

association, shall file with the Board, such reports as may be required by the Board.”<sup>1</sup> Section 10(b)(2) of HOLA also states that “each report shall contain such information concerning the operations of such savings and loan holding company and its subsidiaries as the Board may require.”<sup>2</sup>

The FR 2320 is mandatory. Generally, in the case of tiered SLHCs that are exempt SLHCs, only the top-tier SLHC must file the FR 2320 for the consolidated SLHC organization. However, in certain cases, a lower-tier SLHC may be required to file the FR 2320 instead of the top-tier SLHC if it is determined by the district Federal Reserve Bank that the lower-tier SLHC more closely reflects the risk profile, assets, and liabilities of the subsidiary savings association(s). In addition, lower-tier SLHCs may voluntarily file the FR 2320 or may be required to file in addition to the top-tier SLHC if it is determined that such a filing is necessary to accurately assess the impact that the activities or financial condition of the lower-tier SLHC has on its subsidiary savings association(s).

The information collected in response to line items 24, 25, and 26 is expected to be nonpublic commercial or financial information, which is both customarily and actually treated as private by the respondent, and thus may be kept confidential by the Board pursuant to exemption 4 of the Freedom of Information Act (FOIA).<sup>3</sup> Although the remainder of the FR 2320 is generally made available to the public upon request, a reporting SLHC may request confidential treatment for responses to other items pursuant to exemption 4 of the FOIA if those responses contain nonpublic commercial or financial information, which is both customarily and actually treated as private by the respondent.<sup>4</sup>

*Current actions:* On November 23, 2022, the Board published a notice in the **Federal Register** (86 FR 66554) requesting public comment for 60 days on the extension, without revision, of the FR 2320. The comment period for this notice expired on January 24, 2022. The Board did not receive any comments.

Board of Governors of the Federal Reserve System, February 24, 2022.

**Michele Taylor Fennell,**

*Deputy Associate Secretary of the Board.*

[FR Doc. 2022-04346 Filed 3-1-22; 8:45 am]

**BILLING CODE 6210-01-P**

## GENERAL SERVICES ADMINISTRATION

[OMB Control No. 3090-XXXX; Docket No. 2021-0001; Sequence No. 16]

### Submission for OMB Review; Improving Customer Experience (OMB Circular A-11, Section 280 Implementation)

**AGENCY:** General Services Administration.

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

**SUMMARY:** The General Services Administration (GSA) has under OMB review the following proposed Information Collection Request “Improving Customer Experience (OMB Circular A-11, Section 280 Implementation)” for approval under the Paperwork Reduction Act (PRA).

**DATES:** *Submit comments on or before:* April 1, 2022.

**ADDRESSES:** Written comments and recommendations for this 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 Review—Open for Public Comments” or by using the search function.

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information should be directed to Camille Tucker, U.S. General Services Administration, 1800 F Street NW, Washington, DC 20405, via phone at 202-603-2666, or email to [customerexperience@gsa.gov](mailto:customerexperience@gsa.gov).

**SUPPLEMENTARY INFORMATION:**  
*Title:* Improving Customer Experience (OMB Circular A-11, Section 280 Implementation).

*Abstract:* 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.

This proposed information collection activity provides a means to garner customer and stakeholder feedback in an efficient, timely manner in accordance with the Administration’s commitment to improving customer service delivery as discussed in Section 280 of OMB Circular A-11 at <https://www.performance.gov/cx/a11-280.pdf>.

As discussed in OMB guidance, agencies should identify their highest-

impact customer journeys (using customer volume, annual program cost, and/or knowledge of customer priority as weighting factors) and select touchpoints/transactions within those journeys to collect feedback.

These results will be used to improve the delivery of Federal services and programs. It will also provide government-wide data on customer experience that can be displayed on [www.performance.gov](http://www.performance.gov) to help build transparency and accountability of Federal programs to the customers they serve.

As a general matter, these 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.

GSA will only submit collections if they meet the following criteria.

- The collections are voluntary;
- The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;
- The collections 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 for general service improvement and program management purposes
- Upon agreement between OMB and the agency all or a subset of information may be released as part of A-11, Section 280 requirements only on [performance.gov](http://www.performance.gov). Summaries of customer research and user testing activities may be included in public-facing customer journey maps or summaries.
- Additional release of data must be done coordinated with OMB.

These collections will allow for ongoing, collaborative and actionable communications between the Agency, its customers and stakeholders, and OMB as it monitors agency compliance on Section 280. These responses will 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 services will be unavailable.

<sup>1</sup> 12 U.S.C. 1467a(b)(2).

<sup>2</sup> *Id.*

<sup>3</sup> 5 U.S.C. 552(b)(4).

<sup>4</sup> *Id.*

*Current Action:* New Collection of Information.

*Type of Review:* New.

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

*Estimated Number of Respondents:* Below is a preliminary estimate of the aggregate burden hours for this new collection. GSA will provide refined estimates of burden in subsequent notices.

*Average Expected Annual Number of Activities:* Approximately five types of customer experience activities such as feedback surveys, focus groups, user testing, and interviews.

*Average Number of Respondents per Activity:* 1 response per respondent per activity.

*Annual Responses:* 2,001,550.

*Average Minutes per Response:* 2 minutes—60 minutes, dependent upon activity.

*Burden Hours:* GSA requests approximately 101,125 burden hours.

*Request for Comments:* GSA invites comments on: (a) 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; (b) the accuracy of the agency's estimate of the burden (including hours and cost) of the proposed collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology. Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval of this information collection; they also will become a matter of public record.

*Obtaining Copies of Proposals:* Requesters may obtain a copy of the information collection documents from the GSA Regulatory Secretariat Division, by calling 202-501-4755 or emailing [GSARegSec@gsa.gov](mailto:GSARegSec@gsa.gov).

**Beth Anne Killoran,**

*Deputy Chief Information Officer.*

[FR Doc. 2022-04307 Filed 3-1-22; 8:45 am]

**BILLING CODE 6820-34-P**

## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### Centers for Disease Control and Prevention

#### Disease, Disability, and Injury Prevention and Control Special Emphasis Panel (SEP)—CE22-004: Research Grants To Prevent Firearm-Related Violence and Injuries; Amended Notice of Meeting

Notice is hereby given of a change in the meeting of the Disease, Disability, and Injury Prevention and Control Special Emphasis Panel (SEP)—CE22-004, Panel A: Research Grants to Prevent Firearm-Related Violence and Injuries; April 4–5, 2022; CE22-004, Panel B1: Research Grants to Prevent Firearm-Related Violence and Injuries; April 6–8, 2022; CE22-004, Panel B2: Research Grants to Prevent Firearm-Related Violence and Injuries; April 6–8, 2022. The meeting was published in the **Federal Register** on February 16, 2022, Volume 87, Number 32, page 8841.

The meeting is being amended to correct the meeting dates and should read as follows:

CE22-004, Panel A: Research Grants to Prevent Firearm-Related Violence and Injuries; April 4–5, 2022; CE22-004, Panel B1: Research Grants to Prevent Firearm-Related Violence and Injuries; April 6–7, 2022; and CE22-004, Panel B2: Research Grants to Prevent Firearm-Related Violence and Injuries; April 6–7, 2022. The meeting is closed to the public.

**FOR FURTHER INFORMATION CONTACT:** Mikel Walters, Ph.D., Scientific Review Officer, National Center for Injury Prevention and Control, CDC, 4770 Buford Highway NE, Mailstop F-63, Atlanta, Georgia 30341, Telephone (404) 639-0913, [MWalters@cdc.gov](mailto:MWalters@cdc.gov).

The Director, Strategic Business Initiatives Unit, Office of the Chief Operating Officer, Centers for Disease Control and Prevention, has been delegated the authority to sign **Federal Register** notices pertaining to announcements of meetings and other committee management activities, for both the Centers for Disease Control and Prevention and the Agency for Toxic Substances and Disease Registry.

**Kalwant Smagh,**

*Director, Strategic Business Initiatives Unit, Office of the Chief Operating Officer, Centers for Disease Control and Prevention.*

[FR Doc. 2022-04340 Filed 3-1-22; 8:45 am]

**BILLING CODE 4163-18-P**

## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### Centers for Disease Control and Prevention

#### Disease, Disability, and Injury Prevention and Control Special Emphasis Panel (SEP)—CE22-009, Rigorous Evaluation of Community-Level Substance Use and Overdose Prevention Frameworks That Incorporate ACEs-Related Prevention Strategies; Amended Notice of Meeting

Notice is hereby given of a change in the meeting of the Disease, Disability, and Injury Prevention and Control Special Emphasis Panel CE22-009, Rigorous Evaluation of Community-Level Substance Use and Overdose Prevention Frameworks that Incorporate ACEs-Related Prevention Strategies; April 26–27, 2022, 8:30 a.m.–5:30 p.m. EDT, via Web Conference, in the original FRN. The meeting was published in the **Federal Register** on January 14, 2022, Volume 87, Number 10, page/s/2439.

The meeting is being amended to change the meeting date and should read as follows:

CE22-009, Rigorous Evaluation of Community-Level Substance Use and Overdose Prevention Frameworks that Incorporate ACEs-Related Prevention Strategies: April 26, 2022.

The meeting is closed to the public.

**FOR FURTHER INFORMATION CONTACT:** Aisha L. Wilkes, M.P.H., Scientific Review Official, National Center for Injury Prevention and Control, CDC, 4770 Buford Highway NE, Mailstop S106-9, Atlanta, Georgia 30341, Telephone (404) 639-6473, [AWilkes@cdc.gov](mailto:AWilkes@cdc.gov).

The Director, Strategic Business Initiatives Unit, Office of the Chief Operating Officer, Centers for Disease Control and Prevention, has been delegated the authority to sign **Federal Register** notices pertaining to announcements of meetings and other committee management activities, for both the Centers for Disease Control and Prevention and the Agency for Toxic Substances and Disease Registry.

**Kalwant Smagh,**

*Director, Strategic Business Initiatives Unit, Office of the Chief Operating Officer, Centers for Disease Control and Prevention.*

[FR Doc. 2022-04341 Filed 3-1-22; 8:45 am]

**BILLING CODE 4163-18-P**