

information, including each proposed extension of an existing collection of information, before submitting the collection to OMB for approval. To comply with this requirement, HUD 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. HUD 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:*

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

Below is a preliminary estimate of the aggregate burden hours for this new collection. The U.S. Department of Housing and Urban Development will provide refined estimates of burden in subsequent notices.

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

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

*Annual Responses:* 500,000.

*Average Minutes per Response:* 2 minutes–60 minutes, dependent upon activity.

*Burden Hours:* The U.S. Department of Housing and Urban Development requests approximately 25,000 burden hours.

## **B. Solicitation of Public Comment**

This notice is soliciting comments from members of the public and affected parties concerning the collection of information described in Section A on the following: 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.

Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, disclose or provide information to or for a Federal agency. This includes the time needed

to review instructions; to develop, acquire, install and utilize technology and systems for the purpose of collecting, validating and verifying information, processing and maintaining information, and disclosing and providing information; to train personnel and to be able to respond to a collection of information, to search data sources, to complete and review the collection of information; and to transmit or otherwise disclose the information.

All written comments will be available for public inspection *Regulations.gov*.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget control number.

HUD encourages interested parties to submit comment in response to these questions.

## **C. Authority**

Section 3507 of the Paperwork Reduction Act of 1995, 44 U.S.C. Chapter 35.

#### **Colette Pollard,**

*Department Reports Management Officer,  
Office of the Chief Information Officer.*

[FR Doc. 2021-14397 Filed 7-13-21; 8:45 am]

**BILLING CODE 4210-67-P**

## **DEPARTMENT OF THE INTERIOR**

### **Fish and Wildlife Service**

[FWS-R4-ES-2021-N014;  
FXES1113090000C2-201-FF09E32000]

### **Endangered and Threatened Wildlife and Plants; Initiation of 5-Year Status Reviews for 37 Southeastern Species**

**AGENCY:** Fish and Wildlife Service, Interior.

**ACTION:** Notice of initiation of reviews; request for information.

**SUMMARY:** We, the U.S. Fish and Wildlife Service, are initiating 5-year status reviews for 37 species under the Endangered Species Act, as amended. A 5-year review is an assessment of the best scientific and commercial data available at the time of the review. We are requesting submission of any such information that has become available since the previous status review for each species.

**DATES:** To allow us adequate time to conduct these reviews, we must receive your comments or information on or before September 13, 2021. However, we will continue to accept new

information about any listed species at any time.

**ADDRESSES:** For instructions on how and where to request or submit information, see Request for New Information under **SUPPLEMENTARY INFORMATION**.

**FOR FURTHER INFORMATION CONTACT:**

*General Information:* Aaron Valenta, (404) 679-4144, via email at [aaron\\_valenta@fws.gov](mailto:aaron_valenta@fws.gov), and via U.S. mail at U.S. Fish and Wildlife Service, 1875 Century Boulevard, Atlanta, GA 30345.

*Species-Specific Information and Submission of Comments:* Please refer to Request for New Information under **SUPPLEMENTARY INFORMATION**.

Individuals who are hearing impaired or speech impaired may call the Federal Relay Service at 1-800-877-8339 for TTY assistance.

**SUPPLEMENTARY INFORMATION:** We, the U.S. Fish and Wildlife Service, are

initiating 5-year status reviews under the Endangered Species Act of 1973, as amended (ESA; 16 U.S.C. 1531 *et seq.*), for 21 plant and 16 animal species. A 5-year status review is based on the best scientific and commercial data available at the time of the review; therefore, we are requesting submission of any such information that has become available since the last review for the species, particularly information on the status, threats, and recovery of the species that may have become available.

**Why do we conduct 5-year reviews?**

Under the ESA, we maintain Lists of Endangered and Threatened Wildlife and Plants (which we collectively refer to as the List) in title 50 of the Code of Federal Regulations at 50 CFR 17.11(h) (for wildlife) and 50 CFR 17.12(h) (for plants). Listed wildlife and plants can also be found at <http://ecos.fws.gov/>

[tess\\_public/pub/listedAnimals.jsp](http://ecos.fws.gov/tess_public/pub/listedAnimals.jsp) and [http://ecos.fws.gov/tess\\_public/pub/listedPlants.jsp](http://ecos.fws.gov/tess_public/pub/listedPlants.jsp), respectively. Section 4(c)(2)(A) of the ESA requires us to review each listed species' status at least once every 5 years. Our regulations at 50 CFR 424.21 require that we publish a notice in the **Federal Register** announcing species under active review; however, we may review the status of any species at any time based upon a petition or other information available to us. For additional information about 5-year reviews, refer to our fact sheet at <http://www.fws.gov/angered/what-we-do/recovery-overview.html>.

**Which species are under review?**

This notice announces our active 5-year status reviews of the species in the following table.

Common name/ scientific name	Contact person, email, phone	Status (endangered or threatened)	States where the species is known to occur	Final listing rule ( <b>Federal Register</b> citation and publication date)	Contact's mailing address
<b>ANIMALS</b>					
<i>Amphibians</i>					
Guajón ( <i>Eleutherodactylus cooki</i> ).	Jan Zegarra, <a href="mailto:caribbean_es@fws.gov">caribbean_es@fws.gov</a> , 787-510-5206.	Threatened .....	Puerto Rico .....	62 FR 31757; 6/11/1997 ..	USFWS, Road 301, Km 5.1, P.O. Box 491, Boquerón, PR 00622.
<i>Birds</i>					
Parrot, Puerto Rican ( <i>Amazona vittata</i> ).	Marisel Lopez, <a href="mailto:caribbean_es@fws.gov">caribbean_es@fws.gov</a> , 787-240-8895.	Endangered .....	Puerto Rico .....	32 FR 4001; 3/11/1967 ....	USFWS, Road 191, Km 4.3, P.O. Box 1600, Rio Grande, PR 00745.
<i>Fishes</i>					
Darter, Kentucky arrow ( <i>Etheostoma spilotum</i> ).	Michael Floyd, <a href="mailto:kentuckyes@fws.gov">kentuckyes@fws.gov</a> , 502-695-0468.	Threatened .....	Kentucky .....	81 FR 68963; 10/5/2016 ..	USFWS, 330 W. Broadway, Ste. 265, Frankfort, KY 40601.
Shiner, Cape Fear ( <i>Notropis mekistocholas</i> ).	Emily Wells, <a href="mailto:Raleigh_ES@fws.gov">Raleigh_ES@fws.gov</a> , 919-856-4520.	Endangered .....	North Carolina .....	52 FR 36034; 9/25/1987 ..	USFWS, P.O. Box 33726, Raleigh, NC 27636-3726.
Cavefish, Alabama ( <i>Speoplatyrhinus poulsoni</i> ).	Jennifer Grunewald, <a href="mailto:alabama@fws.gov">alabama@fws.gov</a> , 251-441-5181.	Endangered .....	Alabama .....	53 FR 37968; 9/28/1988 ..	USFWS, 1208B Main Street, Daphne, AL 36526.
<i>Mammals</i>					
Deer, Key ( <i>Odocoileus virginianus clavium</i> )	Lourdes Mena, <a href="mailto:key_deer_5-year_review@fws.gov">key_deer_5-year_review@fws.gov</a> , 904-731-3134.	Endangered .....	Florida .....	32 FR 4001; 3/11/1967 ....	USFWS, 1339 20th St., Vero Beach, FL 32960.
Manatee, West Indian ( <i>Trichechus manatus</i> ).	Lourdes Mena, <a href="mailto:manatee@fws.gov">manatee@fws.gov</a> , 904-731-3134.	Threatened .....	Alabama, Delaware, Florida, Georgia, Louisiana, Mary- land, Mississippi, New Jer- sey, North Carolina, Puer- to Rico, South Carolina, Texas, Virginia.	82 FR 16668; 4/5/2017 ....	USFWS, 7915 Baymeadows Way, Suite 200, Jackson- ville, FL 32256.
<i>Clams</i>					
Elktoe, Appalachian ( <i>Alasmidonta raveneliana</i> ).	Jason Mays, <a href="mailto:fw4esasheville@fws.gov">fw4esasheville@fws.gov</a> , 828-258-3939.	Endangered .....	North Carolina, Tennessee ..	59 FR 60324; 11/23/1994	USFWS, 160 Zillicoa St., Asheville, NC 28801.
Pearlshell, Louisiana ( <i>Margaritifera hembeli</i> ).	Monica Sikes, <a href="mailto:lafayette@fws.gov">lafayette@fws.gov</a> , 337-291-3118.	Threatened .....	Arkansas, Louisiana .....	58 FR 49935; 9/24/1993 ..	USFWS, 200 Dulles Drive, Lafayette, LA 70506.
Moccasinshell, Suwan- nee ( <i>Medionidus walkeri</i> ).	Lourdes Mena, <a href="mailto:panamacity@fws.gov">panamacity@fws.gov</a> , 904-731-3134.	Threatened .....	Florida, Georgia .....	81 FR 69417; 10/6/2016 ..	USFWS, 1601 Balboa Ave., Panama City, FL 32405.

Common name/ scientific name	Contact person, email, phone	Status (endangered or threatened)	States where the species is known to occur	Final listing rule (Federal Register citation and publication date)	Contact's mailing address
Wartyback, white (pearlymussel) ( <i>Plethobasus cicatricosus</i> ).	Evan Collins, <i>alabama@ fws.gov</i> , 251-441-5181.	Endangered .....	Alabama, Tennessee .....	41 FR 24062; 6/14/1976 ..	USFWS, 1208B Main Street, Daphne, AL 36526.

Crustaceans

Shrimp, Squirrel Chim- ney Cave ( <i>Palaemonetes cummingi</i> ).	Lourdes Mena, <i>northflorida@ fws.gov</i> , 904-731-3134.	Threatened .....	Florida .....	55 FR 25588; 6/21/1990 ..	USFWS, 7915 Baymeadows Way, Suite 200, Jackson- ville, FL 32256.
Shrimp, Alabama cave ( <i>Palaemonias alabamae</i> ).	Jennifer Grunewald, <i>ala- bama@fws.gov</i> , 251-441- 5181.	Endangered .....	Alabama .....	53 FR 34696; 9/7/1988 ....	USFWS, 1208B Main Street, Daphne, AL 36526.
Shrimp, Kentucky cave ( <i>Palaemonias ganteri</i> ).	Michael Floyd, <i>kentuckyes@ fws.gov</i> , 502-695-0468.	Endangered .....	Kentucky .....	48 FR 46337; 10/12/1983	USFWS, 330 W Broadway, Ste. 265, Frankfort, KY 40601.

Insects

Beetle, Miami tiger ( <i>Cicindelia floridana</i> ).	Lourdes Mena, <i>Miamitigerbeetle_5- yearreview@fws.gov</i> , 904- 731-3134.	Endangered .....	Florida .....	81 FR 68985; 10/5/2016 ..	USFWS, 1339 20th St., Vero Beach, FL 32960.
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Snails

Snail, painted snake coiled forest ( <i>Anguispira picta</i> ).	Geoff Call, <i>cookeville@ fws.gov</i> , 931-528-6481.	Threatened .....	Tennessee .....	43 FR 28932; 7/3/1978 ....	USFWS, 446 Neal Street, Cookeville, TN 38501.
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PLANTS

Flowering Plants

<i>Argythamnia blodgettii</i> (Blodgett's silverbush)	Lourdes Mena, <i>pinerocklandplants_5- yearreview@fws.gov</i> , 904- 731-3134.	Threatened .....	Florida .....	81 FR 66842; 9/29/2016 ..	USFWS, 1339 20th St., Vero Beach, FL 32960.
<i>Auerodendron pauciflorum</i> (no com- mon name)	José G. Martínez, <i>carib- bean_es@fws.gov</i> , 787- 851-7297.	Endangered .....	Puerto Rico .....	59 FR 9935; 3/2/1994 .....	USFWS, Road 301, Km 5.1, P.O. Box 491, Boquerón, PR 00622.
<i>Cardamine micranthera</i> (small-anthered bittercress)	Karla Quast, <i>fw4esasheville@fws.gov</i> , 828-258-3939.	Endangered .....	North Carolina, Virginia .....	54 FR 38947; 9/21/1989 ..	USFWS, 160 Zillicoa St., Asheville, NC 28801.
<i>Chamaecrista lineata keyensis</i> (Big Pine partridge pea)	Lourdes Mena, <i>pinerocklandplants_5- yearreview@fws.gov</i> , 904- 731-3134.	Endangered .....	Florida .....	81 FR 66842; 9/29/2016 ..	USFWS, 1339 20th St., Vero Beach, FL 32960.
<i>Chamaesyce deltoidea serpyllum</i> (wedge spurge)	Lourdes Mena, <i>pinerocklandplants_5- yearreview@fws.gov</i> , 904- 731-3134.	Endangered .....	Florida .....	81 FR 66842; 9/29/2016 ..	USFWS, 1339 20th St., Vero Beach, FL 32960.
<i>Clematis socialis</i> (Ala- bama leather flower)	Scott Wiggers, <i>mississippi_ field_office@fws.gov</i> , 228- 475-0765.	Endangered .....	Alabama, Georgia .....	51 FR 34420; 9/26/1986 ..	USFWS, 6578 Dogwood View Pkwy., Jackson, MS 39213.
<i>Conradina glabra</i> (Apa- lachicola rosemary)	Lourdes Mena, <i>panamacity@fws.gov</i> , 904-731-3134.	Endangered .....	Florida .....	58 FR 37432; 7/12/1993 ..	USFWS, 1601 Balboa Ave., Panama City, FL 32405.
<i>Cordia bellonis</i> (no common name)	Omar Monsegur, <i>caribbean_ es@fws.gov</i> , 787-510- 5206.	Endangered .....	Puerto Rico .....	62 FR 1644; 1/10/1997 ....	USFWS, Road 301, Km 5.1, P.O. Box 491, Boquerón, PR 00622.
<i>Crescentia portoricensis</i> (higüero de sierra)	Omar Monsegur, <i>caribbean_ es@fws.gov</i> , 787-510- 5206.	Endangered .....	Puerto Rico .....	52 FR 46085; 12/4/1987 ..	USFWS, Road 301, Km 5.1, P.O. Box 491, Boquerón, PR 00622.
<i>Geocarpon minimum</i> (no common name)	Jason Phillips, <i>arkansas-es- recovery@fws.gov</i> , 870- 503-1101.	Threatened .....	Arkansas, Louisiana, Mis- souri, Texas.	52 FR 22930; 6/16/1987 ..	USFWS, 110 South Amity Road, Suite 300, Conway, Arkansas 72032.
<i>Harperocalis flava</i> (Harper's beauty)	Lourdes Mena, <i>panamacity@fws.gov</i> , 904-731-3134.	Endangered .....	Florida .....	44 FR 56862; 10/2/1979 ..	USFWS, 1601 Balboa Ave., Panama City, FL 32405.
<i>Houstonia (=Hedyotis) purpurea</i> var. <i>mon- tana</i> (Roan Mountain bluet)	Karla Quast, <i>fw4esasheville@fws.gov</i> , 828-258-3939.	Endangered .....	North Carolina, Tennessee, Virginia.	55 FR 12793; 4/5/1990 ....	USFWS, 160 Zillicoa St., Asheville, NC 28801.
<i>Linum arenicola</i> (sand flax)	Lourdes Mena, <i>pinerocklandplants_5- yearreview@fws.gov</i> , 904- 731-3134.	Endangered .....	Florida .....	81 FR 66842; 9/29/2016 ..	USFWS, 1339 20th St., Vero Beach, FL 32960.
<i>Lupinus aridorum</i> (scrub lupine)	Lourdes Mena, <i>northflorida@ fws.gov</i> , 904-731-3134.	Endangered .....	Florida .....	52 FR 11172; 4/7/1987 ....	USFWS, 7915 Baymeadows Way, Suite 200, Jackson- ville, FL 32256.

Common name/ scientific name	Contact person, email, phone	Status (endangered or threatened)	States where the species is known to occur	Final listing rule (Federal Register citation and publication date)	Contact's mailing address
<i>Myrcia paganii</i> (no common name)	José G. Martínez, <i>carib- bean_es@fws.gov</i> , 787- 510-5206.	Endangered .....	Puerto Rico .....	59 FR 8138; 2/18/1994 .....	USFWS, Road 301, Km 5.1, P.O. Box 491, Boquerón, PR 00622.
<i>Trichilia triacantha</i> (Bariaco)	Omar Monsegur, <i>caribbean_ es@fws.gov</i> , 787-510- 5206.	Endangered .....	Puerto Rico .....	53 FR 3565; 2/5/1988 .....	USFWS, Road 301, Km 5.1, P.O. Box 491, Boquerón, PR 00622.
<i>Warea amplexifolia</i> (wide-leaf warea)	Lourdes Mena, <i>northflorida@ fws.gov</i> , 904-731-3134.	Endangered .....	Florida .....	52 FR 15501; 4/29/1987 ..	USFWS, 7915 Baymeadows Way, Suite 200, Jackson- ville, FL 32256.
<i>Non-Flowering Plants</i>					
<i>Elaphoglossum serpens</i> (no common name)	Marielle Peschiera, <i>carib- bean_es@fws.gov</i> , 787- 510-5206.	Endangered .....	Puerto Rico .....	58 FR 32308; 6/9/1993 .....	USFWS, Road 301, Km 5.1, P.O. Box 491, Boquerón, PR 00622.
<i>Polystichum calderonense</i> (no common name)	Marielle Peschiera, <i>carib- bean_es@fws.gov</i> , 787- 510-5206.	Endangered .....	Puerto Rico .....	58 FR 32308; 6/9/1993 .....	USFWS, Road 301, Km 5.1, P.O. Box 491, Boquerón, PR 00622.
<i>Tectaria estremerana</i> (no common name)	Marielle Peschiera, <i>carib- bean_es@fws.gov</i> , 787- 510-5206.	Endangered .....	Puerto Rico .....	58 FR 32308; 6/9/1993 .....	USFWS, Road 301, Km 5.1, P.O. Box 491, Boquerón, PR 00622.
<i>Trichomanes punctatum</i> ssp. <i>floridanum</i> (Florida bristle fern)	Lourdes Mena, <i>Floridabristlefern_5- yearreview@fws.gov</i> , 904- 731-3134.	Endangered .....	Florida .....	80 FR 60439; 10/6/2015 ..	USFWS, 1339 20th St., Vero Beach, FL 32960.

**What information do we consider in our 5-year reviews?**

A 5-year review considers all new information available at the time of the review. In conducting the review, we consider the best scientific and commercial data that have become available since the most recent status review. Specifically, we are seeking new information regarding:

- (1) Species biology, including but not limited to life history and habitat requirements and impact tolerance thresholds;
- (2) Historical and current population conditions, including but not limited to population abundance, trends, distribution, demographics, and genetics;
- (3) Historical and current habitat conditions, including but not limited to amount, distribution, and suitability;
- (4) Historical and current threats, threat trends, and threat projections in relation to the five listing factors (as defined in section 4(a)(1) of the ESA);
- (5) Conservation measures for the species that have been implemented or are planned; and
- (6) Other new information, data, or corrections, including but not limited to taxonomic or nomenclatural changes, identification of erroneous information contained in the List, and improved analytical methods.

Any new information received will be considered during the 5-year review and may be useful in evaluating ongoing recovery programs for the species.

**Request for New Information**

To ensure that 5-year reviews are based on the best available scientific

and commercial information, we request new information from all sources. Please use the contact information listed in the table above that is associated with the species for which you are submitting information. If you submit information, please support it with documentation such as maps, bibliographic references, methods used to gather and analyze the data, and/or copies of any pertinent publications, reports, or letters by knowledgeable sources.

**How do I ask questions or provide information?**

If you wish to provide information for any species listed above, please submit your comments and materials to the appropriate contact in the table above. Individuals who are hearing impaired or speech impaired may call the Federal Relay Service at 1-800-877-8339 for TTY assistance.

**Public Availability of Comments**

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

**Authority**

This document is published under the authority of the Endangered Species Act

of 1973, as amended (16 U.S.C. 1531 *et seq.*).

**Leopoldo Miranda-Castro,**  
*Regional Director, South Atlantic-Gulf and Mississippi Basin Regions.*

[FR Doc. 2021-14952 Filed 7-13-21; 8:45 am]

**BILLING CODE 4333-15-P**

**DEPARTMENT OF THE INTERIOR**

**National Park Service**

[DOI-2021-0001; PPWOVPADU/  
POPFR2021.XZ0000]

**Privacy Act of 1974; System of Records**

**AGENCY:** National Park Service, Interior.  
**ACTION:** Notice of a modified system of records.

**SUMMARY:** Pursuant to the provisions of the Privacy Act of 1974, as amended, the Department of the Interior (DOI) is issuing a public notice of its intent to modify the National Park Service (NPS) Privacy Act system of records, INTERIOR/NPS-1, Special Use Permits. DOI is updating this system of records notice (SORN) to update the authorities, system location, and categories of records; propose new and modified routine uses; and add new sections and make general updates to remaining sections to accurately reflect management of the system of records in accordance with the Office of Management and Budget (OMB) policy. This modified system will be included in DOI's inventory of record systems.  
**DATES:** This modified system will be effective upon publication. New or