

Federal Actions to Address Environmental Justice in Minority Populations and Low Income Populations; E.O. 13175 Consultation and Coordination with Indian Tribal Governments; E.O. 11514 Protection and Enhancement of Environmental Quality; E.O. 13112 Invasive Species.

(Catalog of Federal Domestic Assistance Program Number 20.205, Highway Planning and Construction. The regulations implementing Executive Order 12372 regarding intergovernmental consultation on Federal programs and activities apply to this program.)

**Authority:** 23 U.S.C. 139(l)(1).

Issued on: February 22, 2011.

**Michelle Eraut,**

*Environmental Program Manager, Salem, Oregon.*

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**BILLING CODE 4910-22-P**

## DEPARTMENT OF TRANSPORTATION

### Federal Railroad Administration

[Docket No. FRA-2011-0001-N-2]

#### Agency Information Collection Activities: Proposed Collection; Comment Request; Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

**AGENCY:** Federal Railroad Administration (FRA), Department of Transportation.

**ACTION:** 30-Day notice of submission of information collection for approval by the Office of Management and Budget and request for comments.

**SUMMARY:** As part of a Federal Government-wide effort to streamline the process to seek feedback from the public on service delivery, FRA has submitted a Generic Information Collection Request (Generic ICR): "Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery" to OMB for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 *et seq.*).

**DATES:** Comments must be submitted on or before March 30, 2011.

**ADDRESSES:** Send comments regarding these information collections to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 Seventeenth Street, NW., Washington, DC, 20503, Attention: FRA Desk Officer. Alternatively, comments may be sent via e-mail to the Office of Information and Regulatory Affairs (OIRA), Office of Management and Budget, at the following address: [oir\\_submissions@omb.eop.gov](mailto:oir_submissions@omb.eop.gov).

**FOR FURTHER INFORMATION CONTACT:** To request additional information, please contact Ms. Kimberly Toone, Office of Information Technology, Federal Railroad Administration, 1200 New Jersey Ave., SE., Mail Stop 17, Washington, DC 20590 (telephone: (202) 493-6132) or Mr. Robert Brogan, Office of Safety Planning and Evaluation Division, RRS-21, Federal Railroad Administration, 1200 New Jersey Ave., Mail Stop 17, Washington, DC 20590 (telephone: (202) 493-6292). (These telephone numbers are not toll-free.)

#### SUPPLEMENTARY INFORMATION:

**Title:** Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

**Abstract:** The information collection activity will garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration's commitment to improving service delivery. By qualitative feedback, FRA means information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

The solicitation of feedback will target areas such as: Timeliness, appropriateness, content and accuracy of information, usefulness of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on the Agency's services will be unavailable.

FRA will only submit a collection of information for approval under this generic clearance if it meets the following conditions:

- The collections are voluntary;
- The collections are low-burden for respondents (based on considerations of total burden hours, total number of respondents, or burden-hours per respondent) and are low-cost for both

respondents and the Federal Government;

- The collections of information are non-controversial and do not raise issues of concern to other Federal agencies;
- Any collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future;
- Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
- Information gathered is intended to be used only internally for general management purposes and is not intended for release outside of the agency (if released, the agency must indicate the qualitative nature of the information);
- Information gathered will not be used for purposes of substantially informing influential policy decisions; and
- Information gathered will yield qualitative information; the collections will not be designed or expected to yield statistically reliable results or used as though the results are generalizable to the population of study.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: The target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior to fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

As a general matter, information collections will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

On December 22, 2010, OMB—on behalf of DOT/FRA and other listed Executive Agencies—published a 60-day notice in the **Federal Register** soliciting comment on ICRs for which the agency was seeking OMB approval. 75 FR 80542. DOT/FRA received no comments in response to this notice.

The summary below describes the nature of the information collection requirements (ICRs) and the expected projected burden estimates over the next three years<sup>1</sup> for the ICR being submitted for clearance by OMB as required by the PRA.

**Current Actions:** New collection of information.

**Type of Review:** New Collection.

**Affected Public:** Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.

**Average Expected Annual Number of activities:** 6.

**Respondents:** 6,300.

**Annual responses:** 2,100.

**Frequency of Response:** Once per request.

**Average minutes per response:** 10 minutes.

**Burden hours:** 1,062 hours.

**Comments are invited on the following:** Whether the proposed collection of information is necessary for the proper performance of the functions of the Department, including whether the information will have practical utility; the accuracy of the Department's estimate of the burden of the proposed information collection;

ways to enhance the quality, utility, and clarity of the information to be collected; and ways to minimize the burden of the collection of information on respondents, including the use of automated collection techniques or other forms of information technology.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget control number.

**Authority:** 44 U.S.C. 3501–3520.

Issued in Washington, DC, on February 22, 2011.

**Kimberly Coronel,**

*Director, Office of Financial Management, Federal Railroad Administration.*

[FR Doc. 2011–4331 Filed 2–25–11; 8:45 am]

**BILLING CODE 4910–06–P**

**DEPARTMENT OF TRANSPORTATION**

**Pipeline and Hazardous Materials Safety Administration**

**Notice of Delays in Processing of Special Permits Applications**

**AGENCY:** Pipeline and Hazardous Materials Safety Administration (PHMSA), DOT.

**ACTION:** List of Applications Delayed more than 180 days.

**SUMMARY:** In accordance with the requirements of 49 U.S.C. 5117(c), PHMSA is publishing the following list

of special permit applications that have been in process for 180 days or more. The reason(s) for delay and the expected completion date for action on each application is provided in association with each identified application.

**FOR FURTHER INFORMATION CONTACT:**

Delmer F. Billings, Director, Office of Hazardous Materials Special Permits and Approvals, Pipeline and Hazardous Materials Safety Administration, U.S. Department of Transportation, East Building, PHH–30, 1200 New Jersey Avenue, Southeast, Washington, DC 20590–0001, (202) 366–4535.

**Key to “Reason for Delay”**

1. Awaiting additional information from applicant.
2. Extensive public comment under review.
3. Application is technically complex and is of significant impact or precedent-setting and requires extensive analysis.
4. Staff review delayed by other priority issues or volume of special permit applications.

**Meaning of Application Number Suffixes**

- N—New application.
- M—Modification request.
- PM—Party to application with modification request.

Issued in Washington, DC, on February 18, 2011.

**Donald Burger,**

*Chief, Special Permits and Approvals Branch.*

**MODIFICATION TO SPECIAL PERMITS**

Application No.	Applicant	Reason for delay	Estimated date of completion
14167–M	Trinityrail, Dallas, TX	4	03–31–2011
6293–M	ATK Space Systems, Inc., (Former Grantee: ATK Thiokol, Inc.), Corine, UT.	4	03–31–2011
14741–M	Weatherford International, Fort Worth, TX	4	03–31–2011
14650–M	Air Transport International, L.L.C., Little Rock, AR	4	03–31–2011
14926–M	Lynden Air Cargo, Anchorage, AK	4	11–30–2010
8826–M	Phoenix Air Group, Inc., Cartersville, GA	4	03–31–2011
10869–M	Norris Cylinder Company, Longview, TX	4	03–31–2011
10049–M	Martin Transport, Inc., Kilgore, TX	4	01–31–2011
8815–M	Florex Explosives, Inc., Crystal River, FL	4	01–31–2011
14447–M	SNF Holding Company, Riceboro, GA	4	01–31–2011
12561–M	Rhodia, Inc., Cranbury, NJ	4	01–31–2011
14617–M	Western International Gas & Cylinders, Inc., Bellville, TX	4	01–31–2011
3121–M	Department of Defense, Scott Air Force Base, IL	4	02–15–2011
14763–M	Weatherford International, Forth Worth, TX	4	02–15–2011
14909–M	Lake Clark Air, Inc., Port Alsworth, AK	4	03–31–2011
14926–M	Lynden Air Cargo, Anchorage, AK	4	03–31–2011
14860–M	Alaska Airlines, Seattle, WA	4	01–31–2011
10656–M	The Conference of Radiation Control Program Directors, Inc., Frankfort, KY.	4	04–30–2011

<sup>1</sup> The 60-day notice included the following estimate of the aggregate burden hours for this generic clearance Federal-wide:

*Average Expected Annual Number of activities:* 25,000.

*Average number of Respondents per Activity:* 200.

*Annual responses:* 5,000,000.

*Frequency of Response:* Once per request.

*Average minutes per response:* 30.

*Burden hours:* 2,500,000.