

comments may be mailed to the Eastern Regional Office, U.S. Commission on Civil Rights, 1331 Pennsylvania Avenue, Suite 1150, Washington, DC 20425, faxed to (202) 376-7548, or emailed to Evelyn Bohor at [ero@usccr.gov](mailto:ero@usccr.gov). Persons who desire additional information may contact the Eastern Regional Office at (202) 376-7533.

Records and documents discussed during the meeting will be available for public viewing as they become available at: Connecticut FACA link; click the "Meeting Details" and "Documents" links. Records generated from this meeting may also be inspected and reproduced at the Eastern Regional Office, as they become available, both before and after the meetings. Persons interested in the work of this advisory committee are advised to go to the Commission's website, [www.usccr.gov](http://www.usccr.gov), or to contact the Eastern Regional Office at the above phone numbers, email or street address.

#### Agenda

Monday, June 22, 2020 at 12:00 p.m. (EDT)

- Welcome and Introductions
- Presentation from USCCR
- Project Planning for its First Civil Rights Project
- Open Comment
- Adjournment

Dated: May 26, 2020.

**David Mussatt,**

*Supervisory Chief, Regional Programs Unit.*

[FR Doc. 2020-11666 Filed 5-29-20; 8:45 am]

**BILLING CODE P**

## COMMISSION ON CIVIL RIGHTS

### Notice of Public Meeting of the Michigan Advisory Committee to the U.S. Commission on Civil Rights

**AGENCY:** U.S. Commission on Civil Rights.

**ACTION:** Announcement of meeting.

**SUMMARY:** Notice is hereby given, pursuant to the provisions of the rules and regulations of the U.S. Commission on Civil Rights (Commission) and the Federal Advisory Committee Act that the Michigan Advisory Committee (Committee) will hold a meeting via teleconference on Friday, June 19, 2020, at 2:00 p.m. Eastern Time, for the purpose of discussing civil rights issues in the state.

**DATES:** The meeting will be held on Friday, June 19, 2020, at 2:00 p.m. Eastern Time.

*Public Call Information:* Dial: 800-367-2403, Confirmation Code: 8377108.

#### FOR FURTHER INFORMATION CONTACT:

Melissa Wojnarowski, DFO, at [mwojnarowski@usccr.gov](mailto:mwojnarowski@usccr.gov) or 202-618-4158.

**SUPPLEMENTARY INFORMATION:** Members of the public may listen to the discussion. This meeting is available to the public through the above listed toll-free number. An open comment period will be provided to allow members of the public to make a statement as time allows. The conference call operator will ask callers to identify themselves, the organization they are affiliated with (if any), and an email address prior to placing callers into the conference room. Callers can expect to incur regular charges for calls they initiate over wireless lines, according to their wireless plan. The Commission will not refund any incurred charges. Callers will incur no charge for calls they initiate over land-line connections to the toll-free telephone number. Persons with hearing impairments may also follow the proceedings by first calling the Federal Relay Service at 1-800-877-8339 and providing the Service with the conference call number and confirmation code.

Members of the public are also entitled to submit written comments; the comments must be received in the regional office within 30 days following the meeting. Written comments may be emailed to Carolyn Allen at [callen@usccr.gov](mailto:callen@usccr.gov). Persons who desire additional information may contact the Regional Programs Unit Office at 202-618-4158.

Records generated from this meeting may be inspected and reproduced at the Regional Programs Unit Office, as they become available, both before and after the meeting. Records of the meeting will be available via [www.facadatabase.gov](http://www.facadatabase.gov) under the Commission on Civil Rights, Ohio Advisory Committee link. Persons interested in the work of this Committee are also directed to the Commission's website, <http://www.usccr.gov>, or may contact the Regional Programs Unit office at the above email or street address.

#### Agenda

Welcome and Roll Call  
Approval of April 14, 2020 minutes  
Discussion: Civil Rights in Michigan  
Public Comment  
Adjournment

Dated: May 26, 2020.

**David Mussatt,**

*Supervisory Chief, Regional Programs Unit.*

[FR Doc. 2020-11661 Filed 5-29-20; 8:45 am]

**BILLING CODE P**

## DEPARTMENT OF COMMERCE

### Agency Information Collection Activities; Generic Clearance Improving Customer Experience (OMB Circular A-11, Section 280 Implementation)

**AGENCY:** Department of Commerce.

**ACTION:** Notice; request for comment.

**SUMMARY:** The Department of Commerce (DOC), as part of its commitment to improving customer service delivery, is announcing an opportunity for public comment on a new proposed Generic Clearance, "Improving Customer Experience (OMB Circular A-11, Section 280 Implementation)". In accordance with the Paperwork Reduction Act of 1995 (PRA), we invite the general public and other Federal agencies to comment on proposed, and continuing information collections, which helps us assess the impact of our information collection requirements and minimize the public's reporting burden. The purpose of this notice is to allow for 60 days of public comment preceding submission of the collection to OMB.

**DATES:** To ensure consideration, comments regarding this proposed information collection must be received on or before July 31, 2020.

**ADDRESSES:** Submit comments identified by Information Collection 0690-NEW, Improving Customer Experience (OMB Circular A-11, Section 280 Implementation), by any of the following methods:

- *Federal eRulemaking portal:* <https://www.regulations.gov>. Follow the instructions for submitting comments. Comments submitted electronically, including attachments to <https://www.regulations.gov>, will be posted to the docket unchanged.

- *E-Mail:* Department of Commerce PRA Clearance Officer at [PRAComments@doc.gov](mailto:PRAComments@doc.gov), Please reference OMB Control Number 0690-NEW A-11 Section 280 Improving Customer Experience.

*Instructions:* Please submit comments only and cite Information Collection 0690-NEW, Improving Customer Experience (OMB Circular A-11, Section 280 Implementation), in all correspondence related to this collection. To confirm receipt of your comment(s), please check [regulations.gov](https://www.regulations.gov), approximately two-to-three business days after submission to verify posting.

#### FOR FURTHER INFORMATION CONTACT:

Requests for additional information should be directed to Amira Boland, Office of Management and Budget, 725 17th St. NW, Washington, DC 20006, or

via email to [amira.c.boland@omb.eop.gov](mailto:amira.c.boland@omb.eop.gov).

#### SUPPLEMENTARY INFORMATION:

##### I. Abstract

In March 2018, the Administration of President Trump launched the President's Management Agenda (PMA) and established new Cross-Agency Priority (CAP) Goals. Excellent service was established as a core component of the mission, service, stewardship model that frames the entire PMA, embedding a customer-focused approach in all of the PMA's initiatives. This model was also included in the 2018 update of the Federal Performance Framework in Circular A-11, ensuring 'excellent service' as a focus in future agency strategic planning efforts. The PMA included a CAP Goal on Improving Customer Experience with Federal Services, with a primary strategy to drive improvements within 25 of the nation's highest impact programs. This effort is supported by an interagency team and guidance in Circular A-11 requiring the collection of customer feedback data and increasing the use of industry best practices to conduct customer research.

This new request will enable the Department of Commerce to act in accordance with OMB Circular A-11 Section 280 to ultimately transform the experience of its customers to improve both efficiency and mission delivery, and increase accountability by communicating about these efforts with the public.

Commerce will collect, analyze, and interpret information gathered through this generic clearance to identify services' accessibility, navigation, and use by customers, and make improvements in service delivery based on customer insights gathered through developing an understanding of the user experience interacting with Government. 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. DOC 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.

All High Impact Service Providers listed at <https://www.performance.gov/cx/HISPList.pdf> are required to ask questions in these domains of their customers. However, all agencies are encouraged to conduct their customer experience measurement in line with these standard measures.

As discussed in OMB guidance, agencies should identify their highest-impact customer journeys (using customer volume, annual program cost, and/or knowledge of customer priority as weighting factors) and select touchpoints/transactions within those journeys to collect feedback. For the purposes of this collection, Federal customer experience will focus on real-time transaction-level measures.

The results will be used to improve the delivery of Federal services and programs. It will also provide government-wide data on customer experience that can be displayed on [www.performance.gov](http://www.performance.gov) to help build transparency and accountability of Federal programs to the customers they serve.

As a general matter, these information collections will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

The Department of Commerce will only submit collections under this generic clearance if it meets the following conditions:

- The collections are voluntary.
- The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government.
- The collections are non-controversial and do not raise issues of concern to other Federal agencies.
- Any collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future.
- Personally identifiable information (PII) is collected only to the extent necessary and is not retained.

- Information gathered is intended to be used for general service improvement and program management purposes.

- Upon agreement between OMB and the agency all or a subset of information may be released as part of A-11, Section 280 requirements only on [performance.gov](http://performance.gov). Summaries of customer research and user testing activities may be included in public-facing customer journey maps.

- Additional release of data must be done coordinated with OMB.

These collections will allow for ongoing, collaborative, and actionable communications between the Agency, its customers and stakeholders, and OMB as it monitors agency compliance on Section 280. These responses will inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on services will be unavailable.

##### II. Method of Collection

The Department of Commerce will collect this information by electronic means when possible, as well as by mail, fax, telephone, technical discussions; and customer experience activities such as feedback surveys, focus groups, user testing, and in-person interviews. Department of Commerce may also utilize observational techniques to collect this information.

##### III. Data

*OMB Control Number:* 0690-NEW.

*Form Number(s):* None.

*Type of Review:* New.

*Affected Public:* Collections will be targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future. For the purposes of this request, "customers" are individuals, businesses, and organizations that interact with a Federal Government agency or program, either directly or via a Federal contractor. This could include individuals or households; businesses or other for-profit organizations; not-for-profit institutions; State, local or tribal governments; Federal government; and Universities.

*Estimated Number of Respondents:* 752,925.

*Estimated Time per Response:* Varied, dependent upon the data collection method used. The possible response time to complete a questionnaire or survey may be 3 minutes or up to 2 hours to participate in an interview or focus group.

*Estimated Total Annual Burden Hours:* 55,450.

*Estimated Total Annual Cost to Public:* 0.

*Respondent's Obligation:* Voluntary.

#### IV. Request for Comments

Comments are invited on: (a) Whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility; (b) the accuracy of the agency's estimate of the burden (including hours and cost) of the proposed collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (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.

Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval of this information collection; they also will become a matter of public record.

**Sheleen Dumas,**

*Department PRA Clearance Officer, Office of the Chief Information Officer, Commerce Department.*

[FR Doc. 2020-11709 Filed 5-29-20; 8:45 am]

BILLING CODE 3510-BP-P

#### DEPARTMENT OF COMMERCE

##### Foreign-Trade Zones Board

[Order No. 2097]

##### Approval for Production Authority; Foreign-Trade Zone 158, MTD Consumer Group Inc. (Textile Grass-Catcher Bags), Verona, Mississippi

Pursuant to its authority under the Foreign-Trade Zones Act of June 18, 1934, as amended (19 U.S.C. 81a-81u), the Foreign-Trade Zones Board (the Board) adopts the following Order:

*Whereas*, the Foreign-Trade Zones (FTZ) Act provides for “. . . the establishment . . . of foreign-trade zones in ports of entry of the United States, to expedite and encourage foreign commerce, and for other purposes,” and authorizes the Board to grant to qualified corporations the privilege of establishing FTZs in or adjacent to U.S. Customs and Border Protection ports of entry;

*Whereas*, the Greater Mississippi Foreign-Trade Zone, Inc., grantee of FTZ 158, has requested production authority on behalf of MTD Consumer Group Inc. (MTD), within FTZ 158 in Verona, Mississippi (B-20-2018, docketed April 4, 2018);

*Whereas*, notice inviting public comment has been given in the **Federal Register** (83 FR 15360, April 10, 2018 and 84 FR 32707, July 9, 2019) and the application has been processed pursuant to the FTZ Act and the Board's regulations; and,

*Whereas*, the Board adopts the findings and recommendations of the examiner's report, and finds that the requirements of the FTZ Act and the Board's regulations would be satisfied, and that the proposal would be in the public interest if subject to the restrictions listed below;

*Now, therefore*, the Board hereby orders:

The application for production authority under zone procedures within FTZ 158 on behalf of MTD, as described in the application and **Federal Register** notices, is approved, subject to the FTZ Act and the Board's regulations, including Section 400.13, and further subject to the following restrictions:

(1) The annual quantitative volume of textile grass-catcher bags that MTD may admit into FTZ 158 under non-privileged foreign status (19 CFR 146.42) is limited to no more than 2.3 million bags; and,

(2) the authority (with quantitative restriction) shall remain in effect for a period of five years from the date of approval by the Board.

Dated: May 26, 2020.

**Jeffrey I. Kessler,**

*Assistant Secretary for Enforcement and Compliance, Alternate Chairman, Foreign-Trade Zones Board.*

[FR Doc. 2020-11706 Filed 5-29-20; 8:45 am]

BILLING CODE 3510-DS-P

#### DEPARTMENT OF COMMERCE

##### Foreign-Trade Zones Board

[S-54-2020]

##### Approval of Subzone Status; Mitsubishi Electric Automotive America, Inc., Maysville, Kentucky

On April 2, 2020, the Executive Secretary of the Foreign-Trade Zones (FTZ) Board docketed an application submitted by the Greater Cincinnati Foreign Trade Zone, Inc., grantee of FTZ 47, requesting subzone status subject to the existing activation limit of FTZ 47, on behalf of Mitsubishi Electric Automotive America, Inc., in Maysville, Kentucky.

The application was processed in accordance with the FTZ Act and Regulations, including notice in the **Federal Register** inviting public comment (85 FR 19726, April 8, 2020). The FTZ staff examiner reviewed the

application and determined that it meets the criteria for approval. Pursuant to the authority delegated to the FTZ Board Executive Secretary (15 CFR 400.36(f)), the application to establish Subzone 47F was approved on May 26, 2020, subject to the FTZ Act and the Board's regulations, including Section 400.13, and further subject to FTZ 47's 2,000-acre activation limit.

Dated: May 26, 2020.

**Andrew McGilvray,**  
*Executive Secretary.*

[FR Doc. 2020-11707 Filed 5-29-20; 8:45 am]

BILLING CODE 3510-DS-P

#### DEPARTMENT OF COMMERCE

##### Foreign-Trade Zones Board

[B-32-2020]

##### Foreign-Trade Zone (FTZ) 277—Western Maricopa County, Arizona; Notification of Proposed Production Activity; Rauch North America, Inc. (Non-Alcoholic Beverages), Waddell, Arizona

Rauch North America, Inc. (RNA) submitted a notification of proposed production activity to the FTZ Board for its facility in Waddell, Arizona. The notification conforming to the requirements of the regulations of the FTZ Board (15 CFR 400.22) was received on May 15, 2020.

The RNA facility is located within FTZ 277. The facility is used for the production of energy drinks, soft drinks and other non-alcoholic beverages. Pursuant to 15 CFR 400.14(b), FTZ activity would be limited to the specific foreign-status materials/components and specific finished products described in the submitted notification (as described below) and subsequently authorized by the FTZ Board.

Production under FTZ procedures could exempt RNA from customs duty payments on the foreign-status materials/components used in export production (estimated at five percent of production). On its domestic sales, for the foreign-status materials/components noted below, RNA would be able to choose the duty rates during customs entry procedures that apply to energy drinks, soft drinks and other non-alcoholic beverages (duty rate—0.2 cents/liter). RNA would be able to avoid duty on foreign-status components which become scrap/waste. Customs duties also could possibly be deferred or reduced on foreign-status production equipment.

The materials/components sourced from abroad include: Powder mix