

SUPPLEMENTARY INFORMATION:

OMB Control Number: 2120-0076.

Title: AVIATOR Customer Satisfaction Survey.

Form Numbers: N/A (electronic).

Type of Review: Renewal of an information collection.

Background: The Government Performance and Results Act of 1993 (GPRA) Section 2(b)(3) requires agencies to “improve Federal program effectiveness and public accountability by promoting a new focus on results, service quality, and customer satisfaction”. In addition, as stated in the White House “Memorandum for Heads of Executive Departments and Agencies” regarding Executive Order No. 12862, “the actions the order prescribes, such as surveying customers, surveying employees, and benchmarking, shall be continuing agency activities”. This collection supports the above directives as well as the DOT strategic goal of Organizational Excellence.

In compliance with the Government Paperwork Elimination Act (GPEA), all of our data collection will be 100% electronic using an online form; Applicants will be asked to complete the survey just before they exit the system. This survey is designed to identify potential problems with FAA’s automated staffing solutions, as well as to evaluate customer satisfaction with the on-line application process. The information is not gathered by any other collection. It will be difficult, if not impossible to improve our overall performance and customer satisfaction without using this survey.

Respondents: Completion of the Survey is completely optional. It is presented electronically to all individuals who apply on job vacancy announcements for FAA employment. If the applicant chooses *not* to complete the Survey at the time of application the Survey will be available if/when the individual returns to the AVIATOR system to update their job application or when they elect to review their application status.

Frequency: On every job vacancy announcement for each individual applicant (unless the individual completes the Survey on an announcement; in this situation, the Survey is no longer presented to the applicant for this vacancy announcement).

Estimated Average Burden per Response: We estimate that it will take each of our 138,953 (total for 2019) applicants three minutes to complete one survey for a total of 416,859 hours if all applicants choose to complete the survey. Statistics show that an average

of 21.3% of the applicants (13,019 for 2019) complete a survey resulting in an estimate of 651 total hours.

The survey is presented in three sections; USAJobs portion of the application process, FAA portion of the application process, and the Overall Application Process. Both the AVIATOR and USAJobs Process sections begin with a question to determine if the applicant is a first-time user of the particular system (“Was this your first time applying for a job using the USAJOBS application process?” and “Was this your first time applying for a FAA job?”), followed by “Yes” and “No” optional answers.

In the USAJobs section, applicants are presented the set of statements below. They will be asked to give their level of agreement with each statement by selecting one of the following five choices: Strongly agree, agree, disagree, strongly disagree, or no basis to judge.

Applicant Statements:

(1) Overall, my satisfaction with the USAJOBS portion of this application process was positive.

(1) I was able to navigate around the USAJOBS website with little or no difficulty.

(2) I was able to complete and/or upload my resume in USAJOBS with little or no difficulty.

(3) I was able to successfully upload and attach my documents in USAJOBS with little or no difficulty.

(4) I was able to get assistance with USAJOBS as needed.

Applicants will also be given the opportunity to add additional comments in two separate text areas provided in this section.

In the AVIATOR section, applicants are presented the set of statements below. They will be asked to give their level of agreement with each statement by selecting one of the following five choices: Strongly agree, agree, disagree, strongly disagree, or no basis to judge.

Applicant Statements:

(1) Overall, my satisfaction with the FAA AVIATOR portion of this application process was positive.

(2) I was able to navigate around the FAA AVIATOR website with little or no difficulty.

(3) I was able to complete and submit the application with no difficulty (only applicable to applicants whose responses met the eligibility requirements of the position).

(4) The FAA AVIATOR system notified me when there was a problem with my application (applicable to applicants whose responses did NOT meet the eligibility requirements of the position).

(5) I was able to get assistance with the FAA AVIATOR system as needed.

Applicants will also be given the opportunity to add additional comments in two separate text areas provided in this section.

In the Overall Process section, applicants are presented the set of statements below. They will be asked to give their level of agreement with each statement by selecting one of the following five choices: Strongly agree, agree, disagree, strongly disagree, or no basis to judge.

Applicant Statements:

(1) The steps required to apply for the position were clear to me.

(2) The transition between USAJOBS and FAA AVIATOR system was seamless.

(3) I like being able to store my resumes and documents and attach them to my FAA job application(s).

(4) This online process will make it easier for me to apply to future jobs for the FAA.

Applicants will also be given the opportunity to add additional comments in a single text area in this section.

Estimated Total Annual Burden

Cost of the time burden for respondents: 13,019 respondents × 0.05 hours × \$25.72/hour * = \$16,742.43. (* Source: BLS Mean Hourly Wage for All Occupations, http://www.bls.gov/oes/current/oes_nat.htm#00-0000).

Issued in Washington, DC, on January 27, 2021.

Alpha Woodson-Smith,

Computer Scientist, Program Manager, Federal Aviation Administration, Office of Finance and Management (AFN), Information Technology Division (AIT), Enterprise Program Management Service, Business Management Portfolio (AEM-320).

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DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0675]

Agency Information Collection Activity: (Vetbiz Vendor Information Pages Verification Program)

AGENCY: Center for Verification and Evaluation, Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: Center for Verification and Evaluation (CVE), Department of Veterans Affairs (VA), is announcing an opportunity for public comment on the proposed collection of certain information by the agency. Under the Paperwork Reduction Act (PRA) of 1995, Federal agencies are required to

publish notice in the **Federal Register** concerning each proposed collection of information, including each proposed reinstatement of a currently approved collection, and allow 60 days for public comment in response to the notice.

DATES: Written comments and recommendations on the proposed collection of information should be received on or before April 5, 2021.

ADDRESSES: Submit written comments on the collection of information through Federal Docket Management System (FDMS) at www.Regulations.gov or to Terrence Moultrie (00VE), Department of Veterans Affairs, 810 Vermont Avenue NW, Washington, DC 20420 or email to Terrence.moultrie@va.gov. Please refer to “OMB Control No. 2900–0675” in any correspondence. During the comment period, comments may be viewed online through FDMS.

FOR FURTHER INFORMATION CONTACT: Terrence Moultrie at (202) 461–4300 or FAX (202) 495–5805.

SUPPLEMENTARY INFORMATION: Under the PRA of 1995, Federal agencies must obtain approval from the Office of Management and Budget (OMB) for each collection of information they conduct or sponsor. This request for comment is being made pursuant to Section 3506(c)(2)(A) of the PRA.

With respect to the following collection of information, CVE invites comments on: (1) Whether the proposed collection of information is necessary for the proper performance of CVE’s functions, including whether the information will have practical utility; (2) the accuracy of CVE’s estimate of the burden of the proposed collection of information; (3) ways to enhance the quality, utility, and clarity of the information to be collected; and (4) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or the use of other forms of information technology.

Authority: Public Law 104–13; 44 U.S.C. 3501–3521.

Title: Vetbiz Vendor Information Pages Verification Program, VA Form 0877.

OMB Control Number: 2900–0675.

Type of Review: Extension of a currently approved collection.

Abstract: Vetbiz Vendor Information Pages Verification Program is used to assist federal agencies in identifying small businesses owned and controlled by veterans and service-connected disabled veterans. The information is necessary to ensure that veteran owned businesses are given the opportunity to participate in Federal contracts and

receive contract solicitations information automatically. VA will use the data collected to verify small businesses as veteran-owned or service-disabled veteran-owned.

Affected Public: Business or other for-profit.

Estimated Annual Burden: 10,000 hours.

Estimated Average Burden per Respondent: 30 minutes.

Frequency of Response: On occasion.

Estimated Number of Respondents: 20,000.

By direction of the Secretary.

Danny S. Green,

Department Clearance Officer, Office of Quality, Privacy and Risk, Department of Veterans Affairs.

[FR Doc. 2021–02166 Filed 2–1–21; 8:45 am]

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DEPARTMENT OF VETERANS AFFAIRS

Draft Criteria for Section 203 of the VA MISSION Act of 2018

AGENCY: Department of Veterans Affairs.

ACTION: Notice and request for comment.

SUMMARY: The Secretary of Department of Veterans Affairs (VA) is responsible for establishing a procedure for making recommendations in reviewing assets and infrastructure. This notice provides the selection criteria to guide this process in order to meet this this responsibility.

ADDRESSES: Written comments may be submitted through www.regulations.gov. Comments should indicate that they are submitted in response to “Notice of Intent and request for comments.” During the comment period, comments may also be viewed online through the Federal Docket Management System at www.regulations.gov.

DATES: Comments must be received on or before May 1, 2021.

FOR FURTHER INFORMATION CONTACT: Valerie Mattison Brown, Chief Strategy Officer, Veterans Health Administration, Department of Veterans Affairs, 810 Vermont Avenue NW, Washington DC 20420, (202) 461–7100 or VAMissionActSection203@va.gov.

SUPPLEMENTARY INFORMATION: Section 1703C of 38 U.S.C., as added by Section 203 of the John S. McCain III, Daniel K. Akaka, and Samuel R. Johnson VA Maintaining Internal Systems and Strengthening Integrated Outside Networks (MISSION) Act of 2018 requires VA to establish criteria to be used in assessing and making recommendations regarding the

modernization or realignment of facilities of the Veterans Health Administration (VHA) under the subtitle Selection Criteria. In 2019, VHA began working with various stakeholders and experts to identify factors to be considered in developing the criteria. VHA solicited feedback from Veterans Service Organizations, Veteran Engagement Boards and a wide range of interdisciplinary VA leaders. Six criteria and associated sub-criteria were developed through these robust engagements. VHA proposes to use these criteria to evaluate potential market opportunities for submission to the Asset and Infrastructure Review Commission.

Foreword

VA is honored to deliver excellent health care for the more than 9 million Veterans who entrust us with their care and is proud to serve as the backstop to the Nation’s health care system. VA was in the midst of a tremendous transformation before the COVID–19 pandemic, working to empower Veterans with more excellent choices while modernizing our systems to enable an optimal experience of care and services. As the impacts of this unprecedented public health challenge have moved across the Nation and the globe, we have continued to demonstrate the strength of our nationwide, integrated system, positioning VA at the leading edge of U.S. health care on behalf of those we serve. We have employed each of our four missions—health care, education, research and emergency response—to lead the Nation forward beside our interagency and strategic partners. Each of these missions will be a vital element of the next step in our transformation journey: Designing the future of VA around the Veterans we serve.

VA works each day to serve and honor America’s Veterans and seeks to ensure each individual Veteran feels they are cared for uniquely, wherever they are and however they need. As Veteran needs, preferences and demographics shift over the coming decades, decisions about health care delivery and infrastructure need to be made by the Secretary to ensure Veterans can continue to access a sustainable, flexible and high-quality health care system well into the future. In line with our missions, VA proposes the following set of criteria for making decisions on health care improvement, as required by Section 203 of the MISSION Act of 2018. The criteria are designed to keep Veterans’ needs at the center of the decision-making process,