

The website will contain instructions for searching for guidance documents.

The website will contain all Departmental, bureau, service, or office guidance documents. Each guidance document that DOI publishes on its guidance website will include the following information:

A concise name for the guidance document.

The date on which the guidance document was issued.

The date on which the guidance document was posted to the website.

An agency unique identifier.

A hyperlink to the guidance document.

The general topic addressed by the guidance document.

One or two sentences summarizing the guidance document's content.

In addition to the information associated with each guidance document, the website will include a clearly visible note stating that: (1) Guidance documents lack the force and effect of law, unless expressly authorized by statute or incorporated into a contract; and (2) the DOI and its component bureaus and offices may not cite, use, or rely on any guidance that is not posted on the website existing under the E.O., except to establish historical facts.

Next Steps

E.O. 13891 also requires agencies to finalize new or amend existing regulations that set forth a process for issuing guidance documents, which DOI is currently preparing.

Authority

DOI publishes this notice in accordance with E.O. 13891 and the Administrative Procedure Act, codified in sections of chapters 5 and 7 of title 5, United States Code, that govern procedures for agency rulemaking and adjudication and provides for judicial review of final agency actions.

Richard T. Cardinale,

Director, Office of the Executive Secretariat and Regulatory Affairs, U.S. Department of the Interior.

[FR Doc. 2020-04097 Filed 2-27-20; 8:45 am]

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DEPARTMENT OF THE INTERIOR

[201D0102DM, DS6CS00000, DLSN00000.000000, DX6CS25]; OMB Control No. 1090-NEW]

Agency Information Collection Activities; Improving Customer Experience (OMB Circular A-11, Section 280 Implementation)

AGENCY: Department of the Interior.

ACTION: Notice; request for comment.

SUMMARY: The Department of the Interior (DOI), as part of its continuing effort to reduce paperwork and respondent burden, is announcing an opportunity for public comment on a new proposed collection of information by the Agency. Under the Paperwork Reduction Act of 1995 (PRA), Federal Agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information, and to allow 60 days for public comment in response to the notice. This notice solicits comments on a new collection proposed by the Agency.

DATES: *Submit comments on or before:* April 28, 2020.

ADDRESSES: Submit comments identified by Information Collection 1090-XXXX, Improving Customer Experience (OMB Circular A-11, Section 280 Implementation), 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:* Jeffrey Parrillo, Departmental Information Collection Clearance Officer, 1849 C Street NW, Washington, DC 20240; or by email to Jeffrey_Parrillo@ios.doi.gov. Please reference OMB Control Number 1090-NEW A-11 Section 280 Improving Customer Experience in the subject line of your comments.

Instructions: Please submit comments only and cite Information Collection 1090-XXXX, Improving Customer Experience (OMB Circular A-11, Section 280 Implementation), 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; or by telephone at 202-395-5222.

SUPPLEMENTARY INFORMATION:

A. Purpose

Under the PRA, (44 U.S.C. 3501-3520) Federal Agencies must obtain approval from the Office of Management and Budget (OMB) for each collection of information they conduct or sponsor. "Collection of information" is defined in 44 U.S.C. 3502(3) and 5 CFR 1320.3(c) and includes Agency requests or requirements that members of the public submit reports, keep records, or provide information to a third party. Section 3506(c)(2)(A) of the PRA requires Federal Agencies to provide a 60-day notice in the **Federal Register** concerning each proposed collection of information, including each proposed extension of an existing collection of information, before submitting the collection to OMB for approval. To comply with this requirement, GSA is publishing notice of the proposed collection of information set forth in this document.

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 in government and measurement. To enable Federal programs to deliver the experience taxpayers deserve, they 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 (*i.e.*, in person, video and audio collections), interviews, questionnaires, surveys, and focus groups. The Department of the Interior 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 improve the delivery of Federal services and programs. It will include the creation of personas, customer journey maps, and reports and summaries of customer feedback data and user insights. It will also provide government-wide data on customer experience that can be displayed on *performance.gov* to help build transparency and accountability of Federal programs to the customers they serve.

Method of Collection

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

Data

Form Number(s): None.
Type of Review: New.

B. Annual Reporting Burden

Affected Public: Collections will be targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program 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: 146,118.

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: 69,365.

Estimated Total Annual Cost to Public: \$0.

C. Public Comments

DOI 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.

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

Jeffrey Parrillo,

Departmental Information Collection
Clearance Officer.

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DEPARTMENT OF THE INTERIOR

Bureau of Land Management

[F-14875-A, F-14875-A2;
20X.LLAK944000.L14100000.HY0000.P]

Alaska Native Claims Selection

AGENCY: Bureau of Land Management, Interior.

ACTION: Notice of decision approving lands for conveyance.

SUMMARY: The Bureau of Land Management (BLM) hereby provides constructive notice that it will issue an appealable decision approving conveyance of the surface estate in certain lands to Kugkaktlik Limited, for the Native village of Kipnuk, pursuant to the Alaska Native Claims Settlement Act of 1971, as amended (ANCSA). The lands approved for conveyance lie partially within the former Clarence Rhode National Wildlife Range, now known as the Yukon Delta National Wildlife Refuge. The subsurface estate in the lands lying outside the former Clarence Rhode National Wildlife Range will be conveyed to Calista Corporation

when the surface estate is conveyed to Kugkaktlik Limited.

DATES: Any party claiming a property interest in the lands affected by the decision may appeal the decision in accordance with the requirements of 43 CFR part 4 within the time limits set out in the **SUPPLEMENTARY INFORMATION** section.

ADDRESSES: You may obtain a copy of the decision from the Bureau of Land Management, Alaska State Office, 222 West Seventh Avenue, #13, Anchorage, AK 99513-7504.

FOR FURTHER INFORMATION CONTACT: Judy A. Kelley, BLM Alaska State Office, 907-271-3786, or j1kelley@blm.gov. The BLM Alaska State Office may also be contacted via Telecommunications Device for the Deaf (TDD) through the Federal Relay Service at 1-800-877-8339. The relay service is available 24 hours a day, 7 days a week, to leave a message or question with the BLM. The BLM will reply during normal business hours.

SUPPLEMENTARY INFORMATION: As required by 43 CFR 2650.7(d), notice is hereby given that the BLM will issue an appealable decision to Kugkaktlik Limited for the Native village of Kipnuk. The decision approves conveyance of the surface estate in certain lands pursuant to ANCSA (43 U.S.C. 1601, *et seq.*). The lands approved for conveyance lie partially within the former Clarence Rhode National Wildlife Range, established December 8, 1960, now known as the Yukon Delta National Wildlife Refuge. As provided by ANCSA, the subsurface estate in lands lying within a national wildlife refuge in existence on December 18, 1971, is not available for conveyance to the regional corporation, Calista Corporation, and will be reserved to the United States in the conveyance document transferring the surface estate. The subsurface estate in the lands lying *outside* the former Clarence Rhode National Wildlife Range will be conveyed to Calista Corporation when the surface estate is conveyed to Kugkaktlik Limited. The lands are located in the vicinity of Kipnuk, and are described as:

Lands Within the Former Clarence Rhode National Wildlife Range (Public Land Order No. 2213), Now Known as the Yukon Delta National Wildlife Refuge

Surface estate to be conveyed to Kugkaktlik Limited; Subsurface estate to be reserved to the United States.

Seward Meridian, Alaska

T. 1 S., R. 85 W.,
Secs. 31, 32, and 33.
Containing 690 acres.