8. What are the most useful formats for receiving information from USDOT, and why (e.g., webinars, in-person meetings, conference calls, etc.)?
9. What efforts in your city to improve bicycle and pedestrian safety in your community were already underway at the time of the Mayors’ Challenge? How has the Mayors’ Challenge added value and/or helped to fill any gaps in your city’s efforts to improve bicycle and pedestrian safety?
10. In planning and project delivery of pedestrian and/or bicycle infrastructure projects, to what extent has your city coordinated with your Metropolitan Planning Organization (MPO), Regional Planning Organization (RPO), State Department of Transportation (DOT), and Federal Regional/Division office partners? Please note type of outreach and coordination, and outcomes it led to.

11. What have been the key benefits and lessons learned as a result of the Mayors’ Challenge?
12. Do you think the Mayors’ challenge has helped make any permanent changes in pedestrian and bike safety and accommodation in your city/town?

[FR Doc. 2016–00159 Filed 1–7–16; 8:45 am]

BILLING CODE 4910–6X–P

DEPARTMENT OF VETERANS AFFAIRS


Activity: Comment Request

AGENCY: Veteran’s Experience Office, Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: The Veteran’s Experience Office, Department of Veterans Affairs (VA), 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 non-substantive change request of a currently approved collection, and allow 60 days for public comment in response to the notice. This notice solicits comments on 11 Information collections for the Veteran’s Experience Agency Priority Goal, which specifies that four survey questions will be incorporated into existing customer experience surveys by Q1 FY2016. The information collected will be used by VA departmental leadership to track enterprise performance improvements as experienced by our Veterans. This notice will serve as notification for any future Non-substantive Change Information Collection Request adding these four customer service questions in the Information Collection Requests.

DATES: Written comments and recommendations on the proposed collection of information should be received on or before March 8, 2016.

ADDRESSES: Submit written comments on the collection of information through Federal Docket Management System (FDMS) at www.Regulations.gov or to Thomas Pasakarnis, Veteran’s Experience Office (008VE), Department of Veterans Affairs, 810 Vermont Avenue NW., Washington, DC 20420 or email to Thomas.pasakarnis@va.gov. Please refer to “OMB Control No. 2900–VE” in any correspondence. During the comment period, comments may be viewed online through the FDMS.

FOR FURTHER INFORMATION CONTACT: Thomas Pasakarnis at (202) 461–5869 or FAX (202) 405–5401.

SUPPLEMENTARY INFORMATION: Under the PRA of 1995 (Pub. L. 104–13; 44 U.S.C. 3501–21), Federal agencies must obtain approval from the Office of Management and Budget (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, Veteran’s Experience invites comments on: (1) Whether the proposed collection of information is necessary for the proper performance of VBA’s functions, including whether the information will have practical utility; (2) the accuracy of VA’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.

Type of Review: Non-Substantive Change of currently approved collections.

Abstract: For FY16–17, VA set Veterans Experience as an agency priority goal to improve Veterans Experience with VA. Because this is a new measure, VA developed one brand and three experience measures to support the Veterans Experience Agency Priority Goal (APG). VA will add four APG questions to each survey identified below. One question deals with VA brand, and three questions deal with Veterans experience.

“I got the service I needed.”
“It was easy to get what I needed.”
“I felt like a valued customer.”
“I trust VA to fulfill our country’s commitment to veterans.”

Strongly agree
Agree
Neither Agree nor Disagree
Disagree
Strongly disagree

Adding these questions is necessary to establish an enterprise measure of VA’s performance as experienced by our Veterans, as is needed to support VA’s Veterans Experience FY16–17 APG. VA’s goal is to incorporate these four survey questions into VA’s existing customer experience by Q1 FY2016. The information collected will be used by VA departmental leadership to track enterprise performance improvements as experienced by our Veterans. VA expects that it will take approximately one minute for each survey respondent to answer these new questions. As set forth below, this change is expected to affect approximately 132 instruments approved under eleven different OMB control numbers. Together, these instruments are nearly 1.5 million times per year. The cumulative annual burden of this change is more than 24,000 hours ((1 minute per submission * 1,462,937 submissions)/60 minutes per hour = 24,382.28 hours). There is also some annual cost burden associated with this request. Specifically, some of these instruments are administered by third-party contractors, who will need to revise the instruments.

VA has provided a table detailing the full burden information for each information collection located at http://www.omp.va.gov/ers/ers_reports.aspx.
Please note, additional instruments approved under these or additional control numbers may be included in the Veteran’s Experience initiative in the future. Therefore, this online table detailing burden information will be updated periodically.

### Titles of Affected Collections and Instruments

<table>
<thead>
<tr>
<th>Affected Collections and Instruments</th>
<th>Collection Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Compensation Access</td>
<td>2900–0782—Voice of Veteran Instruments</td>
</tr>
<tr>
<td>(2) Compensation Servicing</td>
<td>2900–0770—Generic Clearance for</td>
</tr>
<tr>
<td>(3) Pension Access</td>
<td>2900–0782—Voice of Veteran Instruments</td>
</tr>
<tr>
<td>(4) Education Access</td>
<td>2900–0782—Voice of Veteran Instruments</td>
</tr>
<tr>
<td>(5) Education Servicing</td>
<td>2900–0782—Voice of Veteran Instruments</td>
</tr>
<tr>
<td>(6) VR&amp;E Access</td>
<td>2900–0782—Voice of Veteran Instruments</td>
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<tr>
<td>(7) VR&amp;E Servicing</td>
<td>2900–0782—Voice of Veteran Instruments</td>
</tr>
<tr>
<td>(8) VR&amp;E Non-Participant</td>
<td>2900–0782—Voice of Veteran Instruments</td>
</tr>
<tr>
<td>(9) Loan Guarantee Home Loan Process</td>
<td>2900–0782—Voice of Veteran Instruments</td>
</tr>
<tr>
<td>(10) Specialty Adapted Housing Grant Process</td>
<td>2900–0782—Voice of Veteran Instruments</td>
</tr>
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</table>

The following table lists the titles of affected collections and their associated forms:

<table>
<thead>
<tr>
<th>Collection Title</th>
<th>Form Numbers</th>
</tr>
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<tbody>
<tr>
<td>Compensation Access</td>
<td>10–0517</td>
</tr>
<tr>
<td>Compensation Servicing</td>
<td>10–0517</td>
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<tr>
<td>Pension Access</td>
<td>10–0517</td>
</tr>
<tr>
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</tr>
<tr>
<td>Specialty Adapted Housing Grant Process</td>
<td>10–0517</td>
</tr>
</tbody>
</table>

### Collection of Qualitative Surveys

- CFM Supplier Satisfaction Survey, form 10–10163
- VLER Program Survey, Undecided Vet Interview, form 10–0457
- Veterans Choice Program Survey, form 10–0450
- Nationwide Dialysis Contracts Program Veterans Survey, form 10–0455
- VA Courtesy Standards—The Golden Rule Approach Veteran Feedback Form, 10–0497
- Phone Apps Focus Group Demographic Questionnaire, form 10–0496a
- PTSD Coach App Survey, form 10–0496
- Understanding PTSD for Family Caregivers: Feedback Survey, form 10–0495
- Building Better Caregivers Satisfaction Survey, form 10–0499
- Building Better Caregiver Phone Survey, form 10–0499
- Clinical Video Telehealth (C VT) Patient Satisfaction Survey, form 10–0481a
- Compensation and Pension Examination Program (CPEP) Veterans Satisfaction Survey, form 10–0480
- Michael E. DeBakey Patient Satisfaction Survey, form 10–0476
- Food and Nutrition Satisfaction Survey, form 10–0498
- Veterans Transportation Service (VTS) Satisfaction Questionnaire, form 10–0517
- Patient Satisfaction Questionnaire: Laboratory P&LMS VA New England Healthcare System, form 10–0516
- Project ARCH (Access Received Closer to Home) Patient Satisfaction Survey, form 10–0522
- PVAMC Low Vision Patient Satisfaction Survey, form 10–0527
- Vendor Application for Fair, form 10–0528
- Notice Your Nurse: Notice Your NurseThank you card, form 10–0519
- The Continuity of Medication Management Patient Survey, form 10–0526
- Caribbean Healthcare System Pathology and Laboratory Medicine, form 10–0526
- Tele-Retinal Patient Satisfaction Survey, form 10–0540
- Purchased Care Patient Satisfaction Survey, form 10–0538
- Spinal Cord Home Care Survey, form 10–0542
- Childcare Services Satisfaction Survey, form 10–0531
- Neurology/Rehabilitation Inpatient Program Satisfaction Survey, form 10–0546
- Non-VA Care Coordination Veteran Satisfaction Survey, form 10–0545
- Survey of Veterans’ Satisfaction with Income Verification, form 10–0541
- Spinal Cord Injury Patient Survey, form 10–0515
- National Family Caregiver Participant Training Feedback Form 10–0520
- Psychiatric Patient Satisfaction Survey, form 10–0550
- Cardiac Cath Lab Customer Satisfaction Survey, form 10–0547
- Community Living Center (CLC) Satisfaction Survey, form 10–0548
- Survey of Veterans’ Perceptions of an Enhanced VA Outpatient Prescription Label, form 10–0549
- Dental Service Customer Satisfaction Survey, form 10–0553
- Dental Satisfaction Survey (Spanish version), form 10–0553s
- Office of Mental Health Veteran Satisfaction Survey, form 10–0554
- Patient Experience of Care Survey, form 10–0552
- VCS Patriot Store and VCS Patriot Cafe Customer Satisfaction Survey, form 10–0551
- Epilepsy Centers of Excellence (ECoE) Patient Survey, form 10–0558
- Fraud, Waste and Abuse Complaint Form, 10–0500
- Sodium Dichromate Exposure

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(16) Patient Satisfaction
(17) Project ARCH (Access Received Closer to Home) Patient Satisfaction Survey, form 10–0522
(18) PVAMC Low Vision Patient Satisfaction Survey, form 10–0527
(19) Vendor Application for Fair, form 10–0528
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