

**DEPARTMENT OF LABOR****Employee Benefits Security Administration****Proposed Information Collection Request Submitted for Public Comment; EBSA Participant Assistance Program Customer Survey**

**AGENCY:** Employee Benefits Security Administration, Department of Labor.

**ACTION:** Notice.

**SUMMARY:** The Department of Labor (the Department), in accordance with the Paperwork Reduction Act of 1995 (PRA 95), provides the general public and Federal agencies with an opportunity to comment on proposed and continuing collections of information. This helps the Department assess the impact of its information collection requirements and minimize the public's reporting burden. It also helps the public understand the Department's information collection requirements and provide the requested data in the desired format. The Employee Benefits Security Administration (EBSA) is soliciting comments on the proposed information collection request (ICR) described below. A copy of the ICRs may be obtained by contacting the office listed in the **ADDRESSES** section of this notice. ICRs also are available at *reginfo.gov* (<http://www.reginfo.gov/public/do/PRAMain>).

**DATES:** Written comments must be submitted to the office shown in the **ADDRESSES** section on or before March 30, 2020.

**ADDRESSES:** Joseph Piacentini, Department of Labor, Employee Benefits Security Administration, 200 Constitution Avenue NW, N-5718, Washington, DC 20210, *ebesa.opr@dol.gov*, (202) 693-8410, Fax (202) 219-4745 (these are not toll-free numbers).

**SUPPLEMENTARY INFORMATION:** This notice requests public comment on the Department's proposed collection of information regarding a customer survey that will solicit inquirers' feedback on the applicability and utility of EBSA's Participant Assistance Program. A summary of the ICR and the current burden estimates follows:

*Agency:* Employee Benefits Security Administration, Department of Labor.

*Title:* EBSA Participant Assistance Program Customer Survey.

*OMB Number:* 1210-NEW.

*Respondents:* (Annual) 11,200.

*Number of Annual Responses:* 11,200.

*Total Annual Burden Hours:* 1,493 hours.

*Total Annualized Capital/Startup Costs:* \$0. *Total Annual Costs:* \$0.

*Description:* This survey will collect customer satisfaction data for a sample of private citizens who call into the participant assistance program to ask about their private sector employer provided benefits such as pensions, retirement savings, and health benefits. Three types of callers will be queried: (1) Those who need benefit claim assistance (2) Those who have a valid benefit claim and (3) Those who have an invalid benefit claim. The results of the survey will be analyzed to provide actionable data that could be used to improve program performance. Examples of improved performance include, but are not limited to:

- Being more attuned to inquirers' needs—Benefits Advisors should be more adept at identifying issues that lead to benefits recoveries and enforcement leads
- Survey data will enable National and Regional management to identify potential training needs
- Satisfaction scores will guide EBSA leadership to determine which Regions need assistance improving customer service
- Scores on individual BAs will reveal high performers and allow the agency to use those BAs' techniques as best practices for program-wide improvement.

The study will include data from regional offices in Atlanta, Boston, Chicago, Cincinnati, Dallas, Kansas City, Los Angeles, New York, Philadelphia and San Francisco and District offices in Miami, Seattle and Washington.

**Focus of Comments**

The Department is particularly interested in comments that:

- Evaluate whether the collections of information are necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
- Evaluate the accuracy of the agency's estimate of the collections of information, including the validity of the methodology and assumptions used;
- Enhance the quality, utility, and clarity of the information to be collected; and
- 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., by permitting electronic submissions of responses.

Comments submitted in response to this notice will be summarized and/or included in the ICRs for OMB approval

of the information collection; they will also become a matter of public record.

Dated: January 23, 2020.

**Joseph S. Piacentini,**  
*Director, Office of Policy and Research,*  
*Employee Benefits Security Administration.*

[FR Doc. 2020-01503 Filed 1-28-20; 8:45 am]

**BILLING CODE P**

**DEPARTMENT OF LABOR****Employment and Training Administration****Post-Initial Determinations Regarding Eligibility To Apply for Trade Adjustment Assistance**

In accordance with Sections 223 and 284 (19 U.S.C. 2273 and 2395) of the Trade Act of 1974 (19 U.S.C. 2271, *et seq.*) ("Act"), as amended, the Department of Labor herein presents Notice of Affirmative Determinations Regarding Application for Reconsideration, summaries of Negative Determinations Regarding Applications for Reconsideration, summaries of Revised Certifications of Eligibility, summaries of Revised Determinations (after Affirmative Determination Regarding Application for Reconsideration), summaries of Negative Determinations (after Affirmative Determination Regarding Application for Reconsideration), summaries of Revised Determinations (on remand from the Court of International Trade), and summaries of Negative Determinations (on remand from the Court of International Trade) regarding eligibility to apply for trade adjustment assistance under Chapter 2 of the Act ("TAA") for workers by (TA-W) number issued during the period of 12/01/2019 through 12/31/2019. Post-initial determinations are issued after a petition has been certified or denied. A post-initial determination may revise a certification, or modify or affirm a negative determination.

**Affirmative/Negative Determinations Regarding Applications for Reconsideration**

The certifying officer may grant an application for reconsideration under the following circumstances: (1) If it appears on the basis of facts not previously considered that the determination complained of was erroneous; (2) If it appears that the determination complained of was based on a mistake in the determination of facts previously considered; or (3) If, in the opinion of the certifying officer, a misinterpretation of facts or of the law

justifies reconsideration of the determination. See 29 CFR 90.18(c).

**Affirmative Determinations Regarding Applications for Reconsideration**

The following Applications for Reconsideration have been received and granted. See 29 CFR 90.18(d). The group

of workers or other persons showing an interest in the proceedings may provide written submissions to show why the determination under reconsideration should or should not be modified. The submissions must be sent no later than ten days after publication in **Federal**

**Register** to the Office of the Director, Office of Trade Adjustment Assistance, Employment and Training Administration, U.S. Department of Labor, Room N-5428, 200 Constitution Avenue NW, Washington, DC 20210. See 29 CFR 90.18(f).

TA-W No.	Subject firm	Location
95,054A .....	Goodman Company, L.P .....	Fayetteville, TN.
95,162 .....	Norfolk Southern Railway Company .....	Altoona, PA.
95,061 .....	United Steelworkers Local 8-676 .....	Westernport, MD.

**Revised Certifications of Eligibility**

The following revised certifications of eligibility to apply for TAA have been

issued. The date following the company name and location of each determination references the impact date for all workers of such

determination, and the reason(s) for the determination. The following revisions have been issued.

TA-W No.	Subject firm	Location	Impact date	Reason(s)
94,427 ...	General Motors Lordstown Complex .....	Warren, OH .....	3/8/2019	Worker Group Clarification.
94,427A ..	Ryder Integrated Logistics, Inc .....	Warren, OH .....	12/21/2017	Worker Group Clarification.
93,543 ...	Ocwen Loan Servicing, LLC .....	Waterloo, IA .....	4/19/2018	Worker Group Clarification.
93,939 ...	Owens-Brockway Glass Container Inc .....	Atlanta, GA .....	6/28/2017	Worker Group Clarification.
93,939A ..	Owens-Brockway Glass Container, Inc .....	Waco, TX .....	6/28/2017	Worker Group Clarification.
93,939B ..	Owens-Brockway Glass Container, Inc .....	Portland, OR .....	6/28/2017	Worker Group Clarification.

I hereby certify that the aforementioned determinations were issued during the period of 12/01/2019 through 12/31/2019. These determinations are available on the Department's website [https://www.doleta.gov/tradeact/petitioners/taa\\_search\\_form.cfm](https://www.doleta.gov/tradeact/petitioners/taa_search_form.cfm) under the searchable listing determinations or by calling the Office of Trade Adjustment Assistance toll free at 888-365-6822.

Signed at Washington, DC, this 9th day of January 2020.

**Hope D. Kinglock,**

*Certifying Officer, Office of Trade Adjustment Assistance.*

[FR Doc. 2020-01507 Filed 1-28-20; 8:45 am]

**BILLING CODE 4510-FN-P**

**DEPARTMENT OF LABOR**

**Employment and Training Administration**

**Investigations Regarding Eligibility To Apply for Worker Adjustment Assistance**

Petitions have been filed with the Secretary of Labor under Section 221(a) of the Trade Act of 1974 ("the Act") and are identified in the Appendix to this notice. Upon receipt of these petitions, the Administrator of the Office of Trade Adjustment Assistance, Employment and Training Administration, has instituted investigations pursuant to Section 221(a) of the Act.

The purpose of each of the investigations is to determine whether the workers are eligible to apply for adjustment assistance under Title II, Chapter 2, of the Act. The investigations will further relate, as appropriate, to the determination of the date on which total or partial separations began or threatened to begin and the subdivision of the firm involved.

The petitioners or any other persons showing a substantial interest in the

subject matter of the investigations may request a public hearing provided such request is filed in writing with the Administrator, Office of Trade Adjustment Assistance, at the address shown below, no later than February 10, 2020.

Interested persons are invited to submit written comments regarding the subject matter of the investigations to the Administrator, Office of Trade Adjustment Assistance, at the address shown below, not later than February 10, 2020.

The petitions filed in this case are available for inspection at the Office of the Administrator, Office of Trade Adjustment Assistance, Employment and Training Administration, U.S. Department of Labor, Room N-5428, 200 Constitution Avenue NW, Washington, DC 20210.

Signed at Washington, DC, this 9th day of January 2020.

**Hope D. Kinglock,**

*Certifying Officer, Office of Trade Adjustment Assistance.*

**Appendix**

**90 TAA PETITIONS INSTITUTED BETWEEN 12/1/19 AND 12/31/19**

TA-W	Subject firm (petitioners)	Location	Date of institution	Date of petition
95434 .....	HCL/COTG—A Xerox Company (Workers) .....	Bolingbrook, IL .....	12/02/19	11/12/19
95435 .....	Nestle Dreyer's Ice Cream Company (State/One-Stop) .....	Tinley Park, IL .....	12/02/19	11/21/19
95436 .....	Nestle Dreyer's Ice Cream Company (State/One-Stop) .....	Glendale Heights, IL .....	12/02/19	11/21/19