

improvements to disaster service that increase customer satisfaction.

*Affected Public:* Individuals and Households.

*Number of Respondents:* 8,976.

*Number of Responses:* 8,976.

*Estimated Total Annual Burden*

*Hours:* 2,698.

*Estimated Cost:* The estimated cost to respondents for traveling to focus groups is estimated to be \$8,064.00.

#### Comments

Comments may be submitted as indicated in the **ADDRESSES** caption above. Comments are solicited to (a) evaluate whether the proposed data collection is necessary for the proper performance of the agency, including whether the information shall have practical utility; (b) 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; (c) enhance the quality, utility, and clarity of the information to be collected; and (d) 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 responses.

Dated: February 20, 2014.

**Charlene D. Myrthil,**

*Director, Records Management Division, Mission Support Bureau, Federal Emergency Management Agency, Department of Homeland Security.*

[FR Doc. 2014-04415 Filed 2-27-14; 8:45 am]

**BILLING CODE 9111-23-P**

## DEPARTMENT OF HOMELAND SECURITY

### Federal Emergency Management Agency

[Docket ID: FEMA-2013-0053; OMB No. 1660-0036]

#### Agency Information Collection Activities: Submission for OMB Review; Comment Request; Federal Emergency Management Agency Individual Assistance Customer Satisfaction Surveys

**AGENCY:** Federal Emergency Management Agency, DHS.

**ACTION:** Notice.

**SUMMARY:** The Federal Emergency Management Agency (FEMA) will submit the information collection abstracted below to the Office of

Management and Budget for review and clearance in accordance with the requirements of the Paperwork Reduction Act of 1995. The submission will describe the nature of the information collection, the categories of respondents, the estimated burden (i.e., the time, effort and resources used by respondents to respond) and cost, and the actual data collection instruments FEMA will use.

**DATES:** Comments must be submitted on or before March 31, 2014.

**ADDRESSES:** Submit written comments on the proposed information collection to the Office of Information and Regulatory Affairs, Office of Management and Budget. Comments should be addressed to the Desk Officer for the Department of Homeland Security, Federal Emergency Management Agency, and sent via electronic mail to [oira.submission@omb.eop.gov](mailto:oira.submission@omb.eop.gov) or faxed to (202) 395-5806.

#### FOR FURTHER INFORMATION CONTACT:

Requests for additional information or copies of the information collection should be made to Director, Records Management Division, 1800 South Bell Street, Arlington, VA 20598-3005, facsimile number (202) 646-3347, or email address [FEMA-Information-Collections-Management@dhs.gov](mailto:FEMA-Information-Collections-Management@dhs.gov).

#### SUPPLEMENTARY INFORMATION:

##### Collection of Information

*Title:* Federal Emergency Management Agency Individual Assistance Customer Satisfaction Surveys.

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

*Form Titles and Numbers:* FEMA Form 007-0-7, Disaster Recover Center Survey; FEMA Form 007-0-3, Registration Survey; FEMA Form 007-0-5, Helpline/Contact Survey; FEMA Form 007-0-6, Casework Survey; FEMA Form 007-0-2, Internet Registration Survey; FEMA Form 007-0-2INT, Internet Registration Survey; FEMA Form 007-0-19, Internet Registration Survey; FEMA Form 007-019INT, Internet Inquire Survey; FEMA Form 007-0-4, Direct Housing Operations Survey-Move In; FEMA Form 007-0-21, Direct Housing Operations Survey-Maintenance; FEMA Form 007-0-22, Direct Housing Operations Survey-Move Out.

*Abstract:* Federal agencies are required to survey their customers to determine the kind and quality of services customers want and their level of satisfaction with those services. FEMA managers use the survey results to measure performance against standards for performance and customer

service, measure achievement of strategic planning objectives, and generally gauge and make improvements to disaster service that increase customer satisfaction.

*Affected Public:* Individuals and Households.

*Estimated Number of Respondents:* 66,779.

*Estimated Total Annual Burden Hours:* 9,781.

*Estimated Cost:* The estimated cost to respondents for annual Non-Labor Cost for travel to Focus Groups is based on U.S. General Services Administration (GSA) mileage rate for Privately Owned Vehicles (POV) effective January 1, 2013. The burden estimated cost for traveling is \$24,408.00.

Dated: February 21, 2014.

**Charlene D. Myrthil,**

*Director, Records Management Division, Mission Support Bureau, Federal Emergency Management Agency, Department of Homeland Security.*

[FR Doc. 2014-04419 Filed 2-27-14; 8:45 am]

**BILLING CODE 9111-23-P**

## DEPARTMENT OF HOMELAND SECURITY

### Federal Emergency Management Agency

[Docket ID: FEMA-2013-0047; OMB No. 1660-NEW]

#### Agency Information Collection Activities: Submission for OMB Review; Comment Request; The Salesforce Customer Relationship Management System Webform Allowing an Individual To Submit Correspondence to FEMA

**AGENCY:** Federal Emergency Management Agency, DHS.

**ACTION:** Notice.

**SUMMARY:** The Federal Emergency Management Agency (FEMA) will submit the information collection abstracted below to the Office of Management and Budget for review and clearance in accordance with the requirements of the Paperwork Reduction Act of 1995. The submission will describe the nature of the information collection, the categories of respondents, the estimated burden (i.e., the time, effort and resources used by respondents to respond) and cost, and the actual data collection instruments FEMA will use.

**DATES:** Comments must be submitted on or before March 31, 2014.

**ADDRESSES:** Submit written comments on the proposed information collection

to the Office of Information and Regulatory Affairs, Office of Management and Budget. Comments should be addressed to the Desk Officer for the Department of Homeland Security, Federal Emergency Management Agency, and sent via electronic mail to [oir.submission@omb.eop.gov](mailto:oir.submission@omb.eop.gov) or faxed to (202) 395-5806.

#### FOR FURTHER INFORMATION CONTACT:

Requests for additional information or copies of the information collection should be made to Director, Records Management Division, 1800 South Bell Street, Arlington, VA 20598-3005, facsimile number (202) 646-3347, or email address [FEMA-Information-Collections-Management@dhs.gov](mailto:FEMA-Information-Collections-Management@dhs.gov).

#### SUPPLEMENTARY INFORMATION:

##### Collection of Information

*Title:* The Salesforce Customer Relationship Management System Web-form allowing an Individual to Submit Correspondence to FEMA.

*Type of information collection:* New information collection.

*OMB Number:* 1660-NEW.

*Form Titles and Numbers:* None.

*Abstract:* FEMA correspondence teams respond to questions from individuals covering various topics. Depending on the topic searched, the Customer Relationship Management queries the database of pre-approved questions and answers. If the search result does not provide the desired answer, the citizen is provided a link to the web-form to submit their inquiry (i.e. question/comment) to the proper component (i.e. program office) for a response. In general, a citizen's inquiry may range from publications requests, how to apply for grants, or reimbursement criterion. The minimal collection of Personally Identifiable Information is necessary for FEMA correspondence teams to carry out their mission of responding to citizens who seek assistance.

*Affected Public:* Individuals or households; Business or other for-profit; Not-for-profit institutions; Farms; Federal Government; State, Local, Tribal Government.

*Estimated Number of Respondents:* 25,000.

*Estimated Total Annual Burden Hours:* 833 hours.

*Estimated Cost:* The estimated annual cost to respondents for the hour burden is \$25,664.73. There are no annual costs to respondents operations and maintenance costs for technical services. There is no annual start-up or capital costs. The cost to the Federal Government is \$645,008.00.

Dated: February 20, 2014.

**Charlene D. Myrthil,**

*Director, Records Management Division, Mission Support Bureau, Federal Emergency Management Agency, Department of Homeland Security.*

[FR Doc. 2014-04418 Filed 2-27-14; 8:45 am]

**BILLING CODE 9111-22-P**

## DEPARTMENT OF HOMELAND SECURITY

### Federal Emergency Management Agency

**[Docket ID: FEMA-FEMA-2014-0008; OMB No. 1660-0129]**

#### Agency Information Collection Activities: Proposed Collection; Comment Request, Federal Emergency Management Agency Individual Assistance Follow-Up Program Effectiveness and Recovery Surveys

**AGENCY:** Federal Emergency Management Agency, DHS.

**ACTION:** Notice.

**SUMMARY:** The Federal Emergency Management Agency, as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on a revision of a currently approved information collection. In accordance with the Paperwork Reduction Act of 1995, this notice seeks comments concerning the collection of Individual Assistance Follow-Up Program Effectiveness & Recovery Survey responses and information for assessment and improvement of the delivery of disaster assistance to individuals and households.

**DATES:** Comments must be submitted on or before April 29, 2014.

**ADDRESSES:** To avoid duplicate submissions to the docket, please use only one of the following means to submit comments:

(1) *Online.* Submit comments at [www.regulations.gov](http://www.regulations.gov) under Docket ID FEMA-2014-0008. Follow the instructions for submitting comments.

(2) *Mail.* Submit written comments to Docket Manager, Office of Chief Counsel, DHS/FEMA, 500 C Street SW., Room 8NE, Washington, DC 20472-3100.

(3) *Facsimile.* Submit comments to (703) 483-2999.

All submissions received must include the agency name and Docket ID. Regardless of the method used for submitting comments or material, all submissions will be posted, without change, to the Federal eRulemaking

Portal at <http://www.regulations.gov>, and will include any personal information you provide. Therefore, submitting this information makes it public. You may wish to read the Privacy Act notice that is available via the link in the footer of [www.regulations.gov](http://www.regulations.gov).

#### FOR FURTHER INFORMATION CONTACT:

Maggie Billing, Program Analyst, Customer Satisfaction Analysis Section of the National Processing Service Center Division, Recovery Directorate, (940) 891-8709. You may contact the Records Management Division for copies of the proposed collection of information at facsimile number (202) 646-3347 or email address: [FEMA-Information-Collections-Management@dhs.gov](mailto:FEMA-Information-Collections-Management@dhs.gov).

**SUPPLEMENTARY INFORMATION:** This collection is in accordance with Executive Orders 12862 and 13571 requiring all Federal agencies to survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services. The Government Performance and Results Act (GPRA) requires Federal agencies to set missions and goals and to measure agency performance against them. The GPRA Modernization Act of 2010 requires quarterly performance assessments of government programs for the purposes of assessing agency performance and improvement. The Federal Emergency Management Agency fulfills these requirements by collecting customer satisfaction program information through surveys of individuals and households who are disaster survivors.

##### Collection of Information

*Title:* Federal Emergency Management Agency Individual Assistance Follow-Up Program Effectiveness & Recovery Survey.

*Type of Information Collection:* Revision of a currently approved information collection.

*FEMA Forms:* FEMA Form 007-0-14 Follow-Up Program Effectiveness & Recovery Survey.

*Abstract:* Federal agencies are required to survey their customers to determine the kind and quality of services customers want and their level of satisfaction with those services. FEMA managers use the survey results to measure performance against standards for performance and customer service, measure achievement of strategic planning objectives, and generally gauge and make improvements to disaster service that increase customer satisfaction.