survey without first obtaining
permission from the Federal Consulting
Group and the participating agency. In
no case shall any new system of records
containing privacy information be
developed by the Federal Consulting
Group, participating agencies, or the
contractor collecting the data. In
addition, participating Federal agencies
may only provide information used to
randomly select respondents from
among established systems of records
provided for such routine uses.

There is no other agency or
organization able to provide the
information accessible through the
surveying approach used in this
information collection. Further, the
information will enable Federal
gencies to determine customer
satisfaction metrics with discrimination
capability across variables. Thus, this
information collection will assist
Federal agencies in making the best use
of resources in a targeted manner to
improve service to the public.

This survey asks no questions of a
sensitive nature, such as sexual
behavior and attitudes, religious beliefs,
or other matters that are commonly
considered private.

An agency may not conduct or
sponsor, and a person is not required to
respond to, a collection of information
unless it is operating under a currently
valid OMB control number. The Office of
Management and Budget control
number for this collection is 1090–0007.
The control number will be displayed
on the surveys used. Response to the
surveys is voluntary.

Title of Collection: American
Customer Satisfaction Index (ACSI)
Government Customer Satisfaction
Surveys.

OMB Control Number: 1090–0007.
Form Number: None.
Type of Review: Extension of a
currently approved collection.
Respondents/Affected Public:
Individuals, Business, and State, Local,
or Tribal Governments who have
utilized Federal Government services.

Estimated Completion Time per
Response: Participation by Federal
agencies in the ACSI is expected to vary
as new customer segment measures are
added or deleted. However, based on
historical records, projected average
estimates for the next three years are as
follows:

Average Expected Annual Number of
Customer Satisfaction Surveys: 100 with
800 respondents per survey.

Estimated Completion Time per
Response: 12 minutes.

Total Estimated Number of Annual
Burden Hours: 16,000.
Respondent’s Obligation: Voluntary.
Frequency of Collection: Once per
survey.

Total Estimated Annual Nonhour
Burden Cost: None.
An agency may not conduct or
sponsor and a person is not required to
respond to a collection of information
unless it displays a currently valid OMB
control number.

The authority for this action is the
Paperwork Reduction Act of 1995 (44
U.S.C. 3501 et seq.).

Jessica Reed,
Director, Federal Consulting Group.

BILLING CODE 4334–63–P

DEPARTMENT OF THE INTERIOR
Office of the Secretary

Agency Information Collection
Activities; Submission to the Office of
Management and Budget for Review
and Approval; E-Government Website
Customer Satisfaction Surveys
(Formally American Customer
Satisfaction Index (ACSI) E-
Government Website Customer
Satisfaction Surveys)

AGENCY: Office of the Secretary, Office
of Strategic Employee and Organization
Development, Federal Consulting
Group, Interior.

ACTION: Notice of information collection;
request for comment.

SUMMARY: In accordance with the
Paperwork Reduction Act of 1995, we,
the Federal Consulting Group are
proposing to renew an information
collection.

DATES: Interested persons are invited to
submit comments on or before July 2,
2018.

ADDRESS: Send written comments on
this information collection request (ICR)
to the Office of Management and
Budget’s Desk Officer for the
Department of the Interior by email at
OIRA_Submission@omb.eop.gov; or via
facsimile to (202) 395–5806. Please
provide a copy of your comments to
Federal Consulting Group, Attention:
Lucy Adams, 1849 C St. NW, MS 4344,
Washington, DC 20240–0001, or by
delivery to (202) 513–5184, or via email
to Luciana_adams@ios.doi.gov. Please
reference OMB Control Number 1090–
0007 in the subject line of your
comments.

FOR FURTHER INFORMATION CONTACT: To
request additional information about
this ICR, contact Federal Consulting
Group, Attention: Lucy Adams, 1849 C
St. NW, MS 4344, Washington, DC
20240–0001, or by facsimile to (202)
513–5184, or via email to Luciana_
adams@ios.doi.gov. You may also view
the ICR at http://www.reginfo.gov/
public/do/PRAMain.

SUPPLEMENTARY INFORMATION: In
accordance with the Paperwork
Reduction Act of 1995, we provide the
general public and other Federal
agencies with an opportunity to
comment on new, proposed, revised,
and continuing collections of
information. This helps us assess the
impact of our information collection
requirements and minimize the public’s
reporting burden. It also helps the
public understand our information
collection requirements and provide the
requested data in the desired format.

A Federal Register notice with a 60-
day public comment period soliciting
comments on this collection of
information was published on March 2,
2018 (83 FR 9023). No comments were
received.

We are again soliciting comments on
the proposed ICR that is described
below. We are especially interested in
public comment addressing the
following issues: (1) Is the collection
necessary to the proper functions of the
Federal Consulting Group; (2) will this
information be processed and used in a
timely manner; (3) is the estimate of
burden accurate; (4) how might the
Federal Consulting Group enhance the
quality, utility, and clarity of the
information to be collected; and (5)
how might the Federal Consulting Group
minimize the burden of this collection
on the respondents, including through
the use of information technology.

Comments that you submit in
response to this notice are a matter of
public record. Before including your
address, phone number, email address,
or other personal identifying
information in your comment, you
should be aware that your entire
comment—including your personal
identifying information—may be made
publicly available at any time. While
you can ask us in your comment to
withhold your personal identifying
information from public review, we
cannot guarantee that we will be able
to do so.

Abstract: The Office of Management
and Budget regulation at 5 CFR 1320,
which implements the provisions of the

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L. 104–13), require that interested members of the public and affected agencies have an opportunity to comment on information collection and recordkeeping activities [see 5 CFR 1320.8(d)]. The Office of Strategic Employee and Organization Development, Federal Consulting Group has submitted a request to Office of Management and Budget to renew its approval of this collection of information for three years. This information collection activity provides a means to consistently assess, benchmark, and improve customer satisfaction with Federal government agency websites within the Executive Branch. The Federal Consulting Group of the Department of the Interior serves as the executive agent for this methodology and has partnered with ForeSee to offer this assessment to federal agencies.

ForeSee is a leader in customer satisfaction and customer experience management on the web and related media. Its methodology (Customer Experience Analytics or CXA) is a derivative of one of the most respected, credible, and well known measures of customer satisfaction in the country, the American Customer Satisfaction Index (ACSI). The ForeSee CXA methodology combines survey data and a patented econometric model to precisely measure the customer satisfaction of website users, identify specific areas for improvement, and determine the impact of those improvements on customer satisfaction and future customer behaviors.

The ForeSee CXA is the only cross-agency methodology for obtaining comparable measures of customer satisfaction with Federal Government websites. The ultimate purpose of ForeSee CXA is to help improve the quality of goods and services available to American citizens, including those from the Federal government.

The E-Government website Customer Satisfaction Surveys will be completed subject to the Privacy Act of 1974, Public Law 93–579, December 31, 1974 (5 U.S.C. 522a). The agency information collection will be used solely for the purpose of the survey. The contractor will not be authorized to release any agency information upon completion of the survey without first obtaining permission from the Federal Consulting Group and the participating agency. In no case shall any new system of records containing privacy information be developed by the Federal Consulting Group, participating agencies, or the contractor collecting the data. In addition, participating Federal agencies may only provide information used to randomly selected respondents from among established systems of records provided for such routine uses.

There is no other agency or organization able to provide the information accessible through the surveying approach used in this information collection. Further, the information will enable Federal agencies to determine customer satisfaction metrics with discrimination capability across variables. Thus, this information collection will assist Federal agencies in making the best use of resources in a targeted manner to improve service to the public.

This survey asks no questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, or other matters that are commonly considered private.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it is operating under a currently valid Office of Management and Budget control number. The Office of Management and Budget control number for this collection is 1090–0008. The control number will be displayed in the surveys used. For expeditious administration of the surveys, the expiration date will not be displayed on the individual instruments. Response to the surveys is voluntary.

Title of Collection: American Customer Satisfaction Index (ACSI) E-Government website Customer Satisfaction Surveys

OMB Control Number: 1090–0008

Form Number: None.

Type of Review: Extension of a currently approved collection.

Respondents/Affected Public: Individuals, Business, and State, Local, or Tribal Governments who have utilized Federal Government services.

Estimated Completion Time per Response: Participation by Federal agencies will vary as new websites are added or deleted. However, based on our experience from the previous three-year approval period, the number of surveys has been very consistent with little change and estimate for the next three years are as follows:

Average Expected Annual Number of Customer Satisfaction Surveys: 250 with 5,000 respondents per survey.

Total Estimated Number of Annual Responses: 1,250,000.

Estimated Completion Time per Response: 2.5 minutes

Total Estimated Number of Annual Burden Hours: 52,083.

Respondent’s Obligation: Voluntary.

Frequency of Collection: Once per survey.

Total Estimated Annual Nonhour Burden Cost: None.

An agency may not conduct or sponsor a person is not required to respond to a collection of information unless it displays a currently valid OMB control number.

The authority for this action is the Paperwork Reduction Act of 1995 (44 U.S.C. 3501 et seq).

Jessica Reed,
Director, Federal Consulting Group.

[FR Doc. 2018–11622 Filed 5–30–18; 8:45 am]

BILLING CODE 4334–63–P

DEPARTMENT OF THE INTERIOR

National Park Service

[NPS–NCR–MAMC–25484; PPNCNACEN0, PPMPSAS1Z.Y00000]

Mary McLeod Bethune Council House
National Historic Site Advisory
Commission Notice of Public Meeting

AGENCY: National Park Service, Interior.

ACTION: Meeting notice.

SUMMARY: In accordance with the Federal Advisory Committee Act of 1972, the National Park Service (NPS) is hereby giving notice that the Mary McLeod Bethune Council House National Historic Site Advisory Commission will meet as indicated below.

DATES: The Commission will meet on Wednesday, June 20, 2018, at 9:00 a.m. (Eastern).

ADDRESSES: The meeting will be held in the conference room at the Museum Resource Center, National Capital Region, National Park Service, 3300 Hubbard Road, Hyattsville, MD 20785.

FOR FURTHER INFORMATION CONTACT: Alex Tremble, Senior Management Assistant, Office of the Superintendent, or Tara Morrison, Superintendent and Designated Federal Officer, National Capital Parks-East, 1900 Anacostia Drive SE, Washington, DC 20020, telephone (202) 690–5193 or email alex_tremble@nps.gov or tara_morrison@nps.gov.

SUPPLEMENTARY INFORMATION: The Commission is established by section 4 of Public Law 102–211 (16 U.S.C. 461 note). The purpose of the Commission is to fully participate in an advisory capacity with the Secretary of the Interior in the development of a General Management Plan for the historic site. The Commission will also, as often as necessary, but at least semiannually, meet and consult with the Secretary on matters relating to the management and development of the historic site.

Purpose of the Meeting: The purpose of the meeting is to discuss the following: