

that are affected by the leverage lending guidance.

Board of Governors of the Federal Reserve System, June 28, 2019.

**Michele Taylor Fennell,**

*Assistant Secretary of the Board.*

[FR Doc. 2019-14261 Filed 7-2-19; 8:45 am]

**BILLING CODE 6210-01-P**

## FEDERAL RESERVE SYSTEM

### Formations of, Acquisitions by, and Mergers of Bank Holding Companies

The companies listed in this notice have applied to the Board for approval, pursuant to the Bank Holding Company Act of 1956 (12 U.S.C. 1841 *et seq.*) (BHC Act), Regulation Y (12 CFR part 225), and all other applicable statutes and regulations to become a bank holding company and/or to acquire the assets or the ownership of, control of, or the power to vote shares of a bank or bank holding company and all of the banks and nonbanking companies owned by the bank holding company, including the companies listed below.

The applications listed below, as well as other related filings required by the Board, are available for immediate inspection at the Federal Reserve Bank indicated. The applications will also be available for inspection at the offices of the Board of Governors. Interested persons may express their views in writing on the standards enumerated in the BHC Act (12 U.S.C. 1842(c)). If the proposal also involves the acquisition of a nonbanking company, the review also includes whether the acquisition of the nonbanking company complies with the standards in section 4 of the BHC Act (12 U.S.C. 1843). Unless otherwise noted, nonbanking activities will be conducted throughout the United States.

Unless otherwise noted, comments regarding each of these applications must be received at the Reserve Bank indicated or the offices of the Board of Governors not later than July 30, 2019.

*A. Federal Reserve Bank of Richmond* (Adam M. Drimer, Assistant Vice President) 701 East Byrd Street, Richmond, Virginia 23219. Comments can also be sent electronically to [Comments.applications@rich.frb.org](mailto:Comments.applications@rich.frb.org):

1. *Allegheny Bancshares, Inc., Franklin, West Virginia*; to acquire 100 percent of the voting shares of Mount Hope Bankshares, Inc., and thereby indirectly acquire Bank of Mount Hope, Inc., both of Mount Hope, West Virginia.

Board of Governors of the Federal Reserve System, June 28, 2019.

**Yao-Chin Chao,**

*Assistant Secretary of the Board.*

[FR Doc. 2019-14218 Filed 7-2-19; 8:45 am]

**BILLING CODE 6210-01-P**

## FEDERAL RETIREMENT THRIFT INVESTMENT

### Sunshine Act Meetings

**TIME AND DATE:** July 2, 2019, 10:00 a.m.

**PLACE:** Telephonic.

**STATUS:** *All parts of this meeting will be closed.*

#### Closed Session

Information covered under 5 U.S.C. 552b(c)(6).

**CONTACT PERSON FOR MORE INFORMATION:** Kimberly Weaver, Director, Office of External Affairs, (202) 942-1640.

Dated: July 1, 2019.

**Megan Grumbine,**

*General Counsel, Federal Retirement Thrift Investment Board.*

[FR Doc. 2019-14385 Filed 7-1-19; 4:15 pm]

**BILLING CODE 6760-01-P**

## GENERAL SERVICES ADMINISTRATION

[OMB Control No. 3090-XXXX]; [Docket No. 2019-0001; Sequence No. 11]

### Information Collection; Improving Customer Experience—Implementation of Section 280 of OMB Circular A-11

**AGENCY:** General Services Administration.

**ACTION:** Notice and request for comments.

**SUMMARY:** As part of the Administration's commitment to improving customer service delivery, the General Services Administration (GSA), is coordinating the government wide development of the following proposed Information Collection Request "Improving Customer Experience—Implementation of Section 280 of OMB Circular A-11" for approval under the Paperwork Reduction Act. This notice announces GSA will be submitting on this collection to OMB for approval and solicits comments on specific aspects of the proposed information collection.

**DATES:** Submit comments on or before: September 3, 2019.

**ADDRESSES:** Submit comments identified by Information Collection

3090-XXXX, Improving Customer Experience (A-11, Section 280), by any of the following methods:

- *Federal eRulemaking portal:* <https://www.regulations.gov>. Follow the instructions for submitting comments. Comments submitted electronically, including attachments to <https://www.regulations.gov>, will be posted to the docket unchanged.

- *Mail:* General Services Administration, Regulatory Secretariat Division (MVCB), 1800 F Street NW, Washington, DC 20405. ATTN: Ms. Mandell/IC 3090-XXXX, Improving Customer Experience, A-11, Section 280.

*Instructions:* Please submit comments only and cite Information Collection 3090-XXXX, Improving Customer Experience, in all correspondence related to this collection. To confirm receipt of your comment(s), please check [regulations.gov](https://www.regulations.gov), approximately two-to-three business days after submission to verify posting (except allow 30 days for posting of comments submitted by mail).

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information should be directed to Amira Boland, Office of Government-wide Policy, 1800 F St. NW, Washington, DC 20405, or via email to [amira.boland@gsa.gov](mailto:amira.boland@gsa.gov).

#### SUPPLEMENTARY INFORMATION:

*Title:* Improving Customer Experience, (A-11, Section 280)  
*Abstract:* A modern, streamlined and responsive customer experience means: Raising government-wide customer experience to the average of the private sector service industry; developing indicators for high-impact Federal programs to monitor progress towards excellent customer experience and mature digital services; and providing the structure (including increasing transparency) and resources to ensure customer experience is a focal point for agency leadership.

This proposed information collection activity provides a means to garner customer and stakeholder feedback in an efficient, timely manner in accordance with the Administration's commitment to improving customer service delivery as discussed in Section 280 of OMB Circular A-11 at <https://www.whitehouse.gov/wp-content/uploads/2018/06/s280.pdf>.

Section 280.7 established seven domains for measuring customer experience.

- Overall: (1) Satisfaction, (2) Confidence/Trust
- Service: (3) Quality
- Process: (4) Ease/Simplicity, (5) Efficiency/Speed, (6) Equity/Transparency