

workforce development, transportation, and infrastructure investments.

**DATES:** *Comments Due Date:* December 21, 2011.

**ADDRESSES:** Interested persons are invited to submit comments regarding this proposal. Comments should refer to the proposal by name and/or OMB approval Number (2501-0026) and should be sent to: HUD Desk Officer, Office of Management and Budget, New Executive Office Building, Washington, DC 20503; fax: (202) 395-5806. Email: [OIRA\\_Submission@omb.eop.gov](mailto:OIRA_Submission@omb.eop.gov); fax: (202) 395-5806.

**FOR FURTHER INFORMATION CONTACT:** Colette Pollard., Reports Management Officer, QDAM, Department of Housing and Urban Development, 451 Seventh Street SW., Washington, DC 20410; email Colette Pollard at Colette. [Pollard@hud.gov](mailto:Pollard@hud.gov) or telephone (202) 402-3400. This is not a toll-free number. Copies of available documents submitted to OMB may be obtained from Ms. Pollard.

**SUPPLEMENTARY INFORMATION:** This notice informs the public that the Department of Housing and Urban Development has submitted to OMB a request for approval of the Information collection described below. This notice is soliciting comments from members of the public and affecting agencies concerning the proposed collection of information to: (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; (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 collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

*This notice also lists the following information:*

*Title of Proposal:* Capacity Building for Sustainable Communities Program

*OMB Approval Number:* 2501-0026

*Form Numbers:* HUD 424 CBW, SF 424, SF 424 Supp, HUD 96011, HUD 2880, SF LLL

*Description of the Need for the Information and Its Proposed Use:*

The Capacity Building for Sustainable Communities Program (Program), through a Notice of Funding Availability, will identify intermediary organizations that can provide capacity building support for communities engaged in planning efforts that support community involvement and integrate housing, land use, land cleanup and preparation for reuse, economic and workforce development, transportation, and infrastructure investments.

*Frequency of Submission:* Other, The results of this information collection will not be published.

	Number of respondents	Annual responses	×	Hours per response	=	Burden hours
Reporting Burden .....	100	1		6		600

*Total Estimated Burden Hours:* 600.  
*Status:* Revision of a currently previously approved collection.

**Authority:** Section 3507 of the Paperwork Reduction Act of 1995, 44 U.S.C. 35, as amended.

Dated: November 15, 2011.

**Colette Pollard,**  
*Departmental Reports Management Officer,  
Office of the Chief Information Officer.*

[FR Doc. 2011-30020 Filed 11-18-11; 8:45 am]

**BILLING CODE 4210-67-P**

**DEPARTMENT OF THE INTERIOR**

**Office of the Secretary**

**Proposed Renewal of Information Collection: 1090-0008 American Customer Satisfaction Index (ACSI) E-Government Web Site Customer Satisfaction Surveys**

**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 December 21, 2011, in order to be assured of consideration.

**ADDRESSES:** Send your written comments by facsimile to (202) 395-5806 or email ([OIRA\\_DOCKET@omb.eop.gov](mailto:OIRA_DOCKET@omb.eop.gov)) to the Office of Information and Regulatory Affairs, Office of Management and Budget, Attention: Department of the Interior (OMB 1090-0008) Desk Officer. Also, please send a copy of your comments to Federal Consulting Group, Attention: Richard Tate, 1849 C St, NW MS 314, Washington, DC 20240-0001, or by facsimile to (202) 513-7686, or via email to [Richard\\_Tate@nbc.gov](mailto:Richard_Tate@nbc.gov). Individuals providing comments should reference Web site 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: Richard Tate, 1849 C St, NW MS 314, Washington, DC 20240-0001, or call him on (202) 513-7655, send an email to [Richard\\_Tate@nbc.gov](mailto:Richard_Tate@nbc.gov), or visit <http://www.reginfo.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. 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 displays a currently valid OMB control number. The OMB control number for this collection is 1090-0008. 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:* American Customer Satisfaction Index (ACSI) E-Government Web site Customer Satisfaction Surveys.

*OMB Control Number:* 1090-0008.

**SUMMARY:** This information collection activity provides a means to consistently assess, benchmark and improve customer satisfaction with Federal government agency Web sites 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 ForeSee to offer this assessment to federal agencies.

ForeSee is a leader in customer satisfaction and customer experience management on the web and related media. It utilizes the methodology of the most respected, credible, and well-known measure of customer satisfaction in the country, the American Customer Satisfaction Index (ACSI). This methodology combines survey data and a patented econometric model to precisely measure the customer satisfaction of Web site users, identify specific areas for improvement and determine the impact of those improvements on customer satisfaction and future customer behaviors.

The ACSI is the only cross-agency methodology for obtaining comparable measures of customer satisfaction with Federal government programs and/or Web sites. 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, including those from the Federal government.

The ACSI E-Government Web site Customer Satisfaction Surveys will be completed 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 visited Government Web sites.

*Total Annual Burden Hours:* 57,292.

*Current Expiration Date:* December 31, 2011.

*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:* 275.

*Respondents:* 1,375,000.

*Annual Responses:* 1,375,000.

*Average Minutes per Response:* 2.5.

**Note:** it is expected that the first year there will be approximately 225 surveys initiated, the second year 275 surveys initiated, and the third year 325 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 July 25, 2011 (Vol. 76, No. 142. Pages 44351–44352). 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 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.

Dated: November 14, 2011.

**Ron Oberbillig,**

*Chief Operating Officer, Federal Consulting Group.*

[FR Doc. 2011–29979 Filed 11–18–11; 8:45 am]

**BILLING CODE 4310–RK–P**

## DEPARTMENT OF THE INTERIOR

### Geological Survey

[USGS GX12EE000101000]

#### Agency Information Collection Activities: Submitted for Office of Management and Budget (OMB) Review; Comment Request

**AGENCY:** U.S. Geological Survey (USGS), Interior.

**ACTION:** Notice of an extension of an existing information collection (1028–0084).

**SUMMARY:** To comply with the Paperwork Reduction Act of 1995 (PRA), the U.S. Geological Survey (USGS) is inviting comments on an information collection request (ICR) that we have sent to the Office of Management and Budget (OMB) for review and approval. The ICR concerns