



This document is scheduled to be published in the Federal Register on 03/25/2016 and available online at <http://federalregister.gov/a/2016-06850>, and on FDsys.gov

Billing Code: 4210-67

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[Docket No. FR-5909-N-19]

30-Day Notice of Proposed Information Collection:

Information Resource Center Customer Satisfaction Survey

AGENCY: Office of the Chief Information Officer, HUD.

ACTION: Notice.

SUMMARY: HUD has submitted the proposed information collection requirement described below to the Office of Management and Budget (OMB) for review, in accordance with the Paperwork Reduction Act. The purpose of this notice is to allow for an additional 30 days of public comment.

DATES: Comments Due Date: [Insert date that is 30 days after the date of publication in the Federal Register.]

ADDRESSES: Interested persons are invited to submit comments regarding this proposal. Comments should refer to the proposal by name and/or OMB Control Number and should be sent to: HUD Desk Officer, Office of Management and Budget, New Executive Office Building, Washington, DC 20503; fax: 202-395-5806. Email: OIRA_Submission@omb.eop.gov

FOR FURTHER INFORMATION CONTACT: Colette Pollard, Reports Management Officer, QMAC, Department of Housing and Urban Development, 451 7th Street, SW, Washington, DC 20410; e-mail Colette Pollard at Colette.Pollard@hud.gov or telephone

202-402-3400. This is not a toll-free number. Persons with hearing or speech impairments may access this number through TTY by calling the toll-free Federal Relay Service at (800) 877-8339.

Copies of available documents submitted to OMB may be obtained from Ms. Pollard.

SUPPLEMENTARY INFORMATION: This notice informs the public that HUD is seeking approval from OMB for the information collection described in Section A.

The **Federal Register** notice that solicited public comment on the information collection for a period of 60 days was published on December 7, 2015 at 80 FR 76029.

A. Overview of Information Collection

Title of Information Collection: Information Resource Center Customer Satisfaction Survey.

OMB Approval Number: 2577-New.

Type of Request: New Collection.

Form Number: None.

Description of the need for the information and proposed use: The information will be used by Public and Indian Housing to rate the customer satisfaction of the users of the Information Resource Center (IRC). Collection of this information is needed to ensure that the customers using the IRC are receiving the correct and useful information that addresses their concerns when they call in for information. The Information Resource Center provides technical assistance, primarily in the form of general information, to provide access to resources of federal, public, Indian and assisted housing programs of the Department of Housing and Urban Development. This service is provided through a multi-channel contact center with inquiries received and responded to via phone, email, mail and fax.

Respondents: Individuals or households, State, Tribal or local governments.

Estimated Number of Respondents: 10,800.

Estimated Number of Responses: 10,800.

Frequency of Response: 1.

Average Hours per Response: 1 minute .

Total Estimated Burdens: 10,800.

B. Solicitation of Public Comment

This notice is soliciting comments from members of the public and affected parties concerning the collection of information described in Section A on the following:

- (1) 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;
- (2) The accuracy of the agency's estimate of the burden of the proposed collection of information;
- (3) Ways to enhance the quality, utility, and clarity of the information to be collected; and
- (4) Ways to minimize the burden of the collection of information on those who are to respond; including through the use of appropriate automated collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

HUD encourages interested parties to submit comment in response to these questions.

C. Authority: Section 3507 of the Paperwork Reduction Act of 1995, 44 U.S.C. Chapter 35.

Date: March 22, 2016

Colette Pollard
Department Reports Management Officer
Office of the Chief Information Officer

[FR-5909-N-19]

[FR Doc. 2016-06850 Filed: 3/24/2016 8:45 am; Publication Date: 3/25/2016]