary of Information Collection**

Respondents will be users of the Web site [www.dodig.mil](http://www.dodig.mil) and/or audiences of public affairs and social media outreach. Data collections will be in the form of brief online surveys querying on customer satisfaction regarding outreach efforts. The surveys will examine the overall customer experience, perceived ability to obtain the desired or needed information or service, likelihood of continued use, likelihood of recommending use to others, and other open-ended qualitative feedback. The surveys will be voluntary and users must actively choose to participate. No personally identifiable information (PII) or confidential information will be collected. DoDIG will conduct two surveys per year, for a total of six surveys over the three-year period of the generic clearance. The topics of surveys that will be conducted include:

- **Web site Feedback**—Online surveys assessing user experience for [www.dodig.mil](http://www.dodig.mil). Questions will focus on data required to collect by the White House Digital Strategy Requirements.
- **Social Media Outreach**—Querying users on social media preferences in order to improve outreach using these platforms.
- **Report Dissemination**—Studying the means by which users find and would prefer to find DoDIG reports.
- **Customer Perception of Organizational Identity**—Examining how the customer perceives DoD IG and their awareness of its activities and contributions.

The conclusions drawn from these data collections will be essential for gauging effectiveness of communication efforts and improving customer satisfaction.

Dated: April 12, 2013.

**Aaron Siegel,**

*Alternate OSD Federal Register Liaison Officer, Department of Defense.*

[FR Doc. 2013-09346 Filed 4-19-13; 8:45 am]

**BILLING CODE 5001-06-P**

## **DEPARTMENT OF DEFENSE**

### **Office of the Secretary**

#### **Renewal of Department of Defense Federal Advisory Committees**

**AGENCY:** DoD.

**ACTION:** Renewal of Federal Advisory Committee.

**SUMMARY:** Under the provisions of 10 U.S.C. 175 and 10301, the Federal Advisory Committee Act of 1972 (5 U.S.C. Appendix, as amended), the Government in the Sunshine Act of 1976 (5 U.S.C. 552b) ("the Sunshine Act"), and 41 CFR 102-3.50(a), the Department of Defense (DoD) gives notice that it is renewing the charter for the Reserve Forces Policy Board ("the Board").

**FOR FURTHER INFORMATION CONTACT:** Jim Freeman, Advisory Committee Management Officer for the Department of Defense, 703-692-5952.

**SUPPLEMENTARY INFORMATION:** The Board is a non-discretionary Federal advisory committee that shall serve as an independent adviser to the Secretary of Defense to provide advice and recommendations to the Secretary on strategies, policies, and practices designed to improve and enhance the capabilities, efficiency, and effectiveness of the reserve components. The Board may act on those matters referred to it by the Chairman and on any matter raised by a member of the Board or the Secretary of Defense. The Board shall report to the Secretary of Defense. The Under Secretary of Defense for Personnel and Readiness (USD(P&R)) may act upon the Board's advice and recommendations.

The Department of Defense (DoD), through the office of the USD(P&R) shall provide support as deemed necessary, for the Board's performance and shall ensure compliance with the requirement of FACA, the Sunshine Act, governing Federal statutes and regulations, and established policies and procedures.

The Board consists of 20 members, appointed or designated as follows:

- a. A civilian appointed by the Secretary of Defense from among persons determined by the Secretary to have the knowledge of, and experience in, policy matters relevant to national security and reserve component matters