

information be processed and used in a timely manner; (3) is the estimate of burden accurate; (4) how might the Federal Consulting Group enhance the quality, utility, and clarity of the information to be collected; and (5) how might the Federal Consulting Group minimize the burden of this collection on the respondents, including through the use of information technology.

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 ICR. 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 Office of Management and Budget regulation 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 Strategic Employee and Organization Development, Federal Consulting Group has submitted a request to the Office of Management and Budget to renew its approval of this collection of information for three years.

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 Claes Fornell International Group (CFI Group) and the American Customer Satisfaction Index (ACSI) 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 American Customer Satisfaction Index, an independent organization 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. The ACSI 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 outputs (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 subject to the Privacy Act of 1974, Public Law 93–579, December 31, 1974 (5 U.S.C. 552a). 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.

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 making the best use of resources in a targeted manner to improve service to the public.

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

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 Office of Management and Budget control number for this collection is 1090–0007. The control number will be displayed on the surveys used. Response to the surveys is voluntary.

**Title of Collection:** American Customer Satisfaction Index (ACSI) Government Customer Satisfaction Surveys.

**OMB Control Number:** 1090–0007.

**Form Number:** None.

**Type of Review:** Extension of a currently approved collection.

**Respondents/Affected Public:** Individuals, Business, and State, Local, or Tribal Governments who have utilized Federal Government services.

**Total Estimated Number of Annual 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:** 100 with 800 respondents per survey.

**Total Estimated Number of Annual Responses:** 80,000.

**Estimated Completion Time per Response:** 12 minutes.

**Total Estimated Number of Annual Burden Hours:** 16,000.

**Respondent's Obligation:** Voluntary.

**Frequency of Collection:** Once per survey.

**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.*)

**Jessica Reed,**

*Director, Federal Consulting Group.*

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**BILLING CODE 4334–63–P**

## DEPARTMENT OF THE INTERIOR

[18XD4523WT\_DS64950000  
DWT000000.000000\_DP.64920, OMB Control  
Number 1090–0008]

### Agency Information Collection Activities; E-Government Website Customer Satisfaction Surveys (Formerly American Customer Satisfaction Index (ACSI) E-Government Website Customer Satisfaction Surveys)

**AGENCY:** Office of the Secretary, Office of Strategic Employee and Organization Development, Federal Consulting Group, Interior.

**ACTION:** Notice of information collection; request for comment.

**SUMMARY:** In accordance with the Paperwork Reduction Act of 1995, we, the Federal Consulting Group are proposing to renew an information collection.

**DATES:** Interested persons are invited to submit comments on or before May 1, 2018.

**ADDRESSES:** Send your written comments by facsimile to (202) 395-5806 or email (*OIRA\_Submission@omb.eop.gov*) to the Office of Information and Regulatory Affairs, Office of Management and Budget, Attention: Desk Office for the Department of the Interior (1090-0008). Also, please send a copy of your comments to Federal Consulting Group, Attention: Lucy Adams, 1849 C St. NW, MS 4344, Washington, DC 20240-0001, or by facsimile to (202) 513-5184, or via email to *luciana\_adams@ios.doi.gov*. Individuals providing comments should reference Customer Satisfaction Surveys (OMB ID: 1090-0008).

**FOR FURTHER INFORMATION CONTACT:** To request additional information or copies of the form(s) and instructions, please write to the Federal Consulting Group, Attention: Lucy Adams, 1849 C St. NW, MS4344, Washington, DC 20240-0001 or call (202) 513-7679. You may also review the information collection request online at <http://www.reginfo.gov/public/do/PRAMain>.

**SUPPLEMENTARY INFORMATION:** In accordance with the Paperwork Reduction Act of 1995, 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.

We are soliciting comments on the proposed ICR that is described below. We are especially interested in public comment addressing the following issues: (1) Is the collection necessary to the proper functions of the Federal Consulting Group; (2) will this information be processed and used in a timely manner; (3) is the estimate of burden accurate; (4) how might the Federal Consulting Group enhance the quality, utility, and clarity of the information to be collected; and (5) how might the Federal Consulting Group minimize the burden of this collection on the respondents, including through the use of information technology.

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 ICR. 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 Office of Management and Budget regulation at 5 CFR 1320, which implements the 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 Strategic Employee and Organization Development, Federal Consulting Group has submitted a request to Office of Management and Budget to renew its approval of this collection of information for three years.

This information collection activity provides a means to consistently assess, benchmark, and improve customer satisfaction with Federal government agency websites 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. Its methodology (Customer Experience Analytics or CXA) is a derivative of one of the most respected, credible, and well known measures of customer satisfaction in the country, the American Customer Satisfaction Index (ACSI). The ForeSee CXA methodology combines survey data and a patented econometric model to precisely measure the customer satisfaction of website users, identify specific areas for improvement, and determine the impact of those improvements on customer satisfaction and future customer behaviors.

The ForeSee CXA is the only cross-agency methodology for obtaining comparable measures of customer satisfaction with Federal Government websites. The ultimate purpose of ForeSee CXA is to help improve the quality of goods and services available to American citizens, including those from the Federal government.

The E-Government website Customer Satisfaction Surveys will be completed subject to the Privacy Act of 1974, Public Law 93-579, December 31, 1974 (5 U.S.C. 522a). The agency information collection will be used solely for the purpose of the 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 selected respondents from among established systems of records provided for such routine uses.

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 making the best use of resources in a targeted manner to improve service to the public.

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

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 Office of Management and Budget control number. The Office of Management and Budget 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 to the surveys is voluntary.

*Title of Collection:* American Customer Satisfaction Index (ACSI) E-Government website Customer Satisfaction Surveys.

*OMB Control Number:* 1090-0008.

*Form Number:* None.

*Type of Review:* Extension of a currently approved collection.

*Respondents/Affected Public:* Individuals, Business, and State, Local, or Tribal Governments who have visited Federal Government websites.

*Total Estimated Number of Annual Respondents:* Participation by Federal agencies will vary as new websites are added or deleted. However, based on our experience from the previous three-year approval period, the number of surveys has been very consistent with

little change and estimate for the next three years are as follows:

*Average Expected Annual Number of Customer Satisfaction Surveys:* 250 with 5,000 respondents per survey.

*Total Estimated Number of Annual Responses:* 1,250,000.

*Estimated Completion Time per Response:* 2.5 minutes.

*Total Estimated Number of Annual Burden Hours:* 52,083.

*Respondent's Obligation:* Voluntary.

*Frequency of Collection:* Once per survey.

*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.*).

**Jessica Reed,**

*Director, Federal Consulting Group.*

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**DEPARTMENT OF THE INTERIOR**

**Bureau of Land Management**

[LLWO310000.L13100000.PP0000.18X; OMB Control Number 1004-0162]

**Agency Information Collection Activities; Onshore Oil and Gas Geophysical Exploration**

**AGENCY:** Bureau of Land Management, Interior.

**ACTION:** Notice of information collection; request for comment.

**SUMMARY:** In accordance with the Paperwork Reduction Act of 1995, we, the Bureau of Land Management (BLM), are proposing to renew an information collection with revisions.

**DATES:** Interested persons are invited to submit comments on or before May 1, 2018.

**ADDRESSES:** Send your comments on this information collection request (ICR)

by mail to the U.S. Department of the Interior, Bureau of Land Management, 1849 C Street NW, Room 2134LM, Washington, DC 20240, Attention: Jean Sonneman; by email to *jesonnem@blm.gov*. Please reference OMB Control Number 1004-0162 in the subject line of your comments.

**FOR FURTHER INFORMATION CONTACT:** To request additional information about this ICR, contact Jennifer Spencer by email at *j35spenc@blm.gov*, or by telephone at 202-912-7146.

**SUPPLEMENTARY INFORMATION:** In accordance with the Paperwork Reduction Act of 1995, 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.

We are soliciting comments on the proposed ICR that is described below. We are especially interested in public comment addressing the following issues: (1) Is the collection necessary to the proper functions of the BLM; (2) will this information be processed and used in a timely manner; (3) is the estimate of burden accurate; (4) how might the BLM enhance the quality, utility, and clarity of the information to be collected; and (5) how might the BLM minimize the burden of this collection on the respondents, including through the use of information technology.

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 ICR. 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:** This information collection pertains to onshore oil and gas geophysical exploration on Federal lands. Surface-disturbing activities associated with such exploration generally are regulated by the Bureau of Land Management (BLM) or by the U.S. Forest Service (FS), depending on which agency manages the surface estate. This information collection request also includes permits for oil and gas geophysical exploration on Federal lands other than those managed by the BLM or the Forest Service when an agency of the Department of Defense refers an application for exploration to the BLM (see 43 CFR 3153.1); or when an application for exploration involves a project that would cross lands managed by the Bureau of Reclamation. The BLM and FS need the information in order to manage surface operations that are under their respective jurisdictions.

*Title of Collection:* Onshore Oil and Gas Geophysical Exploration.

*OMB Control Number:* 1004-0162.

*Form Numbers:* BLM Forms 3150-4 and 3150-5; FS Forms 2800-16 and 2800-16a.

*Type of Review:* Revision of a currently approved collection.

*Respondents/Affected Public:* Those who wish to participate in the evaluation, development, and utilization of oil and gas resources for mineral potential.

*Total Estimated Number of Annual Respondents:* 23.

*Total Estimated Number of Annual Responses:* 23.

*Estimated Completion Time per Response:* Varies from 20 minutes to 1 hour, depending on activity.

*Total Estimated Number of Annual Burden Hours:* 17.67.

*Respondent's Obligation:* Required to obtain or retain a benefit.

*Frequency of Collection:* On occasion.

*Total Estimated Annual Nonhour Burden Cost:* \$25.

Type of response	Number of responses	Time per response	Total hours (column B x column C)
A.	B.	C.	D.
Notice of Intent and Request to Conduct Geophysical Exploration Operations/Outside Alaska. 43 CFR 3151.1 BLM Form 3150-4/FS Form 2800-16	13 (10 to BLM and 3 to FS) .....	1 hour .....	13