

**DEPARTMENT OF HOMELAND SECURITY****Transportation Security Administration****Reports, Forms, and Record Keeping Requirements: Agency Information Collection Activity Under OMB Review; Aviation Security Customer Satisfaction Performance Measurement Passenger Survey**

**AGENCY:** Transportation Security Administration (TSA), DHS.

**ACTION:** Notice.

**SUMMARY:** This notice announces that TSA has forwarded the Information Collection Request (ICR) abstracted below to the Office of Management and Budget (OMB) for review and clearance under the Paperwork Reduction Act. The ICR describes the nature of the information collection and its expected burden on the public. TSA published a **Federal Register** notice, with a 60-day comment period soliciting comments, of the following collection of information on May 23, 2003, 68 FR 28242.

**DATES:** Send your comments by September 3, 2003. A comment to OMB is most effective if OMB receives it within 30 days of publication.

**ADDRESSES:** Comments may be faxed to the Office of Information and Regulatory Affairs, Office of Management and Budget, Attention: DHS-TSA Desk Officer, at (202) 395-5806.

**FOR FURTHER INFORMATION CONTACT:** Yani Collins; TSA-03, Office of Strategic Management & Analysis; Transportation Security Administration HQ, West Tower, Suite 1045N; 601 South 12th Street, Arlington, VA 22202-4220; telephone (571) 227-1620; facsimile (571) 227-1927; or e-mail [Yani.Collins@dhs.gov](mailto:Yani.Collins@dhs.gov).

**SUPPLEMENTARY INFORMATION:****Transportation Security Administration (TSA)**

*Title:* Aviation Security Customer Satisfaction Performance Measurement Passenger Survey.

*Type of Request:* New collection.  
*OMB Control Number:* Not yet assigned.

*Forms:* Aviation Security Customer Satisfaction Performance Measurement Passenger Survey Forms.

*Affected Public:* Up to 422,000 members of the flying public each year.

*Abstract:* TSA seeks to provide world-class customer service and world-class security. It also seeks to be a performance-based organization that evaluates its programs, measures its performance, and makes management decisions based on objective, credible

data. In order to assess its success in providing world-class customer service, TSA intends to conduct a brief satisfaction survey of passengers at the airport. We will conduct two types of surveys: (1) A statistically-valid survey conducted periodically at groups of major airports each year in order to produce the Customer Satisfaction Index for Aviation Operations (CSI-A), a major agency-wide performance measure, and other system-wide performance measures for program evaluation and process improvement; and (2) targeted surveys conducted at individual airports in order to provide targeted performance measurements for use by TSA on-site management. Surveys will be voluntary and anonymous.

*Number of Respondents:* 422,000.

*Estimated Annual Burden Hours:* A cumulative maximum of 35,167 hours annually based on an estimated burden of five minutes per respondent.

TSA is soliciting comments to—

(1) Evaluate whether the proposed information requirement 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;

(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, electronic, mechanical, or other technological collection techniques or other forms of information technology.

Issued in Arlington, Virginia, on July 29, 2003.

**Susan T. Tracey,**

*Deputy Chief Administrative Officer.*

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**DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT**

**[Docket No. FR-4820-N-32]**

**Notice of Proposed Information Collection: Comment Request; Utility Allowance Adjustments**

**AGENCY:** Office of the Assistant Secretary for Housing—Federal Housing Commissioner, 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:* October 3, 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: Wayne Eddins, Reports Management Officer, Department of Housing and Urban Development, 451 7th Street, SW., L'Enfant Plaza Building, Room 8003, Washington, DC 20410 or [Wayne\\_Eddins@hud.gov](mailto:Wayne_Eddins@hud.gov).

**FOR FURTHER INFORMATION CONTACT:**

Beverly J. Miller, Director, Office of Multifamily Asset Management, Department of Housing and Urban Development, 451 7th Street, SW., Washington, DC 20410, telephone (202) 708-3730 (this is not a toll free number) for copies of the proposed forms and other available information.

**SUPPLEMENTARY INFORMATION:** The Department is submitting 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 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 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:* Utility Allowance Adjustments.

*OMB Control Number, if applicable:* 2502-0352.

*Description of the need for the information and proposed use:* Multifamily project owners are required to advise the Secretary of the Department of Housing and Urban Development of the need for and request approval of a new utility allowance for tenants. This information is necessary for HUD's review and approval of utility