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**SUPPLEMENTARY INFORMATION:** Executive Order 12862, "Setting Customer Service Standards," requires that all Federal Agencies implement customer service standards and provide service to the public that matches or exceeds the best service available in the private sector. To accomplish this, Federal Agencies are required 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) of 2010 also requires quarterly performance assessments of Government programs for purposes of assessing agency performance and improvement. One of the primary goals of GPRA is to improve Federal program effectiveness and public accountability by promoting a focus on results, service quality, and customer satisfaction.

The Foundations for Evidence-Based Policymaking Act of 2018 ("Evidence Act") supports that data collection and analysis are important inputs to be used as evidence for prioritizing agency efforts to support civic engagement, delivering on mission, service, and stewardship objectives, and supporting decision-making.

FEMA seeks Office of Management and Budget (OMB) approval for a generic clearance to collect feedback from applicants on service delivery and their subsequent disaster recovery. The Agency has numerous touchpoints with applicants through several specialized customer-facing programs. The feedback collected from applicants may be quantitative or qualitative in nature depending on the population of interest, specific research questions, and the types of required analysis.

This proposed information collection previously published in the **Federal Register** on December 11, 2023, at 88 FR 85896 with a 60-day public comment period. FEMA received one public comment stating that the creation of this generic collection was counterintuitive to the purpose of the Paperwork Reduction Act of 1995. Executive Order 12862, "Setting Customer Service Standards," requires that all Federal Agencies implement customer service standards and provide service to the public that matches or exceeds the best service available in the private sector. To accomplish this, Federal Agencies are required to survey customers to

determine the kind and quality of services they want and their level of satisfaction with existing services. The GPRA also requires quarterly performance assessments of Government programs for purposes of assessing agency performance and improvement.

FEMA currently administers several customer satisfaction surveys to meet government standards. The goal of this submission is to consolidate customer satisfaction surveys under one clearance to streamline the approval process—not to add surveys or increase burden. A generic clearance will allow FEMA to be more flexible in revising surveys when questions become outdated or irrelevant, which will ultimately minimize burden on the end-user. Survey participation is completely voluntary.

The purpose of this notice is to notify the public that FEMA will submit the information collection abstracted below to the Office of Management and Budget for review and clearance.

#### Collection of Information

*Title:* Generic Clearance for FEMA's Collection of Feedback on Customer Satisfaction and Disaster Recovery.

*Type of Information Collection:* New information collection.

*OMB Number:* 1660-NW171.

*FEMA Forms:* Not Applicable.

*Abstract:* Federal Agencies are required to survey their customers to determine the kind and quality of services they want and their level of satisfaction with those services. In order for the Agency to maintain customer service standards, there must be continuous assessment of service delivery throughout all phases of the customer journey. The Agency will collect, analyze, and interpret information gathered from this generic clearance to identify strengths and weaknesses with program delivery.

*Affected Public:* Individuals and Households; State, Local or Tribal Governments.

*Estimated Number of Respondents:* 389,770.

*Estimated Number of Responses:* 389,770.

*Estimated Total Annual Burden Hours:* 69,135.

*Estimated Total Annual Respondent Cost:* \$3,015,890.

*Estimated Respondents' Operation and Maintenance Costs:* \$0.

*Estimated Respondents' Capital and Start-Up Costs:* \$0.

*Estimated Total Annual Cost to the Federal Government:* \$2,886,676.

#### 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.

**Millicent Brown Wilson,**

*Records Management Branch Chief, Office of the Chief Administrative Officer, Mission Support, Federal Emergency Management Agency, Department of Homeland Security.*

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#### DEPARTMENT OF HOMELAND SECURITY

##### Federal Emergency Management Agency

[Docket ID: FEMA-2023-0032; OMB No. 1660-NW170]

##### Agency Information Collection Activities: Submission for OMB Review, Comment Request; Generic Clearance for FEMA's Standardized Grants Performance Reporting

**AGENCY:** Federal Emergency Management Agency, Department of Homeland Security.

**ACTION:** 30-Day notice of new collection and request for comments.

**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. FEMA invites the general public to take this opportunity to comment on a new information collection. In accordance with the requirements of the Paperwork Reduction Act of 1995, this notice seeks comments concerning FEMA's grants performance reporting.

**DATES:** Comments must be submitted on or before April 29, 2024.

**ADDRESSES:** Written comments and recommendations for the proposed 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 30-day Review—Open for Public Comments” or by using the search function.

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information or copies of the information collection should be made to Director, Information Management Division, 500 C Street SW, Washington, DC 20472, email address [FEMA-Information-Collections-Management@fema.dhs.gov](mailto:FEMA-Information-Collections-Management@fema.dhs.gov) or Cassandra Henry, Ph.D., CGMS, Monitoring and Compliance Branch, Risk Management Division, Grant Programs Directorate, FEMA, at 202–257–2308 or [Cassandra.Henry@fema.dhs.gov](mailto:Cassandra.Henry@fema.dhs.gov).

**SUPPLEMENTARY INFORMATION:** In accordance with the Code of Federal Regulations (see 2 CFR 200.301 and 200.329), Federal awarding agencies must measure each recipient’s performance to show achievement of program goals and objectives, share lessons learned, improve program outcomes, and foster adoption of promising practices. The Foundations for Evidence-Based Policy-Making Act of 2018 (Pub. L. 115–435) (“Evidence Act”) established processes for the Federal Government to modernize and increase impacts of reporting activities. To achieve these aims, the Federal Emergency Management Agency (FEMA) is changing its programmatic reporting to facilitate better and more consistent data collection. FEMA’s Grant Programs Directorate (GPD) Risk Management Division (RMD) developed standard performance reporting instruments under this new generic collection for use across FEMA’s grant programs. These instruments will replace the current quarterly performance reporting that does not have a standard format.

Grant performance reporting is a Federal requirement; standardized instruments under this generic collection will serve as the minimum performance reporting requirement for all programs. FEMA grants will collect both performance and project effectiveness measures via the required instruments under this new generic collection. Each FEMA grant program will collect only relevant, useful data. FEMA will utilize a standard framework under this generic collection but will

not require each program to create the same end-product. Programs will tailor grant performance reporting instruments based on the grant’s specific objectives, activities, indicators, targets, and reporting measures most appropriate for each program’s funding objectives. Instruments under this generic collection are not intended to replace all existing information collection instruments that are programmatic or statutorily specific (*i.e.*, existing grant specific reporting).

This proposed information collection previously published in the **Federal Register** on December 11, 2023, at 88 FR 85897 with a 60-day public comment period. No comments were received. The purpose of this notice is to notify the public that FEMA will submit the information collection abstracted below to the Office of Management and Budget for review and clearance.

#### Collection of Information

*Title:* Generic Clearance for FEMA’s Standardized Grants Performance Reporting.

*Type of Information Collection:* New information collection.

*OMB Number:* 1660–NW170.

*FEMA Forms:* Not Applicable.

*Abstract:* Performance reporting is required for recipients of Federal Emergency Management Agency (FEMA) grants. However, the scope and detail of previous performance reporting varied across different FEMA grant programs. FEMA is changing its programmatic reporting to facilitate better data collection. The instruments under this generic collection will satisfy the minimum performance reporting requirement for all programs while introducing a common performance reporting framework. Individual grant programs will use this framework as a starting point and then develop tailored program-specific instruments based on the program’s objectives, activities, indicators, and targets. Each FEMA grant program will collect only relevant, useful data. Performance data is used by FEMA to track recipient progress, monitor project execution, evaluate program outcomes, and respond to requests from Congress.

*Affected Public:* State, Local, and Tribal Governments; Private Sector.

*Estimated Number of Respondents:* 6,200.

*Estimated Number of Responses:* 24,800.

*Estimated Total Annual Burden Hours:* 744,000.

*Estimated Total Annual Respondent Cost:* \$41,753,280.

*Estimated Respondents’ Operation and Maintenance Costs:* \$0.

*Estimated Respondents’ Capital and Start-Up Costs:* \$0.

*Estimated Total Annual Cost to the Federal Government:* \$10,163,120.

#### 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.

**Millicent Brown Wilson,**

*Records Management Branch Chief, Office of the Chief Administrative Officer, Mission Support, Federal Emergency Management Agency, Department of Homeland Security.*

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#### DEPARTMENT OF HOMELAND SECURITY

##### Federal Emergency Management Agency

[Docket ID: FEMA–2023–0034; OMB No. 1660–NW172]

##### Agency Information Collection Activities: Submission for OMB Review, Comment Request; Generic Clearance for FEMA’s Preparedness Grant Programs

**AGENCY:** Federal Emergency Management Agency, Department of Homeland Security.

**ACTION:** 30-Day notice of new collection and request for comments.

**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. FEMA invites the general public to take this opportunity to comment on a new information collection. In accordance