

participation will be voluntary. Should the Agency need to deviate from the requirements outlined in 5 CFR 1320, individual justification will be provided to OMB on a case-by-case basis.

No attempt will be made to generalize the findings from these three groups of activities to be nationally representative or statistically valid. They are meant to compliment and help to contextualize performance and evaluation data as part of a three-pronged approach to understanding Federal program implementation and opportunities for improvement (Performance, Evaluation, and "Feedback" data¹).

Customer Research: Insights gleaned from qualitative customer research may be presented publicly in the format of a conceptual user persona or customer journey map. Customer research can take anywhere from 6 weeks for a short sprint to a full fiscal year, depending on the specific project. The Agency expects most journey mapping efforts to last approximately 6 months, with a user persona and journey maps ready for feedback (both from internal and external to government stakeholders) within one month of completing customer research.

Publicly available Journey maps will include specific language to contextualize their use and will be included in specific requests. This language can include something like: *What should I know about journey maps?*

Journey maps are living documents—continually refined and revisited. There is never a "final" version, and these maps are meant to serve as a summary of the voices of actual customers of U.S. Government services. A map may not precisely document the way a Government program is meant to be navigated, accessed, or used. It might not capture every government program or resource available to a customer segment.

However, it is the product of a qualitative research approach to gather insights from customers' actual experiences. These findings can help us to identify areas for high-impact improvements across delivery channels and organizational silos.

Customer Feedback: Once touchpoint surveys are implemented at transaction points along the customer journey interacting with Federal services, data from the A-11 Standard CX Feedback survey will be submitted to OMB quarterly for review and publication in a summary dashboard on [performance.gov](https://www.performance.gov).

This data will include:

- Specific transaction point at which the survey was administered

- Total volume of customers that interacted at this transaction point during the given quarter
- Total volume of customers that were presented the survey
- Total number of customers who completed the survey
- Mode(s) of collection (ex. online, over mobile, over the phone, paper form)
- Specific survey instrument that shows the Agency's wording of standard A-11 CX Feedback survey
- Distribution of the responses across the 5 point Likert scale for each of the standard questions

The purpose of collecting volume and response numbers is to share customer feedback measures in context of the response rate and total volume of responses to qualify interpretation of the CX feedback data.

Testing of Services and Digital Products: Similar to Customer Research, this can range from a short two-day rapid feedback from users within an Agile product development sprint or longer effort to gather more extensive feedback from multiple physical locations.

DHS is particularly interested in comments which:

1. Evaluate 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;
2. Evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
3. Enhance the quality, utility, and clarity of the information to be collected; and
4. 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., permitting electronic submissions of responses.

Analysis

Agency: Department of Homeland Security DHS.

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

OMB Number: 1601-NEW.

Frequency: On Occasion.

Affected Public: Individuals.

Number of Respondents: 2,001,550.

Estimated Time Per Respondent: 3 mins or up to 2 hours.

Total Burden Hours: 101,125.

Robert Dorr,

Acting Executive Director, Business Management Directorate.

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DEPARTMENT OF THE INTERIOR

Bureau of Land Management

[20X LLUTY02000 L17110000.PN0000 LXSSJ0650000]

Notice of Public Meeting, Bears Ears National Monument Advisory Committee, Utah

AGENCY: Bureau of Land Management, Interior.

ACTION: Notice of public meeting.

SUMMARY: In accordance with the Federal Land Policy and Management Act, as amended, the Federal Advisory Committee Act, and the Federal Lands Recreation Enhancement Act, the U.S. Department of the Interior, Bureau of Land Management's (BLM) Bears Ears National Monument Advisory Committee (BENM MAC) will meet as indicated below.

DATES: The BENM MAC will hold a virtual meeting on Oct. 16, 2020, from 8 a.m. to 4 p.m. The meeting is open to the public.

ADDRESSES: The agenda and meeting access information (including how to log in and participate) will be announced on the BENM MAC web page 30 days before the meeting at <https://www.blm.gov/get-involved/rac-near-you/utah/benm-mac>.

FOR FURTHER INFORMATION CONTACT: Jake Palma, Bears Ears National Monument Manager, P.O. Box 7, Monticello, Utah 84535, via email with the subject line "BENM MAC" to blm_ut_mt_mail@blm.gov, or by calling the Monticello Field Office at (435) 587-1500. Persons who use a telecommunications device for the deaf may call the Federal Relay Service (FRS) at 1-800-877-8339 to leave a message or question for the above individual. The FRS is available 24 hours a day, seven days a week. Replies are provided during normal business hours.

SUPPLEMENTARY INFORMATION:

Proclamation 9558 established the BENM MAC to provide advice and information to the Secretary of the Interior through the Director of the BLM, and to the Secretary of Agriculture, through the Chief of the U.S. Forest Service, to consider for managing the Bears Ears National

Monument. The 15-member committee represents a wide range of interests including local and state government, paleontological and archaeological expertise, conservation community, livestock grazing permittees, tribal, developed and dispersed recreation, private landowners, local business owners, and the public at large. More information can be found on the BENM MAC web page at <https://www.blm.gov/get-involved/rac-near-you/utah/benm-mac>.

Planned agenda items for the meeting include ethics training, discussing and receiving input on implementation-level plans such as cultural resources and recreation area management plans, and other issues as appropriate. A public comment period will be offered during the meeting. Depending on the number of people wishing to comment and the time available, the time for individual comments may be limited. Written comments may also be sent to the Monticello Field Office at the address listed in the **FOR FURTHER INFORMATION CONTACT** section of this notice. All comments received prior to the meeting will be provided to the BENM MAC.

Before including your address, phone number, email address, or other personal identifying information in your comment, you should be aware that your entire comment—including your personal identifying information—may be made publicly available at any time. While you can ask us in your comment to withhold your personal identifying information from public review, we cannot guarantee that we will be able to do so.

Detailed meeting minutes for the BENM MAC meeting will be maintained in the Canyon Country District Office and will be available for public inspection and reproduction during regular business hours within 90 days following the meeting. Minutes will also be posted to the BENM MAC web page.

Authority: 43 CFR 1784.4–2.

Gregory Sheehan,

State Director.

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DEPARTMENT OF THE INTERIOR

Bureau of Land Management

[20X LLUT920000 L13200000.EL0000]

Notice of Availability of the Environmental Assessment for Williams Draw Coal Tract Lease-by-Application UTU–80043, Emery County, Utah, and Notice of Online Public Hearing and Request for Comments on the Environmental Assessment, Fair Market Value, and Maximum Economic Recovery AGENCY: Bureau of Land Management, Interior

ACTION: Notice of availability; and online public hearing.

SUMMARY: The Bureau of Land Management (BLM) Utah State Office announces the availability of the Williams Draw Environmental Assessment (EA) for the Lease-By-Application (LBA) UTU–80043 for public review and comment. The BLM is also announcing an online public hearing to receive comments on the EA, Fair Market Value (FMV), and Maximum Economic Recovery (MER) of the coal resources contained in the proposed lease tract.

DATES: The online public hearing will be held on Sept. 30, 2020, from 7 p.m. to 9 p.m. (Mountain Daylight Time). Written comments for the EA should be received no later than Oct. 15, 2020. Written comments for the FMV and MER should be received no later than Oct. 30, 2020.

ADDRESSES: The online public hearing details, including the registration form link, meeting agenda, PowerPoint presentation, and transcript of the hearing, will be posted on the BLM’s ePlanning website at <https://eplanning.blm.gov/eplanning-ui/project/1502605/510>.

Registration is required for all participants. For participants who do not have online access or wish to participate via telephone, contact Andrea Johnson in the BLM Price Field Office at (435) 636–3600.

Written comments for the EA may be submitted through the BLM’s e-planning site at <https://eplanning.blm.gov/eplanning-ui/project/1502605/510>, emailed to BLM_UT_PR_Comments@blm.gov, or mailed to Bureau of Land Management, Price Field Office, Attention: Williams Draw EA, 125 South 600 West, Price, Utah 84501.

Written comments for the FMV and MER should be addressed to Stan Perkes, BLM Utah State Office, Division of Lands and Minerals, 440 West 200

South, Suite 500, Salt Lake City, Utah 84101, or emailed to sperkes@blm.gov. A copy of the comments for FMV and MER, except those portions marked as “CONFIDENTIAL,” identified as proprietary by the author, and meeting one of the exemptions in the Freedom of Information Act, will be available for public review upon request at the Utah State Office.

FOR FURTHER INFORMATION CONTACT: Availability and information on the EA can be obtained by contacting Don Stephens at (435) 636–3608 or (dstephen@blm.gov). Persons who use a telecommunications device for the deaf may call the Federal Relay Service (FRS) at 1–800–877–8339 to leave a message or question for the above individual. The FRS is available 24 hours a day, 7 days a week. Replies are provided during normal business hours.

SUPPLEMENTARY INFORMATION: On March 1, 2002, UtahAmerican Energy Inc. (UEI) submitted an application for the coal lease. If the lease is obtained, UEI plans to mine the coal as an extension of its existing Lila Canyon Mine. The EA analyzes and discloses the potential direct, indirect, and cumulative impacts of leasing and subsequent mining of the proposed LBA tract. The Williams Draw coal tract has one minable coalbed called the Lower Sunnyside bed with underground minable portions of the coalbed ranging from approximately 4.2 to 13.1 feet in thickness. The tract contains approximately 64.6 million tons of high-volatile A bituminous coal in-place and, at an estimated 50 percent recovery, 32.3 million tons recoverable. The quality in the coal beds on an “as received basis” is as follows: 13,151 Btu/lb., 6.80 percent moisture, 9.85 percent ash, 40.50 percent volatile matter, 50.53 percent fixed carbon and 1.2 percent sulfur.

The tract is located in Emery County in the Book Cliffs coal field, approximately 125 miles southeast of Salt Lake City. The lands are described as follows:

Salt Lake Meridian, Utah

- T. 16 S., R. 14 E.,
sec. 25, S1/2;
sec. 26, SE1/4 and SW1/4NE1/4;
sec. 35, NE1/4.
- T. 16 S., R. 15 E.,
sec. 30, lots 3 and 4, and E1/2SW1/4;
sec. 31.
- T. 17 S., R. 14 E.,
sec. 1, lots 1 thru 3, lots 6 thru 8, S1/2NE1/4, SE1/4NW1/4, E1/2SW1/4 and SE1/4;
sec. 12, NE1/4, E1/2NW1/4, NE1/4SW1/4, and N1/2SE1/4;
- T. 17 S., R. 15 E.,
sec. 5, lots 3 and 4, S1/2NW1/4 and SW1/4;
secs. 6 and 7;