

# Notices

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This section of the FEDERAL REGISTER contains documents other than rules or proposed rules that are applicable to the public. Notices of hearings and investigations, committee meetings, agency decisions and rulings, delegations of authority, filing of petitions and applications and agency statements of organization and functions are examples of documents appearing in this section.

## AGENCY FOR INTERNATIONAL DEVELOPMENT

[OMB Control No. 3090–XXXX; Docket No. 2020–0001; Sequence No. 11]

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

**AGENCY:** U.S. Agency for International Development.

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

**SUMMARY:** The U.S. Agency for International Development (USAID) 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 new collection proposed by the Agency.

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

**ADDRESSES:** Submit comments identified by Information Collection 3090–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:* General Services Administration, Regulatory Secretariat Division (MVCB), 1800 F Street NW, Washington, DC 20405. ATTN: Ms. Mandell/IC 3090–XXXX, A–11 Section 280 Improving Customer Experience.

*Instructions:* Please submit comments only and cite Information Collection

3090–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 Melissa Taylor via email to [meltaylor@usaid.gov](mailto:meltaylor@usaid.gov); or by phone 202–712–5307.

#### 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, veteran’s 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. USAID 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](https://www.performance.gov) to help build transparency and accountability of Federal programs to the customers they serve.

#### Method of Collection

USAID will collect this information by electronic means when possible, as well as by mail, fax, telephone, technical discussions, and in-person interviews. USAID 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:* 2,001,550.

*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 1.5 hours to participate in an interview.

*Estimated Total Annual Burden Hours:* 101,125.

*Estimated Total Annual Cost to Public:* \$0.

## C. Public Comments

USAID 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.

Dated: October 20, 2020.

**Aubra Anthony,**

*Strategy & Research Lead, Center for Digital Development, USAID Global Development Lab.*

[FR Doc. 2020–23629 Filed 10–26–20; 8:45 am]

**BILLING CODE 6820–34–P**

## DEPARTMENT OF AGRICULTURE

### Office of the Secretary

#### Public Availability of FY 2018 Service Contract Inventory

**AGENCY:** Department of Agriculture, Office of the Secretary.

**ACTION:** Notice of public availability of FY 2018 Service Contract Inventories.

**SUMMARY:** In accordance with Section 743, Division C of the Consolidated Appropriations Act of 2010, the Department of Agriculture is publishing this notice to advise the public of access to the FY 2018 Service Contract Inventory.

**FOR FURTHER INFORMATION CONTACT:** Contact Crandall Watson, Office of Contracting & Procurement, at (202) 720–7529, or [Crandall.Watson@usda.gov](mailto:Crandall.Watson@usda.gov) with questions, comments, or additional information request. Please cite 2018 Service Contract Inventory in all correspondence.

**SUPPLEMENTARY INFORMATION:** This inventory provides information on FY 2018 Service Contract actions with a dollar value above \$150,000. The information is organized by function to show how contracted resources are distributed throughout the agency. The inventory was developed in accordance with guidance issued on September 7, 2018, by the Office of Management and Budget (OMB), Office of Federal Procurement Policy (OFPP). The Department of Agriculture has posted its inventory at the Office of Contracting and Procurement homepage. The 2018 inventory is accessible at the following link: <https://www.dm.usda.gov/procurement/actdetails.htm>.

**Stephen L. Censky,**

*Deputy Secretary.*

[FR Doc. 2020–23755 Filed 10–26–20; 8:45 am]

**BILLING CODE 3410–TX–P**

## DEPARTMENT OF AGRICULTURE

### Forest Service

#### Information Collection: Interagency Generic Clearance for Federal Land Management Agencies Collaborative Visitor Feedback Surveys on Recreation and Transportation Related Programs and Systems

**AGENCY:** Forest Service, USDA.

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

**SUMMARY:** In accordance with the Paperwork Reduction Act of 1995, the Forest Service is seeking comments from all interested individuals and

entities on the renewal of a currently approved information collection, Generic Clearance for Recreation and Transportation.

**DATES:** Comments must be received in writing by December 28, 2020.

**ADDRESSES:** Send comments to USDA Forest Service, National Forest System, Pacific-Northwest Office, Attention: Eric M. White, Social Science and Economics Lead (Acting), Ecosystem Management System, 1220 SW 3rd Avenue, Suite 310, Portland, OR 97204. Comments also may be submitted via email to [eric.m.white@usda.gov](mailto:eric.m.white@usda.gov). All comments, including names and addresses when provided, will be placed in the record and will be available for public inspection and copying. The public may review comments at: <http://www.regulations.gov>.

The public may inspect comments received at USDA Forest Service, Pacific North West-Portland Office during normal business hours. Visitors are encouraged to call ahead to facilitate entry to the building at (503) 808–2468.

**FOR FURTHER INFORMATION CONTACT:** Eric M. White, Social Science and Economics Lead (Acting), Ecosystem Management System, National Forest Systems by telephone at (360) 999–0580 or by email at [eric.m.white@usda.gov](mailto:eric.m.white@usda.gov).

Individuals who use telecommunication devices for the deaf may call the Federal Relay Service at 800–877–8339 between 8 a.m. and 8 p.m. eastern time, Monday through Friday.

#### SUPPLEMENTARY INFORMATION:

*Title:* Interagency Generic Clearance for Federal Land Management Agencies Collaborative Visitor Feedback Surveys on Recreation and Transportation Related Programs and Systems.

*OMB Number:* 0596–0236.

*Expiration Date of Approval:* November 30, 2020.

*Type of Request:* Renewal with Revisions.

*Type of Respondents:* Individuals, businesses, and non-federal governmental entities.

*Abstract:* Federal Land Management Agencies (FLMAs) need to acquire visitor and user feedback about site- or area-specific services, facilities, road and/or travel systems, needs, programs, demographics, management of FLMA lands, and/or other quantitative information on FLMA lands in cross-jurisdictional landscapes. FLMAs include, but are not limited, to: USDA Forest Service; National Park Service; Bureau of Land Management; U.S. Fish & Wildlife Service; U.S. Geological