

FHWA also requests comments to inform the implementation of the Charging and Fueling Infrastructure Program to provide discretionary grants for corridor and community charging. Specifically:

10. Please provide examples of best practices relating to project development of EV charging infrastructure and hydrogen, propane, and natural gas fueling infrastructure at the State, Tribal, and local levels.

11. What topics do you suggest that we address in guidance on project development of EV charging infrastructure and hydrogen, propane, and natural gas fueling infrastructure at the State, Tribal, and local levels to allow for the predictable deployment of that infrastructure?

12. Please provide any suggestions to inform the administration of competitive grants under the Charging and Fueling Infrastructure Program for corridor and community charging.

Authority: Public Law 117–58; 49 CFR 1.81.

Signed in Washington, DC.

Stephanie Pollack,
Deputy Administrator, Federal Highway Administration.

[FR Doc. 2021–25868 Filed 11–26–21; 8:45 am]

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DEPARTMENT OF TRANSPORTATION

Office of the Secretary

[OST Docket No. DOT–OST–2011–0022]

Notice of Submission of Proposed Information Collection to OMB Agency Request for Reinstatement of a Previously Approved Collection: Online Complaint Form for Service-Related Issues in Air Transportation

AGENCY: Office of the Secretary, Department of Transportation.

ACTION: Notice and request for comments; reinstatement of an OMB control number.

SUMMARY: In accordance with the Paperwork Reduction Act of 1995 this

notice announces the Department of Transportation’s intention to reinstate an OMB control number for an online complaint form by which a consumer can electronically submit a service-related complaint against an airline and other sellers of air transportation.

DATES: Comments on this notice must be received by January 28, 2022.

ADDRESSES: To ensure that you do not duplicate your docket submissions, please submit them by only one of the following means:

- *Federal eRulemaking Portal:* Go to <http://www.regulations.gov> and follow the online instructions for submitting comments;
- *Mail:* Docket Management Facility, U.S. Department of Transportation, 1200 New Jersey Ave. SE, West Building Ground Floor, Room W–12/140, Washington, DC 20590–0001; or
- *Hand Delivery:* West Building Ground Floor, Room W–12/140, 1200 New Jersey Ave. SE, between 9 a.m. and 5 p.m., Monday through Friday, except Federal holidays. The telephone number is 202–366–9329.

FOR FURTHER INFORMATION CONTACT: Daeleen Chesley, Office of the Secretary, Office of Aviation Consumer Protection (C–70), U.S. Department of Transportation, 1200 New Jersey Ave. SE, Washington, DC 20590, 202 366–6792 (voice) or at Daeleen.Chesley@dot.gov.

SUPPLEMENTARY INFORMATION:
OMB Control Number: 2105–0568.
Title: Reinstatement of Office of Aviation Consumer Protection Online Complaint Form.

Abstract: The Department of Transportation’s (Department) Office of Aviation Consumer Protection (OACP, formerly the Office of Aviation Enforcement and Proceedings) has broad authority under 49 U.S.C., subtitle VII, to investigate and enforce consumer protection and civil rights laws and regulations related to air transportation. OACP monitors compliance with and investigates violations of the Department of Transportation’s aviation

economic, consumer protection, and civil rights requirements.

Among other things, the office is responsible for receiving and investigating service-related consumer complaints filed against airlines and other sellers of air transportation. Once received, the complaints are reviewed by the office to determine the extent to which these entities comply with federal aviation consumer protection and civil rights laws and what, if any, action should be taken.

This request is to enable consumers to continue to submit comments, including complaints, to the Department using an online form, whether via their personal computer or on a mobile/electronic device. If the online comment form is not available, the Department may receive fewer complaints/comments from consumers. The lack of consumer-driven information could inhibit the office’s ability to effectively investigate both individual complaints against airlines and other sellers of air transportation. It would also impact OACP’s ability to become aware of patterns and practices that may develop in violation of our rules. The information collection continues to further the objectives of 49 U.S.C. 41712, 40101, 40127, 41702, and 41705 to protect consumers from unfair or deceptive practices, to protect the civil rights of air travelers, and to ensure safe and adequate service in air transportation.

Filing a complaint using a web-based form is voluntary and minimizes the burden on respondents when compared with other methods of submitting complaints. In recent years, consumers have submitted the vast majority of complaints online versus contacting the Department using regular mail or telephone. Approximately ninety percent of the submissions received by OACP during calendar years (CYs) 2017 through 2019 were filed using the web-based form as shown in the table below.¹

Calendar year	Total number of complaints filed	Total number of complaints filed online	Percentage of complaints filed online
2017	18,155	16,067	89
2018	15,546	13,964	90
2019	15,342	14,107	92
Average Total per Year (above)	16,348	14,713	90

¹ In 2020, the Department received an unusually high number (100,613) of online submissions to our office, primarily complaints, largely due to flight

cancellations and refund issues that resulted from the Covid–19 pandemic. Using the average number of submissions from the three previous CYs more

accurately reflects the annual number of submissions received by our office historically.

The type of information requested on the form includes complainant's name, address, phone number (including area code), email address, and name of the airline or company about which she/he is complaining, as well as the flight date and flight itinerary (where applicable) of a complainant's trip. A consumer may also use the form to give a description of a specific air-travel related problem or to ask for air-travel related information from the OACP. The Department has limited its informational request to that necessary to meet its program and administrative monitoring and enforcement activities.

Respondents: Consumers that Choose to File an Online Complaint/Comment with the Office of Aviation Consumer Protection.

Estimated Number of Respondents: 14,713 (based on averaging data from CYs 2017–19).

Estimated Total Burden on Respondents: 3,678.25 hours (220,695 minutes). The estimate was calculated by multiplying the average number of cases filed using the online form in CYs 17–19 (14,713) by the time needed to fill out the online form (15 minutes).

The information collection is available for inspection in *regulations.gov*, as noted in the **ADDRESSES** section of this document.

Comments are Invited on: (a) Whether the collection of information is necessary for the proper performance of the functions of the Department, including whether the information will have practical utility; (b) the accuracy of the Department's estimate of the burden of the proposed information collection; (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.

All responses to this notice will be summarized and included in the request for OMB approval. All comments will also become a matter of public record on the docket.

Authority: The Paperwork Reduction Act of 1995; 44 U.S.C. chapter 35, as amended; and 49 CFR 1.48.

Issued in Washington, DC, on November 23, 2021.

Kimberly Graber,

Deputy Assistant General Counsel, Office of Aviation Consumer Protection.

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DEPARTMENT OF TRANSPORTATION

Office of the Secretary

[Docket ID Number: DOT–OST–2014–0031]

Notice of Submission of Proposed Information Collection to OMB Agency Request for Renewal of a Previously Approved Collection: Airline Service Quality Performance—Part 234

AGENCY: Office of the Assistant Secretary for Research and Technology (OST–R), Bureau of Transportation Statistics (BTS), Department of Transportation (DOT).

ACTION: Notice and request for comments.

SUMMARY: In accordance with the *Paperwork Reduction Act of 1995* (44 U.S.C. chapter 35, as amended) this notice announces that DOT is submitting a request to the Office of Management and Budget (OMB) for renewal of OMB Control Number 2138–0041 covering Airline Service Quality Performance, On-time Performance, and Mishandled Baggage reports that the largest U.S. air carriers file with DOT under part 234 of title 14, Code of Federal Regulations (CFR). On August 11, 2021, the Director, Office of Airline Information (OAI), published a **Federal Register** notice announcing DOT's intent to renew the information collections and providing a 60-day comment period regarding the information collections. See 86 FR 44137. DOT did not receive any comments in response to the August 11, 2021 notice. This notice announces an additional 30 days of public comment.

DATES: Comments on this notice must be received by December 29, 2021. Interested persons are invited to submit comments regarding this proposal.

ADDRESSES: Send comments regarding the burden estimate, including suggestions for reducing the burden, to the Office of Management and Budget, Attention: Desk Officer for the Office of the Secretary of Transportation, 725 17th Street NW, Washington, DC 20503. Comments may also be sent via email to omb@omb.eop.gov.

FOR FURTHER INFORMATION CONTACT: Cecelia Robinson, Office of Airline Information, RTS–42, Room E34–410, OST–R, BTS, 1200 New Jersey Avenue SE, Washington, DC 20590–0001, Telephone Number (202) 366–4405 (voice), Fax Number (202) 366–3383 or Email cecilia.robinson@dot.gov.

SUPPLEMENTARY INFORMATION: DOT collects information regarding flight performance and mishandled baggage,

wheelchairs, and scooters from the largest U.S. air carriers under 14 CFR part 234. The air carriers required to provide this information to DOT consist of the U.S. air carriers that accounted for at least 0.5 percent of domestic scheduled-passenger revenues (Reporting Carriers) as most recently determined by OAI. An air carrier that is not a Reporting Carrier may voluntarily submit the flight performance and mishandled baggage, wheelchairs, and scooters information to the Department pursuant to 14 CFR 234.7.

Specifically, Reporting Carriers must submit Part 234 On-time Performance reports to DOT with information on domestic flight operations and performance as described in 14 CFR 234.4.¹ In addition, under 14 CFR 234.6, Reporting Carriers must submit Part 234 Mishandled Baggage reports to DOT that include the following information for covered domestic flights: (1) The number of bags mishandled in its custody, (2) the number of bags enplaned into the aircraft cargo compartment, (3) the number of mishandled wheelchairs and scooters mishandled in its custody, and (4) the number of wheelchairs and scooters enplaned into the aircraft cargo compartment.² Each Reporting Carrier is required to report the flight performance and mishandled baggage, wheelchair, and scooter information to DOT on a monthly basis for the covered flights it operates and for any covered flights held out under the Reporting Carrier's code (as the only U.S. carrier code) and operated by a codeshare partner of the Reporting Carrier that is a U.S. air carrier. These codeshare partners generally adopt the marketing carrier's branding and, thus, are referred to as branded codeshare partners.

DOT uses the information reported by airlines to provide airline performance information and statistics on the BTS website and in the *Air Travel Consumer Report* (ATCR), a monthly publication of DOT's Office of Aviation Consumer Protection (OACP). Air transportation

¹ The format and instructions for reporting this information are in Technical Reporting Directive #27—On-Time Performance, effective January 1, 2018, available at: <https://cms7.bts.dot.gov/sites/bts.dot.gov/files/docs/explore-topics-and-geography/topics/airlines-and-airports/207741/technical-directive-no-27-time-2018.pdf>.

² The format and instructions for reporting mishandled baggage and wheelchair and scooter information to DOT are in Technical Reporting Directive #30A—Mishandled Baggage and Wheelchairs and Scooters (Amended), effective January 1, 2019, available at: <https://www.bts.dot.gov/sites/bts.dot.gov/files/docs/explore-topics-and-geography/topics/airlines-and-airports/224606/technicaldirective30abaggage2019amended.pdf>.