

records maintained by this Department may be disclosed to appropriate agencies, entities, and persons when:

a. the Department suspects or has confirmed that the security or confidentiality of information in a system of records has been compromised;

b. the Department has determined that as a result of the suspected or confirmed compromise there is a risk of harm to economic or property interests, identity theft or fraud, or harm to the security or integrity of systems or programs (whether maintained by the Department or another agency or entity) that rely upon the compromised information; and,

c. the disclosure made to such agencies, entities, and persons is reasonably necessary to assist in connection with the Department's efforts to respond to the suspected or confirmed compromise and prevent, minimize, or remedy such harm.

POLICIES AND PRACTICES FOR STORING, RETRIEVING, ACCESSING, RETAINING, AND DISPOSING OF RECORDS IN THE SYSTEM:

STORAGE:

Records are stored manually in family case files in the PHAs and electronically in office automation equipment. Records are stored on HUD computer servers for access by headquarters and field offices, and by the public housing agencies via a web application interface. All of the DIS data is stored on HUD's servers. The disk and backup files are maintained by HUD's information technology partners—Electronic Data Services (EDS) and Lockheed Martin. The original (hard copy) files are stored in the originating PHA.

Irretrievability: Records are retrieved by an individual's SSN.

Safeguards: These are the measures used to protect the records from unauthorized access or disclosure:

1. The REAC-IT Web Access Secure SubSystem (WASS) provides audit logging for all system access via WASS's authentication of all users.

2. WASS provides authentication methods that meet National Institutes of Standards and Technology (NIST) requirements. Every user has a WASS ID and is authenticated via WASS.

3. The Inventory Management System (IMS) maintains a record of each DIS user's logons, logoffs, and logoff exceptions if any.

4. For each user, IMS system logs the number requests for web pages containing privacy data. The number of page view requests is tracked per page per session. The first and last timestamp of access for every privacy page is also recorded per session.

5. IMS system archives the user privileges data when a user is removed from the system or when the unmasked privacy data viewing privileges are modified.

6. Hard copy records are stored in lock file cabinets in rooms to which access is limited to those personnel who service the records.

7. Background screening, limited authorization and access with access limited to authorize personnel.

8. Prior to user modification and storing, DHAP makes an archive copy of the record. As it is a safeguard for retaining the original record.

RETENTION AND DISPOSAL:

Electronic records are maintained and destroyed according to the HUD Records Disposition Schedule 2225.6. Records are maintained for a period of three years.

SYSTEM MANAGERS(S) AND ADDRESSES:

Jerry Armstrong, IT Division Director for Public and Indian Housing Information Management, Potomac Center, 550 Twelfth Street, SW., First Floor, Washington, DC 20410, Telephone Number, (202) 475-8742 or Dudley Ives, DIS Information Technology Manager, Potomac Center, 550 Twelfth Street, First Floor, SW., Washington, DC 20410, Telephone Number, (202) 475-8603.

NOTIFICATION PROCEDURES:

For information, assistance, or inquiry about the existence of records, contact the Privacy Act Officer at the Department of Housing and Urban Development, 451 Seventh Street, SW., Room 2256, Washington, DC 20715. Written requests for access can establish proof of identity by a notarized statement or equivalent.

CONTESTING RECORD PROCEDURES:

Procedures for the amendment or correction of records and for applicants wanting to appeal initial agency determination appear in 24 CFR part 16. The disaster related information reported in DIS originates from the FEMA. If a participant of HUD's Disaster Housing Assistance Program disputes this information, he or she should contact FEMA directly or in writing to dispute erroneous information by fax ((800) 827-8112) or by mail (Post Office Box 10055, Hyattsville, Maryland 20782-7055).

RECORD SOURCE CATEGORIES:

DIS receives data from DHS/FEMA and HUD headquarters and field office staff. Public Housing Agencies (PHAs) routinely collect personal and income data from participants in and applicants

for the Disaster Housing Assistance Program.

EXEMPTIONS FROM CERTAIN PROVISIONS OF THE ACT:

None.

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DEPARTMENT OF THE INTERIOR

Office of the Secretary

Proposed Renewal of Information Collection: 1090-0007 [formerly 1505-0191], American Customer Satisfaction Index (ACSI) Government Customer Satisfaction Survey

AGENCY: National Business Center, Federal Consulting Group, Interior.

ACTION: Notice and request for comments.

SUMMARY: In compliance with section 3506(c)(2)(A) of the Paperwork Reduction Act of 1995, the National Business Center, Department of the Interior announces that it has submitted a request for proposed extension of an information collection to the Office of Management and Budget (OMB), and requests public comments on this submission. The information collection request describes the nature of the information collection and the expected burden and cost.

DATES: OMB has up to 60 days to approve or disapprove the information collection request, but may respond after 30 days; therefore, public comments should be submitted to OMB by September 17, 2009, in order to be assured of consideration.

ADDRESSES: Send your written comments by facsimile to (202) 395-5806 or e-mail (OIRA_DOCKET@omb.eop.gov) to the Office of Information and Regulatory Affairs, Office of Management and Budget, *Attention:* 1090-0007 Desk Officer. Also, please send a copy of your comments to Federal Consulting Group, *Attention:* Ron Oberbillig, 1849 C St, NW., MS 314, Washington, DC 20240-0001, or by facsimile to (202) 513-7686, or via e-mail to Ron_Oberbillig@nbc.gov. Individuals providing comments should reference Customer Satisfaction Surveys.

FOR FURTHER INFORMATION CONTACT: To request additional information or copies of the form(s) and instructions, please write to the Federal Consulting Group, *Attention:* Ron Oberbillig, 1849 C St, NW., MS 314, Washington, DC 20240-0001, or call him on (202) 513-7677, or

send an e-mail to
Ron_Oberbillig@nbc.gov.

SUPPLEMENTARY INFORMATION: The Office of Management and Budget (OMB) regulations at 5 CFR 1320, which implement provisions of the Paperwork Reduction Act of 1995 (Pub. L. 104-13), require that interested members of the public and affected agencies have an opportunity to comment on information collection and recordkeeping activities [see 5 CFR 1320.8(d)]. The Office of the Secretary, National Business Center has submitted a request to OMB to renew its approval of this collection of information for three years.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it is operating under a currently valid OMB control number. The OMB control number for this collection is 1090-0007. The control number will be displayed on the surveys used. For expeditious administration of the surveys, the expiration date will not be displayed on the individual instruments. Response is not required to obtain a benefit.

Title: "Customer Satisfaction Surveys".

OMB Control Number: 1090-0007 (formerly 1050-0191).

Summary: The proposed renewal of this information collection activity provides a means to consistently assess, benchmark and improve customer satisfaction with Federal government agency programs and/or services within the Executive Branch. The Federal Consulting Group of the Department of the Interior serves as the executive agent for this methodology and has partnered with the CFI Group and the University of Michigan to offer the ACSI to Federal government agencies.

The CFI Group, a leader in customer satisfaction and customer experience management, offers a comprehensive model that quantifies the effects of quality improvements on citizen satisfaction. The CFI Group has developed the methodology and licenses it to the National Quality Research Center at the University of Michigan, which produces the American Customer Satisfaction Index (ACSI). This national indicator is developed for different economic sectors each quarter, which are then published in *The Wall Street Journal*. The ACSI was introduced in 1994 by Professor Claes Fornell under the auspices of the University of Michigan, the American Society for Quality (ASQ), and the CFI Group. It monitors and benchmarks customer satisfaction across

more than 200 companies and many U.S. Federal agencies.

The ACSI is the only cross-agency methodology for obtaining comparable measures of customer satisfaction with Federal government programs and/or services. Along with other economic objectives—such as employment and growth—the quality of output (goods and services) is a part of measuring living standards. The ACSI's ultimate purpose is to help improve the quality of goods and services available to American citizens.

ACSI surveys conducted by the Federal Consulting Group are completely subject to the Privacy Act 1074, Public Law 93-579, December 31, 1974 (5 U.S.C. 522a). The agency information collection is an integral part of conducting an ACSI survey. The contractor will not be authorized to release any agency information upon completion of the survey without first obtaining permission from the Federal Consulting Group and the participating agency. In no case shall any new system of records containing privacy information be developed by the Federal Consulting Group, participating agencies, or the contractor collecting the data. In addition, participating Federal agencies may only provide information used to randomly select respondents from among established systems of records provided for such routine uses.

There is no other agency or organization which is able to provide the information that is accessible through the surveying approach used in this information collection. Further, the information will enable Federal agencies to determine customer satisfaction metrics with discrimination capability across variables. Thus, this information collection will assist Federal agencies in improving their customer service in a targeted manner which will make best use of resources to improve service to the public.

This survey asks no questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

Frequency of Collection: Once per survey.

Description of Respondents: Individuals who have utilized Government services.

Total Annual Burden Hours: 7,500.

Current Expiration Date: August 31, 2009.

Type of Review: Renewal.

Affected Public: Individuals and Households. Businesses and Organizations. State, Local or Tribal Government.

Estimated Number of Respondents: Participation by Federal agencies in the ACSI is expected to vary as new customer segment measures are added or deleted. However, based on historical records, projected average estimates for the next three years are as follows:

Average Expected Annual Number of Customer Satisfaction Surveys: 150.

Respondents: 37,500.

Annual responses: 37,500.

Frequency of Response: Once per survey.

Average minutes per response: 12.0.

Burden hours: 7,500 hours.

Note: It is expected that the first year there will be approximately 100 surveys initiated, the second year 150 surveys initiated, and the third year 200 surveys initiated due to expected growth in the program. The figures above represent an expected average per year over the three-year period.

As required under 5 CFR 1320.8(d), a **Federal Register** notice soliciting comments on the collection of information was published on May 15, 2009 (74 FR 22954). No comments were received. This notice provides the public with an additional 30 days in which to comment on the proposed information collection activity.

Request for Comments: Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. Comments are invited on: (a) Whether the collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden of the collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology; and (e) estimates of capital or start-up costs and costs of operation, maintenance, and purchase of services to provide information. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; to develop, acquire, install and utilize technology and systems for the purpose of collecting, validating and verifying information, processing and maintaining information, and disclosing and providing information; to train personnel and to be able to respond to a collection of information, to search data sources, to complete and review

the collection of information; and to transmit or otherwise disclose the information.

All written comments will be available for public inspection by appointment with the Federal Consulting Group at the contact information given in the “**FOR FURTHER INFORMATION CONTACT**” section. The comments, with names and addresses, will be available for public view during regular business hours. If you wish us to withhold your personal information, you must prominently state at the beginning of your comment what personal information you want us to withhold. We will honor your request to extent allowable by law.

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 Office of Management and Budget control number.

Dated: August 12, 2009.

Ron Oberbillig,

Chief Operating Officer, Federal Consulting Group.

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DEPARTMENT OF THE INTERIOR

Fish and Wildlife Service

[FWS-R9-MB-2009-N175; 91200-1231-WEBB-M3]

Proposed Information Collection; National Mourning Dove Hunter Attitude Survey on Nontoxic Shot

AGENCY: Fish and Wildlife Service, Interior.

ACTION: Notice; request for comments.

SUMMARY: We (Fish and Wildlife Service) will ask the Office of Management and Budget (OMB) to approve the information collection (IC) described below. As required by the Paperwork Reduction Act of 1995 and as part of our continuing efforts to reduce paperwork and respondent burden, we invite the general public and other Federal agencies to take this opportunity to comment on this IC. We 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.

DATES: To ensure that we are able to consider your comments on this IC, we must receive them by October 19, 2009.

ADDRESSES: Send your comments on the IC to Hope Grey, Information Collection Clearance Officer, Fish and Wildlife

Service, MS 222-ARLSQ, 4401 North Fairfax Drive, Arlington, VA 22203 (mail); or *hope_grey@fws.gov* (e-mail).

FOR FURTHER INFORMATION CONTACT: To request additional information about this IC, contact Hope Grey by mail or e-mail (see ADDRESSES) or by telephone at (703) 358-2482.

SUPPLEMENTARY INFORMATION:

I. Abstract

The Migratory Bird Treaty Act (MBTA) (16 U.S.C. 703 et seq.) prohibits the unauthorized take of migratory birds and authorizes the Secretary of the Interior to regulate take of migratory birds in the United States. Under this authority, we control the hunting of migratory game birds through regulations in 50 CFR part 20. On January 1, 1991, we banned lead shot for hunting waterfowl and coots in the United States. Wildlife managers and policymakers at all levels are becoming increasingly concerned about the exposure of mourning doves to spent lead shot.

The mourning dove is the most-hunted migratory game bird species. We plan to ask OMB for approval to sponsor a National Mourning Dove Hunter Attitude Survey on Nontoxic Shot. The Missouri Department of Conservation will conduct the survey under the auspices of the Association of Fish and Wildlife Agencies and the Service. Information from this survey will help us make nontoxic shot policy decisions and develop appropriate informational and educational programs if new regulations are necessary.

Under the Migratory Bird Harvest Information Program (HIP) (50 CFR 20.20), each State annually provides a list of all migratory bird hunters licensed by the State (OMB Control Number 1018-0023). We will use these lists to randomly select mourning dove hunters to participate in the proposed survey. We plan to collect:

- (1) Demographic information (e.g., respondent age, gender, income, education, and occupation).
- (2) Information on hunting experiences (e.g. hunter type, distance traveled to hunt, type of ammunition, frequency of hunting, and positive and negative aspects).
- (3) Perceptions of the benefits and concerns about the use of nontoxic shot.
- (4) Perceptions of the benefits and concerns about nontoxic shot regulations.

II. Data

OMB Control Number: None. This is a new collection.

Title: National Mourning Dove Hunter Attitude Survey on Nontoxic Shot.

Service Form Number(s): 3-2386.
Type of Request: New.
Affected Public: Mourning dove hunters.

Respondent's Obligation: Voluntary.
Frequency of Collection: One time.
Total Annual Number of Responses: 23,400.

Completion Time per Response: 7 minutes.

Total Annual Burden Hours: 2,730 hours.

III. Request for Comments

We invite comments concerning this IC on:

- (1) Whether or not the collection of information is necessary, including whether or not the information will have practical utility;
- (2) The accuracy of our estimate of the burden for this 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 respondents.

Comments that you submit in response to this notice are a matter of public record. We will include or summarize each comment in our request to OMB to approve this IC. Before including your address, phone number, e-mail 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.

Dated: August 11, 2009

Hope Grey,

Information Collection Clearance Officer, Fish and Wildlife Service.

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DEPARTMENT OF THE INTERIOR

BUREAU OF LAND MANAGEMENT

[LLORV00000-L1020000.DD0000; HAG 9-0320]

Meeting Notice for the John Day/Snake Resource Advisory Council

AGENCY: Bureau of Land Management (BLM), Vale District, Department of the Interior.

ACTION: Meeting Notice for the John Day/Snake Resource Advisory Council.