

## GENERAL SERVICES ADMINISTRATION

[OMB Control No. 3090–0112; Docket No. 2025–0001; Sequence No. 3]

### Submission for OMB Review; Federal Management Regulation; State Agency Monthly Donation Report of Surplus Property, GSA Form 3040

**AGENCY:** Federal Acquisition Service, General Services Administration (GSA).

**ACTION:** Notice; request for public comments.

**SUMMARY:** Under the provisions of the Paperwork Reduction Act, the Regulatory Secretariat Division will be submitting to the Office of Management and Budget (OMB) a request to review and approve an extension of a previously approved information collection requirement regarding State Agency Monthly Donation Report of Surplus Property, GSA Form 3040.

**DATES:** Submit comments on or before May 7, 2025.

**ADDRESSES:** Written comments and recommendations for this 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.

**FOR FURTHER INFORMATION CONTACT:** Christopher Willett, Property Disposal Specialist, GSA Office of Personal Property Management, at telephone 703–605–2873 or via email to [christopher.willett@gsa.gov](mailto:christopher.willett@gsa.gov).

#### SUPPLEMENTARY INFORMATION:

##### A. Purpose

This report complies with 41 CFR 102–37.360, which requires a State Agency for Surplus Property (SASP) to submit annual reports of personal property donated to public agencies for use in carrying out such purposes as conservation, economic development, education, parks and recreation, public health, and public safety.

##### B. Annual Reporting Burden

*Respondents:* 56.  
*Responses per Respondent:* 4.  
*Total Responses:* 224.  
*Hours per Response:* 1.5.  
*Total Burden Hours:* 336.

##### C. Public Comments

A 60-day notice was published in the **Federal Register** at 90 FR 4743 on January 16, 2025. No public comments were received.

*Obtaining Copies:* Requesters may obtain a copy of the information

collection documents from the GSA Regulatory Secretariat Division, by calling 202–501–4755 or emailing [GSARegSec@gsa.gov](mailto:GSARegSec@gsa.gov).

Lois Mandell,

Director, Regulatory Secretariat Division, General Services Administration.

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## GENERAL SERVICES ADMINISTRATION

[OMB Control No. 3090–0325; Docket No. 2024–0001; Sequence No. 16]

### Submission for OMB Review; Improving Customer Experience (OMB Circular A–11, Section 280 Implementation)

**AGENCY:** General Services Administration (GSA).

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

**SUMMARY:** The General Services Administration (GSA) has under OMB review the following proposed Information Collection Request “Improving Customer Experience (OMB Circular A–11, Section 280 Implementation)” for approval under the Paperwork Reduction Act (PRA).

**DATES:** Submit comments on or before May 7, 2025.

**ADDRESSES:** Written comments and recommendations for this 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.

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information should be directed to Nicole Bynum, Regulatory Program Specialist, at 202–501–4755, or email to [GSARegSec@gsa.gov](mailto:GSARegSec@gsa.gov).

#### SUPPLEMENTARY INFORMATION:

##### A. Purpose

*Title:* Improving Customer Experience (OMB Circular A–11, Section 280 Implementation).

*Abstract:* Under the Government Service Delivery Improvement (GSDI) Act<sup>1</sup> and the 21st Century Integrated Digital Experience Act,<sup>2</sup> along with OMB guidance, agencies are obligated to continually improve the services they provide the public and to collect

qualitative and quantitative data from the public to do so.

The purpose of this request is to facilitate the General Service Administration’s (hereafter “the Agency’s”) ability to collect feedback from the public to continue to improve its services, thereby facilitating its compliance with statutory requirements and general principles of good governance. GSA will only submit collections if they meet the following criteria.

- The collections are voluntary;
- The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;
- The collections are non-controversial;
- 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;
- Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
- Information gathered is intended to be used for general service improvement and program management purposes
- The agency will follow the procedures specified in any relevant OMB guidance for the required reporting to OMB of data from surveys.
- Outside of the reporting mentioned in the bullet immediately above, if the Agency intends to release journey maps, user personas, reports, or other data-related summaries stemming from this collection, the Agency must include appropriate caveats around those summaries, noting that conclusions should not be generalized beyond the sample, considering the sample size and response rates. The Agency must submit the data summary itself (e.g., the report) and the caveat language mentioned above to OMB before it releases them outside the Agency. OMB will engage in a pass back process with the agency.

*Type of Review:* Renewal of an existing collection.

*Affected Public:* Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.

##### B. Annual Reporting Burden

*Estimated Number of Respondents:* Below is an estimate of the aggregate burden hours for this new collection.

*Average Expected Annual Number of Activities:* Four types, namely: Screeners (e.g., distributed before or during a usability testing session or other kind of session); Question script

<sup>1</sup> 5 U.S.C. 321–24.

<sup>2</sup> 44 U.S.C. 3501 note.