

### Scoping Phase Engagement

MnDOT hosted 3 rounds of public engagement during the state and federal scoping process from Spring 2021 through Spring 2023. Public engagement activities included listening sessions, pop-up events, virtual public meetings and community conversations, and in-person open house meetings. More than 830 public comments were submitted during the scoping period.

Comments received reflected preferences for individual alternatives, identified potential Project impacts and expressed related concerns, or suggested variations (e.g., to keep or add additional alternatives). Throughout the scoping process, the Project team used public comments to help identify, develop, and evaluate alternatives. The SDD provides additional information on these engagement activities and outcomes.

### Equity and Health Assessment

MnDOT's Sustainability and Public Health Office and MnDOT Metro District conducted an Equity Health Assessment (EHA) of the Project. MnDOT initiated the Hwy 252/I-94 EHA in 2021 as enhanced engagement to pilot a new method for including equity and health information in the environmental review process. The EHA draws from principles and practices of Health Impact Assessment and Community Impact Assessment tools used by public agencies across the country to understand and address equity and health impacts on transportation projects.

During MEPA scoping, MnDOT facilitated the EHA process to help organize and bring forward the equity and health priorities of underserved and overburdened populations. The EHA input provided will be considered during the NEPA and MEPA processes the same as other public comment or feedback. Additional details on the outcomes of this assessment are provided in the Project SDD.

### Engagement During the Environmental Process

MnDOT and FHWA have prepared a Public Engagement Plan as well as an Agency Coordination Plan for the Project which is available on the Project website at [www.dot.state.mn.us/metro/projects/hwy252study/index.html](http://www.dot.state.mn.us/metro/projects/hwy252study/index.html). The purpose of the Public Engagement Plan is to communicate the engagement strategy during the four phases of the Project (e.g., Purpose and Need Statement, Scoping, Draft EIS, and Final EIS). The Public Engagement Plan identifies the priorities, goals, strategies,

messages, and action steps for engaging the public in each phase of the EIS process. The Public Engagement Plan notes the NEPA- and MEPA-required milestones and integrates them into the overall engagement strategy. As engagement occurred during scoping, the Project team responded to the needs and requests of the communities. Any changes in public engagement strategies were guided by the Public Engagement Plan and informed by what the Project team was hearing from the public. The Public Engagement Plan is a living document that is anticipated to evolve over the lifetime of the environmental review process. The public engagement vision for the Project is listed below:

MnDOT, FHWA, and their partners will anticipate and respond to public, stakeholder, and agency engagement needs to facilitate two-way communications that effectively and efficiently navigates the environmental review process, building broad Project understanding along the way.

### A Schedule for the Decision-Making Process

Following the issuance of this notice, FHWA and MnDOT will coordinate with the Participating and Cooperating Agencies to confirm study methodologies and analyze Project effects for inclusion in the Draft EIS.

This Project is subject to 23 U.S.C. 139(g)(1)(B)(iii) such that the schedule is consistent with an agency average of not more than two years for completion of the environmental review process, as measured from the date of the publication of the NOI to the ROD. The public engagement plan, agency coordination plan and schedule, developed with input from cooperating and participating agencies and the public, targets 2 years from the NOI to the ROD. In the event it becomes apparent to FHWA during Project development that the schedule from NOI to ROD would be more than 2 years, FHWA may seek a modification to lengthen the schedule in accordance with 23 U.S.C. 139(g)(1)(D).

- The target date for the Draft EIS is early 2026.
- A public hearing will be held during the Draft EIS 45-day public comment period.
- The target date for the combined Final EIS and ROD is April 2026.
- A Section 404 permit decision from the USACE is expected in 2028, dependent on the timing of final design and construction. See the SDD for additional schedule details.

### Request for Identification of Potential Alternatives, Information, and Analyses Relevant to the Proposed Action

To confirm that a full range of transportation issues related to the study will be addressed and potential issues are identified, FHWA invites comments and suggestions from all interested parties. The Project team requests comments and suggestions on the potential alternatives and associated impacts, and the identification of relevant information, studies, or analyses concerning impacts affecting the quality of the human environment not previously identified during the scoping phase. The purpose of this request is to bring additional relevant comments, information, and analyses to the agency's attention, to enable the agency to make maximum use of this additional information in the decision-making process. Comments may be submitted according to the instructions in the **ADDRESSES** section of this Notice. Comments must be received by May 15, 2024.

*Authority:* 42 U.S.C. 4321 *et seq.*; 23 U.S.C. 139; 23 CFR part 771.

**Susan M. Wimberly,**

*Deputy Division Administrator, FHWA  
Minnesota Division, St. Paul, Minnesota.*

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## DEPARTMENT OF TRANSPORTATION

### Federal Motor Carrier Safety Administration

[Docket No. FMCSA-2023-0182]

### Agency Information Collection Activities; Renewal of a Currently Approved Information Collection: Generic Clearance of Customer Satisfaction Surveys

**AGENCY:** Federal Motor Carrier Safety Administration (FMCSA), Department of Transportation (DOT).

**ACTION:** Notice and request for comments.

**SUMMARY:** In accordance with the Paperwork Reduction Act of 1995, FMCSA announces its plan to submit the Information Collection Request (ICR) described below to the Office of Management and Budget (OMB) for review and approval. In order to work continuously to ensure that our programs are effective and meet our customers' needs, FMCSA requests approval to renew an ICR titled, "Generic Clearance of Customer Satisfaction Surveys." This ICR allows

FMCSA to continue collecting feedback on our service delivery. By feedback, we mean information that provides useful insights on perceptions and opinions but are not statistical surveys that yield quantitative results that can be generalized to the population of study.

**DATES:** Comments on this notice must be received on or before May 15, 2024.

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

**FOR FURTHER INFORMATION CONTACT:** Ms. Roxane Oliver, FMCSA, Office of Analysis, DOT, FMCSA, 1200 New Jersey Avenue SE, Washington, DC 20590, (202) 385-2324, [Roxane.Oliver@dot.gov](mailto:Roxane.Oliver@dot.gov).

**SUPPLEMENTARY INFORMATION:**

*Title:* Generic Clearance of Customer Satisfaction Surveys.

*OMB Control Number:* 2126-0061.

*Type of Request:* Renewal of currently approved collection.

*Respondents:* State and local agencies, general public and stakeholders; original equipment manufacturers and suppliers to the commercial motor vehicle (CMV) industry; fleets, owner-operators, state CMV safety agencies, research organizations and contractors; news organizations and safety advocacy groups.

*Estimated Number of Respondents:* 5,900 (5,000 customer satisfaction survey respondents + 100 listening sessions/stakeholder feedback forums respondents + 300 focus group respondents + 500 strategic planning customer satisfaction survey respondents).

*Estimated Time per Response:* Range from 10 to 120 minutes.

*Expiration Date:* July 31, 2024.

*Frequency of Response:* Generally, on an annual basis.

*Estimated Total Annual Burden:* 1,758 hours (833 hours for customer satisfaction surveys + 200 hours for listening sessions/stakeholder feedback forums + 600 hours for focus groups + 125 hours for strategic planning customer satisfaction surveys).

**Background**

Executive Order (E.O.) 12862, Setting Customer Service Standards, requires the Federal government to provide the “highest quality service possible to the American people.” E.O. 13571, Streamlining Service Delivery and

Improving Customer Service, requires the standard of quality for services provided to the public to be customer service equal to the best in business. In order to work continuously to ensure that our programs are effective and meet our customers’ needs, FMCSA seeks to renew OMB’s approval of a generic clearance to collect qualitative feedback from our customers on our service delivery. The surveys covered in this generic clearance provide a means for FMCSA to collect this data directly from our customers. By qualitative feedback, we mean information that provides useful insights on perceptions and opinions but are not generated from statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback provides insights into customer or stakeholder perceptions, experiences, and expectations, provides an early warning of issues with service, or focuses attention on areas of communication, training, or changes in operations that might improve delivery of products or services. These collections allow for ongoing, collaborative, and actionable communications between the Agency and its customers and stakeholders. They also allow feedback to contribute directly to the improvement of program management.

The solicitation of feedback targets areas such as: timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses are assessed to plan and 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 the Agency’s services will be unavailable.

The Agency will submit a planned collection for approval under this generic clearance only if it meets the conditions that such collections are:

- voluntary;
- low-burden for respondents (based on considerations of total burden hours, total number of respondents, or burden hours per respondent) and are low-cost for both the respondents and the Federal government;
- noncontroversial and do not raise issues of concern to other Federal Agencies;
- 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;

- only collecting personally identifiable information (PII) to the extent necessary and not retaining it;

- only collecting information intended to be used only internally for general service improvement and program management, and any release outside the Agency must indicate the qualitative nature of the information;

- not to be used for the purpose of substantially informing influential policy decisions; and

- intended to yield only qualitative information.

This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: the target population to which generalizations will be made; the sampling frame; the sample design (including stratification and clustering); the precision requirements or power calculations that justify the proposed sample size; the expected response rate; methods for assessing potential nonresponse bias; the protocols for data collection; and any testing procedures that were or will be undertaken prior to fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other mechanisms that are designed to yield quantitative results. As a general matter, 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.

*Public Comments Invited:* You are asked to comment on any aspect of this information collection, including: (1) whether the proposed collection is necessary for the performance of FMCSA’s functions; (2) the accuracy of the estimated burden; (3) ways for FMCSA to enhance the quality, usefulness, and clarity of the collected information; and (4) ways that the burden could be minimized without reducing the quality of the collected information.

Issued under the authority of 49 CFR 1.87.

**Thomas P. Keane,**

*Associate Administrator, Office of Research and Registration.*

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