

submission, all subsequent amendments, all written statements with respect to the proposed rule change that are filed with the Commission, and all written communications relating to the proposed rule change between the Commission and any person, other than those that may be withheld from the public in accordance with the provisions of 5 U.S.C. 552, will be available for website viewing and printing in the Commission's Public Reference Room, 100 F Street NE, Washington, DC 20549 on official business days between the hours of 10:00 a.m. and 3:00 p.m. Copies of the filing also will be available for inspection and copying at the principal office of the Exchange. All comments received will be posted without change. Persons submitting comments are cautioned that we do not redact or edit personal identifying information from comment submissions. You should submit only information that you wish to make available publicly. All submissions should refer to File Number SR-NASDAQ-2019-009 and should be submitted on or before August 1, 2019.

#### V. Accelerated Approval of the Proposed Rule Change, as Modified by Amendment No. 3

The Commission finds good cause to approve the proposed rule change, as modified by Amendment No. 3, prior to the thirtieth day after the date of publication of notice of the filing of Amendment No. 3 in the **Federal Register**. The Commission notes that the original proposal was published for comment in the **Federal Register**.<sup>64</sup> The Commission notes that Amendment No. 3 clarifies and provides additional explanation relating to the proposed rule change. The changes and additional information in Amendment No. 3 assist the Commission in evaluating the Exchange's proposal and in determining that it is consistent with the Act. Accordingly, the Commission finds good cause, pursuant to Section 19(b)(2) of the Act,<sup>65</sup> to approve the proposed rule change, as modified by Amendment No. 3, on an accelerated basis.

#### VII. Conclusion

It is therefore ordered, pursuant to Section 19(b)(2) of the Act,<sup>66</sup> that the proposed rule change (SR-NASDAQ-2019-009), as modified by Amendment

No. 3, be, and it hereby is, approved on an accelerated basis.

For the Commission, by the Division of Trading and Markets, pursuant to delegated authority.<sup>67</sup>

**J. Lynn Taylor,**

*Assistant Secretary.*

[FR Doc. 2019-14723 Filed 7-10-19; 8:45 am]

**BILLING CODE 8011-01-P**

### SMALL BUSINESS ADMINISTRATION

#### Agency Information Collection Activity: Generic Information Collection Under Circular A-11, Section 280: Improving Customer Service

**AGENCY:** U.S. Small Business Administration.

**ACTION:** 60-Day notice and request for comments.

**SUMMARY:** Under the Paperwork Reduction Act (PRA) of 1995, federal agencies are required to publish a notice in the **Federal Register** concerning each proposed collection of information and allow 60 days for public comment in response to the notice. Accordingly, the U.S. Small Business Administration (SBA), as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to comment on a new proposed information collection on improving customer service.

**DATES:** Written comments must be submitted on or before September 9, 2019.

**ADDRESSES:** Direct all comments to Terell Lasane, Lead Program Evaluator, Office of Performance Management and the Chief Financial Officers, Small Business Administration, 409 3rd Street, 6th Floor, Washington, DC 20416.

**FOR FURTHER INFORMATION CONTACT:** Terell Lasane, Lead Program Evaluator, [performance.management@sba.gov](mailto:performance.management@sba.gov), 202-205-7111, or Curtis B. Rich, Management Analyst, 202-205-7030, [curtis.rich@sba.gov](mailto:curtis.rich@sba.gov).

#### SUPPLEMENTARY INFORMATION:

##### I. Abstract

Whether seeking a loan, Social Security benefits, veterans' benefits, or other services provided by the Federal Government, individuals and businesses expect Government customer services to be efficient and intuitive, just like services from leading private-sector organizations. Yet the 2016 American Consumer Satisfaction Index and the 2017 Forrester Federal Customer

Experience Index show that, on average, Government services lag nine percentage points behind the private sector.

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. To support this, OMB Circular A-11 Section 280 established government-wide standards for mature customer experience organizations. To enable Federal programs to deliver the experience taxpayers deserve, agencies must undertake three general categories of activities: Conduct ongoing customer research, gather and share customer feedback, and test services and digital products.

These data collection efforts may be either qualitative or quantitative in nature or may consist of mixed methods. Additionally, data may be collected via a variety of means, including but not limited to electronic or social media, direct or indirect observation (e.g., in person, video and audio collections), interviews, questionnaires, surveys, and focus groups. The U.S. Small Business Administration will limit its inquiries to data collections that solicit strictly voluntary opinions or responses. Steps will be taken to ensure anonymity of respondents in each activity covered by this request.

The results of the data collected will be used to understand and improve the delivery of Federal services and programs. It will include the creation of personas, customer journey maps, formative evaluations, reports and summaries of customer feedback data and user insights.

##### II. Method of Collection

SBA will collect this information by electronic means when possible, as well as by mail, fax, telephone, technical discussions, and in-person interviews. SBA may also utilize observational techniques to collect this information.

##### III. Data

*Form Number(s):* None.

*Type of Review:* New.

*Affected Public:* Collections will be targeted to the solicitation of opinions from respondents who have experience with a program or may have experience

<sup>64</sup> See Notice, *supra* note 3.

<sup>65</sup> 15 U.S.C. 78s(b)(2).

<sup>66</sup> *Id.*

<sup>67</sup> 17 CFR 200.30-3(a)(12).

with it in the near future. For the purposes of this request, "customers" are individuals, businesses, and organizations that interact with a Federal Government agency or program, either directly or via a Federal contractor. This could include individuals or households; businesses or other for-profit organizations; not-for-profit institutions; State, local or tribal governments; Federal government; and Universities.

Estimated Number of Respondents: 500,000.

Estimated Time per Response: Varied, dependent upon the data collection method used. The possible response time to complete a questionnaire or survey may be 3 minutes or up to 2 hours to participate in an interview.

Estimated Total Annual Burden Hours: 37,500.

Estimated Total Annual Cost to Public: \$0.

IV. Request for Comments

The U.S. Small Business Administration invites comments on: (a) 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; (b) the accuracy of the agency's estimate of the burden (including hours and cost) of the proposed collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (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.

Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval of this information collection; they also will become a matter of public record.

Curtis Rich, Management Analyst.

[FR Doc. 2019-14749 Filed 7-10-19; 8:45 am]

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SMALL BUSINESS ADMINISTRATION

[Disaster Declaration #16020 and #16021; Indiana Disaster Number IN-00065]

Administrative Declaration of a Disaster for the State of Indiana

AGENCY: U.S. Small Business Administration.

ACTION: Notice.

SUMMARY: This is a notice of an Administrative declaration of a disaster

for the State of INDIANA dated 07/03/2019.

Incident: Tornadoes, High Winds and Severe Storms.

Incident Period: 06/15/2019 through 06/17/2019.

DATES: Issued on 07/03/2019.

Physical Loan Application Deadline Date: 09/03/2019.

Economic Injury (EIDL) Loan Application Deadline Date: 04/03/2020.

ADDRESSES: Submit completed loan applications to: U.S. Small Business Administration, Processing and Disbursement Center, 14925 Kingsport Road, Fort Worth, TX 76155.

FOR FURTHER INFORMATION CONTACT: A. Escobar, Office of Disaster Assistance, U.S. Small Business Administration, 409 3rd Street SW, Suite 6050, Washington, DC 20416, (202) 205-6734.

SUPPLEMENTARY INFORMATION: Notice is hereby given that as a result of the Administrator's disaster declaration, applications for disaster loans may be filed at the address listed above or other locally announced locations.

The following areas have been determined to be adversely affected by the disaster:

Primary Counties: Monroe.

Contiguous Counties:

Indiana: Brown, Greene, Jackson, Lawrence, Morgan, Owen.

The Interest Rates are:

Table with 2 columns: Description and Percent. Rows include categories like Homeowners with Credit Available Elsewhere (3.875%), Homeowners without Credit Available Elsewhere (1.938%), Businesses with Credit Available Elsewhere (8.000%), etc.

The number assigned to this disaster for physical damage is 16020 C and for economic injury is 16021 0.

The State which received an EIDL Declaration # is Indiana.

(Catalog of Federal Domestic Assistance Number 59008)

Christopher Pilkerton, Acting Administrator.

[FR Doc. 2019-14760 Filed 7-10-19; 8:45 am]

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SURFACE TRANSPORTATION BOARD

[Finance Docket 34936]

Notice of Availability of the Draft Supplemental Environmental Assessment for Northern Columbia Basin Railroad Project

AGENCY: Office of Environmental Analysis (OEA), Surface Transportation Board (Board).

ACTION: Notice of availability of the Draft Supplemental Environmental Assessment (DSEA) on July 11, 2019 and request for comments.

SUMMARY: On November 2, 2018, the Port of Moses Lake (Applicant) filed a Petition to Reopen with the Board seeking authorization for modifications to portions of an 11-mile (7.6 miles of which would be new construction) rail line previously approved by the Board in 2009 in the City of Moses Lake, Grant County, Washington. The purpose of this Notice of Availability (NOA) is to notify individuals and agencies interested in or affected by the proposed action of the availability of the DSEA for review and comment on July 11, 2019.

DATES: The DSEA will be available for public review and comment on July 11, 2019. Mailed comments must be postmarked by August 12, 2019. Electronic comments must be received by August 12, 2019.

ADDRESSES: Please mail written comments on the DSEA, including the recommended environmental mitigation to: Mr. Adam Assenza, Surface Transportation Board, Docket No. FD 34936, 395 E Street SW, Washington, DC 20423. Electronic comments on this DSEA may also be submitted electronically on the STB's website: https://www.stb.gov or emailed to Adam.Assenza@stb.gov. Please refer to Docket No. FD 34936 in all correspondence, including electronic, addressed to the lead agency.

FOR FURTHER INFORMATION CONTACT: Adam Assenza, Surface Transportation Board, Docket No. FD 34963, 395 E Street SW, Washington, DC 20423, (202) 245-0301.

SUPPLEMENTARY INFORMATION: The purpose of the proposed project is to promote economic development through the attraction of new rail-