delivery, including communication materials, processes, supporting reference materials, and digital products associated with a federal program. This often requires ''field testing'' program informational materials, process updates, forms, or digital products (such as websites or mobile applications) by interacting with past, existing, or future customers and soliciting feedback. These activities can include cognitive laboratory studies, such as those used to refine questions on a program form to ensure clarity, demo kiosks at a service center where customers can provide informal feedback while waiting for a service, or more formally scheduled in-person observation testing (*e.g.,* website or software usability tests). These information collection activities are more specific than broad customer research and related to a particular artifact/product of a federal program. As such, there will be a more structured interview/set of questions than more open-ended customer research. Findings from these activities are meant to support the design and implementation of Federal program services and digital products and may only be shared in an anonymized/in aggregate if a particular insight is useful to include as part of a customer persona, journey map, or common lesson learned for improving service delivery.

The Agency will only submit 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 or burden hours per respondent) and are low-cost for both the respondents and the Federal Government;
- The collections are non-controversial;
- 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
- The agency will follow the procedures specified in OMB Circular A–11 Section 280 for the required quarterly reporting to OMB of trust data and experience driver data from surveys.
- Outside of the quarterly reporting mentioned in the bullet immediately above, if the agency intends to release journey maps, user personas, reports, or other data-related summaries stemming from this collection, the agency must include appropriate caveats around those summaries, noting that conclusions should not be generalized beyond the sample, considering the sample size and response rates. The agency must submit the data summary itself (*e.g.,* the report) and the caveat language mentioned above to OMB before it releases them outside the agency. OMB will engage in a passback process with the agency.

This clearance will help the Agency to establish a process where customer experience is regularly monitored and measured. The results will assist the Agency in the planning and decision-making processes to improve the quality of the Agency's products and services.

Results from feedback activities and surveys will be used to measure against established baseline standards and for measuring the Agency's progress toward defined goals.

There are neither legal nor technical obstacles to the use of technology in these information collection activities. The determination to use technology, and which technology to use, will be based on the type of information collected and the utility and the availability of specific technology to each respondent in a proposed customer research activity or feedback survey.

The information collected in these surveys will represent the minimum burden necessary to evaluate customer experience with the Agency's programs and processes. The Agency will minimize the burden on respondents by sampling as appropriate, asking for readily available information, and using short, easy-to-complete information collection instruments.

Without regular mechanisms for collecting and generating customer insights, the Agency is not able to provide the public with the highest level of service. These activities will be coordinated to ensure that most individual respondents will not be asked to respond to more than one survey instrument per transaction or to participate in more than one qualitative feedback or testing activity.

Activity and survey instructions will provide all necessary assurances of confidentiality to the respondents. Although there is no requirement for such an assurance in statute, the quality of this type of information requires respondent candor and anonymity.

There is no change in information being collected or the burden.

Analysis

Agency: Department of Homeland Security (DHS).

Title: Generic Clearance for Improving Customer Experience (OMB Circular A–11, 280 Implementation).

OMB Number: 1601–0029.

Frequency: Annually.

Affected Public: Individuals or Households.

Number of Respondents: 2,001,550.

Estimated Time per Respondent: N/A.

Total Burden Hours: 101,125.

Suzanne Komara,

Acting Deputy Executive Director, Enterprise Business Management Directorate.

[FR Doc. 2026–24128 Filed 11–25–26; 8:45 am]

BILLING CODE 9112–FL–P

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[Docket No. FR–7094–N–13; OMB Control No. 2506–0133]

60-Day Notice of Proposed Information Collection: Housing Opportunities for Persons With AIDS (HOPWA) Program

AGENCY: Office of Community Planning and Development, HUD.

ACTION: Notice.

SUMMARY: HUD is seeking approval from the Office of Management and Budget (OMB) for the information collection described below. In accordance with the Paperwork Reduction Act, HUD is requesting comment from all interested parties on the proposed collection of information. The purpose of this notice is to allow for 60 days of public comment.

DATES: *Comments Due Date:* January 26, 2027.

ADDRESSES: Interested persons are invited to submit comments regarding this proposal. Written comments and recommendations for the proposed information collection can be sent within 60 days of publication of this notice to *www.regulations.gov.* Interested persons are also invited to submit comments regarding this proposal and comments should refer to the proposal by name and/or OMB Control Number and should be sent to: Urnell Johnson, PRA Supervisor, Correspondence Unit, Department of Housing and Urban Development, 451 7th Street SW, Room 7232, Washington, DC 20410.

FOR FURTHER INFORMATION CONTACT: Claire Donze, Senior Program Financial Operations Specialist, Office of HIV/AIDS Housing, Department of Housing and Urban Development, 451 7th Street SW, Washington, DC 20410; email *Claire.L.Donze@hud.gov* or telephone (202) 402–2365. This is not a toll-free

number. HUD welcomes and is prepared to receive calls from individuals who are deaf or hard of hearing, as well as individuals with speech or communication disabilities. To learn more about how to make an accessible telephone call, please visit *https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs.*

Copies of available supporting documents for the proposed collection may be obtained from Ms. Donze.

SUPPLEMENTARY INFORMATION: This notice informs the public that HUD is seeking approval from OMB for the information collection described in Section A.

A. Overview of Information Collection

Title of Information Collection: Housing Opportunities for Persons With AIDS (HOPWA): Grant Reporting, Recordkeeping, and Closeout.

OMB Approval Number: 2506–0133.

Type of Request: Revision of currently approved collection.

Form Number: HUD–40110–B, HUD–4153, HUD–4154, HUD–4155, HUD–4158, SF–425.

Description of the need for the information and proposed use:

The current Paperwork Reduction Act approval under OMB Control No. 2506–0133 covers reporting, and record keeping requirements for both the HOPWA formula and competitive grant programs. The competitive grant program includes new competitive grants and renewal/replacement grants. This revision applies to reporting and closeout requirements for all HOPWA grantees.

This submission requests to add additional data elements to form HUD–4155, remove data elements that are no longer needed, update language in the HOPWA grant closeout certification, as well as updating the collection method for the HOPWA grant closeout certification to submit in Integrated Disbursement and Information System (IDIS).

HUD plans to continue using the data elements in this submission for the purposes of measuring program performance against benchmark goals and objectives and communicate the program's achievements and contributions towards Departmental strategic goals.

Respondents: HOPWA competitive and renewal grant applicants, and all HOPWA formula, competitive, and renewal grantees.

Information collection	Number of respondents	Frequency of response	Responses per annum	Burden hour per response	Annual burden hours	Hourly cost per response	Annual cost
Consolidated APR/CAPER Data Elements (HUD–4155)	258.00	1.00	258.00	40.00	10320.00	$29.57	$305,162.40
HUD–4154, HIV Housing Care Continuum Model Report (new competitive SPNS grant only)	30.00	1.00	30.00	20.00	600.00	29.57	17,742.00
HUD–4153, SPNS Grant Model Report (new competitive SPNS grant only)	30.00	1.00	30.00	40.00	1200.00	29.57	47,484.00
Recordkeeping for Competitive, PSH, and Formula Grantees	258.00	1.00	258.00	60.00	15480.00	29.57	457,743.60
Grant Amendments (budget change, extension, or early termination)	30.00	1.00	30.00	6.00	180.00	29.57	5,322.60
Grant Closeout (closeout certification, SF425, and all financial, performance, and other reports required as a condition of the grant)	258.00	1.00	200.00	11.00	2,200.00	29.57	65,054.00
Total	864.00		806.00		29,980.00		898,508.60

HOPWA grantees and applicants may be required to respond to more than one piece of information collection. All annualized costs reflect staff time spent on tasks in the table. The hourly rate of $29.57 is based on a GS–9 for Rest of United States. 10,320 hours * $29.57 = $305,162.40.

The estimated costs under this OMB approval number in this request is higher than previous approval because of the higher hourly wage compared to the previous submission. Responses per annum and annual burden hours are actually lower than previous submission because of the a reduced number of new competitive SPNS grantees, and more efficient processing of grant closeouts through the IDIS system.

B. Solicitation of Public Comment

This notice is soliciting comments from members of the public and affected parties concerning the collection of information described in Section A on the following:

(1) 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) The accuracy of the agency's estimate of the burden of the proposed collection of information;

(3) Ways to enhance the quality, utility, and clarity of the information to be collected; and

(4) Ways to 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.

HUD encourages interested parties to submit comments in response to these questions.

C. Authority

44 U.S.C. 3507.

Ronald J. Kurtz,

Assistant Secretary for Community Planning and Development.

[FR Doc. 2026–24074 Filed 11–25–26; 8:45 am]

BILLING CODE 4210–67–P

DEPARTMENT OF THE INTERIOR

Bureau of Land Management

[A2407–014–004–065516; O2509–014–004–125222.1; LLWY]

Plat(s) of Survey Filed; Wyoming

AGENCY: Bureau of Land Management, Interior.

ACTION: Notice of official filing.

SUMMARY: The purpose of this notice is to inform the public and interested State and local government officials that the plat(s) of survey (plat(s)) of the following described lands were