

93.846-93.878, 93.892, 93.893, National Institutes of Health, HHS)

Dated: January 25, 2017.

**Natasha M. Copeland,**

*Program Analyst, Office of Federal Advisory Committee Policy.*

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**BILLING CODE 4140-01-P**

## DEPARTMENT OF HOMELAND SECURITY

### Federal Emergency Management Agency

[Docket ID: FEMA-2016-0033; OMB No. 1660-NW102]

#### Agency Information Collection Activities: Proposed Collection; Comment Request; Federal Emergency Management Agency Individual Assistance Customer Satisfaction Surveys

**AGENCY:** Federal Emergency Management Agency, DHS.

**ACTION:** Notice.

**SUMMARY:** The Federal Emergency Management Agency (FEMA), as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on a new collection of surveys that replaces two unexpired collections. In accordance with the Paperwork Reduction Act of 1995, this notice seeks comments concerning the collection of Individual Assistance customer satisfaction survey responses and information for assessment and improvement of the delivery of disaster assistance to individuals and households.

**DATES:** Comments must be submitted on or before April 3, 2017.

**ADDRESSES:** To avoid duplicate submissions to the docket, please use only one of the following means to submit comments:

(1) *Online.* Submit comments at [www.regulations.gov](http://www.regulations.gov) under Docket ID FEMA-2016-0033. Follow the instructions for submitting comments.

(2) *Mail.* Submit written comments to Docket Manager, Office of Chief Counsel, DHS/FEMA, 500 C Street SW., Room 8NE, Washington, DC 20472-3100.

All submissions received must include the agency name and Docket ID. Regardless of the method used for submitting comments or material, all submissions will be posted, without change, to the Federal eRulemaking Portal at <http://www.regulations.gov>,

and will include any personal information you provide. Therefore, submitting this information makes it public. You may wish to read the Privacy Act notice that is available via the link in the footer of [www.regulations.gov](http://www.regulations.gov).

#### FOR FURTHER INFORMATION CONTACT:

Jessica Guillory, Statistician, Customer Survey & Analysis Section, Recovery Directorate, FEMA at [Jessica.Guillory@fema.dhs.gov](mailto:Jessica.Guillory@fema.dhs.gov). You may contact the Records Management Division for copies of the proposed collection of information at email address: [FEMA-Information-Collections-Management@fema.dhs.gov](mailto:FEMA-Information-Collections-Management@fema.dhs.gov).

**SUPPLEMENTARY INFORMATION:** This collection is in accordance with Executive Order 12862 and 13571 requiring all Federal agencies to survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services. The Government Performance and Results Act (GPRA) requires agencies to set missions and goals and measure performance against them and the GPRA Modernization Act of 2010 requires quarterly performance assessments of government programs for the purposes of assessing agency performance and improvement. FEMA will fulfill these requirements by collecting customer satisfaction program information through surveys of the Recovery Directorate's external customers.

#### Collection of information

*Title:* Federal Emergency Management Agency Individual Assistance Customer Satisfaction Surveys.

*Type of Information Collection:* New Collection.

*OMB Number:* 1660-NW102.

*FEMA Forms:* FEMA Form 519-0-37, Initial Survey—Electronic; FEMA Form 519-0-36, Initial Survey—Phone; FEMA Form 519-0-39, Contact Survey—Electronic; FEMA Form 519-0-38, Contact Survey—Phone; FEMA Form 519-0-41, Assessment Survey—Electronic; FEMA Form 519-0-40, Assessment Survey—Phone.

*Abstract:* Federal agencies are required to survey their customers to determine the kind and quality of services customers want and their level of satisfaction with those services. Analysis from the survey is used to measure FEMA's survivor-centric mission of being accessible, simple, timely, and effective in meeting the needs of survivors.

*Affected Public:* Individuals and Households.

*Number of Respondents:* 24,096.

*Number of Responses:* 24,096.  
*Estimated Total Annual Burden Hours:* 8,095.

*Estimated Cost:* The estimated annual non-labor cost to respondents for expenditures on training, travel, and other resources is 31,104.00. There are no annual start-up or capital costs. The cost to the Federal Government is \$1,766,288.36.

#### Comments

Comments may be submitted as indicated in the **ADDRESSES** caption above. Comments are solicited to (a) evaluate whether the proposed data collection is necessary for the proper performance of the agency, including whether the information shall have practical utility; (b) evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (c) enhance the quality, utility, and clarity of the information to be collected; and (d) minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

Dated: January 17, 2017.

**Richard W. Mattison,**

*Records Management Program Chief, Mission Support, Federal Emergency Management Agency, Department of Homeland Security.*

[FR Doc. 2017-01994 Filed 1-30-17; 8:45 am]

**BILLING CODE 9111-23-P**

## DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[Docket No. FR-5997-N-02]

### 30-Day Notice of Proposed Information Collection: Management Certifications and Management Entity Profile

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

**ACTION:** Notice.

**SUMMARY:** HUD is seeking approval from the Office of Management and Budget (OMB) for the information collection described below. In accordance with the Paperwork Reduction Act, HUD is requesting comment from all interested parties on the proposed collection of information. The purpose of this notice is to allow for 30 days of public comment.

**DATES:** *Comments Due Date:* March 2, 2017.

**ADDRESSES:** Interested persons are invited to submit comments regarding this proposal. Comments should refer to the proposal by name and/or OMB Control Number and should be sent to: HUD Desk Officer, Office of Management and Budget, New Executive Office Building, Washington, DC 20503; fax: 202-395-5806, Email: [OIRA.Submission@omb.eop.gov](mailto:OIRA.Submission@omb.eop.gov).

**FOR FURTHER INFORMATION CONTACT:** Inez C. Downs, Reports Management Officer, QMAC, Department of Housing and Urban Development, 451 7th Street SW., Washington, DC 20410; email [Inez.C.Downs@hud.gov](mailto:Inez.C.Downs@hud.gov), or telephone 202-402-8046. This is not a toll-free number. Person with hearing or speech impairments may access this number through TTY by calling the toll-free Federal Relay Service at (800) 877-8339. Copies of available documents submitted to OMB may be obtained from Ms. Downs.

**SUPPLEMENTARY INFORMATION:** This notice informs the public that HUD is seeking approval from OMB for the information collection described in Section A. The **Federal Register** notice that solicited public comment on the information collection for a period of 60 days was published on October 12, 2016 at 81 FR 70436.

#### A. Overview of Information Collection

*Title of Information Collection:* Management Certifications and Management Entity Profile.

*OMB Approval Number:* 2502-0305.

*Type of Request:* Extension of currently approved.

*Form Number:* HUD-9832; HUD-9832a; HUD-9832b; HUD-9832c.

*Description of the need for the information and proposed use:* Owners of HUD-held, -insured, or subsidized multifamily housing projects must provide information for HUD's oversight of management agents/entities.

*Respondents:* (i.e. affected public): Owners of HUD-held, -insured, or subsidized multifamily housing projects.

*Estimated Number of Respondents:* 3,017.

*Estimated Number of Responses:* 3,017.

*Frequency of Response:* Varies.

*Average Hours per Response:* Varies.

*Total Estimated Burden:* 3,488.

#### B. Solicitation of Public Comment

This notice is soliciting comments from members of the public and affected parties concerning the collection of information described in Section A on the following:

(1) Whether the proposed collection of information is necessary for the

proper performance of the functions of the agency, including whether the information will have practical utility;

(2) The accuracy of the agency'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 those who are to respond: Including through the use of appropriate automated collection techniques or other forms of information technology, e.g., permitting electronic submission of responses. HUD encourages interested parties to submit comment in response to these questions.

#### C. Authority

Section 3507 of the Paperwork Reduction Act of 1995, 44 U.S.C. Chapter 35.

Dated: January 17, 2017.

**Colette Pollard,**

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

[FR Doc. 2017-02051 Filed 1-30-17; 8:45 am]

**BILLING CODE 4210-67-P**

### DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[Docket No. FR-6001-N-01]

#### 60-Day Notice of Proposed Information Collection: FHA-Insured Mortgage Loan Servicing for Performing Loans Including: Collection and Payment of Mortgage Insurance Premiums, Escrow Administration, Providing Loan Information and Customer Services, Assessment of Post Endorsement Fees and Charges and Servicing Section 235 Loans

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

**ACTION:** Notice.

**SUMMARY:** HUD is seeking approval from the Office of Management and Budget (OMB) for the information collection described below. In accordance with the Paperwork Reduction Act, HUD is requesting comment from all interested parties on the proposed collection of information. The purpose of this notice is to allow for 60 days of public comment.

**DATES:** *Comments Due Date:* April 3, 2017.

**ADDRESSES:** Interested persons are invited to submit comments regarding this proposal. Comments should refer to the proposal by name and/or OMB

Control Number and should be sent to: Colette Pollard, Reports Management Officer, QDAM, Department of Housing and Urban Development, 451 7th Street SW., Room 4176, Washington, DC 20410-5000; telephone 202-402-3400 (this is not a toll-free number) or email at [Colette.Pollard@hud.gov](mailto:Colette.Pollard@hud.gov) for a copy of the proposed forms or other available information. Persons with hearing or speech impairments may access this number through TTY by calling the toll-free Federal Relay Service at (800) 877-8339.

#### FOR FURTHER INFORMATION CONTACT:

Ivery W. Himes, Director, Office of Single Family Asset Management, Department of Housing and Urban Development, 451 7th Street SW., Washington, DC 20410; email [Ivery.W.Himes@hud.gov](mailto:Ivery.W.Himes@hud.gov) or telephone 202-708-1672, option 3. This is not a toll-free number. Persons with hearing or speech impairments may access this number through TTY by calling the toll-free Federal Relay Service at (800) 877-8339.

Copies of available documents submitted to OMB may be obtained from Ms. Himes.

**SUPPLEMENTARY INFORMATION:** This notice informs the public that HUD is seeking approval from OMB for the information collection described in Section A.

#### A. Overview of Information Collection

*Title of Information Collection:* FHA-Insured Mortgage Loan Servicing for Performing Loans Including: Collection and Payment of Mortgage Insurance Premiums, Escrow Administration, Providing Loan Information and Customer Services, Assessment of Post Endorsement Fees and Charges and Servicing Section 235 Loans.

*OMB Approval Number:* 2502-0583.

*Type of Request:* Revision of currently approved collection.

*Form Numbers:* HUD-300, HUD-93100, HUD-93101, HUD-93101-A, HUD-93102, HUD-93114.

*Description of the need for the information and proposed use:* This information request is a comprehensive collection for mortgagees that service Federal Housing Administration "FHA" insured mortgage loans and the mortgagors, who are involved with collection and payment of mortgage insurance premiums, payment processing, escrow account administration, providing loan information and customer service, assessing post endorsement fees and charges and servicing Section 235 loans.

*Respondents* (i.e. affected public): Servicers of FHA-insured mortgages.