

# Notices

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This section of the FEDERAL REGISTER contains documents other than rules or proposed rules that are applicable to the public. Notices of hearings and investigations, committee meetings, agency decisions and rulings, delegations of authority, filing of petitions and applications and agency statements of organization and functions are examples of documents appearing in this section.

## DEPARTMENT OF AGRICULTURE

### Submission for OMB Review; Comment Request

September 17, 2019.

The Department of Agriculture will submit the following information collection requirement(s) to OMB for review and clearance under the Paperwork Reduction Act of 1995, Public Law 104–13 on or after the date of publication of this notice. Comments are requested regarding: (1) Whether the collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility; (2) the accuracy of the agency's estimate of burden 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) ways to 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 should be addressed to: Desk Officer for Agriculture, Office of Information and Regulatory Affairs, Office of Management and Budget (OMB), New Executive Office Building, Washington, DC; New Executive Office Building, 725 17th Street NW, Washington, DC 20503. Commenters are encouraged to submit their comments to OMB via email to: [OIRA\\_Submission@omb.eop.gov](mailto:OIRA_Submission@omb.eop.gov) or fax (202) 395–5806 and to Departmental Clearance Office, USDA, OCIO, Mail Stop 7602, Washington, DC 20250–7602.

Comments regarding these information collections are best assured of having their full effect if received by October 23, 2019. Copies of the submission(s) may be obtained by calling (202) 720–8958.

An agency may not conduct or sponsor a collection of information unless the collection of information displays a currently valid OMB control number and the agency informs potential persons who are to respond to the collection of information that such persons are not required to respond to the collection of information unless it displays a currently valid OMB control number.

### National Agricultural Statistics Service

*Title:* Grain Farm to Market Transportation Survey.

*OMB Control Number:* 0535–0264.

*Summary of Collection:* The primary objectives of the National Agricultural Statistics Service (NASS) are to prepare and issue official State and national estimates of crop and livestock production, disposition and prices, economic statistics, and environmental statistics related to agriculture and to conduct the Census of Agriculture and its follow-on surveys. NASS will conduct a survey of select agricultural operations in Illinois, Indiana, Iowa, Kansas, and Nebraska. Each selected farmer or rancher will be asked to provide data on (1) Vehicle inventory, (2) Vehicles used for grain transportation in crop year 2019, and (3) Distance by road type to primary and secondary delivery points in crop year 2019. General authority for these data collection activities is granted under U.S.C. Title 7, Section 2204.

*Need and Use of the Information:* A significant component of agriculture is transportation of commodities to market. Effective equipment and infrastructure is necessary for farmers to transport harvested commodities to market. Farmers may use the results for their own investment and productivity assessments. Local and regional planners and policy makers can use the information in calibrating travel demand and freight flow models for investment and asset management choices. The United States Department of Agriculture's Agricultural Marketing Service has entered into an interagency agreement with NASS to conduct a Grain Farm to Market Transportation Survey. The purpose of the survey is to provide information about farm truck inventory and grain marketing patterns in selected States for commodity year 2019.

*Description of Respondents:* A sample of all active agricultural operations in

Illinois, Indiana, Iowa, Kansas, and Nebraska that produce:

- Over 300 combined acres of corn, soybeans, and wheat in Kansas, and
- Over 300 combined acres of corn in soybeans in Illinois, Indiana, Iowa, and Nebraska.

*Number of Respondents:* 5,000.

*Frequency of Responses:* Reporting: Once a year.

*Total Burden Hours:* 2,337.

**Kimble Brown,**

*Departmental Information Collection Clearance Officer*

[FR Doc. 2019–20468 Filed 9–20–19; 8:45 am]

**BILLING CODE 3410–20–P**

## DEPARTMENT OF AGRICULTURE

[OMB Control No. 0503–XXXX]

### Information Collection; Improving Customer Experience (OMB Circular A–11, Section 280 Implementation)

**AGENCY:** Department of Agriculture.

**ACTION:** Notice; request for comment.

**SUMMARY:** The Department of Agriculture, as part of its continuing effort to reduce paperwork and respondent burden, is announcing an opportunity for public comment on a new proposed collection of information by the Agency. Under the Paperwork Reduction Act of 1995 (PRA), Federal Agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information, and to allow 60 days for public comment in response to the notice. This notice solicits comments on new collection proposed by the Agency.

**DATES:** Submit comments on or before: November 22, 2019.

**ADDRESSES:** Submit comments identified by Information Collection 0503–XXXX, Improving Customer Experience (OMB Circular A–11, Section 280 Implementation), by any of the following methods:

- *Federal eRulemaking portal:* <https://www.regulations.gov>. Follow the instructions for submitting comments. Comments submitted electronically, including attachments to <https://www.regulations.gov>, will be posted to the docket unchanged.

- *Mail:* U.S. Department of Agriculture, Office of the Chief Information Officer, 1200 Independence Ave. SW, Washington, DC 20250, Attn:

Ruth Brown or Kimble Brown, A–11 Section 280 Improving Customer Experience.

**Instructions:** Please submit comments only and cite Information Collection 0503–XXXX, Improving Customer Experience (OMB Circular A–11, Section 280 Implementation), in all correspondence related to this collection. To confirm receipt of your comment(s), please check [regulations.gov](https://www.regulations.gov), approximately two-to-three business days after submission to verify posting (except allow 30 days for posting of comments submitted by mail).

**FOR FURTHER INFORMATION CONTACT:**

Requests for additional information should be directed to Ruth Brown or Kimble Brown, Office of the Chief Information officer, Information Resources Management Center, 1200 Independence Avenue SW, Washington, DC 20250, or via email to: [USDA.PRA@USDA.gov](mailto:USDA.PRA@USDA.gov).

**SUPPLEMENTARY INFORMATION:**

**A. Purpose**

Under the PRA, (44 U.S.C. 3501–3520) Federal Agencies must obtain approval from the Office of Management and Budget (OMB) for each collection of information they conduct or sponsor. “Collection of information” is defined in 44 U.S.C. 3502(3) and 5 CFR 1320.3(c) and includes Agency requests or requirements that members of the public submit reports, keep records, or provide information to a third party. Section 3506(c)(2)(A) of the PRA requires Federal Agencies to provide a 60-day notice in the **Federal Register** concerning each proposed collection of information, including each proposed extension of an existing collection of information, before submitting the collection to OMB for approval. To comply with this requirement, USDA is publishing notice of the proposed collection of information set forth in this document.

Whether seeking a loan, Social Security benefits, veterans’ benefits, or other services provided by the Federal Government, individuals and businesses expect Government customer services to be efficient and intuitive, just like services from leading private-sector organizations. Yet the 2016 American Consumer Satisfaction Index and the 2017 Forrester Federal Customer Experience Index show that, on average, Government services lag nine percentage points behind the private sector.

A modern, streamlined and responsive customer experience means: Raising government-wide customer

experience to the average of the private sector service industry; developing indicators for high-impact Federal programs to monitor progress towards excellent customer experience and mature digital services; and providing the structure (including increasing transparency) and resources to ensure customer experience is a focal point for agency leadership. To support this, OMB Circular A–11 Section 280 established government-wide standards for mature customer experience organizations in government and measurement. To enable Federal programs to deliver the experience taxpayers deserve, they must undertake three general categories of activities: Conduct ongoing customer research, gather and share customer feedback, and test services and digital products.

These data collection efforts may be either qualitative or quantitative in nature or may consist of mixed methods. Additionally, data may be collected via a variety of means, including but not limited to electronic or social media, direct or indirect observation (*i.e.*, in person, video and audio collections), interviews, questionnaires, surveys, and focus groups. USDA will limit its inquiries to data collections that solicit strictly voluntary opinions or responses. Steps will be taken to ensure anonymity of respondents in each activity covered by this request.

The results of the data collected will be used to improve the delivery of Federal services and programs. It will include the creation of personas, customer journey maps, and reports and summaries of customer feedback data and user insights. It will also provide government-wide data on customer experience that can be displayed on [performance.gov](https://www.performance.gov) to help build transparency and accountability of Federal programs to the customers they serve.

**Method of Collection**

USDA will collect this information by electronic means when possible, as well as by mail, fax, telephone, technical discussions, and in-person interviews. USDA may also utilize observational techniques to collect this information.

**Data**

*Form Number(s):* None.

*Type of Review:* New.

**B. Annual Reporting Burden**

*Affected Public:* Collections will be 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. For the purposes of this request, “customers” are individuals, businesses, and organizations that interact with a Federal Government agency or program, either directly or via a Federal contractor. This could include individuals or households; businesses or other for-profit organizations; not-for-profit institutions; State, local or tribal governments; Federal government; and Universities.

*Estimated Number of Respondents:* 2,040,000.

*Estimated Time per Response:* Varied, dependent upon the data collection method used. The possible response time to complete a questionnaire or survey may be 3 minutes or up to 2 hours to participate in an interview.

*Estimated Total Annual Burden Hours:* 240,000.

*Estimated Total Annual Cost to Public:* \$0.

**C. Public Comments**

USDA invites comments on: (a) 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; (b) the accuracy of the agency’s estimate of the burden (including hours and cost) of the proposed collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (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. Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval of this information collection; they also will become a matter of public record.

**Francisco Salguero,**

*Deputy Chief Information Officer.*

[FR Doc. 2019–20445 Filed 9–20–19; 8:45 am]

**BILLING CODE 3410-KR-P**

**DEPARTMENT OF AGRICULTURE**

**Animal and Plant Health Inspection Service**

[Docket No. APHIS–2019–0052]

**Addition of Hong Kong to the List of Regions Affected With African Swine Fever**

**AGENCY:** Animal and Plant Health Inspection Service, USDA.

**ACTION:** Notice.