

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.

AGENCY FOR INTERNATIONAL DEVELOPMENT

Information Collection Request; 30-Day Notice and Request for Comments

AGENCY: U.S. Agency for International Development (USAID).

ACTION: Notice; request for comments.

SUMMARY: U.S. Agency for International Development (USAID), 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 the following information collection, as required by the Paperwork Reduction Act of 1995. Comments are requested concerning whether the proposed collection of information is necessary for sustaining USAID-funded programming; the accuracy of USAID's estimate of the burden of the proposed collection of information; ways to enhance the quality, utility, and clarity of the information to be collected; and ways to minimize the burden of the collection of information on respondents.

DATES: All comments should be submitted within 30 calendar days from the date of this publication.

ADDRESSES: Interested persons are invited to submit comments regarding the proposed information collection to OMB (attention of the USAID Desk Officer);

FOR FURTHER INFORMATION CONTACT: Requests for additional information should be directed to Melissa Taylor via email to mel_taylor@usaid.gov; or by phone 202-712-5307.

SUPPLEMENTARY INFORMATION: *Title:* Forms for reporting on contributions to USAID-funded activities by host country governments, non-governmental entities and implementing partners.

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.

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

Whether seeking a loan, Social Security benefits, veteran's 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. USAID 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 to help build transparency and accountability of Federal programs to the customers they serve.

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

OMB Number: Not assigned.

Agency Form No.: N/A.

Agency: U.S. Agency for International Development (USAID).

Federal Register: This information was previously published in the **Federal Register** on October, 27th 2020 allowing for a 60-day public comment period under Document #2020-23629. USAID received no comments.

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 or grantee. 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.

Number of Respondents: Varied, depending on the data needed.

Expiration Date: Three years from issuance date.

Frequency: Varied, dependent upon the data needed.

Estimated number of hours: Varied, dependent upon the data collection method used.

Aubra E. Anthony,
Emerging Technology Advisor, Technology
Division, Development, Democracy, and
Innovation Bureau.

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AGENCY FOR INTERNATIONAL DEVELOPMENT

Notice of Public Information Collections

AGENCY: U.S. Agency for International
Development.

ACTION: Notice of public information
collections.

SUMMARY: The U.S. Agency for International Development (USAID) seeks Office of Management and Budget (OMB) approval to continue the information collections described below. In accordance with the Paperwork Reduction Act of 1995, USAID requests public comment on these collections from all interested individuals and organizations. The purpose of this notice is to allow 60 days for public comment preceding submission of the collections to OMB. Comments are requested concerning: (a) Whether the collections of information are necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the burden estimates; (c) ways to enhance the quality, utility, and clarity of the information collected; and (d) ways to minimize the burden of the collection of information on the respondents, including through the use of automated collection techniques or other forms of information technology.

DATES: Submit comments on or before May 4, 2021.

ADDRESSES: You may submit comments by any of the following methods:

1. *Web:* Through the Federal eRulemaking Portal at <http://www.regulations.gov> by following the instructions for submitting comments.
2. *Email:* policymailbox@usaid.gov.

FOR FURTHER INFORMATION CONTACT: Mr. Francisco Escobar, at (202) 916-2614 or via email at policymailbox@usaid.gov.

SUPPLEMENTARY INFORMATION:

Instructions

All comments must be in writing and submitted through the method(s) specified in the Addresses section above. All submissions must include the

information collection title(s). Please include your name, title, organization, postal address telephone number, and email address in the text of the message. Please note that comments submitted in response to this Notice are public record. We recommend that you do not submit detailed personal information, Confidential Business Information, or any information that is otherwise protected from disclosure by statute.

USAID will only address comments that explain why the proposed collection would be inappropriate, ineffective, or unacceptable without a change. Comments that are insubstantial or outside the scope of the notice of request for public comment may not be considered.

Purpose

The U.S. Agency for International Development (USAID) is authorized to make contracts with any corporation, international organization, or other body of persons in or outside of the United States in furtherance of the purposes and within limitations of the Foreign Assistance Act (FAA). The information collection requirements placed on the public are published in 48 CFR chapter 7, and include the following offeror or contractor reporting requirements, identified by the AIDAR section number, as specified in the AIDAR 701.106: 752.219-8, 752.245-70, 752.245-71(c)(2), 752.247-70(c), 752.7001, 752.7002(j), 752.7003, 752.7004 and 752.7032.

The pre-award requirements are based on a need for prudent management in the determination that an offeror either has or can obtain the ability to competently manage development assistance programs using public funds. The requirements for information collection during the post-award period are based on the need to prudently administer public funds.

Overview of Information Collections

(1) *Information Collection Elements in the USAID Acquisition Regulation (AIDAR).*

(2) *Type of Information Collection: Renewal of Information Collection under OMB No: OMB 0412-0520.*

(3) *Title of the Form:* Contractor Employee Biographical Data Sheet corresponding to AIDAR 752.7001.

(4) *Agency Form No.:* AID 1420-17.

(5) *Affected public who will be asked or required to respond:* Offerors responding to contract solicitations and contractors.

(6) *An estimate of the total number of respondents and the amount of time estimated for an average respondent to respond is:* USAID estimates that 4,877

respondents will submit 33,249 submissions per year. The amount of time estimated to complete each response varies by item.

(7) *An estimate of the total public burden (in hours) associated with the collections:* 43,943.

(8) *An estimate of the total public burden (in cost) associated with the collection:* \$4,054,200. Note that while the burden for these information collections falls on the public, most of the submissions are reimbursable either directly or indirectly under Agency contracts, the cost for most of these collections falls under the federal cost burden. Thus, the estimated total public cost burden not reimbursed through Agency contracts is \$57,570.24.

Mark Anthony Walther,
Senior Procurement Executive.

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DEPARTMENT OF AGRICULTURE

Animal and Plant Health Inspection Service

[Docket No. APHIS-2021-0004]

Notice of Request for Revision to and Extension of Approval of an Information Collection; Control of Chronic Wasting Disease

AGENCY: Animal and Plant Health
Inspection Service, USDA.

ACTION: Revision to and extension of
approval of an information collection;
comment request.

SUMMARY: In accordance with the Paperwork Reduction Act of 1995, this notice announces the Animal and Plant Health Inspection Service's intention to request a revision to and extension of approval of an information collection associated with the regulations for the control of chronic wasting disease in farmed and captive cervid herds.

DATES: We will consider all comments that we receive on or before May 4, 2021.

ADDRESSES: You may submit comments by either of the following methods:

- *Federal eRulemaking Portal:* Go to www.regulations.gov. Enter APHIS-2021-0004 in the Search field. Select the Documents tab, then select the Comment button in the list of documents.

- *Postal Mail/Commercial Delivery:* Send your comment to Docket No. APHIS-2021-0004, Regulatory Analysis and Development, PPD, APHIS, Station 3A-03.8, 4700 River Road Unit 118, Riverdale, MD 20737-1238.