

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.*

[FR Doc. 2024-16124 Filed 7-22-24; 8:45 am]

**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](http://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](mailto: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](mailto: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

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:** This information collection activity will garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration's commitment to improving service delivery. By qualitative feedback, we mean information that provides useful insights on perceptions and opinions but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences, and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative, and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management. Requests under this generic clearance will be submitted to OMB via Form DI-4011, "Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery."

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable

results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: the target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

The types of collections that this generic clearance covers include, but are not limited to:

- Customer comment cards/ complaint forms;
- Focus Groups of customers, potential customers, delivery partners, or other stakeholders;
- One-time or panel discussion groups;
- Moderated, un-moderated, in-person, and/or remote-usability studies;
- Qualitative customer satisfaction surveys (*e.g.*, post-transaction surveys; opt-out web surveys);
- Customer satisfaction qualitative surveys (*e.g.*, those designed to detect early warning signs of dissatisfaction with agency service delivery); and
- Advance testing of non-controversial information collections, including Federal forms, as part of focus groups, in-person observations of users' perceptions of the forms and questions (cognitive testing), web-based experiments, and randomized controlled experiments to refine questions (in accordance with OMB Memorandum "Testing and Simplifying Federal Forms", August 9, 2012).

A proposed collection for approval under this generic clearance will only be submitted to OMB if it meets the following conditions:

- Information gathered will be used only internally for general service improvement and program management purposes and is not intended for release outside of the agency;
- Information gathered will not be used for the purpose of substantially informing influential policy decisions;
- Information gathered will be qualitative; the collections will not be designed or expected to yield statistically reliable results or used as though the results are generalizable to the population of study ;

- The collections are voluntary;
- The collections are low-burden for respondents (based on considerations of total burden hours, total number of respondents, or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;

- The collections are non-controversial and do not raise issues of concern to other Federal agencies;

- Any collection is 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;

- With the exception of information needed to provide remuneration for participants of focus groups and cognitive laboratory studies, personally identifiable information (PII) is collected only to the extent necessary and is not retained; and

- Bureaus/offices will utilize the pre-approved Suite of Questions when developing questionnaires for submission to OMB under the DOI "Fast Track" generic clearance.

Questionnaires should be limited to no more than 15 questions (with a maximum of 2 open-ended questions) and should take no longer than 10–15 minutes to complete.

#### Proposed Revisions

We propose to revise the Suite of Questions to incorporate the following updates:

- (1) Add questions related to:
  - a. Tribal specific areas of Department of the Interior work.
  - b. Communication use and preferences.
  - c. Planning and logistics, including expenses, activities, motivations and future plans.
  - d. Science and resources
  - e. Program evaluation, including quality and feedback on research activities and products.
  - f. Conservation and restoration training, safety, and respondent/organization roles.
  - g. Hunting experience and satisfaction
  - h. Organization details and roles
  - i. Opinions regarding participation in a survey.
  - j. Use of mobile application technology.
  - k. Preference for technology platforms used for virtual meetings.
- (2) Modify existing questions to:
  - a. Be applicable to a wider range of the Department of the Interior Bureaus and Offices.
  - b. Streamline response options to reflect best practices used in other Federal land management collections.

c. Correct grammar, punctuation, and minor wording changes to improve clarity.

d. Address recent updates to OMB's Statistical Policy Directive No. 15: Standards for Maintaining, Collecting, and Presenting Federal Data on Race and Ethnicity.

(3) Remove questions which are duplicative of other questions contained in the Suite of Questions.

(4) Clarify and streamline the use of the Likert scale questions to measure opinions, attitudes, or behaviors more accurately.

A copy of the draft suite of questions is available to the public for viewing by submitting an email request to the Departmental Information Collection Clearance Officer as provided in the **FOR FURTHER INFORMATION CONTACT** section of this notice.

*Title of Collection:* DOI Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

*OMB Control Number:* 1090-0011.

*Form Number:* DI-4011.

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

*Respondents/Affected Public:* Individuals/households; businesses; and, State, local, and Tribal governments.

*Total Estimated Number of Annual Respondents:* 95,000.

*Total Estimated Number of Annual Responses:* 95,000.

*Estimated Average Completion Time per Response:* 10 minutes.

*Total Estimated Number of Annual Burden Hours:* 15,833 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.*

[FR Doc. 2024-16125 Filed 7-22-24; 8:45 am]

**BILLING CODE 4334-63-P**

## DEPARTMENT OF THE INTERIOR

### Office of the Secretary

[24XD4523WS DS6490000  
DWSN00000.000000 DP.64916; OMB Control  
Number 1093-0011]

### Agency Information Collection Activities; Submission to the Office of Management and Budget for Review and Approval; DOI Talent Registration

**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.

**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](http://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 Jeffrey Parrillo, 1849 C Street NW, Washington, DC 20240; or by email to [DOI-PRA@ios.doi.gov](mailto:DOI-PRA@ios.doi.gov). Please reference OMB Control Number 1093-0011 in the subject line of your comments.

**FOR FURTHER INFORMATION CONTACT:** To request additional information about this ICR, contact Jeffrey Parrillo by email at [DOI-PRA@ios.doi.gov](mailto:DOI-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 January 18, 2024 (89 FR 3414). Two comments were received but neither comment addressed the information collection. No action was taken.

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:** DOI Talent is the Department of the Interior's (DOI) shared services system to maintain and validate training records, manage class rosters and transcripts for course administrators and the student or learner, meet Federal mandatory training and statistical reporting requirements, and manage other programmatic functions related to training and educational programs.

DOI collects personal information from students in order to communicate training opportunities, manage course