

Department or another agency or entity) that rely upon the compromised information; and (c) the disclosure made to such agencies, entities, and persons is reasonably necessary to assist in connection with the Department's efforts to respond to the suspected or confirmed compromise and prevent, minimize, or remedy such harm.

(15) To another Federal agency or Federal entity, when Treasury determines that information from this system of records is reasonably necessary to assist the recipient agency or entity in (1) responding to a suspected or confirmed breach or (2) preventing, minimizing, or remedying the risk of harm to individuals, the recipient agency or entity (including its information systems, programs, and operations), the Federal Government, or national security, resulting from a suspected or confirmed breach.

(16) To the National Archives and Records Administration or General Services Administration pursuant to records management inspections being conducted under the authority of 44 U.S.C. 2904 and 2906;

POLICIES AND PRACTICES FOR STORAGE OF RECORDS:

Records in this system are stored electronically or on paper per approved Office of Investigations policy. Electronic records are stored on magnetic disc, tape, digital media, and CD-ROM.

POLICIES AND PRACTICES FOR RETRIEVAL OF RECORDS:

By name and by case number.

POLICIES AND PRACTICES FOR RETENTION AND DISPOSAL OF RECORDS:

Case information is maintained for the later of: 10 years after the case is closed, or when no longer needed. Records are destroyed in accordance with approved Federal and Departmental guidelines.

ADMINISTRATIVE, TECHNICAL, AND PHYSICAL SAFEGUARDS:

Records in this system are safeguarded in accordance with applicable rules and policies, including all applicable Treasury automated systems security and access policies. Strict controls are imposed to minimize the risk of compromising the information that is stored. Access to the computer system containing the records in this system is limited to those individuals who have a need to know the information for the performance of their official duties and who have appropriate clearances or permissions. The records are available to Office of Inspector General personnel who have

an appropriate security clearance on a need-to-know basis.

RECORD ACCESS PROCEDURES:

See "Notification Procedures" below.

CONTESTING RECORD PROCEDURES:

See "Notification Procedures" below.

NOTIFICATION PROCEDURES:

This system of records contains records that are exempt from the notification, access, and contesting records requirements pursuant to 5 U.S.C. 552a(j)(2) and (k)(2). Individuals seeking access to any non-exempt record contained in this system of records, or seeking to contest its content, may inquire in writing in accordance with instructions appearing at 31 CFR part 1, subpart C, appendix A. Written inquiries should be addressed to: Freedom of Information Act Request, Counsel to the Inspector General, Office of Inspector General, Department of the Treasury, 875 15th St. NW, Washington, DC 20005.

EXEMPTIONS PROMULGATED FOR THE SYSTEM:

This system is exempt from 5 U.S.C. 552a(c)(3), (c)(4), (d)(1), (d)(2), (d)(3), (d)(4), (e)(1), (e)(2), (e)(3), (e)(4)(G), (e)(4)(H), (e)(4)(I), (e)(5), (e)(8), (f), and (g) of the Privacy Act pursuant to 5 U.S.C. 552a(j)(2) and (k)(2). See 31 CFR 1.36.

HISTORY:

Notice of this system of records was last published in full in the **Federal Register** on November 7, 2016 (81 FR 78298) as the Department of the Treasury, Departmental Offices .190—Office of Inspector General Investigations Management Information. Final Rule was published on May 15, 2012 (77 FR 28478).

[FR Doc. 2024-05536 Filed 3-14-24; 8:45 am]

BILLING CODE 4810-AK-P

DEPARTMENT OF THE TREASURY

United States Mint

Renewal for Currently Approved Generic Information Collection Request; Comment Request for Renewal of Customer Satisfaction and Opinion Surveys, Focus Group Interviews, and Web Usability Studies

AGENCY: United States Mint, Department of the Treasury.

ACTION: Notice and request for comments.

SUMMARY: The Department of the Treasury, as part of its continuing effort to reduce paperwork and respondent

burden, invites the general public and other Federal agencies to take this opportunity to comment on the currently approved information collection 1525-0012, as required by the Paperwork Reduction Act of 1995. Currently, the United States Mint, a bureau of the Department of the Treasury, is soliciting comments on the United States Mint customer satisfaction and opinion surveys, focus group interviews, and web usability studies.

DATES: Written comments should be received on or before May 14, 2024 to be assured of consideration.

ADDRESSES: Direct all written comments to Manoj Pillai, Market Research Specialist, Sales and Marketing Directorate; United States Mint; 801 9th Street NW; Washington, DC 20220; (202) 354-7255 (this is not a toll-free number); or by email at *BusinessAnalysisBranchExternalComm@usmint.treas.gov*.

FOR FURTHER INFORMATION CONTACT:

Requests for additional information or copies of the information collection package should be directed to Manoj Pillai, Market Research Specialist, Sales and Marketing Directorate; United States Mint; 801 9th Street NW, Washington, DC 20220; (202) 354-7255 (this is not a toll-free number); or by email at *BusinessAnalysisBranchExternalComm@usmint.treas.gov*.

SUPPLEMENTARY INFORMATION:

Title: United States Mint customer satisfaction and opinion surveys, focus group interviews, and web usability studies.

OMB Number: 1525-0012.

Abstract: The proposed customer satisfaction and opinion surveys, focus group interviews, web usability studies, and intercept surveys will allow the United States Mint to assess the acceptance of, potential demand for, and barriers to acceptance/increased and the needs and desires of customers for more efficient, economical services.

Current Actions: The United States Mint conducts customer satisfaction and opinion surveys, focus group interviews, and web usability studies to measure customer opinion and assess acceptance of, the potential demand for, and barriers to acceptance/increased demand for United States Mint products, and to determine the level of satisfaction of United States Mint customers and the general public.

Type of Review: Review of estimated annual respondents and estimated demand for current and future products, annual burden hours.

Affected Public: The affected public includes serious and casual numismatic collectors, dealers, and persons in the

numismatic business, and the general public.

Estimated Number of Respondents: The estimated number of annual respondents is 106,760.

Estimated Total Annual Burden

Hours: The estimated number of annual burden hours is 33,560.

Requests for Comments: Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. All comments will become a matter of public record. 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.

Eric Anderson,

Executive Secretary, United States Mint.

Supporting Statement A—United States Mint Generic Clearance (January 31, 2025–January 31, 2028) 1525–0012

A. Justification

A1. Circumstances Necessitating the Collection of Information

This is a request for a three-year generic clearance to conduct customer satisfaction and opinion surveys and focus group interviews. This clearance will allow the United States Mint to comply with Executive Order 12862 and assist the United States Mint in fulfilling its mission.

The mission of the United States Mint is to serve the American people by manufacturing and distributing the highest quality circulating coinage and national medals for the Nation to conduct its trade and commerce, and by providing security over assets entrusted to the United States Mint.

The United States Mint is responsible for producing proof, uncirculated, circulating, and commemorative coins, and medals, and platinum, gold, and silver bullion coins in response to programs legislated by Congress in support of domestic trade and

commerce, civic, philanthropic and national organizations.

To effectively accomplish the goals of these programs, it is crucial for the United States Mint to know and maintain awareness of customer preferences and needs by continually monitoring customer satisfaction.

However, because the time period between program authorization, production, and product shipment is often short, the United States Mint has not always had adequate time to obtain needed information about customer preferences and market conditions.

Therefore, the use of generic clearance to conduct customer satisfaction and opinion surveys and focus group interviews will allow the United States Mint to quickly obtain useful data to create more profitable programs and to provide better service and products to the American public.

The Supporting Statement contains authorization under which these data collections efforts are implemented. Supporting Statement B contains a list of anticipated projects that may be submitted for approval through the generic clearance process between January 31, 2025, and January 31, 2028. This clearance covers data collection efforts by the United States Mint. An internal review of all proposed data collections will be performed to ensure the following:

- Consistency with United States Mint mission and strategic objectives.
- Appropriate priority within United States Mint's Strategic Plan and/or United States Mint annual business plan.
- Technical adequacy in issues such as frame, sample selection, response rates, quality control in data gathering, recording, and analysis.
- Minimized burden on respondents.
- Confidentiality of individual responses.
- Consistency with this generic clearance.
- Consistency with applicable laws and regulations.

A2. Use of Data

A variety of data collection methods will be employed, including web-based surveys, telephone CATI (computer-assisted telephone interviews) systems, focus group interviews, and other appropriate means. The information will be used to:

- Determine customer opinions about the quality of products, pricing, delivery, and other services provided by the United States Mint.
- Determine customer needs and wants regarding future products and services.

- Define the next steps/actions plans to improve customer satisfaction and United States Mint sales operations.

A3. Use of Information Technology To Reduce Burden

• In past instances, the United States Mint has used CATI systems and web-based surveys (both provided by contractors) for data collection efforts. The CATI systems and web-based surveys increase efficiency and validity of surveys and decrease the time required for each interview and, consequently, the overall burden on respondents. These methodologies use computers to perform several critical quality assurance routines that are monitored by survey supervisors. These include tracking average interview length and refusal and termination rates.

A4. Efforts To Identify Duplication

Survey questions will address United States Mint related products and do not duplicate the efforts of other agencies/organizations. Our internal review and approval process ensures that duplication of data gathering within the United States Mint is eliminated.

Additionally, no other organization can conduct a survey of the United States Mint customers because our customer list is unique and secured by the United States Mint.

A5. Methods To Minimize Burden on Small Businesses or Other Small Entities

The data collections for the most part will be targeted to individuals. Although some customers are coin and hobby dealers that may operate a small business, all information requests will be voluntary. In addition, respondents will rarely be required to consult or access their records for detailed information.

A6. Consequences of Less Frequent Collection on Federal Programs or Policy Activities

The United States Mint would not be following Executive Order 12862 if some of the collection efforts were not undertaken. Also, the United States Mint operates as a self-funding agency, and the information and the changes resulting from data collections are crucial to United States Mint numismatic sales efforts.

A7. Special Circumstances Requiring Data Collection To Be Inconsistent With Guidelines in 5 CFR 1320.6

No special circumstances require the collection to be conducted in a manner inconsistent with the guidelines in 5 CFR 1320.6.

A8. Consultation With Individuals Outside of the Agency on Availability of Data, Frequency of Collection, Clarity of Instruction and Forms, and Data Elements

The United States Mint collaborates with professional marketing firms and contractors with expertise in marketing research, statistical analysis, and customer driven marketing. Their assistance is utilized in development, administration, and analysis research.

A9. Explanation of Decision To Provide Payment or Gift to Respondents

The United States Mint has compensated respondents only when it was necessary as an incentive for their extensive time or expertise. Specific justification has accompanied such requests. In the future, the United States

Mint will use compensation for respondents only when it is deemed necessary.

A10. Assurance of Confidentiality of Responses

Survey respondents contacted by mail, fax, internet, or some other form of written communication will be advised on the survey form, cover letter, or other accompanying document that participation is voluntary, and that the data provided will be secured. As part of the introduction to a data gathering effort during telephone or personal interviews, the interviewer will inform the respondents that the survey is voluntary, and that each individual's responses will be secured. Focus group participants will verbally receive similar assurances during opening statements of the interview session.

A11. Justification of Sensitive Questions

Not applicable. Sensitive information is not collected.

A12. Estimated Burden of Information Collection

The following table is a breakdown of the estimated number of hours for a three-year generic clearance and estimated number of respondents for a three-year generic clearance.

However, due to changes in the market and possible new coin programs legislated by Congress, this figure could increase.

A13. Estimated Total Annual Burden to Respondents

The following table is a breakdown of estimated burden to respondents based on previous experience.

Research	Estimated number of hours (3 years)	Estimated number of respondents (3 years)
Naxion Customer Acquisition Research	4,600	12,000
Naxion General Analytics Research	13,000	39,000
Naxion Product Fulfillment Tracking Research	10,500	42,000
Naxion Customer Satisfaction Tracking Research	3,000	12,000
Naxion Focus Group Research	2,100	1,400
Web Usability Research	360	360
Total	33,560	106,760

A14. Estimated Annualized Cost to the Federal Government

The following table is a breakdown of the estimated cost to the United States Mint based on previous experience.

Research	Annual estimated cost	Total estimated—3 years
Naxion Customer Acquisition Research	\$430,000	\$430,000
Naxion General Analytics Research	747,000	2,241,000
Naxion Product Fulfillment Tracking Survey	177,000	531,000
Naxion Customer Satisfaction Tracking Research	381,000	1,143,000
Naxion Focus Group Research	750,000	2,250,000
Web Usability Research	567,000	1,701,000
Total	3,052,000	8,296,000

A15. Reason for Change in Burden

There is no change.

A16. Plans for Tabulation Statistical Analysis and Publication

Information from data collection will not be published for statistical purposes.

A17. Reasons Why Displaying the OMB Expiration Date Is Inappropriate

Displaying the expiration date may cause problems with respondents for data collection programs that overlap the three-year authorization periods. In addition, respondents might be declined to refuse to participate if the form

carries an authorization date that is expired or soon to expire.

A18. Exceptions to the Certification Statement on OMB Form 83-1

Not applicable. There are no exceptions for certification.

Supporting Statement B—United States Mint Generic Clearance (January 31, 2025–January 31, 2028) 1525–0012

B. Collection of Information Employing Statistical Methods

B1. Universe and Respondent Selection

Surveys covered under this generic clearance will vary regarding the universe and respondent selection. The potential universe for some surveys will include our active and inactive customers, while others may include far fewer.

However, because the United States Mint is attempting to expand its numismatic markets and practically all Americans are users of circulating coinage, the universe for some surveys may include the entire United States population base, with a statistically valid sample selected for research.

B2. Procedures for Collecting Information

The specific method of data collection for each survey will be provided to OMB before each survey is conducted.

B3. Methods To Maximize Response

The United States Mint has found that by sending an advance notice letter to those customers participating in a telephone survey the rate of response can be increased and will employ this technically when possible and cost effective. The United States Mint will employ procedures to review and test questions by survey experts to ensure that questions and instructions are clear, relevant, and unambiguous. Surveys employing non-response follow-up techniques will use multiple contacts by telephone and/or additional mailing of the questionnaire to ensure an adequate response.

B4. Testing of Procedures

In most cases, a pretest of the data collection instruments will be conducted prior to its use. Pretests will include review by knowledgeable United States Mint staff and consultants. In the case of telephone surveys, the pretest will include monitoring of interviewers and respondents by United States Mint staff and/or consultants prior to the actual survey. No pretest will include provisions for contacting more than nine respondents.

B5. Contacts for Statistical Aspects and Data Collection

The contact person for questions regarding any statistical aspects employed or data collection procedures used will be provided to OMB before each survey. Administrative questions

regarding the Mint use of this generic clearance should be directed to Manoj Pillai; Sales and Marketing, 5th Floor; United States Mint; 801 9th Street NW; Washington, DC 20220; or by email at *BusinessAnalysisBranch.ExternalComm@usmint.treas.gov*.

[FR Doc. 2024–05474 Filed 3–14–24; 8:45 am]

BILLING CODE 4810–37–P

DEPARTMENT OF VETERANS AFFAIRS

Privacy Act of 1974; System of Records

AGENCY: Office of Information and Technology (OIT), Department of Veteran Affairs (VA).

ACTION: Notice of a modified system of records.

SUMMARY: Pursuant to the Privacy Act of 1974, notice is hereby given that VA is modifying the system of records titled, “Call Detail Records-VA” (90VA194). This system is used to generate call detail records to capture information regarding calls made on telephone systems, including who made the call (calling party number), who was called (called party number), the date and time the call was made, the duration of the call, and other usages and diagnostic information elements (e.g., features used, reason for call termination).

DATES: Comments on this modified system of records must be received no later than April 15, 2024. If no public comment is received during the period allowed for comment or unless otherwise published in the **Federal Register** by VA, the modified system of records will become effective a minimum of 30 days after date of publication in the **Federal Register**. If VA receives public comments, VA shall review the comments to determine whether any changes to the notice are necessary.

ADDRESSES: Comments may be submitted through *www.Regulations.gov* or mailed to VA Privacy Service, 810 Vermont Avenue NW, (005X6F), Washington, DC 20420. Comments should indicate that they are submitted in response to Call Detail Records—VA 90VA194. Comments received will be available at *regulations.gov* for public viewing, inspection or copies.

FOR FURTHER INFORMATION CONTACT: Office of Information and Technology System Owner, Bradley Mills, Department of Veterans Affairs, 810 Vermont Avenue NW, Washington, DC 20420; telephone (202) 215–1395 (Note:

This is not a toll-free number) or *Bradley.mills@va.gov*.

SUPPLEMENTARY INFORMATION: VA is amending the system of records by revising the System Location; System Manager; Categories of Individuals Covered by the System; Routine Uses of Records Maintained in the System, Including Categories of Users and Purposes of Such Uses; Policies and Practices for Storage of Records; Policies and Practices for Retrieval of Records; Policies and Practices for Retention and Disposal of Records; Record Access Procedures; Contesting Records Procedures; and Notification Procedures.

The Categories of Individuals Covered by the System is being updated to reflect “Individuals who are assigned telephone numbers or are authorized to use VA telephone services, and individuals who receive or make calls billed to the VA.”

The System location will be updated to replace individual local VHA facilities with “VA OIT Trusted internet Gateway Data Centers”.

The System Manager is being updated to “Deputy Director for Operations, Unified Communications. Telephone number (202) 632–9603.”

Routine Uses of Records Maintained in the System, Including Categories of Users and Purposes of Such Uses are being modified to remove current Uses number 1 and number 2; and to update current language for the remaining Routine Uses, numbers 3 through 17. This system will now have 15 Routine Uses.

Policies and Practices for Storage of Records is being updated to reflect “Records are maintained in electronic form in VA Data Centers.”

Policies and Practices for Retrieval of Records is being updated to remove “date, time, cost.”

Policies and Practices for Retention and Disposal of Records is being updated to reflect “Records in this system are retained and disposed of in accordance with the schedule approved by the Archivist of the United States, Records Control Schedule 10–1 Item Number 2525.1”

Record Access Procedures is being updated to reflect “Individuals wishing to request access to records pertaining to them should contact the System Manager in writing as indicated above. A request for access to records must contain the requester’s full name, address, telephone number, be signed by the requester, and describe the records sought in sufficient detail to enable VA personnel to locate them with a reasonable amount of effort.”