

Please click on "Committee Meetings" tab. Records generated from this meeting may also be inspected and reproduced at the Regional Programs Unit, as they become available, both before and after the meeting. Persons interested in the work of this Committee are directed to the Commission's website, <https://www.usccr.gov>, or may contact the Regional Programs Unit at the above email or street address.

#### Agenda

- I. Welcome
- II. Review and Discuss Project Proposal
- III. Public Comment
- IV. Vote on Project Proposal (tentative)
- V. Adjournment

Dated: July 31, 2020.

**David Mussatt,**

*Supervisory Chief, Regional Programs Unit.*

[FR Doc. 2020-17082 Filed 8-4-20; 8:45 am]

**BILLING CODE P**

### COMMISSION ON CIVIL RIGHTS

#### Notice of Public Meeting of the Texas Advisory Committee

**AGENCY:** U.S. Commission on Civil Rights.

**ACTION:** Announcement of meeting.

**SUMMARY:** Notice is hereby given, pursuant to the provisions of the rules and regulations of the U.S. Commission on Civil Rights (Commission) and the Federal Advisory Committee Act (FACA) that a teleconference meeting of the Texas Advisory Committee (Committee) to the Commission will be held at 12:00 p.m. (Central) Friday, September 4, 2020. The purpose of the meeting is for the Committee to discuss project proposal Hurricane Harvey Response and Recovery.

**DATES:** The meeting will be held on Friday, September 4, 2020 at 12:00 p.m. CDT.

*Public Call Information:* Dial: 800-367-2403; Conference ID: 6572850.

**FOR FURTHER INFORMATION CONTACT:** Brooke Peery, Designated Federal Officer (DFO) at [bpeery@usccr.gov](mailto:bpeery@usccr.gov) or (202) 701-1376.

**SUPPLEMENTARY INFORMATION:** This meeting is available to the public through the following toll-free call-in number: 800-367-2403, conference ID number: 5260316. Any interested member of the public may call this number and listen to the meeting. Callers can expect to incur charges for calls they initiate over wireless lines, and the Commission will not refund any incurred charges. Callers will incur no charge for calls they initiate over land-

line connections to the toll-free telephone number. Persons with hearing impairments may also follow the proceedings by first calling the Federal Relay Service at 1-800-877-8339 and providing the Service with the conference call number and conference ID number.

Members of the public are entitled to make comments during the open period at the end of the meeting. Members of the public may also submit written comments; the comments must be received in the Regional Programs Unit within 30 days following the meeting. Written comments may be mailed to the Western Regional Office, U.S. Commission on Civil Rights, 300 North Los Angeles Street, Suite 2010, Los Angeles, CA 90012 or emailed to Brooke Peery (DFO) at [bpeery@usccr.gov](mailto:bpeery@usccr.gov).

Records and documents discussed during the meeting will be available for public viewing prior to and after the meeting at <https://www.facadatabase.gov/FACA/FACAPublicViewCommitteeDetails?id=a10t000001gzkoAAA>.

Please click on the "Meeting Details" and "Documents" links. Records generated from this meeting may also be inspected and reproduced at the Regional Programs Unit, as they become available, both before and after the meeting. Persons interested in the work of this Committee are directed to the Commission's website, <https://www.usccr.gov>, or may contact the Regional Programs Unit at the above email or street address.

#### Agenda

- I. Welcome and Introductions
- II. Approval of Minutes
- III. Discussion of Preliminary Panel
- IV. Discussion of Project Proposal
- V. Public Comment
- VI. Adjournment

Dated: July 31, 2020.

**David Mussatt,**

*Supervisory Chief, Regional Programs Unit.*

[FR Doc. 2020-17083 Filed 8-4-20; 8:45 am]

**BILLING CODE P**

### COMMISSION ON CIVIL RIGHTS

#### Notice of Public Meeting of the Washington Advisory Committee

**AGENCY:** U.S. Commission on Civil Rights.

**ACTION:** Announcement of meeting.

**SUMMARY:** Notice is hereby given, pursuant to the provisions of the rules and regulations of the U.S. Commission on Civil Rights (Commission) and the Federal Advisory Committee Act that

the Washington Advisory Committee (Committee) will hold a series of meetings via teleconference on Wednesday, August 26 and Tuesday, September 15, 2020 at 1:00 p.m. Pacific Time. The purpose of the meeting is to discuss the post-report stage of the Committee's project on Voting Rights and Felony Convictions and begin to discuss topics for future study.

**DATES:** The meetings will be held on:

- Wednesday, August 26, 2020, at 1:00 p.m. Pacific Time.
- Tuesday, September 15, 2020, at 1:00 p.m. Pacific Time.

*Public Call Information:* Dial: 800-367-2403, Conference ID: 3258844.

**FOR FURTHER INFORMATION CONTACT:**

Brooke Peery, Designated Federal Officer (DFO), at [bpeery@usccr.gov](mailto:bpeery@usccr.gov) or (202) 701-1376.

**SUPPLEMENTARY INFORMATION:** Members of the public may listen to the discussion. This meeting is available to the public through the above listed toll free number. An open comment period will be provided to allow members of the public to make a statement as time allows. The conference call operator will ask callers to identify themselves, the organization they are affiliated with (if any), and an email address prior to placing callers into the conference room. Callers can expect to incur regular charges for calls they initiate over wireless lines, according to their wireless plan. The Commission will not refund any incurred charges. Callers will incur no charge for calls they initiate over land-line connections to the toll-free telephone number. Persons with hearing impairments may also follow the proceedings by first calling the Federal Relay Service at 1-800-877-8339 and providing the Service with the conference call number and conference ID number.

Members of the public are also entitled to submit written comments; the comments must be received in the regional office within 30 days following the meeting. Written comments may be mailed to the Western Regional Office, U.S. Commission on Civil Rights, 300 N Los Angeles St, Suite 2010, Los Angeles, CA 90012 or you can email Brooke Peery at [bpeery@usccr.gov](mailto:bpeery@usccr.gov).

Records generated from this meeting may be inspected and reproduced at the Regional Programs Unit Office, as they become available, both before and after the meeting. Records of the meeting will be available at: <https://www.facadatabase.gov/FACA/FACAPublicViewCommitteeDetails?id=a10t000001gzkZAAQ>.

Please click on the "Meeting Details" and "Documents" links. Persons

interested in the work of this Committee are also directed to the Commission's website, <http://www.usccr.gov>, or may contact the Regional Programs Unit office at the above email or street address.

### Agenda

- I. Welcome & Introductions
- II. Approval of Minutes
- III. Discussion of Post-Report Activities
- IV. Discussion of Potential Project Topics
- V. Public Comment
- VI. Adjournment

Dated: July 31, 2020.

**David Mussatt,**

*Supervisory Chief, Regional Programs Unit.*

[FR Doc. 2020-17084 Filed 8-4-20; 8:45 am]

**BILLING CODE P**

## DEPARTMENT OF COMMERCE

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

**AGENCY:** Department of Commerce.

**ACTION:** Notice; request for comment.

**SUMMARY:** The Department of Commerce (DOC) will have under OMB review the following proposed Information Collection Request "Improving Customer Experience (OMB Circular A-11, Section 280 Implementation)" for approval under the Paperwork Reduction Act (PRA), on or after the date of publication of this notice. We invite the general public and other Federal agencies to comment on proposed, and continuing information collections, which helps us assess the impact of our information collection requirements and minimize the public's reporting burden. Public comments for this proposed collection were previously requested via the **Federal Register** on June 1, 2020 (85 FR 33085) during a 60-day comment period. This notice allows for an additional 30 days for public comments.

*Agency:* Department of Commerce (DOC).

*Title:* Improving Customer Experience (OMB Circular A-11, Section 280 Implementation).

*OMB Control Number:* 0690-NEW.

*Form Number(s):* None.

*Type of Request:* Regular submission. New collection.

*Estimated Number of Respondents:* 752,925.

*Estimated Time per Response:* Varied, dependent upon the activity or 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 or focus group.

*Estimated Total Annual Burden Hours:* 55,471.

*Needs and Uses:* 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.performance.gov/cx/a11-280.pdf>. As discussed in OMB guidance, agencies should identify their highest-impact customer journeys (using customer volume, annual program cost, and/or knowledge of customer priority as weighting factors) and select touchpoints/transactions within those journeys to collect feedback.

These results will be used to improve the delivery of Federal services and programs. It will also provide government-wide data on customer experience that can be displayed on [www.performance.gov](http://www.performance.gov) to help build transparency and accountability of Federal programs to the customers they serve.

As a general matter, these information collections will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

DOC will only submit collections if they meet the following criteria.

- The collections are voluntary.
- The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government.
- The collections are non-controversial and do not raise issues of concern to other Federal agencies.
- Any collection is 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.

• Personally Identifiable Information (PII) is collected only to the extent necessary and is not retained.

• Information gathered is intended to be used for general service improvement and program management purposes

• Upon agreement between OMB and the agency all or a subset of information may be released as part of A-11, Section 280 requirements only on [performance.gov](http://performance.gov). Summaries of customer research and user testing activities may be included in public-facing customer journey maps or summaries.

• Additional release of data must be done coordinated with OMB.

These collections will allow for ongoing, collaborative, and actionable communications between the Agency, its customers and stakeholders, and OMB as it monitors agency compliance on Section 280. These responses will inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on services will be unavailable.

*Affected Public:* Individuals or households; State, Local, or Tribal government.

*Frequency:* On Occasion; Annually.

*Respondent's Obligation:* Voluntary.

*Average Number of Respondents per Activity:* 1 response per respondent per activity.

*Average Expected Annual Number of Activities:* Approximately five types of customer experience activities such as feedback surveys, focus groups, user testing, and interviews.

This information collection request may be viewed at [www.reginfo.gov](http://www.reginfo.gov). Follow the instructions to view the Department of Commerce collections currently under review by OMB.

Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. Comments are invited on: (a) Whether the collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden of the collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; (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; and (e) estimates of capital or start-up costs and costs of operation, maintenance, and purchase of services to provide information.