

Homeland Security (DHS) Mailing and Other Lists System, 73 FR 71659 (November 25, 2008).

The Office of Management and Budget is particularly interested in comments which:

1. Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
2. Evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
3. Enhance the quality, utility, and clarity of the information to be collected; and
4. 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 submissions of responses.

#### Analysis

*Agency:* Department of Homeland Security (DHS).

*Title:* VULNERABILITY DISCOVERY PROGRAM.

*OMB Number:* 1601–0028.

*Frequency:* Annually.

*Affected Public:* Individuals, Organizations, and/or Companies.

*Number of Respondents:* 3,000.

*Estimated Time per Respondent:* 3 hours.

*Total Burden Hours:* 9,000.

#### Robert Dorr,

*Executive Director, Business Management Directorate.*

[FR Doc. 2024–16855 Filed 7–30–24; 8:45 am]

BILLING CODE 9112–FL–P

## DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[Docket No. FR–7080–N–33]

### 30-Day Notice of Proposed Information Collection: OMB Circular A–11 Section 280 Customer Experience Clearance OMB Control No.: 2511–0001

**AGENCY:** Office of Policy Development and Research, Chief Data Officer, HUD.

**ACTION:** Notice.

**SUMMARY:** HUD is seeking approval from the Office of Management and Budget (OMB) for the information collection described below. In accordance with the Paperwork Reduction Act, HUD is

requesting comment from all interested parties on the proposed collection of information. The purpose of this notice is to allow for 30 days of public comment.

**DATES:** *Comments Due Date:* August 30, 2024.

**ADDRESSES:** Interested persons are invited to submit comments regarding this proposal.

Written comments and recommendations for the proposed information collection can 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 particular information collection by selecting “Currently under 30-day Review—Open for Public Comments” or by using the search function. Interested persons are also invited to submit comments regarding this proposal by name and/or OMB Control Number and should be sent to: Colette Pollard, Reports Management Officer, REE, Department of Housing and Urban Development, 451 7th Street SW, Room 8210, Washington, DC 20410; telephone (202) 402–3577 (this is not a toll-free number) or email:

*PaperworkReductionActOffice@hud.gov.*

#### FOR FURTHER INFORMATION CONTACT:

Colette Pollard, Reports Management Officer, REE, Department of Housing and Urban Development, 451 7th Street SW, Washington, DC 20410; email [Colette.Pollard@hud.gov](mailto:Colette.Pollard@hud.gov) or telephone (202) 402–3400. This is not a toll-free number. HUD welcomes and is prepared to receive calls from individuals who are deaf or hard of hearing, as well as individuals with speech or communication disabilities. To learn more about how to make an accessible telephone call, please visit: <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>.

Copies of available documents submitted to OMB may be obtained from Ms. Pollard.

**SUPPLEMENTARY INFORMATION:** This notice informs the public that HUD is seeking approval from OMB for the information collection described in Section A.

The **Federal Register** notice that solicited public comment on the information collection for a period of 60 days was published on May 17, 2024, at 89 FR 43423.

#### A. Overview of Information Collection

*Title of Information Collection:* Renewal of OMB Circular A–11 Section 280 Customer Experience Clearance.

*OMB Approval Number:* 2511–0001.

*OMB Expiration Date:* 09/30/2024.

*Type of Request:* Extension of an existing collection.

*Form Number:* None.

*Description of the need for the information and proposed use:* Under the PRA, (44 U.S.C. 3501–3520) Federal Agencies must obtain approval from the Office of Management and Budget (OMB) for each collection of information they conduct or sponsor. “Collection of information” is defined in 44 U.S.C. 3502(3) and 5 CFR 1320.3(c) and includes Agency requests or requirements that members of the public submit reports, keep records, or provide information to a third party. Section 3506(c)(2)(A) of the PRA requires Federal Agencies to provide a 60-day and a 30-day notice in the **Federal Register** concerning each proposed collection of information, including each proposed extension of an existing collection of information, before submitting the collection to OMB for approval. To comply with this requirement, HUD published the 60-day notice in the **Federal Register** on 05/17/2024 and is now publishing this 30-day notice of the proposed collection of information set forth in this document.

Whether seeking a loan, Social Security benefits, veterans’ benefits, or other services provided by the Federal Government, individuals and businesses expect Government customer services to be efficient and intuitive, just like services from leading private-sector organizations. Yet the 2016 American Consumer Satisfaction Index and the 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. HUD 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.

**Respondents:** 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.

**Estimated Number of Respondents:** 1,500,000.

**Estimated Number of Responses:** 1,500,000.

**Frequency of Response:** One time per collection.

**Average Hours per Response:** 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 2 hours to participate in an interview.

**Estimated Burden:** 75,000.

## B. Solicitation of Public Comment

This notice is soliciting comments from members of the public and affected parties concerning the collection of information described in Section A on the following:

(1) Whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the

information will have practical utility; (2) The accuracy of the agency’s estimate of the burden of the proposed collection of information; (3) Ways to enhance the quality, utility, and clarity of the information to be collected; and (4) Ways to minimize the burden of the collection of information on those who are to respond; including through the use of appropriate automated collection techniques or other forms of information technology, *e.g.*, permitting electronic submission of responses.

HUD encourages interested parties to submit comment in response to these questions. (5) ways to minimize the burden of the collection of information on those who are to respond, including the use of automated collection techniques or other forms of information technology.

## C. Authority

Section 3507 of the Paperwork Reduction Act of 1995, 44 U.S.C. Chapter 35.

### Colette Pollard,

*Department Reports Management Officer,  
Office of Policy Development and Research,  
Chief Data Officer.*

[FR Doc. 2024–16857 Filed 7–30–24; 8:45 am]

**BILLING CODE 4210–67–P**

## DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[Docket No. FR–6485–N–01]

### Announcement of the Housing Counseling Federal Advisory Committee; Notice of Public Meeting

**AGENCY:** Office of the Assistant Secretary for Housing—Federal Housing Commissioner, Department of Housing and Urban Development (HUD).

**ACTION:** Notice of Housing Counseling Federal Advisory Committee Public Meeting.

**SUMMARY:** This gives notice of a Housing Counseling Federal Advisory Committee (HCFAC) meeting and sets forth the proposed agenda. The HCFAC meeting will be held on Wednesday, September 11, 2024. The meeting is open to the public and is accessible to individuals with disabilities.

**DATES:** The hybrid meeting (virtual and in-person meeting) will be held on Wednesday, September 11, 2024, starting at 10:00 a.m. Eastern Daylight Time (EDT).

**FOR FURTHER INFORMATION CONTACT:** Virginia F. Holman, Housing Program Technical Specialist, Office of Housing Counseling, U.S. Department of Housing and Urban Development; telephone

number 540–894–7790 (this is not a toll-free number); email [virginia.f.holman@hud.gov](mailto:virginia.f.holman@hud.gov). HUD welcomes and is prepared to receive calls from individuals who are deaf or hard of hearing, as well as individuals with speech and communication disabilities. To learn more about how to make an accessible telephone call, please visit: <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>. Individuals may also email [HCFACCommittee@hud.gov](mailto:HCFACCommittee@hud.gov) for information.

**SUPPLEMENTARY INFORMATION:** HUD is convening a hybrid meeting (virtual and in-person meeting) of the HCFAC on Wednesday, September 11, 2024, from 10:00 a.m. to 4:00 p.m. Eastern Daylight Time (EDT). The virtual meeting will be held via ZOOM. The in-person meeting will be held at Norfolk State University, 700 Park Avenue, Norfolk, Virginia 23504. This meeting notice is provided in accordance with the Federal Advisory Committee Act, 5 U.S.C. 1009(a)(2).

### Draft Agenda—Housing Counseling Federal Advisory Committee Meeting Wednesday September 11, 2024

*Housing Solutions for Military Families  
How HUD Certified Housing Counselors  
Can Help*

- I. Welcome
- II. Presentations and HCFAC Member Discussion
- III. Public Comment
- IV. Next Steps
- V. Adjourn

### Registration

The public is invited to attend this 6-hour hybrid meeting (virtual and in-person meeting) using ZOOM for the virtual meeting. Advance registration is required to attend. To register, please visit [https://us06web.zoom.us/webinar/register/WN\\_hiNXLEDSOwDmum6TPOfFw](https://us06web.zoom.us/webinar/register/WN_hiNXLEDSOwDmum6TPOfFw) and complete the registration form no later than September 9, 2024. Registration will be closed after September 9, 2024. After submitting the registration form, registrants for the virtual meeting will receive a confirmation email with the meeting link and passcode needed to attend. Registrants asking to attend in-person will receive details about the meeting location and how to access the building. If you have any questions about registration, please email [HCFACCommittee@ajantaconsulting.com](mailto:HCFACCommittee@ajantaconsulting.com).

### Public Comments

The public will have an opportunity to give written and oral comments