

**DEPARTMENT OF THE INTERIOR****Office of the Secretary****Proposed Renewal of Information Collection: American Customer Satisfaction Index (ACSI) Government Customer Satisfaction Survey**

**AGENCY:** National Business Center, Federal Consulting Group, Interior.

**ACTION:** Notice and request for comments.

**SUMMARY:** The Department of the Interior, 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 proposed and/or continuing information collections, as required by the Paperwork Reduction Act of 1995, Public Law 104-13 (44 U.S.C. 3506(c)(2)(A)). Currently, the Federal Consulting Group within the Department of the Interior is soliciting comments concerning the American Customer Satisfaction Index (ACSI) Government Customer Satisfaction Survey.

**DATES:** Consideration will be given to all comments received by April 30, 2012.

**ADDRESSES:** Written comments may be submitted to the Federal Consulting Group, Attention: Rick Tate, 1849 C St. NW., MS 314, Washington, DC 20240-0001. Comments may also be sent by facsimile to (202) 513-7686, or via email to [Richard\\_Tate@nbc.gov](mailto:Richard_Tate@nbc.gov). Individuals providing comments should reference Customer Satisfaction Surveys.

**FOR FURTHER INFORMATION CONTACT:** To request additional information or copies of the form(s) and instructions, please write to the Federal Consulting Group, Attention: Rick Tate, 1849 C St. NW., MS 314, Washington, DC 20240-0001, or call him on (202) 513-7655, or send an email to [Richard\\_Tate@nbc.gov](mailto:Richard_Tate@nbc.gov).

**SUPPLEMENTARY INFORMATION:**

*Title:* American Customer Satisfaction Index (ACSI) Government Customer Satisfaction Survey.

*OMB Control Number:* 1090-0007.

**Abstract**

The proposed renewal of this information collection activity provides a means to consistently assess, benchmark and improve customer satisfaction with Federal government agency programs and/or services within the Executive Branch. The Federal Consulting Group of the Department of the Interior serves as the executive agent for this methodology and has partnered with the CFI Group and the ACSI

organization to offer the methodology to Federal government agencies.

The CFI Group, a leader in customer satisfaction and customer experience management, offers a comprehensive model that quantifies the effects of quality improvements on citizen satisfaction. The CFI Group has developed the methodology and licenses it to the ACSI organization which produces the American Customer Satisfaction Index (ACSI) for different economic sectors and as an annual benchmark for customer service in the U.S. Government. The ACSI was introduced in 1994 by Professor Claes Fornell under the auspices of the University of Michigan, the American Society for Quality (ASQ), and the CFI Group. In 2008, the ACSI became an independent organization that continues to monitor and benchmark customer satisfaction across more than 200 companies and many U.S. Federal agencies.

The ACSI is the only cross-agency methodology for obtaining comparable measures of customer satisfaction with Federal government programs and/or services. Along with other economic objectives—such as employment and growth—the quality of output (goods and services) is a part of measuring living standards. The ACSI's ultimate purpose is to help improve the quality of goods and services available to American citizens.

ACSI surveys conducted by the Federal Consulting Group are completely subject to the Privacy Act 1074, Public Law 93-579, December 31, 1974 (5 U.S.C. 522a). The agency information collection is an integral part of conducting an ACSI survey. The contractor will not be authorized to release any agency information upon completion of the survey without first obtaining permission from the Federal Consulting Group and the participating agency. In no case shall any new system of records containing privacy information be developed by the Federal Consulting Group, participating agencies, or the contractor collecting the data. In addition, participating Federal agencies may only provide information used to randomly select respondents from among established systems of records provided for such routine uses.

There is no other agency or organization which is able to provide the information that is accessible through the surveying approach used in this information collection. Further, the information will enable Federal agencies to determine customer satisfaction metrics with discrimination capability across variables. Thus, this information collection will assist

Federal agencies in improving their customer service in a targeted manner which will make best use of resources to improve service to the public.

This survey asks no questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

*Current Actions:* Proposed renewal of collection of information.

*Type of Review:* Renewal.

*Affected Public:* Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.

*Estimated Number of Respondents:* Participation by Federal agencies in the ACSI is expected to vary as new customer segment measures are added or deleted. However, based on historical records, projected average estimates for the next three years are as follows:

*Average Expected Annual Number of Customer Satisfaction Surveys:* 125.

*Respondents:* 43,750.

*Annual responses:* 43,750.

*Frequency of Response:* Once per survey.

*Average minutes per response:* 12.0.

*Burden hours:* 8,750 hours.

**Note:** It is expected that the first year there will be approximately 100 surveys submitted, the second year 125 surveys submitted, and the third year 150 surveys submitted due to expected growth in the program. The figures above represent an expected average per year over the three-year period.

*Request for Comments:* 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 by appointment with the Federal Consulting Group at the contact information given in the Addressee section. The comments, with names and addresses, will be available for public view during regular business hours. If you wish us to withhold your personal information, you must prominently state at the beginning of your comment what personal information you want us to withhold. We will honor your request to extent allowable by law.

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.

**Ron Oberbillig,**

*Chief Operating Officer, Federal Consulting Group.*

[FR Doc. 2012-4631 Filed 2-27-12; 8:45 am]

BILLING CODE 4310-RK-P

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## DEPARTMENT OF THE INTERIOR

### Fish and Wildlife Service

[FWS-R4-ES-2012-N013;  
FXES1113040000EA-123-FF04EF1000]

#### **Endangered and Threatened Wildlife and Plants; Receipt of Application for Modification of Incidental Take Permit; Availability of Proposed Low-Effect Habitat Conservation Plan; Mosaic Fertilizer, LLC, Manatee County, FL**

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

**ACTION:** Notice of availability; request for comment/information.

**SUMMARY:** We, the Fish and Wildlife Service (Service), have received an application from Mosaic Fertilizer, LLC (applicant), for modification to Incidental Take Permit #TE236128-0. Mosaic Fertilizer, LLC (applicant), requests a 41-year ITP under the Endangered Species Act of 1973, as amended (Act) (ITP; # TE236128-1). We request public comment on the permit application and accompanying proposed habitat conservation plan (HCP), as well as on our preliminary determination that the plan qualifies as

low-effect under the National Environmental Policy Act (NEPA). To make this determination, we used our environmental action statement and low-effect screening form, which are also available for review.

**DATES:** To ensure consideration, please send your written comments by March 29, 2012.

**ADDRESSES:** If you wish to review the application and HCP, you may request documents by email, U.S. mail, or phone (see below). These documents are also available for public inspection by appointment during normal business hours at the office below. Send your comments or requests by any one of the following methods.

*Email:* northflorida@fws.gov. Use "Attn: Permit number TE236128-1" as your message subject line.

*Fax:* David L. Hankla, Field Supervisor, (904) 731-3045, Attn.: Permit number TE236128-1.

*U.S. mail:* David L. Hankla, Field Supervisor, Jacksonville Ecological Services Field Office, Attn: Permit number TE236128-1, U.S. Fish and Wildlife Service, 7915 Baymeadows Way, Suite 200, Jacksonville, FL 32256.

*In-person drop-off:* You may drop off information during regular business hours at the above office address.

**FOR FURTHER INFORMATION CONTACT:** Erin M. Gawera, telephone: (904) 731-3121; email: erin\_gawera@fws.gov.

#### **SUPPLEMENTARY INFORMATION:**

##### **Background**

Section 9 of the Act (16 U.S.C. 1531 *et seq.*) and our implementing Federal regulations in the Code of Federal Regulations (CFR) at 50 CFR 17 prohibit the "take" of fish or wildlife species listed as endangered or threatened. Take of listed fish or wildlife is defined under the Act as "to harass, harm, pursue, hunt, shoot, wound, kill, trap, capture, or collect, or to attempt to engage in any such conduct" (16 U.S.C. 1532). However, under limited circumstances, we issue permits to authorize incidental take—*i.e.*, take that is incidental to, and not the purpose of, the carrying out of an otherwise lawful activity.

Regulations governing incidental take permits for threatened and endangered species are at 50 CFR 17.32 and 17.22, respectively. The Act's take prohibitions do not apply to federally listed plants on private lands unless such take would violate State law. In addition to meeting other criteria, an incidental take permit's proposed actions must not jeopardize the existence of federally listed fish, wildlife, or plants.

#### **Applicant's Proposal**

The applicant is requesting modification of the existing incidental take permit #TE236128-0 issued September 28, 2010, and made available via the **Federal Register** on January 28, 2010 (75 FR 4581). The original permit is for the take of approximately 75 acres (ac) of Florida scrub-jay (*Aphelocoma coerulescens*)—occupied habitat incidental to land clearing and phosphate mining. The requested modifications to this permit are increasing the duration of the permit from 24 years to 41 years, changing the boundary of the conservation easement placed on the property used for mitigation, and including take of one additional species, the threatened eastern indigo snake (*Drymarchon couperi*). The applicant requests take of no more than 3 threatened eastern indigo snakes within each 5-year period throughout the 41-year-long duration of the permit. The 4,345-ac project is located on parcel #45400059, within Sections 13, 22-27, and 34, Township 34 South, Range 22 East, Manatee County, Florida. The applicant's HCP describes the mitigation and minimization measures the applicant proposes to address the effects of the project to the Florida scrub-jay and Eastern indigo snake.

#### **Our Preliminary Determination**

We have determined that the applicant's proposal, including the proposed mitigation and minimization measures, would have minor or negligible effects on the species covered in the HCP. Therefore, we determined that the ITP is a low-effect project and qualifies for categorical exclusion under the National Environmental Policy Act (NEPA), as provided by the Department of the Interior Manual (516 DM 2 Appendix 1 and 516 DM 6 Appendix 1). A low-effect HCP is one involving (1) Minor or negligible effects on federally listed or candidate species and their habitats, and (2) minor or negligible effects on other environmental values or resources.

#### **Next Steps**

We will evaluate the HCP and comments we receive to determine whether the ITP application meets the requirements of section 10(a) of the Act (16 U.S.C. 1531 *et seq.*). If we determine that the application meets these requirements, we will issue ITP # TE236128-1. We will also evaluate whether issuance of the section 10(a)(1)(B) ITP complies with section 7 of the Act by conducting an intra-Service section 7 consultation. We will