

Headquarters and pending approval of the Office of Management and Budget) of a five-minute burden per respondent and an aggregate burden of 100 hours per airport per year. Assuming that all 119 major hub airports and half of the 310 smaller airports (or 155 in all) employ this process, aggregate systemwide burden will not exceed 27,400 hours per year. There will be no burden on passengers who choose not to respond.

(3) *Complaints and Compliments at the Point of Service.* In response to passenger requests to provide customer-initiated feedback right at the point of service, TSA also intends to make available to airports a Customer Comment Form, which will collect open-ended feedback and, if the passenger desires, contact information so that TSA staff can respond to the passenger's comment. TSA Headquarters will design the form and make it available to airports. Airports will distribute it upon request to passengers who indicate that they wish to make a formal complaint, compliment, or other comment.

TSA airport staff will collect the forms back from passengers, categorize comments, enter the results into an on-line system for storage and reporting, and respond to passengers as necessary. We will also provide an e-mail address, phone number, and mailing address for passengers to return the forms to either airports or TSA Headquarters. TSA may consider adding a postage-paid business reply frank to the cards so that they can be returned to TSA at the passenger's convenience and at no cost to them. TSA will also continue to provide mechanisms on its web site and the TSA Contact Center for passengers to make comments independently of airport involvement.

Based on the number of comments that have been made at the airports and reported to TSA Headquarters via the Performance Measurement Information System through the first quarter of Calendar Year 2003, total projected volume is approximately 25,200 comments per year systemwide. Assuming an average burden of 10 minutes per comment per passenger who chooses to make one, total burden is estimated to be 4,200 hours annually.

Use of Results

TSA Headquarters and individual airports will use all of these results to evaluate and improve customer service, both via formal, rigorous performance measurement and via targeted responses to problem areas identified at individual sites. These data collection efforts will have no impact on non-TSA airport

administration staff, although TSA may seek to partner with airport management at some sites to share relevant data with one another. Results of the Statistically Valid Intercept Surveys (1) and Complaints and Compliments at the Point of Service (3) will be used, along with other inputs, to create a Customer Satisfaction Index for Aviation Operations (CSI-A), a key TSA performance measure. TSA will use both the CSI-A and other customer-oriented performance measures to evaluate the impact of policy or process changes on customer satisfaction and public confidence.

Issued in Arlington, Virginia, on May 15, 2003.

Susan T. Tracey,

Deputy Chief Administrative Officer.

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DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[Docket No. FR-4817-N-07]

Notice of Proposed Information Collection for Public Comment—Public Housing Homeownership Program—Application, Documentation, Reporting and Recordkeeping

AGENCY: Office of the Assistant Secretary for Public and Indian Housing, 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:* July 22, 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: Mildred M. Hamman, Reports Liaison Officer, Public and Indian Housing, Department of Housing and Urban Development, 451 7th Street, SW., Room 4249, Washington, DC 20410-5000.

FOR FURTHER INFORMATION CONTACT: Mildred M. Hamman, (202) 708-0614, extension 4128. (This is not a toll-free number).

SUPPLEMENTARY INFORMATION: The Department will submit 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 of information 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 through 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: Public Housing Agency Homeownership—Documentation.

OMB Control Number: 2577-0233.

Description of the need for the information and proposed use: Public Housing Agencies (PHAs) make available public housing units; public housing projects, and other housing units or developments owned, assisted, or operated, or otherwise acquired for purchase by low-income families for use as principal residences by such families. Families who are interested in purchasing a unit must submit applications to the PHA or purchase and resale entities (PREs). A PRE must prepare and submit to the PHA and HUD a homeownership program before the PRE may purchase any public housing units or projects. The PRE must demonstrate legal and practical capability to carry out the program, provide a written agreement that specifies the respective rights and obligations of the PRE and the PHA, the PHA must develop a homeownership program and obtain HUD approval before it can be implemented, provide supporting documentation and additional supporting documentation for acquisition or non-public housing for homeownership. PHA applications can be submitted electronically via the Internet. PHAs will be required to maintain records and report annually on the public housing homeownership program.

Agency form numbers, if applicable: HUD 52860, if the Public and Indian Housing Information Center (PIC) is used for submission.

Members of affected public: State or local government.

Estimation of the total number of hours needed to pare the information collection including number of respondents, frequency of response, and hours of response: 1,000 respondents, annual submission, 9.7 hours per response; the total reporting burden is 9,720 hours.

Status of the proposed information collection: Extension.

Authority: Section 3506 of the Paperwork Reduction Act of 1995, 44 U.S.C. chapter 35, as amended.

Dated: May 19, 2003.

Michael Liu,

Assistant Secretary for Public and Indian Housing.

[FR Doc. 03-12928 Filed 5-22-03; 8:45 am]

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DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[Docket No. FR-4809-N-21]

Federal Property Suitable as Facilities To Assist the Homeless

AGENCY: Office of the Assistant Secretary for Community Planning and Development, HUD.

ACTION: Notice.

SUMMARY: This Notice identifies unutilized, underutilized, excess, and surplus Federal property reviewed by HUD for suitability for possible use to assist the homeless.

FOR FURTHER INFORMATION CONTACT:

Mark Johnston, room 7266, Department of Housing and Urban Development, 451 Seventh Street SW., Washington, DC 20410; telephone (202) 708-1234; TTY number for the hearing- and speech-impaired (202) 708-2565 (these telephone numbers are not toll-free), or call the toll-free Title V information line at 1-800-927-7588.

SUPPLEMENTARY INFORMATION: In accordance with 24 CFR part 581 and section 501 of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11411), as amended, HUD is publishing this Notice to identify Federal buildings and other real property that HUD has reviewed for suitability for use to assist the homeless. The properties were reviewed using information provided to HUD by Federal landholding agencies regarding unutilized and underutilized buildings and real property controlled by such agencies or by GSA regarding its inventory of excess or surplus Federal property. This Notice is also published in order to comply with the December 12, 1988 Court Order in

National Coalition for the Homeless v. Veterans Administration, No. 88-2503-OG (D.D.C.).

Properties reviewed are listed in this Notice according to the following categories: Suitable/available, suitable/unavailable, suitable/to be excess, and unsuitable. The properties listed in the three suitable categories have been reviewed by the landholding agencies, and each agency has transmitted to HUD: (1) Its intention to make the property available for use to assist the homeless, (2) its intention to declare the property excess to the agency's needs, or (3) a statement of the reasons that the property cannot be declared excess or made available for use as facilities to assist the homeless.

Properties listed as suitable/available will be available exclusively for homeless use for a period of 60 days from the date of this Notice. Where property is described as for "off-site use only" recipients of the property will be required to relocate the building to their own site at their own expense. Homeless assistance providers interested in any such property should send a written expression of interest to HHS, addressed to Shirley Kramer, Division of Property Management, Program Support Center, HHS, room 5B-41, 5600 Fishers Lane, Rockville, MD 20857; (301) 443-2265. (This is not a toll-free number.) HHS will mail to the interested provider an application packet, which will include instructions for completing the application. In order to maximize the opportunity to utilize a suitable property, providers should submit their written expressions of interest as soon as possible. For complete details concerning the processing of applications, the reader is encouraged to refer to the interim rule governing this program, 24 CFR part 581.

For properties listed as suitable/to be excess, that property may, if subsequently accepted as excess by GSA, be made available for use by the homeless in accordance with applicable law, subject to screening for other Federal use. At the appropriate time, HUD will publish the property in a Notice showing it as either suitable/available or suitable/unavailable.

For properties listed as suitable/unavailable, the landholding agency has decided that the property cannot be declared excess or made available for use to assist the homeless, and the property will not be available.

Properties listed as unsuitable will not be made available for any other purpose for 20 days from the date of this Notice. Homeless assistance providers interested in a review by HUD of the

determination of unsuitability should call the toll free information line at 1-800-927-7588 for detailed instructions or write a letter to Mark Johnston at the address listed at the beginning of this Notice. Included in the request for review should be the property address (including zip code), the date of publication in the **Federal Register**, the landholding agency and the property number.

For more information regarding particular properties identified in this Notice (*i.e.*, acreage, floor plan, existing sanitary facilities, exact street address), providers should contact the appropriate landholding agencies at the following addresses: *Air Force:* Mr. Albert F. Lowas, Jr., Air Force Real Property Agency 1700 North Moore Street, Suite 2300, Arlington, VA 22209-2802; (703) 696-5501; *Army:* Ms. Julie Jones-Conte, Department of the Army, Office of the Assistant Chief of Staff for Installation Management, Attn: DAIM-MD, Room 1E677, 600 Army Pentagon, Washington, DC 20310-600; (703) 692-9223; *Dot:* Mr. Rugene Spruill, DOT Headquarters Project Team, Department of Transportation, 400 7th Street, SW, Room 10314, Washington, DC 20590; (202) 366-4246; *Energy:* Mr. Tom Knox, Department of Energy, Office of Engineering & Construction Management, CR-80, Washington, DC 20585; (202) 586-8715; (These are not toll-free numbers).

Dated: May 15, 2003.

John D. Garrity,

Director, Office of Special Needs Assistance Programs.

TITLE V, FEDERAL SURPLUS PROPERTY PROGRAM FEDERAL REGISTER REPORT FOR 5/23/03

Suitable/Available Properties

Buildings (by State)

Kansas

5 Bldgs.

Fort Leavenworth 00490, 00491, 00492, 00494, 00497

Ft. Leavenworth Co: KS 66048-

Landholding Agency: Army

Property Number: 21200320104

Status: Unutilized

Comment: 156 sq. ft., guard towers, off-site use only

Maryland

Bldg. 2273

Ft. George G. Meade

Ft. Meade Co: MD 20755-5115

Landholding Agency: Army

Property Number: 21200320105

Status: Unutilized

Comment: 54 sq. ft., most recent use—storage, off-site use only

Bldg. 2456

Ft. George G. Meade

Ft. Meade Co: MD 20755-5115