

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

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.

An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The **Federal Register** Notice with a 60-day comment period soliciting comments on this collection of information was published at 84 FR 149 on August 2, 2019, pages 37953 and 37954. No comments on this data collection request were submitted by the public.

*Affected Public:* Individuals or Households.

*Estimated Annual Burden:* 1,750,000.

*Estimated Average Burden per*

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

*Frequency of Response:* Varied, dependent upon the data collection method used.

*Estimated Number of Respondents:* 3,500,000.

By direction of the Secretary.

**Maribel Aponte,**

*VA PRA Clearance Officer, Office of Enterprise and Integration, Data Governance Analytics, Department of Veterans Affairs.*

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## DEPARTMENT OF VETERANS AFFAIRS

### AR27—Notice of Request for Information on the Department of Veterans Affairs’ Eligibility Considerations for the Veterans Cemetery Grants Program

**AGENCY:** Department of Veterans Affairs.

**ACTION:** Request for information.

**SUMMARY:** State and Tribal veterans’ cemetery grant applicants that seek to participate in the Department of Veterans Affairs (VA) Veterans Cemetery Grants Program (VCGP) must, to qualify for a grant, solely inter and memorialize eligible persons, which includes Veterans and certain family members. Through this request for information, VA seeks comments to help inform VA’s understanding of issues affecting States and Tribal Organizations in meeting burial and other needs of their National Guard and Reservist populations with respect to burial in VA grant-funded cemeteries.

**DATES:** Comments are due by August 30, 2021.

**ADDRESSES:** Comments must be submitted through [www.Regulations.gov](http://www.Regulations.gov) and will be available for public viewing, inspection or copies.

**FOR FURTHER INFORMATION CONTACT:** George Eisenbach, Director, Veterans Cemetery Grants Program, National Cemetery Administration (40), Department of Veterans Affairs, 810 Vermont Avenue NW, Washington, DC 20420, (202) 632-7369 (this is not a toll-free telephone number).

**SUPPLEMENTARY INFORMATION:** VA seeks stakeholder input to improve our understanding of issues impacting States and Tribal Organizations (as those terms are defined in 38 CFR 39.2) in serving their National Guard servicemembers and Reservists. The Secretary seeks information on the questions listed below. Commenters do not need to address each question and should focus on those that relate to their expertise or perspectives. To the extent possible, please clearly indicate which questions you address in your response. We are particularly interested in feedback from States and Tribal Organizations that are participating in VCGP or that are contemplating participation.

Currently for VCGP purposes, a State or Tribal veterans cemetery must be operated solely for the interment of Veterans, their spouses, surviving spouses, minor children, unmarried adult children who were physically or mentally disabled and incapable of self-support, and eligible parents of certain deceased service members, as set out in section 38 CFR 39.10(a). We seek input on the below questions:

- Should VCGP cemeteries be able to inter non-Veteran members of the Reserve components of the U.S. Armed Forces (including members of the Army and Air National Guard of the United States) who otherwise would not be eligible for burial in a VA national cemetery, as well as their spouses and certain dependents? Why or why not?

- If VCGP cemeteries were permitted to inter these individuals, are there any conditions that should be met or certain ways that VA should administer this extension to the program? For example, should grantees pay costs associated with cemetery development, interment, and memorialization relating to the non-Veteran decedents referenced above? Again, we welcome your feedback on these questions.

### Paperwork Reduction Act

This request for information constitutes a general solicitation of

public comments as described in the implementing regulations of the Paperwork Reduction Act of 1995 at 5 CFR 1320.3(h)(4). Therefore, this request for information does not constitute an information collection under the Paperwork Reduction Act of 1995 and does not impose any information collection requirements. Consequently, there is no need for review by the Office

of Management and Budget under the authority of the Paperwork Reduction Act of 1995 (44 U.S.C. 3501 *et seq.*).

**Signing Authority**

Denis McDonough, Secretary of Veterans Affairs approved this document on July 15, 2021 and authorized the undersigned to sign and submit the document to the Office of the

Federal Register for publication electronically as an official document of the Department of Veterans Affairs.

**Luvenia Potts,**

*Regulations Development Coordinator, Office of Regulation Policy & Management, Office of General Counsel, Department of Veterans Affairs.*

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