

Dated: July 27, 2020.

**Melody Braswell,**

*Department Clearance Officer for the PRA,  
U.S. Department of Justice.*

[FR Doc. 2020-16540 Filed 7-29-20; 8:45 am]

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## DEPARTMENT OF JUSTICE

[OMB Number 1140-0090]

### **Agency Information Collection Activities; Proposed eCollection Comments Requested; National Firearms Act (NFA)—Special Occupational Taxes (SOT)—ATF Form 5630.7, ATF Form 5630.5R, and ATF Form 5630.5RC**

**AGENCY:** Bureau of Alcohol, Tobacco, Firearms and Explosives, Department of Justice.

**ACTION:** 30-Day notice.

**SUMMARY:** The Department of Justice (DOJ), Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), will submit the following information collection request to the Office of Management and Budget (OMB) for review and approval in accordance with the Paperwork Reduction Act of 1995.

**DATES:** Comments are encouraged and will be accepted for an additional 30 days until August 31, 2020.

**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.

**SUPPLEMENTARY INFORMATION:** Written comments and suggestions from the public and affected agencies concerning the proposed collection of information are encouraged. Your comments should address one or more of the following four points:

- Evaluate 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;
- 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;
- Evaluate whether and if so how the quality, utility, and clarity of the information to be collected can be enhanced; and

—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.

Overview of this information collection:

(1) *Type of Information Collection:* Extension without change of a currently approved collection.

(2) *The Title of the Form/Collection:* National Firearms Act (NFA)—Special Occupational Taxes (SOT).

(3) *The agency form number, if any, and the applicable component of the Department sponsoring the collection:*

Form number: ATF Form 5630.7, ATF Form 5630.5R, and ATF Form 5630.5RC.

Component: Bureau of Alcohol, Tobacco, Firearms and Explosives, U.S. Department of Justice.

(4) *Affected public who will be asked or required to respond, as well as a brief abstract:*

Primary: Business or other for-profit.

Other: None.

Abstract: This information collection requires that all new business owners who are subject to the Special Occupational Taxes (SOT) under the National Firearms Act (NFA) complete the Special Tax Registration and Return National Firearms Act (NFA)—ATF Form 5630.7. Taxpayers will also receive prepopulated printed copies of both the NFA Special Tax Renewal Registration and Renewal—ATF Form 5630.5R and the NFA Special Tax Location Registration Listing—ATF Form 5630.5RC, so they can validate/correct their information and remit the required payment for the applicable tax year.

(5) *An estimate of the total number of respondents and the amount of time estimated for an average respondent to respond:* An estimated 3,000 new taxpayers will take 15 minutes to complete ATF Form 5630.7 annually. However, it will take 17,000 taxpayers approximately 20 minutes (10 minutes per form) to complete ATF Form 5630.5R and ATF Form 5630.5RC every year. The combined total respondents for this information collection is 20,000, while the combined response time is 35 minutes.

(6) *An estimate of the total public burden (in hours) associated with the collection:* The estimated annual public burden associated with ATF form 5630.7 is 755 hours. However, the total burden hours for ATF Form 5630.5R

and ATF F 5630.5RC is 5,666 hours. Therefore, the estimated total public burden associated with this information collection is 6,416 hours, which is equal to 3,000 (# of respondents for ATF F 5630.7) \* .25 (15 mins) + 17,000 (# of respondents for ATF F 5630.5R and ATF F 5630.5RC) \* .3333 (20 mins).

(7) *An Explanation of the Change in Estimates:* The adjustments associated with this collection include an increase in the total respondents and total burden hours by 13,650 and 4,328 respectively, since the last renewal in 2017. Due to more respondents, the public cost burden has also increased by \$8,953.

If additional information is required contact: Melody Braswell, Department Clearance Officer, United States Department of Justice, Justice Management Division, Policy and Planning Staff, Two Constitution Square, 145 N Street NE, 3E.405A, Washington, DC 20530.

Dated: July 27, 2020.

**Melody Braswell,**

*Department Clearance Officer for PRA, U.S. Department of Justice.*

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## DEPARTMENT OF LABOR

### **Employment and Training Administration**

### **Agency Information Collection Activities; Submission for OMB Review; Comment Request; Correction**

**ACTION:** Notice; Correction.

**SUMMARY:** The Department of Labor’s (DOL) Employment and Training Administration (ETA) published a document in the **Federal Register** on July 20, 2020, soliciting public comments concerning a proposed revision for the authority to conduct the information collection request (ICR) titled, ETA Form 9089 Application for Permanent Employment Certification. The document contained an incorrect ICR number referenced for Forms ETA-750A, *Application for Alien Employment Certification—Offer of Employment*, and/or ETA-750B, *Application for Alien Employment Certification—Statement of Qualifications of Alien*.

**FOR FURTHER INFORMATION CONTACT:** Brian Pasternak by telephone on 202-513-7350 (this is not a toll-free number) or by email at [ETA.OFLC.Forms@dol.gov](mailto:ETA.OFLC.Forms@dol.gov).

**SUPPLEMENTARY INFORMATION:**

## Correction

In the **Federal Register** of July 20, 2020, in FR Doc. 2020–15592 on page 43877 (85 FR 43877) in the third column, correct ICR number referenced to read:

ETA is also seeking public comment on a proposal to revise the form to allow employers seeking to employ professional athletes or coaches, as well as those claiming National Interest Waivers (NIW), to use the proposed form and discontinue the collection of this information on the Forms ETA–750A, *Application for Alien Employment Certification—Offer of Employment*, and/or ETA–750B, *Application for Alien Employment Certification—Statement of Qualifications of Alien* (OMB Control Number 1205–0015).

**John Pallasch,**

*Assistant Secretary for Employment and Training.*

[FR Doc. 2020–16537 Filed 7–29–20; 8:45 am]

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## DEPARTMENT OF LABOR

### Occupational Safety and Health Administration

[OMB Control No. 1218–ONEW; Docket No. OSHA–2020–0007]

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

**AGENCY:** Occupational Safety and Health Administration (OSHA), Labor.

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

**SUMMARY:** The Occupational Safety and Health Administration (OSHA) on behalf of the Department of Labor (DOL) 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:* September 28, 2020.

**ADDRESSES:** Submit comments identified by Information Collection 1218–ONEW, 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.

- **Facsimile:** If your comments, including attachments, are not longer than 10 pages, you may fax them to the OSHA Docket Office at (202) 693–1648.

- **Mail: Mail, hand delivery, express mail, messenger, or courier service:** When using these methods, you must submit a copy of your comments and attachments to the OSHA Docket Office, Docket No. OSHA–2020–XXXX, Occupational Safety and Health Administration, U.S. Department of Labor, Room N–3653, 200 Constitution Avenue NW, Washington, DC 20210. Deliveries (hand, express mail, messenger, and courier service) are accepted during the Docket Office's normal business hours, 10:00 a.m. to 3:00 p.m., ET.

**Instructions:** Please submit comments only and cite Information Collection 1218–ONEW, 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:

Seleda Perryman, Directorate of Standards and Guidance, OSHA, U.S. Department of Labor, telephone (202) 693–2222.

### 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, OSHA is publishing notice of the proposed

collection of information set forth in this document.

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. OSHA 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.