

Headquarters and pending approval of the Office of Management and Budget) of a five-minute burden per respondent and an aggregate burden of 100 hours per airport per year. Assuming that all 119 major hub airports and half of the 310 smaller airports (or 155 in all) employ this process, aggregate systemwide burden will not exceed 27,400 hours per year. There will be no burden on passengers who choose not to respond.

(3) *Complaints and Compliments at the Point of Service.* In response to passenger requests to provide customer-initiated feedback right at the point of service, TSA also intends to make available to airports a Customer Comment Form, which will collect open-ended feedback and, if the passenger desires, contact information so that TSA staff can respond to the passenger's comment. TSA Headquarters will design the form and make it available to airports. Airports will distribute it upon request to passengers who indicate that they wish to make a formal complaint, compliment, or other comment.

TSA airport staff will collect the forms back from passengers, categorize comments, enter the results into an on-line system for storage and reporting, and respond to passengers as necessary. We will also provide an e-mail address, phone number, and mailing address for passengers to return the forms to either airports or TSA Headquarters. TSA may consider adding a postage-paid business reply frank to the cards so that they can be returned to TSA at the passenger's convenience and at no cost to them. TSA will also continue to provide mechanisms on its web site and the TSA Contact Center for passengers to make comments independently of airport involvement.

Based on the number of comments that have been made at the airports and reported to TSA Headquarters via the Performance Measurement Information System through the first quarter of Calendar Year 2003, total projected volume is approximately 25,200 comments per year systemwide. Assuming an average burden of 10 minutes per comment per passenger who chooses to make one, total burden is estimated to be 4,200 hours annually.

Use of Results

TSA Headquarters and individual airports will use all of these results to evaluate and improve customer service, both via formal, rigorous performance measurement and via targeted responses to problem areas identified at individual sites. These data collection efforts will have no impact on non-TSA airport

administration staff, although TSA may seek to partner with airport management at some sites to share relevant data with one another. Results of the Statistically Valid Intercept Surveys (1) and Complaints and Compliments at the Point of Service (3) will be used, along with other inputs, to create a Customer Satisfaction Index for Aviation Operations (CSI-A), a key TSA performance measure. TSA will use both the CSI-A and other customer-oriented performance measures to evaluate the impact of policy or process changes on customer satisfaction and public confidence.

Issued in Arlington, Virginia, on May 15, 2003.

Susan T. Tracey,

Deputy Chief Administrative Officer.

[FR Doc. 03-12776 Filed 5-22-03; 8:45 am]

BILLING CODE 4910-62-P

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[Docket No. FR-4817-N-07]

Notice of Proposed Information Collection for Public Comment—Public Housing Homeownership Program—Application, Documentation, Reporting and Recordkeeping

AGENCY: Office of the Assistant Secretary for Public and Indian Housing, HUD.

ACTION: Notice.

SUMMARY: The proposed information collection requirement described below will be submitted to the Office of Management and Budget (OMB) for review, as required by the Paperwork Reduction Act. The Department is soliciting public comments on the subject proposal.

DATES: *Comments Due Date:* July 22, 2003.

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: Mildred M. Hamman, Reports Liaison Officer, Public and Indian Housing, Department of Housing and Urban Development, 451 7th Street, SW., Room 4249, Washington, DC 20410-5000.

FOR FURTHER INFORMATION CONTACT: Mildred M. Hamman, (202) 708-0614, extension 4128. (This is not a toll-free number).

SUPPLEMENTARY INFORMATION: The Department will submit the proposed information collection to OMB for

review, as required by the Paperwork Reduction Act of 1995 (44 U.S.C. chapter 35, as amended).

This notice is soliciting comments from members of the public and affected agencies concerning the proposed collection of information to: (1) 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; (2) evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information; (3) enhance the quality, utility, and clarity of the information to be collected; and (4) 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.

This notice also lists the following information:

Title of Proposal: Public Housing Agency Homeownership—Documentation.

OMB Control Number: 2577-0233.

Description of the need for the information and proposed use: Public Housing Agencies (PHAs) make available public housing units; public housing projects, and other housing units or developments owned, assisted, or operated, or otherwise acquired for purchase by low-income families for use as principal residences by such families. Families who are interested in purchasing a unit must submit applications to the PHA or purchase and resale entities (PREs). A PRE must prepare and submit to the PHA and HUD a homeownership program before the PRE may purchase any public housing units or projects. The PRE must demonstrate legal and practical capability to carry out the program, provide a written agreement that specifies the respective rights and obligations of the PRE and the PHA, the PHA must develop a homeownership program and obtain HUD approval before it can be implemented, provide supporting documentation and additional supporting documentation for acquisition or non-public housing for homeownership. PHA applications can be submitted electronically via the Internet. PHAs will be required to maintain records and report annually on the public housing homeownership program.

Agency form numbers, if applicable: HUD 52860, if the Public and Indian Housing Information Center (PIC) is used for submission.