

**DEPARTMENT OF HOMELAND SECURITY****U.S. Customs and Border Protection****Agency Information Collection Activities: Voluntary Customer Survey**

**AGENCY:** U.S. Customs and Border Protection (CBP), Department of Homeland Security.

**ACTION:** 60-Day notice and request for comments; Proposal to establish a new collection of information.

**SUMMARY:** As part of its continuing effort to reduce paperwork and respondent burden, CBP invites the general public and other Federal agencies to comment on a proposed information collection requirement concerning a Voluntary Customer Survey. This request for comment is being made pursuant to the Paperwork Reduction Act of 1995 (Pub. L. 104-13; 44 U.S.C. 3505(c)(2)).

**DATES:** Written comments should be received on or before July 16, 2010 to be assured of consideration.

**ADDRESSES:** Direct all written comments to U.S. Customs and Border Protection, Attn: Tracey Denning, Office of Regulations and Rulings, 799 9th Street, NW., 7th Floor, Washington, DC 20229-1177.

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information should be directed to Tracey Denning, U.S. Customs and Border Protection, Office of Regulations and Rulings, 799 9th Street, NW., 7th Floor, Washington, DC. 20229-1177, at 202-325-0265.

**SUPPLEMENTARY INFORMATION:** CBP invites the general public and other Federal agencies to comment on proposed and/or continuing information collections pursuant to the Paperwork Reduction Act of 1995 (Public Law 104-13; 44 U.S.C. 3505(c)(2)). The comments should address: (a) Whether the collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimates of the burden of the collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; (d) ways to minimize the burden including the use of automated collection techniques or the use of other forms of information technology; and (e) estimates of capital or start-up costs and costs of operations, maintenance, and purchase of services to provide information. The comments that are submitted will be summarized and included in the request for Office of Management and Budget (OMB)

approval. All comments will become a matter of public record. In this document the CBP is soliciting comments concerning the following information collection:

*Title:* Voluntary Customer Survey.

*OMB Number:* Will be assigned upon approval.

*Abstract:* Customs and Border Protection (CBP) plans to conduct a customer survey of international travelers seeking entry into the United States at the twenty highest volume airports in order to determine perceptions of the arrival process at our ports of entry. This voluntary customer survey will be conducted through short verbal surveys of travelers as they move through entry processing areas. Travelers who do not speak English will be given a written version of the survey in their language and may submit their responses in writing. The survey will include questions about wait times, ease of entry processing, and the level of communication, efficiency and professionalism of CBP officers. The results and analysis of the survey responses will be used to identify actionable items to improve services to the traveling public with respect to the entry processes for travelers arriving at United States air ports of entry.

*Current Actions:* This submission is being made to establish a new collection of information.

*Type of Review:* Approval of a new collection of information.

*Affected Public:* Individuals, Travelers.

*Estimated Number of Respondents:* 21,000.

*Estimated Time per Respondent:* 5 minutes.

*Estimated Total Annual Burden Hours:* 1,743.

Dated: May 12, 2010.

**Tracey Denning,**  
Agency Clearance Officer, U.S. Customs and Border Protection.

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**BILLING CODE 9111-14-P**

**DEPARTMENT OF HOMELAND SECURITY****Federal Emergency Management Agency**

[Docket ID FEMA-2010-0032]

**Federal Radiological Preparedness Coordinating Committee**

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

**ACTION:** Notice of public meeting.

**SUMMARY:** The Federal Radiological Preparedness Coordinating Committee (FRPCC) is holding a public meeting on June 3, 2010 in Arlington, VA.

**DATES:** The meeting will take place on June 3, 2010. The session open to the public will be from 9 a.m. to 11 a.m. Send written statements and requests to make oral statements to the contact person listed below by close of business May 21, 2010.

**ADDRESSES:** The meeting will be held at the Crystal City Courtyard Marriott, Blue Ridge Shenandoah Conference Room, located at 2899 Jefferson Davis Highway, Arlington, VA 22202.

**FOR FURTHER INFORMATION CONTACT:** Timothy Greten, FRPCC Executive Secretary, DHS/FEMA, 1800 South Bell Street—CC847, Mail Stop 3025, Arlington, VA 20598-3025; telephone (202) 646-3907; fax (703) 305-0837; or e-mail [timothy.greten@dhs.gov](mailto:timothy.greten@dhs.gov).

**SUPPLEMENTARY INFORMATION:** The role and functions of the Federal Radiological Preparedness Coordinating Committee (FRPCC) are described in 44 CFR 351.10(a) and 351.11(a). The FRPCC is holding a public meeting on June 3, 2010, from 9 a.m. to 11 a.m., at the Crystal City Courtyard Marriott, Blue Ridge Shenandoah Conference Room, located at 2899 Jefferson Davis Highway, Arlington, VA 22202. Please note that the meeting may close early. This meeting is open to the public. Public meeting participants must pre-register to be admitted to the meeting. To pre-register, please provide your name and telephone number by close of business on May 21, 2010, to the individual listed in the **FOR FURTHER INFORMATION CONTACT** section above.

The tentative agenda for the FRPCC meeting includes: (1) Introductions, (2) reports from FRPCC Subcommittees, (3) old business and new business, and (4) business from the floor. The FRPCC Chair shall carry out the meeting in a way that will facilitate the orderly conduct of business. Reasonable provisions will be made, if time permits, for oral statements from the public of not more than five minutes in length. Any member of the public who wishes to make an oral statement at the meeting should send a written request for time by close of business on May 21, 2010, to the individual listed in the **FOR FURTHER INFORMATION CONTACT** section above. Any member of the public who wishes to file a written statement with the FRPCC should provide the statement by close of business on May 21, 2010, to the individual listed in the **FOR FURTHER INFORMATION CONTACT** section above.