

west of the proposed Willets Point Station just south of Roosevelt Avenue, and the third at the OMSF;

- construction of a 27kV main substation located adjacent to the OMSF structure on MTA property;
- construction of utilities infrastructure, both new and modified, as needed, to support the Proposed Action, including a permanent stormwater outfall into Flushing Creek and a temporary stormwater outfall into Flushing Creek; and
- acquisition of temporary and permanent easements; no private property would be acquired.

The Proposed Action also includes various connected actions, including: Utility relocation and demolition of certain existing facilities; a temporary MTA bus storage/parking facility; relocation of up to 200 Citi Field parking spaces; demolition and replacement of the Passerelle Bridge; temporary walkway to maintain access between the transit stations and Flushing Meadows-Corona Park; modifications to the Mets-Willets Point LIRR Station, including new shuttle service on the LIRR Port Washington Line; and the relocation of several World's Fair Marina facilities, including a boat lift, finger piers and connected timber floating dock, Marina office and boatyard facility, boat storage and parking, and operations shed.

FAA provides the following notices:

- Pursuant to 36 CFR 800.8(c) that it used the NEPA process to notify the public of FAA's finding that the proposed undertaking would adversely affect properties listed or eligible for listing on the National Register of Historic Places. An executed Memorandum of Agreement to resolve adverse effects to historic properties is included in Appendix K.13 of the Final EIS.

- Pursuant to Section 4(f) of the DOT Act and Section 6(f) of the Land and Water Conservation Fund (LWCF) Act, FAA has prepared a Final Section 4(f) and Section 6(f) Evaluation (see Appendix I of the Final EIS). The Proposed Action would have a significant impact on Section 4(f) resources and would require the conversion of approximately 0.5 acres of LWCF-obligated property, and a temporary non-conforming use of approximately 1.2 acres of LWCF-obligated property. These impacts and proposed mitigation are disclosed in Chapter 3.8 and Appendix I of the Final EIS.

- Pursuant to DOT Order 5610.2(b), DOT Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, the Proposed

Action would have a significant impact on minority environmental justice populations. These impacts and proposed mitigation are disclosed in Chapter 3.14 of the Final EIS.

- Pursuant to Executive Order 11990, Protection of Wetlands, that the Proposed Action would temporarily affect less than 1 acre of jurisdictional wetlands in Flushing Creek and less than 1 acre of temporary and permanent impacts in Flushing Bay. Impacts to these aquatic resources and proposed mitigation are disclosed in Chapter 3.16 of the Final EIS.

- Pursuant to Executive Order 11988, Floodplain Management that the Proposed Action would not result in a significant encroachment on floodplains. Impacts to floodplains are disclosed in Chapter 3.16 of the Final EIS.

Following a 30-day wait period, FAA may issue Record of Decision pursuant to 40 CFR 1503.4(c) [Council of Environmental Quality regulations] and FAA Orders 1050.1F and 5050.4B. FAA and the National Park Service (U.S. Department of Interior) may prepare a joint Record of Decision.

Issued in Jamaica, New York, March 12, 2021.

Evelyn Martinez,

Manager, New York Airports District Office, Airports Division, Eastern Region.

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DEPARTMENT OF THE TREASURY

Bureau of the Fiscal Service

Proposed Collection of Information: Improving Customer Experience (OMB Circular A-11, Section 280 Implementation)

ACTION: Notice and request for comments.

SUMMARY: The Department of the Treasury, 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. Currently the Bureau of the Fiscal Service within the Department of the Treasury is soliciting comments concerning the new collection, Improving Customer Experience (OMB Circular A-11, Section 280 Implementation), proposed by the Agency.

DATES: Written comments should be received on or before May 17, 2021 to be assured of consideration.

ADDRESSES: Submit comments identified by Information Collection 1530-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.

- *Mail:* Direct all written comments and requests for additional information to Bureau of the Fiscal Service, Bruce A. Sharp, Room #4006-A, P.O. Box 1328, Parkersburg, WV 26106-1328.

FOR FURTHER INFORMATION CONTACT:

Submit requests for additional information, including requests for copies of the collection instrument and supporting documents to Amber Chaudhry, Customer Experience Strategist, amber.chaudhry@fiscal.treasury.gov; 202-657-9722, or Bruce A. Sharp, Bureau Clearance Officer, bruce.sharp@fiscal.treasury.gov; 304-480-8112.

SUPPLEMENTARY INFORMATION:

Title: Improving Customer Experience (OMB Circular A-11, Section 280 Implementation).

OMB Number: 1530-NEW.

Type of Review: New.

Description: 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 Bureau of the Fiscal Service 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. Bureau of the Fiscal Service 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.

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 Bureau will collect this information by electronic means when possible, as well as by mail, fax, telephone, technical discussions, and in-person interviews. The Bureau may also utilize observational techniques to collect this information.

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 Bureau of the Fiscal Service 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: 2,001,550.

Estimated Time per Respondent: 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 1.5 hours to participate in an interview.

Estimated Total Annual Burden Hours: 101,125.

Estimated Total Annual Cost to Public: \$0.

Request for Comments: Comments submitted in response to this notice will be summarized and/or included in the request for Office of Management and Budget approval. All comments will become a matter of public record. Comments are invited on: 1. 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; 2. the accuracy of the agency’s estimate of the burden of the collection of information; 3. ways to enhance the quality, utility, and clarity of the information to be collected; 4. 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 5. estimates of capital or start-up costs and costs of operation, maintenance, and purchase of services to provide information.

Authority: 44 U.S.C. 3501 *et seq.*

Dated: March 12, 2021.

Bruce A. Sharp,

Bureau Clearance Officer.

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DEPARTMENT OF THE TREASURY

Bureau of the Fiscal Service

Privacy Act of 1974; Matching Program

AGENCY: Bureau of the Fiscal Service, Department of the Treasury.

ACTION: Notice of a new matching program.

SUMMARY: Pursuant to section 552a(e)(12) of the Privacy Act of 1974, as amended, the Office of Management and Budget (OMB) Guidelines on the Conduct of Matching Programs, and the Payment Integrity Information Act of 2019, notice is hereby given of the conduct of the a Computer Matching Program pertaining to the Do Not Pay Working System’s support of the Small Business Administration’s (SBA) COVID-19 response programs, including the Paycheck Protection Program, Economic Injury Disaster Loan (EIDL) program, Targeted EIDL Advances, and the Shuttered Venue Operators Grant (SVOG) Program (collectively the “SBA Programs”). This matching program will provide SBA with information that will help it identify potentially improper payments in the SBA Programs.

DATES: Comments on this matching notice must be received no later than 30 days after date of publication in the

Federal Register. If no public comments are received during the period allowed for comment, the matching program will be effective April 19, 2021, provided it is a minimum of 30 days after the publication date.

Beginning date: The matches are conducted on an ongoing basis, beginning no earlier than the matching program effective date above.

ADDRESSES: David J. Ambrose, Chief Security Officer/Chief Privacy Officer, Bureau of the Fiscal Service, 3201 Pennsy Drive, Warehouse “E”, Landover, MD 20785.

FOR FURTHER INFORMATION CONTACT:

David J. Ambrose, Chief Security Officer/Chief Privacy Officer, Bureau of the Fiscal Service, 202-874-6488.

SUPPLEMENTARY INFORMATION: The Computer Matching and Privacy Protection Act of 1988 (Pub. L. 101-503), amended the Privacy Act (5 U.S.C. 552a) by describing the manner in which computer matching involving Federal agencies could be performed and adding certain protections for individuals applying for and receiving Federal benefits. Section 7201 of the Omnibus Budget Reconciliation Act of 1990 (Pub. L. 101-508) further amended the Privacy Act regarding protections for such individuals. Moreover, the Payment Integrity Information Act of 2019, (31 U.S.C. 3351 *et seq.*) (PIIA), provides the head of the agency operating the Do Not Pay Working System with the authority to waive the requirements in 5 U.S.C. 552a(o), after consultation with the Office of Management and Budget, for matching programs conducted under the Do Not Pay Initiative (31 U.S.C. 3354). This Notice provides the public with information regarding a matching program pertaining to the Do Not Pay Working System’s support of SBA Programs that has been granted a waiver, pursuant to PIIA, from the Matching Agreement requirements in the Privacy Act.

Participating Agencies

Name of Recipient Agency: Bureau of the Fiscal Service, U.S. Department of the Treasury. The SBA is the only other federal agency expected to participate in this matching program.

Authority for Conducting the Matching Program

In accordance with 31 U.S.C. 3354, executive agencies are required to “review prepayment and preaward procedures and ensure that a thorough review of available databases with relevant information on eligibility occurs to determine program or award