

*Time:* 1:00 p.m. to 3:30 p.m. (March 10, 2020) and 9:00 a.m. to 12:30 p.m. (March 11, 2020).

*Location:* 2nd Floor Conference Room A&B, United States Mint, 801 9th Street NW, Washington, DC 20220.

*Subject:* Review and discussion of candidate designs for the George H.W. Bush Coin and Barbara Bush Gold Coin and Bronze Medal (March 10, 2020); and the 2021 American Innovation \$1 Coin Program (March 11, 2020).

Interested members of the public may either attend the meeting in person or dial in to listen to the meeting at (866) 564-9287/Access Code: 62956028.

Interested persons should call the CCAC HOTLINE at (202) 354-7502 for the latest update on meeting time and room location.

Any member of the public interested in submitting matters for the CCAC's consideration is invited to submit them by email to [info@ccac.gov](mailto:info@ccac.gov).

The CCAC advises the Secretary of the Treasury on any theme or design proposals relating to circulating coinage, bullion coinage, Congressional Gold Medals, and national and other medals; advises the Secretary of the Treasury with regard to the events, persons, or places to be commemorated by the issuance of commemorative coins in each of the five calendar years succeeding the year in which a commemorative coin designation is made; and makes recommendations with respect to the mintage level for any commemorative coin recommended.

Members of the public interested in attending the meeting in person will be admitted into the meeting room on a first-come, first-serve basis as space is limited. Conference Room A&B can accommodate up to 50 members of the public at any one time. In addition, all persons entering a United States Mint facility must adhere to building security protocol. This means they must consent to the search of their persons and objects in their possession while on government grounds and when they enter and leave the facility, and are prohibited from bringing into the facility weapons of any type, illegal drugs, drug paraphernalia, or contraband.

The United States Mint Police Officer conducting the screening will evaluate whether an item may enter into or exit from a facility based upon Federal law, Treasury policy, United States Mint policy, and local operating procedure; and all prohibited and unauthorized items will be subject to confiscation and disposal.

**FOR FURTHER INFORMATION CONTACT:** Jennifer Warren, United States Mint

Liaison to the CCAC; 801 9th Street NW; Washington, DC 20220; or call 202-354-7208.

**Authority:** 31 U.S.C. 5135(b)(8)(C).

Dated: February 24, 2020.

**Patrick Hernandez,**

*Acting Deputy Director, United States Mint.*

[FR Doc. 2020-04116 Filed 2-27-20; 8:45 am]

**BILLING CODE P**

## DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0571]

### Agency Information Collection Activity: (Customer Satisfaction Surveys)

**AGENCY:** National Cemetery Administration (NCA), Department of Veterans Affairs.

**ACTION:** Notice.

**SUMMARY:** National Cemetery Administration (NCA), 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 extension of a currently approved collection, and allow 60 days for public comment in response to the notice. This notice solicits comments on the collection of perceptions of the quality of service afforded by the National Cemetery Administration as judged by next of kin of those interred, or funeral directors who facilitate these interments.

**DATES:** Written comments and recommendations on the proposed collection of information should be received on or before April 28, 2020.

**ADDRESSES:** Submit written comments on the collection of information through Federal Docket Management System (FDMS) at [www.Regulations.gov](http://www.Regulations.gov) or to Mr. James Geleta, National Cemetery Administration (42A), Department of Veterans Affairs, 810 Vermont Avenue NW, Washington, DC 20420 or email to [James.Geleta@va.gov](mailto:James.Geleta@va.gov). Please refer to "OMB Control No. 2900-0571" in any correspondence. During the comment period, comments may be viewed online through FDMS.

**FOR FURTHER INFORMATION CONTACT:** Ms. Cynthia Harvey-Pryor at (202) 461-5870.

**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, NCA invites comments on: (1) Whether the proposed collection of information is necessary for the proper performance of NCA's functions, including whether the information will have practical utility; (2) the accuracy of NCA'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:* Customer Satisfaction Surveys.

*OMB Control Number:* 2900-0571.

*Type of Review:* Extension of a currently approved collection.

*Abstract:* Improving Customer Service through Effective Performance Management, NCA will conduct surveys to determine the level of satisfaction with existing services among their customers. The surveys will solicit voluntary opinions and are not intended to collect information required to obtain or maintain eligibility for a VA program or benefit. Baseline data obtained through these information collections are used to validate customer service standards.

*Affected Public:* Individuals and households interring Veterans or eligible dependents, and funeral directors facilitating such interments.

#### I. National Cemetery Mail Surveys

*a. National Cemeteries Next of Kin/ Family Member and Funeral Director Satisfaction Surveys*

*Estimated Annual Burden:* 14,500 hours.

*Estimated Average Burden per Respondent:* 30 minutes.

*Frequency of Response:* On occasion.

*Estimated Number of Respondents:* 29,000.

*b. State or Tribal Veterans Cemeteries Next of Kin/Family Member and Funeral Director Satisfaction Surveys*

*Estimated Annual Burden:* 9,500 hours.

*Estimated Average Burden per Respondent:* 30 minutes.

*Frequency of Response:* On occasion.  
Estimated Number of Respondents:  
19,000.

## II. Program/Specialized Service Survey

*a. VA Memorial Products Next of Kin/  
Family Member and Funeral Director  
Satisfaction Surveys*

*Estimated Annual Burden:* 1, 500  
hours.

*Estimated Average Burden per  
Respondent:* 30 minutes.

*Frequency of Response:* On occasion.  
Estimated Number of Respondents:  
6,000.

## III. National Cemetery Focus Groups

*a. Focus Groups With Next of Kin*

*Estimated Annual Burden:* 150 hours.

*Estimated Average Burden per  
Respondent:* 3 hours.

*Frequency of Response:* On occasion.  
Estimated Number of Respondents:  
50.

*b. Focus Groups With Funeral Directors*

*Estimated Annual Burden:* 150 hours.  
*Estimated Average Burden per*

*Respondent:* 3 hours.

*Frequency of Response:* On occasion.  
Estimated Number of Respondents:  
50.

*c. Focus Groups With Veteran Service  
Organizations*

*Estimated Annual Burden:* 150 hours.  
*Estimated Average Burden Per*

*Respondent:* 3 hours.

*Frequency of Response:* On occasion.

Estimated Number of Respondents:  
50.

## IV. National Cemetery Visitor Comment Cards (Local Use)

*Estimated Annual Burden:* 208 hours.

*Estimated Average Burden Per  
Respondent:* 5 minutes.

*Frequency of Response:* On occasion.

*Estimated Number of Respondents:*  
2,500.

By direction of the Secretary.

**Danny S. Green,**

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

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