

practices, organizational support, and costs. This outline should identify specific tasks required to accomplish the goals and objectives of the project, detailing how the system will be documented for replication by another agency. The specific innovations, interventions, and activities must be included in the work plan.

c. Draft Final Report. The Grantee(s) shall prepare a Draft Final Report that includes a description of the implemented project or system, partners, system design and innovations, evaluation methodology and findings, and recommendations for system improvements. In terms of ability to transfer the technology or the system to another State, it is important to know what worked and did not work, under what circumstances, and what can be done to avoid potential problems in future projects. The Grantee(s) shall submit the Draft Final Report to the COTR 90 days prior to the end of the performance period. The COTR will review the draft report and provide comments to the Grantee(s) within 30 days of receipt of the document.

d. Final Report. The Grantee(s) shall revise the Draft Final Report to reflect the COTR's comments. The revised final report shall be delivered to the COTR one (1) month before the end of the performance period. The Grantee(s) shall supply the COTR one-camera ready version of the document, as printed and one copy, on appropriate media (diskette, etc.) of the document in the original program format that was used for the printing process. Some documents require several different original program languages (e.g., PageMaker for general layout and design, PowerPoint for charts, Project for project timeline management, and another for photographs, etc.). Each of these component parts should be available on disk, properly labeled with the program format and the file names. For example, PowerPoint files should be clearly identified by both a descriptive name and file name (e.g., 2000 Fatalities—chart1.ppt). The document must be completely assembled with all colors, charts, sidebars, photographs, and graphics. This can be delivered to NHTSA on a standard 1.44 floppy diskette (for small documents) or on any appropriate archival media (for larger documents) such as a CD ROM, TR-1 Mini cartridge, SyQuest disk, etc. The Grantee(s) shall provide four additional hard copies of the final document.

e. Briefings, Presentations and System Demonstrations. The Grantee(s) shall make a briefing and system demonstration to NHTSA officials and other invited parties in Washington, DC

at the beginning and upon completion of the project. The Grantee(s) shall make a presentation concerning the project at a minimum of one national meeting (e.g., American Association of Motor Vehicle Administrators (AAMVA) or the Governor's Highway Safety Association (GHSA)). The Grantee(s) shall prepare an article and submit it for publication in a professional journal. An initial briefing, an interim briefing approximately midway through the period of performance, in addition to a final briefing, may be required. All articles, briefings, and presentations/demonstrations will be submitted to NHTSA initially in draft format for review and comment. The Grantee(s) shall submit drafts to the COTR 60 days before the event date or publication submission date. The COTR will review the draft report and provide comments to the Grantee(s) within 15 calendar days of receipt of the documents.

3. During the effective performance period of cooperative agreements awarded as a result of this announcement, the agreement shall be subject to the National Highway Traffic Safety Administration's General Provisions for Assistance Agreements, dated July 1995.

Issued on: June 10, 2004.

**Marilena Amoni,**

*Associate Administrator for Program Development and Delivery.*

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**BILLING CODE 4910-59-P**

## DEPARTMENT OF TRANSPORTATION

### Bureau of Transportation Statistics

#### Request for OMB Clearance of an Information Collection; Customer Satisfaction Surveys Program

**AGENCY:** Bureau of Transportation Statistics (BTS), DOT.

**ACTION:** Notice.

**SUMMARY:** In compliance with the Paperwork Reduction Act of 1995, Public Law 104-13, the Bureau of Transportation Statistics invites the general public, industry and other governmental parties to comment to the Office of Management and Budget (OMB) on continuing need for and usefulness of BTS' Customer Satisfaction Surveys. This collection request has been published in the **Federal Register** on March 31, 2004 on Page 17031 with a 60 day comment period ending May 30, 2004. The 60 day notice produced no comments. This collection is now being submitted to OMB for approval.

**DATES:** Written comments should be submitted by July 19, 2004.

**ADDRESSES:** You may submit a comment (identified by OMB Number 2139-0007) to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 17th Street, NW., Washington, DC 20503, Attention: BTS Desk Officer.

**FOR FURTHER INFORMATION CONTACT:** Ms. Lori Putman, Office of Survey Programs, K-23, Room 4432, Bureau of Transportation Statistics, 400 Seventh Street, SW., Washington, DC 20590-0001, (202) 366-5336.

**SUPPLEMENTARY INFORMATION:**

*OMB Approval No.* 2139-0007.

*Title:* Customer Satisfaction Surveys.

*Form No.:* None.

*Type Of Review:* Renewal of a currently approved collection.

*Respondents:* U.S. Households.

*Number of Respondents:* 22,000.

*Estimated Time per Response:* 5-17 minutes.

*Total Annual Burden:* 8700 hours (estimate).

*Needs and Uses:* In 1993, Executive Order #12862 was implemented by the President to insure the highest quality service possible to the American people. Federal agencies are required to establish and implement customer service standards to guide the operations of the agency, to judge the performance of the agency, and to make appropriate resource allocations. To fulfill the requirements of this mandate, the Bureau of Transportation Statistics (BTS) immediately implemented plans and requirements for measuring customer satisfaction with BTS and Department of Transportation programs and services. As the statistical agency of the Department of Transportation, BTS is charged with fulfilling a wide variety of user needs. BTS has implemented a wide range of customer satisfaction surveys. The approaches include the Omnibus Survey Programs and the BTS Customer Satisfaction Survey, all of which are covered by this clearance request. Consistent with the requirements of Executive Order #12862, BTS plans to continue data collections at several levels to better assess and evaluate customer satisfaction within products, services, and overall performance of the agency over the next three years.

*Description of Survey Topics:* The Omnibus Surveys Program is comprised of several different surveys—A monthly Household Survey and periodic targeted surveys. The primary purpose of the Omnibus Household Survey are: (1) To determine the public's level of satisfaction with the nation's

transportation system in light of the Department's strategic objectives, (2) to determine the public's satisfaction with the Department of Transportation products and services; and (3) to be a vehicle for the Operation Administrations within the Department of Transportation to survey the public about Administration-specific topics.

The Omnibus targeted surveys are designed on an "as needed" basis to address specific, emerging transportation issues. Although there is no schedule for such surveys, this submission requests clearance for a maximum of 8 targeted surveys per year. In the past, BTS has conducted such targeted surveys as the Mariner's Survey (which collects data about the Merchant

Marines to be used in the event of a national emergency), the Highway User Survey (which collects data on highway usage) and the Bicycle/Pedestrian Survey (which collects data on bicycle usage and on walking as transportation). Data collection for targeted surveys may be one time only or recurring.

The BTS Customer Satisfaction Survey was implemented in 1998. The resulting data identified customers who are served by the Bureau of Transportation Statistics; determined the kind of quality of services they want; and measured their level of satisfaction with existing services. The surveys covered by this request do not duplicate information currently being collected by any other agency or

component within the Department of Transportation. The information to be collected by these surveys is not currently available in any other format or from any other source or combination of sources.

*Burden Statement:* The total annual respondent burden estimate is 8,700 hours. The number of respondents and average burden hour per response will vary with each survey.

Issued in Washington, DC, on June 9, 2004.

**Michael Cohen,**

*Assistant Director, Survey Programs, Bureau of Transportation Statistics.*

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