

notification, access, and amendment procedures of the Privacy Act because it is a law enforcement system. However, DHS/TSA will consider individual requests to determine whether or not information may be released. Thus, individuals seeking notification of and access to any record contained in this system of records, or seeking to contest its content, may submit a request in writing to the TSA FOIA Officer by email at foia.tsa@dhs.gov or by mail at Transportation Security Administration, TSA-20, FOIA Office, 601 S. 12th Street, Arlington, VA 20598. If an individual believes more than one component maintains Privacy Act records concerning him or her, the individual may submit the request to the Chief Privacy Officer and Chief Freedom of Information Act Officer, Department of Homeland Security, 245 Murray Drive SW., Building 410, STOP-0655, Washington, DC 20528.

When seeking records about yourself from this system of records or any other Departmental system of records, your request must conform with the Privacy Act regulations set forth in 6 CFR part 5. You must first verify your identity, meaning that you must provide your full name, current address, and date and place of birth. You must sign your request, and your signature must either be notarized or submitted under 28 U.S.C. 1746, a law that permits statements to be made under penalty of perjury as a substitute for notarization. While no specific form is required, you may obtain forms for this purpose from the Chief Privacy Officer and Chief Freedom of Information Act Officer, <http://www.dhs.gov/foia> or 1-866-431-0486. In addition, you should:

- Explain why you believe the Department would have information on you;
- Identify which component(s) of the Department you believe may have the information about you;
- Specify when you believe the records would have been created; and
- Provide any other information that will help the FOIA staff determine which DHS component agency may have responsive records; and

If your request is seeking records pertaining to another living individual, you must include a statement from that individual certifying his/her agreement for you to access his/her records.

Without the above information, the component(s) may not be able to conduct an effective search, and your request may be denied due to lack of specificity or lack of compliance with applicable regulations.

RECORD ACCESS PROCEDURES:

See "Notification procedure" above.

CONTESTING RECORD PROCEDURES:

See "Notification procedure" above.

RECORD SOURCE CATEGORIES:

Records are obtained from the alleged violator, TSA employees or contractors, witnesses to the alleged violation or events surrounding the alleged violation, other third parties who provided information regarding the alleged violation, State and local agencies, and other Federal agencies.

EXEMPTIONS CLAIMED FOR THE SYSTEM:

Portions of this system are exempt under 5 U.S.C. 552a(k)(1) and (k)(2). Portions of the system pertaining to investigations or prosecutions of violations of criminal law are exempt under 5 U.S.C. 552a(j)(2). These exemptions are reflected in the final rule published on August 4, 2006 in 71 FR 44223.

Dated: November 21, 2013.

Karen L. Neuman

Chief Privacy Officer, Department of Homeland Security.

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BILLING CODE 9110-05-P

DEPARTMENT OF HOMELAND SECURITY

Federal Emergency Management Agency

[Docket ID: FEMA-2013-0049; OMB No. 1660-0102]

Agency Information Collection Activities: Proposed Collection; Comment Request; Federal Emergency Management Agency Housing Inspection Services Customer Satisfaction Survey

AGENCY: Federal Emergency Management Agency, DHS.

ACTION: Notice.

SUMMARY: The Federal Emergency Management Agency, 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 a revision of a currently approved information collection. In accordance with the Paperwork Reduction Act of 1995, this notice seeks comments concerning the housing inspection services customer satisfaction survey.

DATES: Comments must be submitted on or before February 7, 2014.

ADDRESSES: To avoid duplicate submissions to the docket, please use only one of the following means to submit comments:

(1) *Online.* Submit comments at www.regulations.gov under Docket ID FEMA-2013-0049. Follow the instructions for submitting comments.

(2) *Mail.* Submit written comments to Docket Manager, Office of Chief Counsel, DHS/FEMA, 500 C Street SW., 8NE, Washington, DC 20472-3100.

(3) *Facsimile.* Submit comments to (703) 483-2999.

All submissions received must include the agency name and Docket ID. Regardless of the method used for submitting comments or material, all submissions will be posted, without change, to the Federal eRulemaking Portal at <http://www.regulations.gov>, and will include any personal information you provide. Therefore, submitting this information makes it public. You may wish to read the Privacy Act notice that is available via the link in the footer of www.regulations.gov.

FOR FURTHER INFORMATION CONTACT:

Dawson Rigglesman, Contracting Officer's Representative, FEMA Contract Management and Housing Inspection Services, 540-686-3810. You may contact the Records Management Division for copies of the proposed collection of information at facsimile number (202) 646-3347 or email address: FEMA-Information-Collections-Management@dhs.gov.

SUPPLEMENTARY INFORMATION: Executive Order 12862, *Setting Customer Service Standards*, signed on 9/11/1993 requires all executive departments and agencies that provide significant services directly to the public to provide those services in a manner that seeks to meet the customer service standard established by E.O. 12862 and to take the following actions: (1) Identify the customers who are, or should be served by the agency; (2) survey customers to determine the kind and quality of services requested and their level of satisfaction with existing services; (3) post service standards and measure results against standards; (4) benchmark customer service performance against the best in business; (5) survey front-line employees on barriers and ideas for, matching the best in business; (6) provide customers with choices in both the sources of service and the means of delivery; (7) make information, services, and complaint systems easily accessible; and (8) provide means to address customer complaints. In compliance with the FEMA Housing Inspection Services, contract inspectors meet with

disaster assistance applicants in Federally declared disasters areas to assess dwelling damage. This survey will collect responses to questions about different aspects of the housing inspection process such as the time commitment for the inspection, how the respondent felt about the inspection procedure, and the overall level of satisfaction with the inspection process.

Collection of Information

Title: Federal Emergency Management Agency Housing Inspection Services Customer Satisfaction Survey.

Type of Information Collection: Revision of a currently approved information collection.

FEMA Forms: 007-0-1 and FEMA Form 007-0-1S.

Abstract: Federal Emergency Management Agency Housing Inspection Services Customer Satisfaction Survey, FEMA Form 007-0-1 and 007-0-1S are used to survey individuals who have contacted FEMA for disaster assistance. FEMA Inspection Services Managers and Task Monitors use the survey results to measure disaster inspector customer service and make improvements to disaster services that increase customer satisfaction and inspection program effectiveness. The information is shared with Regional staff specific to the Federal declaration for which the survey is conducted to further assist in enhancing customer service to those affected by disasters and other incidents that result in a declaration.

Affected Public: Individuals and Households.

Number of Respondents: 9,441.

Number of Responses: 9,441.

Estimated Total Annual Burden Hours: 2,360.

Estimated Cost: There are no recordkeeping, capital, start-up or maintenance costs associated with this information collection.

Comments

Comments may be submitted as indicated in the **ADDRESSES** caption above. Comments are solicited to (a) evaluate whether the proposed data collection is necessary for the proper performance of the agency, including whether the information shall have practical utility; (b) evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (c) enhance the quality, utility, and clarity of the information to be collected; and (d) minimize the burden of the collection of information on those who are to respond, including through

the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

Dated: November 25, 2013.

Charlene D. Myrthil,

Director, Records Management Division, Mission Support Bureau, Federal Emergency Management Agency, Department of Homeland Security.

[FR Doc. 2013-29256 Filed 12-6-13; 8:45 am]

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DEPARTMENT OF HOMELAND SECURITY

Federal Emergency Management Agency

[Docket ID: FEMA-2013-0051; OMB No. 1660-0127]

Agency Information Collection Activities: Proposed Collection; Comment Request; Logistics Capability Assistance Tool (LCAT)

AGENCY: Federal Emergency Management Agency, DHS.

ACTION: Notice.

SUMMARY: The Federal Emergency Management Agency, 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 a revision of a currently approved information collection. In accordance with the Paperwork Reduction Act of 1995, this notice seeks comments concerning the Logistics Capability Assistance Tool (LCAT).

DATES: Comments must be submitted on or before February 7, 2014.

ADDRESSES: To avoid duplicate submissions to the docket, please use only one of the following means to submit comments:

(1) *Online.* Submit comments at <http://www.regulations.gov> under Docket ID FEMA-2013-0051. Follow the instructions for submitting comments.

(2) *Mail.* Submit written comments to Docket Manager, Office of Chief Counsel, DHS/FEMA, 500 C Street SW., Room 8NE, Washington, DC 20472-3100.

All submissions received must include the agency name and Docket ID. Regardless of the method used for submitting comments or material, all submissions will be posted, without change, to the Federal eRulemaking Portal at <http://www.regulations.gov>,

and will include any personal information you provide. Therefore, submitting this information makes it public. You may wish to read the Privacy Act notice that is available via the link in the footer of <http://www.regulations.gov>.

FOR FURTHER INFORMATION CONTACT:

Megan Repass, Program Analyst, Logistics Management Directorate, Logistics Plans & Exercises Division, 202-646-2522 for additional information. You may contact the Records Management Division for copies of the proposed collection of information at facsimile number (202) 646-3347 or email address: FEMA-Information-Collections-Management@dhs.gov.

SUPPLEMENTARY INFORMATION: The Logistics Capability Assistance Tool (LCAT) is tailored for use by state, local, and tribal entities to evaluate their current disaster logistics readiness, identify areas for targeted improvement, and develop a roadmap to both mitigate weaknesses and further enhance strengths. The LCAT is authorized by Public Law 109-295, *Department of Homeland Security Appropriations Act, 2007*, and Title VI of the Post-Katrina Emergency Reform Act of 2006, Sections 636 and 637 (6 U.S.C. 636 and 637).

Collection of Information

Title: Logistics Capability Assistance Tool (LCAT).

OMB Number: 1660-0127.

Type of Information Collection: Revision of a currently approved information collection.

FEMA Forms: FEMA Form 008-0-1, State Content Guide (formerly LCAT Booklet); FEMA Form 008-0-2, Local Content Guide; FEMA Form 008-0-3, Tribal Content Guide.

Abstract: The Logistics Capability Assistance Tool (LCAT) is a voluntary maturity model for state, local, and tribal entities to self-assess their disaster logistics planning and response capabilities and identify areas of relative strength and weakness. The LCAT is facilitated through two-day collaborative sessions and is hosted by the requesting emergency management agency's office. FEMA provides the emergency management agencies with a detailed analysis report and roadmap for continuous improvement if the state, local, or tribal entity decides to share the outcome.

Affected Public: State, local, or Tribal Government.

Number of Respondents: 41.

Number of Responses: 41.

Estimated Total Annual Burden Hours: 363 hours.