

DEPARTMENT OF THE INTERIOR**Office of the Secretary**

[245D0102DM, DS600000,
DLSN00000.000000, DX6CS25; OMB Control
Number 1040-0001]

**Agency Information Collection
Activities; DOI Programmatic
Clearance for Customer Satisfaction
Surveys**

AGENCY: Office of the Secretary, Interior.
ACTION: Notice of information collection;
request for comment.

SUMMARY: In accordance with the
Paperwork Reduction Act of 1995, the
Office of the Secretary are proposing to
renew an information collection,
without change.

DATES: Interested persons are invited to
submit comments on or before August
22, 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. Find this particular
information collection by selecting
“Currently under Review—Open for
Public Comments” or by using the
search function. Please provide a copy
of your comments to the Departmental
Information Collection Clearance Officer
(ICCO), 1849 C Street NW Washington,
DC 20240; or by email to PRA@ios.doi.gov. Please reference OMB
Control Number 1040-0001 in the
subject line of your comments.

FOR FURTHER INFORMATION CONTACT: To
request additional information about
this ICR, contact Jeffrey Parrillo,
Departmental ICCO, 1849 C Street NW
Washington, DC 20240; email to PRA@ios.doi.gov, or by telephone at 202-
208-7072. Individuals in the United
States who are deaf, deafblind, hard of
hearing, or have a speech disability may
dial 711 (TTY, TDD, or TeleBraille) to
access telecommunications relay
services. Individuals outside the United
States should use the relay services
offered within their country to make
international calls to the point-of-
contact in the United States. You may
also view the ICR at <http://www.reginfo.gov/public/do/PRAMain>.

SUPPLEMENTARY INFORMATION: In
accordance with the Paperwork
Reduction Act of 1995 (PRA, 44 U.S.C.
3501 *et seq.*) and 5 CFR 1320.8(d)(1), we
provide the general public and other
Federal agencies with an opportunity to
comment on new, proposed, revised,
and continuing collections of
information. This helps us assess the

impact of our information collection
requirements and minimize the public’s
reporting burden. It also helps the
public understand our information
collection requirements and provide the
requested data in the desired format.

A **Federal Register** notice with a 60-
day public comment period soliciting
comments on this collection of
information was published on April 4,
2024 (89 FR 23607). No comments were
received.

As part of our continuing effort to
reduce paperwork and respondent
burdens, we are again soliciting
comments from the public and other
Federal agencies on the proposed ICR
that is described below. We are
especially interested in public comment
addressing the following:

(1) Whether or not the collection of
information is necessary for the proper
performance of the functions of the
agency, including whether or not the
information will have practical utility;

(2) The accuracy of our estimate of the
burden for this collection of
information, including the validity of
the methodology and assumptions used;

(3) Ways to enhance the quality,
utility, and clarity of the information to
be collected; and

(4) How might the agency minimize
the burden of the collection of
information on those who are to
respond, including through the use of
appropriate automated, electronic,
mechanical, or other technological
collection techniques or other forms of
information technology, *e.g.*, permitting
electronic submission of response.

Comments that you submit in
response to this notice are a matter of
public record. Before including your
address, phone number, email address,
or other personal identifying
information in your comment, you
should be aware that your entire
comment—including your personal
identifying information—may be made
publicly available at any time. While
you can ask us in your comment to
withhold your personal identifying
information from public review, we
cannot guarantee that we will be able to
do so.

Abstract: The Government
Performance and Results Act of 1993
(GPR) (Pub. L. 103-62) requires
agencies to “improve Federal program
effectiveness and public accountability
by promoting a new focus on results,
service quality, and customer
satisfaction.” To fulfill this
responsibility, Department of the
Interior (DOI, Interior) bureaus and
offices must collect data from their
respective user groups to better
understand the needs and desires of the

public and to respond accordingly.
Executive Order 12862 “Setting
Customer Service Standards” also
requires all executive departments to
“survey customers to determine . . .
their level of satisfaction with existing
services.” We use customer satisfaction
surveys to help us fulfill our
responsibilities to provide excellence in
government by proactively consulting
with those we serve. This programmatic
clearance provides an expedited
approval process for DOI bureaus and
offices to conduct customer research
through external surveys such as
questionnaires and comment cards.

The proposed renewal covers all of
the organizational units and bureaus in
DOI. Information obtained from
customers by bureaus and offices will be
provided voluntarily. No one survey
will cover all the topic areas; rather,
these topic areas serve as a guide within
which the bureaus and offices will
develop questions. Questions may be
asked in languages other than English
(*e.g.*, Spanish) where appropriate. Topic
areas include:

(1) Delivery, quality, and value of
products, information, and services.
Respondents may be asked for feedback
regarding the following attributes of the
information, service, and products
provided:

- (a) Timeliness.
- (b) Consistency.
- (c) Accuracy.
- (d) Ease of Use and Usefulness.
- (e) Ease of Information Access.
- (f) Helpfulness.
- (g) Quality.

(h) Value for fee paid for information/
product/service.

(2) Management practices. This area
covers questions relating to how well
customers are aware of or satisfied with
DOI management practices and
processes, what improvements they
might make to specific processes, and
whether or not they feel specific issues
were addressed and reconciled in a
timely, courteous, and responsive
manner.

(3) Mission management. We will ask
customers to provide information of
their existing knowledge, agreement, or
satisfaction related to DOI’s ability to
protect, conserve, provide access to,
provide scientific data about, and
preserve natural, cultural, and
recreational resources that we manage,
and how well we are carrying out our
trust responsibilities to American
Indians.

(4) Rules, regulations, policies. This
area focuses on obtaining feedback from
customers regarding fairness, adequacy,
and consistency in enforcing rules,
regulations, and policies for which DOI

is responsible. It will also help us understand public awareness of rules and regulations and whether or not they are explained in a clear and understandable manner.

(5) Interactions with DOI Personnel and Contractors. Questions will range from timeliness and quality of interactions to skill level of staff providing the assistance, as well as their courtesy and responsiveness during the interaction.

(6) General demographics. Some general demographics may be gathered to augment satisfaction questions so that we can better understand the customer and improve how we serve that customer. We may ask customers how many times they have used a service, visitation logistics including timing, distance traveled, and costs, as well as general characteristics (e.g., race, age, residency, etc.) about themselves and their group.

(7) Experience and perceptions. This topic focuses on gathering specific details about the DOI experiences including logistics and planning, motivation for participating, and activities, as well as perceptions about the values, interactions, and activities. Similar to demographics, this information may augment satisfaction questions so that we can better understand the customer and improve how we serve that customer.

All requests to collect information under the auspices of this proposed renewal will be carefully evaluated to ensure consistency with the intent, requirements, and boundaries of this programmatic clearance. Interior's Office of Policy Analysis will conduct an administrative and technical review of each specific request in order to ensure statistical validity and soundness. All information collections are required to be designed and deployed based upon acceptable statistical practices and sampling methodologies, and procedures that account for and minimize non-response bias, in order to obtain consistent, valid data and statistics that are representative of the target populations.

Title of Collection: DOI Programmatic Clearance for Customer Satisfaction Surveys.

OMB Control Number: 1040-0001.

Form Number: DI-4010.

Type of Review: Extension of a currently approved collection.

Respondents/Affected Public: DOI customers, stakeholders, and partners. We define customers as anyone who uses, or could potentially use, DOI resources, products, or services. This includes past, current, and potential customers (e.g., the American public,

representatives of the private sector, academia, and other government agencies). We define stakeholders to mean groups or individuals who have an expressed interest in and who seek to influence the present and future state of DOI's resources, products, and services. We define partners as those groups, individuals, and agencies who are formally engaged in helping DOI accomplish its mission.

Total Estimated Number of Annual Respondents: 65,000.

Total Estimated Number of Annual Responses: 65,000.

Average Completion Time per Response: 10 minutes.

Total Estimated Number of Annual Burden Hours: 10,833 hours.

Respondent's Obligation: Voluntary.

Frequency of Collection: On occasion.

Total Estimated Annual Nonhour Burden Cost: None.

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 authority for this action is the Paperwork Reduction Act of 1995 (44 U.S.C. 3501 *et seq.*).

Jeffrey Parrillo,

Departmental Information Collection Clearance Officer.

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BILLING CODE 4334-63-P

DEPARTMENT OF THE INTERIOR

Office of the Secretary

[245D0102DM, DS600000, DLSN0000.000000, DX6CS25; OMB Control Number 1090-0011]

Agency Information Collection Activities; Submission to the Office of Management and Budget; DOI Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

AGENCY: Office of the Secretary, Interior.

ACTION: Notice of information collection; request for comment.

SUMMARY: In accordance with the Paperwork Reduction Act of 1995, we, the Office of the Secretary are proposing to renew an information collection, with revisions.

DATES: Interested persons are invited to submit comments on or before August 22, 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. Find this particular information collection by selecting "Currently under Review—Open for Public Comments" or by using the search function. Please provide a copy of your comments to the Departmental Information Collection Clearance Officer (ICCO), 1849 C Street NW Washington, DC 20240; or by email to PRA@ios.doi.gov. Please reference Office of Management and Budget (OMB) Control Number 1090-0011 in the subject line of your comments.

FOR FURTHER INFORMATION CONTACT: To request additional information about this ICR, contact Jeffrey Parrillo, Departmental ICCO, 1849 C Street NW Washington, DC 20240; by telephone 202-208-7072; or by email to PRA@ios.doi.gov. Individuals in the United States who are deaf, deafblind, hard of hearing, or have a speech disability may dial 711 (TTY, TDD, or TeleBraille) to access telecommunications relay services. Individuals outside the United States should use the relay services offered within their country to make international calls to the point-of-contact in the United States. You may also view the ICR at <http://www.reginfo.gov/public/do/PRAMain>.

SUPPLEMENTARY INFORMATION: In accordance with the Paperwork Reduction Act of 1995 (PRA, 44 U.S.C. 3501 *et seq.*) and 5 CFR 1320.8(d)(1), we provide the general public and other Federal agencies with an opportunity to comment on new, proposed, revised, and continuing collections of information. This helps us assess the impact of our information collection requirements and minimize the public's reporting burden. It also helps the public understand our information collection requirements and provide the requested data in the desired format.

A Federal Register notice with a 60-day public comment period soliciting comments on this collection of information was published on April 12, 2024 (89 FR 25895). No comments were received.

As part of our continuing effort to reduce paperwork and respondent burdens, we are again soliciting comments from the public and other Federal agencies on the proposed ICR that is described below. We are especially interested in public comment addressing the following:

(1) Whether or not the collection of information is necessary for the proper performance of the functions of the agency, including whether or not the information will have practical utility;

(2) The accuracy of our estimate of the burden for this collection of