

that are affected by the leverage lending guidance.

Board of Governors of the Federal Reserve System, June 28, 2019.

**Michele Taylor Fennell,**

*Assistant Secretary of the Board.*

[FR Doc. 2019-14261 Filed 7-2-19; 8:45 am]

**BILLING CODE 6210-01-P**

## FEDERAL RESERVE SYSTEM

### Formations of, Acquisitions by, and Mergers of Bank Holding Companies

The companies listed in this notice have applied to the Board for approval, pursuant to the Bank Holding Company Act of 1956 (12 U.S.C. 1841 *et seq.*) (BHC Act), Regulation Y (12 CFR part 225), and all other applicable statutes and regulations to become a bank holding company and/or to acquire the assets or the ownership of, control of, or the power to vote shares of a bank or bank holding company and all of the banks and nonbanking companies owned by the bank holding company, including the companies listed below.

The applications listed below, as well as other related filings required by the Board, are available for immediate inspection at the Federal Reserve Bank indicated. The applications will also be available for inspection at the offices of the Board of Governors. Interested persons may express their views in writing on the standards enumerated in the BHC Act (12 U.S.C. 1842(c)). If the proposal also involves the acquisition of a nonbanking company, the review also includes whether the acquisition of the nonbanking company complies with the standards in section 4 of the BHC Act (12 U.S.C. 1843). Unless otherwise noted, nonbanking activities will be conducted throughout the United States.

Unless otherwise noted, comments regarding each of these applications must be received at the Reserve Bank indicated or the offices of the Board of Governors not later than July 30, 2019.

*A. Federal Reserve Bank of Richmond* (Adam M. Drimer, Assistant Vice President) 701 East Byrd Street, Richmond, Virginia 23219. Comments can also be sent electronically to [Comments.applications@rich.frb.org](mailto:Comments.applications@rich.frb.org):

1. *Allegheny Bancshares, Inc., Franklin, West Virginia*; to acquire 100 percent of the voting shares of Mount Hope Bankshares, Inc., and thereby indirectly acquire Bank of Mount Hope, Inc., both of Mount Hope, West Virginia.

Board of Governors of the Federal Reserve System, June 28, 2019.

**Yao-Chin Chao,**

*Assistant Secretary of the Board.*

[FR Doc. 2019-14218 Filed 7-2-19; 8:45 am]

**BILLING CODE 6210-01-P**

## FEDERAL RETIREMENT THRIFT INVESTMENT

### Sunshine Act Meetings

**TIME AND DATE:** July 2, 2019, 10:00 a.m.

**PLACE:** Telephonic.

**STATUS:** *All parts of this meeting will be closed.*

#### Closed Session

Information covered under 5 U.S.C. 552b(c)(6).

#### CONTACT PERSON FOR MORE INFORMATION:

Kimberly Weaver, Director, Office of External Affairs, (202) 942-1640.

Dated: July 1, 2019.

**Megan Grumbine,**

*General Counsel, Federal Retirement Thrift Investment Board.*

[FR Doc. 2019-14385 Filed 7-1-19; 4:15 pm]

**BILLING CODE 6760-01-P**

## GENERAL SERVICES ADMINISTRATION

[OMB Control No. 3090-XXXX]; [Docket No. 2019-0001; Sequence No. 11]

### Information Collection; Improving Customer Experience—Implementation of Section 280 of OMB Circular A-11

**AGENCY:** General Services Administration.

**ACTION:** Notice and request for comments.

**SUMMARY:** As part of the Administration's commitment to improving customer service delivery, the General Services Administration (GSA), is coordinating the government wide development of the following proposed Information Collection Request "Improving Customer Experience—Implementation of Section 280 of OMB Circular A-11" for approval under the Paperwork Reduction Act. This notice announces GSA will be submitting on this collection to OMB for approval and solicits comments on specific aspects of the proposed information collection.

**DATES:** Submit comments on or before: September 3, 2019.

**ADDRESSES:** Submit comments identified by Information Collection

3090-XXXX, Improving Customer Experience (A-11, Section 280), by any of the following methods:

- *Federal eRulemaking portal:* <https://www.regulations.gov>. Follow the instructions for submitting comments. Comments submitted electronically, including attachments to <https://www.regulations.gov>, will be posted to the docket unchanged.

- *Mail:* General Services Administration, Regulatory Secretariat Division (MVCB), 1800 F Street NW, Washington, DC 20405. ATTN: Ms. Mandell/IC 3090-XXXX, Improving Customer Experience, A-11, Section 280.

*Instructions:* Please submit comments only and cite Information Collection 3090-XXXX, Improving Customer Experience, in all correspondence related to this collection. To confirm receipt of your comment(s), please check [regulations.gov](https://www.regulations.gov), approximately two-to-three business days after submission to verify posting (except allow 30 days for posting of comments submitted by mail).

#### FOR FURTHER INFORMATION CONTACT:

Requests for additional information should be directed to Amira Boland, Office of Government-wide Policy, 1800 F St. NW, Washington, DC 20405, or via email to [amira.boland@gsa.gov](mailto:amira.boland@gsa.gov).

#### SUPPLEMENTARY INFORMATION:

*Title:* Improving Customer Experience, (A-11, Section 280)  
*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.whitehouse.gov/wp-content/uploads/2018/06/s280.pdf>.

Section 280.7 established seven domains for measuring customer experience.

- Overall: (1) Satisfaction, (2) Confidence/Trust
- Service: (3) Quality
- Process: (4) Ease/Simplicity, (5) Efficiency/Speed, (6) Equity/Transparency

- People: (7) Employee Helpfulness

All High Impact Service Providers listed at <https://www.performance.gov/cx/HISPList.pdf> are required to ask questions in these domains of their customers. However, all agencies are encouraged to conduct their customer experience measurement in line with these standard measures.

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. For the purposes of this collection, Federal customer experience will be focused on real-time transaction-level measures.

The 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.

For reference, the proposed questions (also available on [www.performance.gov](http://www.performance.gov)) are below. All are on a Likert Scale from 1 to 5 (1=strongly disagree to 5=strongly agree) except free text questions).

[Landing Page]

1. I am satisfied with the service I received from [Program/Service name].)
2. This interaction increased my confidence in [Program/Service name]. OR I trust [Agency/Program/Service name] to fulfill our country's commitment to [relevant population].
3. Anything you want to tell us about your scores above? (free text)
4. Would you like to take two more minutes to answer five more questions to help us improve our services? (Y/N)

[Page 2 if respondent answered Y— programs will select what is applicable to them]

5. My need was addressed.
6. It was easy to complete what I needed to do.
7. It took a reasonable amount of time to do what I needed to do.
8. I was treated fairly.
9. Employees I interacted with were helpful.
10. Which service center did you visit today? OR "which service did you call about today?"
11. Anything else you'd like to share with us? (free text)

Following review and disposition of public comments on this 60-day notice, GSA will submit to OMB a 30-day

notice. Upon approval of the collection, GSA will submit collections on behalf of the following agencies for approval: Department of Agriculture, Department of Commerce, Department of Defense, Department of Education, Department of Energy, Department of Health and Human Services, Department of Homeland Security Department of Housing and Urban Development, Department of the Interior, Department of Justice, Department of Labor Department of State, United States Agency for International Development, the General Services Administration, Department of Transportation, Department of the Treasury, Department of Veterans Affairs, Environmental Protection Agency, National Aeronautics and Space Administration, the Consumer Financial Protection Bureau, National Science Foundation, Nuclear Regulatory Commission, the Small Business Administration, the Office of Personnel Management, and Social Security Administration.

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 collecting the information, all or a subset of information may be released only on [performance.gov](http://performance.gov). Release of any other data must be discussed with OMB before release.

Public responses to these individuals collections will provide insights in improving services offered to the public. If this information is not collected, vital feedback from customers and

stakeholders on services will be unavailable.

*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 50 customer feedback surveys.

*Average Number of Respondents per Activity:* Range varies greatly depending on Federal Service.

*Annual Responses:* Approximately 40,000,000.

*Average Minutes per Response:* 3 minutes.

*Burden Hours:* 2,000,000.

*Request for Comments:* Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. Comments are invited on: (a) Whether the collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden of the collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; (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; and (e) estimates of capital or start-up costs and costs of operation, maintenance, and purchase of services to provide information.

Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; to develop, acquire, install and utilize technology and systems for the purpose of collecting, validating and verifying information, processing and maintaining information, and disclosing and providing information; to train personnel and to be able to respond to a collection of information, to search data sources, to complete and review the collection of information; and to transmit or otherwise disclose the information.

All written comments will be available for public inspection

*Regulations.gov.* 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.

Dated: June 25, 2019.

**David A. Shive,**

*Chief Information Officer.*

[FR Doc. 2019-14217 Filed 7-2-19; 8:45 am]

**BILLING CODE 6820-34-P**

## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### Agency for Healthcare Research and Quality

#### Patient Safety Organizations: Voluntary Relinquishment for QA to QI LLC

**AGENCY:** Agency for Healthcare Research and Quality (AHRQ), Department of Health and Human Services (HHS).

**ACTION:** Notice of delisting.

**SUMMARY:** The Patient Safety and Quality Improvement Final Rule (Patient Safety Rule) authorizes AHRQ, on behalf of the Secretary of HHS, to list as a patient safety organization (PSO) an entity that attests that it meets the statutory and regulatory requirements for listing. A PSO can be “delisted” by the Secretary if it is found to no longer meet the requirements of the Patient Safety and Quality Improvement Act of 2005 (Patient Safety Act) and Patient Safety Rule, when a PSO chooses to voluntarily relinquish its status as a PSO for any reason, or when a PSO’s listing expires. AHRQ has accepted a notification of voluntary relinquishment from QA to QI LLC, PSO number P0091, of its status as a PSO, and has delisted the PSO accordingly.

**DATES:** The delisting was effective at 12:00 Midnight ET (2400) on June 15, 2019.

**ADDRESSES:** The directories for both listed and delisted PSOs are ongoing and reviewed weekly by AHRQ. Both directories can be accessed electronically at the following HHS website: <http://www.pso.ahrq.gov/listed>.

**FOR FURTHER INFORMATION CONTACT:** Cathryn Bach, Center for Quality Improvement and Patient Safety, AHRQ, 5600 Fishers Lane, MS 06N100B, Rockville, MD 20857; Telephone (toll free): (866) 403-3697; Telephone (local): (301) 427-1111; TTY (toll free): (866) 438-7231; TTY (local): (301) 427-1130; Email: [psa@ahrq.hhs.gov](mailto:psa@ahrq.hhs.gov).

**SUPPLEMENTARY INFORMATION:**

### Background

The Patient Safety Act, 42 U.S.C. 299b-21 to 299b-26, and the related Patient Safety Rule, 42 CFR part 3, published in the **Federal Register** on November 21, 2008, 73 FR 70732-70814, establish a framework by which individuals and entities that meet the definition of provider in the Patient Safety Rule may voluntarily report information to PSOs listed by AHRQ, on a privileged and confidential basis, for the aggregation and analysis of patient safety events.

The Patient Safety Act authorizes the listing of PSOs, which are entities or component organizations whose mission and primary activity are to conduct activities to improve patient safety and the quality of health care delivery.

HHS issued the Patient Safety Rule to implement the Patient Safety Act. AHRQ administers the provisions of the Patient Safety Act and Patient Safety Rule relating to the listing and operation of PSOs. The Patient Safety Rule authorizes AHRQ to list as a PSO an entity that attests that it meets the statutory and regulatory requirements for listing. A PSO can be “delisted” if it is found to no longer meet the requirements of the Patient Safety Act and Patient Safety Rule, when a PSO chooses to voluntarily relinquish its status as a PSO for any reason, or when a PSO’s listing expires. Section 3.108(d) of the Patient Safety Rule requires AHRQ to provide public notice when it removes an organization from the list of federally approved PSOs.

AHRQ has accepted a notification from QA to QI LLC, to voluntarily relinquish its status as a PSO. Accordingly, QA to QI LLC, P0091, was delisted effective at 12:00 Midnight ET (2400) on June 15, 2019.

QA to QI LLC has patient safety work product (PSWP) in its possession. The PSO will meet the requirements of section 3.108(c)(2)(i) of the Patient Safety Rule regarding notification to providers that have reported to the PSO and of section 3.108(c)(2)(ii) regarding disposition of PSWP consistent with section 3.108(b)(3). According to section 3.108(b)(3) of the Patient Safety Rule, the PSO has 90 days from the effective date of delisting and revocation to complete the disposition of PSWP that is currently in the PSO’s possession.

More information on PSOs can be obtained through AHRQ’s PSO website at <http://www.pso.ahrq.gov>.

**Virginia L. Mackay-Smith,**  
*Associate Director.*

[FR Doc. 2019-14215 Filed 7-2-19; 8:45 am]

**BILLING CODE 4160-90-P**

## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### Centers for Disease Control and Prevention

#### Public Health Service Act, Delegation of Authority

Notice is hereby given that I have delegated to the Director, Center for Surveillance, Epidemiology and Laboratory Services (CELS), Centers for Disease Control and Prevention (CDC), and the Director, Human Resources Office (HRO), CDC, without authority to redelegate, the authority vested in the Director, CDC/Administrator, Agency for Toxic Substances and Disease Registry (ATSDR), under Section 317F, Title III of the Public Health Service Act, [42 U.S.C. 247b-7, as amended, to carry out a loan repayment program in accordance with Section 317F, guidelines and procedures issued by the Director, CDC/Administrator, ATSDR, CEELS, HRO, and all other applicable federal laws, regulations and policies, in conjunction with the Future Leaders in Infectious and Global Health Threats (FLIGHT) program.

This delegation became effective on June 26, 2019.

**Robert R. Redfield,**

*Director, Centers for Disease Control and Prevention, Administrator, Agency for Toxic Substances and Disease Registry.*

[FR Doc. 2019-14255 Filed 7-2-19; 8:45 am]

**BILLING CODE 4160-18-P**

## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### Centers for Medicare & Medicaid Services

[Document Identifier: CMS-10556]

#### Agency Information Collection Activities: Proposed Collection; Comment Request

**AGENCY:** Centers for Medicare & Medicaid Services, HHS.

**ACTION:** Notice.

**SUMMARY:** The Centers for Medicare & Medicaid Services (CMS) is announcing an opportunity for the public to comment on CMS’ intention to collect information from the public. Under the Paperwork Reduction Act of 1995 (the PRA), federal agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information (including each proposed extension or reinstatement of an existing collection of information) and to allow 60 days for public comment on the