

customer services to be efficient and intuitive, just like services from leading private-sector organizations. Yet the 2016 American Consumer Satisfaction Index and the 2017 Forrester Federal Customer Experience Index show that, on average, Government services lag nine percentage points behind the private sector.

A modern, streamlined and responsive customer experience means: Raising government-wide customer experience to the average of the private sector service industry; developing indicators for high-impact Federal programs to monitor progress towards excellent customer experience and mature digital services; and providing the structure (including increasing transparency) and resources to ensure customer experience is a focal point for agency leadership. 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. DoD 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.

The results of the data collected will be used to improve the delivery of Federal services and programs. It will include the creation of personas, customer journey maps, and reports and summaries of customer feedback data and user insights. It will also provide government-wide data on customer experience that can be displayed on *performance.gov* to help build transparency and accountability of Federal programs to the customers they serve. DoD will collect this information by electronic means when possible, as well as by mail, fax, telephone, technical discussions, and in-person interviews. DoD may also utilize observational techniques to collect this information.

*Affected Public:* Individuals or households.

*Frequency:* On occasion.

*Respondent's Obligation:* Voluntary.

*OMB Desk Officer:* Ms. Jasmeet Seehra.

You may also submit comments and recommendations, identified by Docket ID number and title, by the following method:

- *Federal eRulemaking Portal:* <http://www.regulations.gov>. Follow the instructions for submitting comments.

*Instructions:* All submissions received must include the agency name, Docket ID number, and title for this **Federal Register** document. The general policy for comments and other submissions from members of the public is to make these submissions available for public viewing on the internet at <http://www.regulations.gov> as they are received without change, including any personal identifiers or contact information.

*DOD Clearance Officer:* Ms. Angela James.

Requests for copies of the information collection proposal should be sent to Ms. James at [whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil](mailto:whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil).

Dated: October 14, 2020.

**Morgan E. Park,**

*Alternate OSD Federal Register Liaison Officer, Department of Defense.*

[FR Doc. 2020-23097 Filed 10-16-20; 8:45 am]

**BILLING CODE 5001-06-P**

## DEPARTMENT OF DEFENSE

### Office of the Secretary

[Docket ID: DOD-2020-HA-0043]

### Submission for OMB Review; Comment Request

**AGENCY:** Office of the Assistant Secretary of Defense for Health Affairs, DoD.

**ACTION:** 30-Day information collection notice.

**SUMMARY:** The Department of Defense has submitted to OMB for clearance the following proposal for collection of information under the provisions of the Paperwork Reduction Act.

**DATES:** Consideration will be given to all comments received by November 18, 2020.

**ADDRESSES:** Written comments and recommendations for the proposed information collection should be sent within 30 days of publication of this notice to [www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). Find this particular information collection by selecting

“Currently under 30-day Review—Open for Public Comments” or by using the search function.

### FOR FURTHER INFORMATION CONTACT:

Angela James, 571-372-7574, or [whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil](mailto:whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil).

### SUPPLEMENTARY INFORMATION:

*Title; Associated Form; and OMB Number:* Personnel Accountability and Assessment for a Public Health Emergency; DD Form 3112; OMB Control Number 0720-0067 (formerly 0704-0590).

*Type of Request:* New.  
*Number of Respondents:* 100,000.  
*Responses per Respondent:* 1.  
*Annual Responses:* 100,000.  
*Average Burden per Response:* 15 minutes.

*Annual Burden Hours:* 25,000.

*Needs and Uses:* The principal purpose of the DD form 3112, “Personnel Accountability and Accountability for a Public Health Emergency,” form is to collect information used to protect the health and safety of individuals working in, residing on, or assigned to DoD installations, facilities, field operations, and commands, and to protect the DoD mission. When authorized by DoD, this form may be used to provide information about individuals who are infected or otherwise impacted by a public health emergency or similar occurrence or when there is an isolated incident in which an individual learns they have been exposed to a contagious disease or hazardous substance/agent. The form will also be used to document personnel accountability for and status of DoD-affiliated personnel in a natural or man-made disaster, or when directed by the Secretary of Defense. Such events could include severe weather events, acts of terrorism or severe destruction. The collection of this information is necessary to support the DoD in protecting the health and safety of DoD-affiliated individuals and maintain the DoD mission.

*Affected Public:* Individuals or households.

*Frequency:* On occasion.

*Respondent's Obligation:* Voluntary.

*OMB Desk Officer:* Mr. James Crowe.

You may also submit comments and recommendations, identified by Docket ID number and title, by the following method:

- *Federal eRulemaking Portal:* <http://www.regulations.gov>. Follow the instructions for submitting comments.

*Instructions:* All submissions received must include the agency name, Docket ID number, and title for this **Federal Register** document. The general policy

for comments and other submissions from members of the public is to make these submissions available for public viewing on the internet at <http://www.regulations.gov> as they are received without change, including any personal identifiers or contact information.

*DOD Clearance Officer:* Ms. Angela James.

Requests for copies of the information collection proposal should be sent to Ms. James at [whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil](mailto:whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil).

Dated: October 14, 2020.

**Morgan E. Park,**

*Alternate OSD Federal Register Liaison Officer, Department of Defense.*

[FR Doc. 2020-23098 Filed 10-16-20; 8:45 am]

**BILLING CODE 5001-06-P**

## DEPARTMENT OF DEFENSE

### Department of the Navy

[Docket ID: USN-2020-HQ-0004]

#### Submission for OMB Review; Comment Request

**AGENCY:** The Office of the Secretary of the Navy, DoD.

**ACTION:** 30-Day information collection notice.

**SUMMARY:** The Department of Defense has submitted to OMB for clearance the following proposal for collection of information under the provisions of the Paperwork Reduction Act.

**DATES:** Consideration will be given to all comments received by November 18, 2020.

**ADDRESSES:** Written comments and recommendations for the proposed information collection should be sent within 30 days of publication of this notice to [www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). Find this particular information collection by selecting "Currently under 30-day Review—Open for Public Comments" or by using the search function.

**FOR FURTHER INFORMATION CONTACT:** Angela James, 571-372-7574, or [whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil](mailto:whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil).

**SUPPLEMENTARY INFORMATION:** *Title; Associated Form; and OMB Number:* MyNavy Career Center Omni-Channel Telephony System; OMB Control Number 0703-XXXX.

*Type of Request:* New.

*Number of Respondents:* 16,799.

*Responses per Respondent:* 1.

*Annual Responses:* 16,799.

*Average Burden per Response:* 8.1 minutes (0.135 hours).

*Annual Burden Hours:* 2,268.

*Needs and Uses:* The information collection requirement is necessary to obtain unique personally identifiable information such as DoD ID or SSN to positively identify individuals who contact MyNavy Career Center regarding a variety of questions.

*Affected Public:* Individuals or households.

*Frequency:* On occasion.

*Respondent's Obligation:* Voluntary.

*OMB Desk Officer:* Ms. Jasmeet Seehra.

You may also submit comments and recommendations, identified by Docket ID number and title, by the following method:

- *Federal eRulemaking Portal:* <http://www.regulations.gov>. Follow the instructions for submitting comments.

*Instructions:* All submissions received must include the agency name, Docket ID number, and title for this **Federal Register** document. The general policy for comments and other submissions from members of the public is to make these submissions available for public viewing on the internet at <http://www.regulations.gov> as they are received without change, including any personal identifiers or contact information.

*DOD Clearance Officer:* Ms. Angela James.

Requests for copies of the information collection proposal should be sent to Ms. James at [whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil](mailto:whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil).

Dated: October 14, 2020.

**Morgan E. Park,**

*Alternate OSD Federal Register Liaison Officer, Department of Defense.*

[FR Doc. 2020-23095 Filed 10-16-20; 8:45 am]

**BILLING CODE 3810-FF-P**

## DEPARTMENT OF ENERGY

### Notice of 229 Boundary Revision for the East Tennessee Technology Park (Formerly the Oak Ridge Gaseous Diffusion Plant, K-25)

**AGENCY:** Office of Environmental Management, Department of Energy (DOE).

**ACTION:** Notice of 229 Boundary Revisions for the East Tennessee Technology Park (ETTP) (formerly the Oak Ridge Gaseous Diffusion Plant, K-25).

**SUMMARY:** Notice is hereby given that the U.S. Department of Energy, pursuant to Section 229 of the Atomic Energy Act of 1954, as amended, as implemented by DOE's regulations regarding Trespassing on Department of Energy Property

which published in the **Federal Register** (FR) on August 26, 1963, prohibits the unauthorized entry, and the unauthorized introduction of weapons or dangerous materials, into or upon the following described facilities of the ETTP of the United States Department of Energy.

**FOR FURTHER INFORMATION CONTACT:** Ms. Marla J. Larsen-Williams, Real Estate Contracting Officer, 9800 S Cass Avenue, Building 201, Lemont, IL 60439, Email: [marla.larsen-williams@science.doe.gov](mailto:marla.larsen-williams@science.doe.gov). Telephone: (865) 227-3332.

#### SUPPLEMENTARY INFORMATION:

*The following amendments are made:*

The U.S. Department of Energy installation known as the ETTP is located in the Second Civil District of Roane County, Tennessee, within the corporate limits of the city of Oak Ridge, on the north side of Highway 58 (Oak Ridge Turnpike) approximately one mile east of Gallaher Bridge which spans the Clinch River. The previous ETTP 229 Security Boundary contained 4 areas which totaled 168.7 acres. This revised ETTP 229 Security Boundary for ETTP is divided into 4 areas totaling 50.0 acres. *Area 1* is 15.5 acres and is known as the Disposal Area. *Area 2* is 6.5 acres and is known as the K-1070-B Area. *Area 3* is 24.8 acres known as K-1070-C & -D Area. *Area 4* is 3.2 acres known as the K-1650 Area. The 229 Security Boundary for these areas is indicated by fencing and/or cable and post configuration which surrounds each of the four areas.

This security boundary is designated pursuant to Section 229 of the Atomic Energy Act of 1954. This revised boundary supersedes and/or re-describes the entries previously contained in the **Federal Register** notice published October 19, 1965 at 30 FR 13285; amended on March 30, 1967 at 32 FR 5384; and April 21, 1983 at 48 FR 17134; and January 23, 2008 at 73 FR 3950; and June 25, 2014 at 79 FR 36044, for the ETTP of the United States Department of Energy.

#### Signing Authority

This document of the Department of Energy was signed on October 13, 2020, by Marla J. Larsen-Williams, Real Estate Contracting Officer, pursuant to delegated authority from the Secretary of Energy. That document with the original signature and date is maintained by DOE. For administrative purposes only, and in compliance with requirements of the Office of the Federal Register, the undersigned DOE Federal Register Liaison Officer has been authorized to sign and submit the