

condition adequately protects affected employees, a petition for partial revocation under 49 U.S.C. 10502(d) must be filed.

Provided no formal expression of intent to file an offer of financial assistance (OFA) has been received, this exemption will be effective on March 11, 2006, unless stayed pending reconsideration. Petitions to stay that do not involve environmental issues,<sup>1</sup> formal expressions of intent to file an OFA under 49 CFR 1152.27(c)(2),<sup>2</sup> and trail use/rail banking requests under 49 CFR 1152.29 must be filed by February 21, 2006. Petitions to reopen or requests for public use conditions under 49 CFR 1152.28 must be filed by March 1, 2006, with: Surface Transportation Board, 1925 K Street, NW., Washington, DC 20423-0001.

A copy of any petition filed with the Board should be sent to GTW's representative: Michael J. Barron, Jr., Fletcher & Sippel LLC, 29 North Wacker Drive, Suite 920, Chicago, IL 60606-2832.

If the verified notice contains false or misleading information, the exemption is void *ab initio*.

GTW has filed environmental and historic reports which address the effects, if any, of the abandonment on the environment and historic resources. SEA will issue an environmental assessment (EA) by February 14, 2006. Interested persons may obtain a copy of the EA by writing to SEA (Room 500, Surface Transportation Board, Washington, DC 20423-0001) or by calling SEA, at (202) 565-1539. [Assistance for the hearing impaired is available through the Federal Information Relay Service (FIRS) at 1-800-877-8339.] Comments on environmental and historic preservation matters must be filed within 15 days after the EA becomes available to the public.

Environmental, historic preservation, public use, or trail use/rail banking conditions will be imposed, where appropriate, in a subsequent decision.

Pursuant to the provisions of 49 CFR 1152.29(e)(2), GTW shall file a notice of consummation with the Board to signify that it has exercised the authority

granted and fully abandoned the line. If consummation has not been effected by GTW's filing of a notice of consummation by February 9, 2007, and there are no legal or regulatory barriers to consummation, the authority to abandon will automatically expire.

Board decisions and notices are available on our Web site at <http://www.stb.dot.gov>.

Decided: February 1, 2006.

By the Board, David M. Konschnik, Director, Office of Proceedings.

**Vernon A. Williams,**

*Secretary.*

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**BILLING CODE 4915-01-P**

## DEPARTMENT OF THE TREASURY

### Departmental Offices/Federal Consulting Group; Proposed Collection; Comment Request

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

**SUMMARY:** The Department of the Treasury, as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on proposed and/or continuing information collections, as required by the Paperwork Reduction Act of 1995, Public Law 104-13 (44 U.S.C. 3506(c)(2)(A)). Currently, the Federal Consulting Group within the Department of the Treasury is soliciting comments concerning the American Customer Satisfaction Index (ACSI) Customer Satisfaction Survey.

**DATES:** Written comments should be received on or before April 4, 2006 to be assured of consideration.

**ADDRESSES:** Direct all written comments to the Federal Consulting Group, Attention: Ronald Oberbillig, 799 9th Street, NW., Washington, DC 20239, (202) 504-3656, [Ron.Oberbillig@bpd.treas.gov](mailto:Ron.Oberbillig@bpd.treas.gov).

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information or copies of the form(s) and instructions should be directed to the Federal Consulting Group, Attention: Ronald Oberbillig, 799 9th Street, NW., Washington, DC 20239, (202) 504-3656, [Ron.Oberbillig@bpd.treas.gov](mailto:Ron.Oberbillig@bpd.treas.gov).

**SUPPLEMENTARY INFORMATION:** *Title:* American Customer Satisfaction Index (ACSI) Survey.

*OMB Number:* 1505-0191.

*Abstract:* The following summary of the proposed renewal of an information

collection activity is designed to continue to support a means to consistently measure and compare customer satisfaction with federal government agency programs and/or services within the Executive Branch. The Federal Consulting Group of the Department of the Treasury serves as the executive agent for this project, and has partnered with the CFI Group and the University of Michigan to offer the ACSI to federal government agencies ("the partnership").

The General Services Administration selected the ACSI in 1999 through a competitive procurement process as the vehicle for obtaining the required information. From 1999 to 2001, the General Services Administration served as the executive agent for the ACSI; and in 2001, the General Services Administration transferred the OMB clearance to the Department of the Treasury. The Federal Consulting Group requested and received a three-year generic clearance from the Office of Management and Budget for the ACSI in May 2003.

The CFI Group, a leader in customer satisfaction and customer experience management, offers a comprehensive system that quantifies the effects of quality improvements on citizen satisfaction. The CFI Group has developed the methodology and licenses it to the National Quality Research Center at the University of Michigan which produces the American Customer Satisfaction Index (ACSI). This national economic indicator, published quarterly in the Wall Street Journal, was introduced in 1994 by Professor Claes Fornell under the auspices of the University of Michigan, the American Society for Quality (ASQ), and the CFI Group. The ACSI monitors and benchmarks customer satisfaction across more than 200 companies and many U.S. federal agencies.

The ACSI is the only cross-agency methodology for obtaining comparable measures of customer satisfaction with federal government programs and/or services. Along with other economic objectives—such as employment and growth—the quality of output (goods and services) is a part of measuring living standards. The ACSI's ultimate purpose is to help improve the quality of goods and services available to American citizens.

The surveys that comprise the federal government's portion of the ACSI will be completely subject to the Privacy Act 1074, Public Law 93-579, December 31, 1974 (5 U.S.C. 522a). The agency information collection will be used solely for the purpose of the survey. The ACSI partnership will not be authorized

<sup>1</sup> The Board will grant a stay if an informed decision on environmental issues (whether raised by a party or by the Board's Section of Environmental Analysis (SEA) in its independent investigation) cannot be made before the exemption's effective date. See *Exemption of Out-of-Service Rail Lines*, 5 I.C.C.2d 377 (1989). Any request for a stay should be filed as soon as possible so that the Board may take appropriate action before the exemption's effective date.

<sup>2</sup> Each OFA must be accompanied by the filing fee, which currently is set at \$1,200. See 49 CFR 1002.2(f)(25).

to release any agency information upon completion of the survey without first obtaining permission from the Federal Consulting Group and the participating agency. In no case shall any new system of records containing privacy information be developed by the Federal Consulting Group, participating agencies, or the contractor collecting the data. In addition, participating federal agencies may only provide information used to randomly select respondents from among established systems of records provided for such routine uses.

This survey asks no questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

**Current Actions:** Proposed renewal of collection of information.

**Type of Review:** Renewal.

**Affected Public:** Individuals or households/business or other for-profit/not-for-profit institutions/farms/federal government/state, local or tribal government.

**Estimated Number of Respondents:** Participation by federal agencies in the ACSI is expected to vary as new customer segment measures are added or deleted. However, based on historical records, projected estimates for fiscal years 2006 through 2008 are as follows:

**Fiscal Year 2006—100 Customer Satisfaction Surveys**

**Respondents:** 26,000; annual responses: 26,000; average minutes per response: 12.0; burden hours: 5,200.

**Fiscal Year 2007—150 Customer Satisfaction Surveys**

**Respondents:** 39,000; annual responses: 39,000; average minutes per response: 12.0; burden hours: 7,800.

**Fiscal Year 2008—200 Customer Satisfaction Surveys**

**Respondents:** 52,000; annual responses: 52,000; average minutes per response: 12.0; burden hours: 10,400.

**Request for Comments**

Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. All comments will become a matter of public record. 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.

Dated: February 3, 2006.

**Ronald Oberbillig,**

*Chief Operating Officer, Federal Consulting Group.*

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**BILLING CODE 4810-25-P**

**DEPARTMENT OF THE TREASURY**

**Financial Crimes Enforcement Network; Proposed Renewal Without Change; Comment Request; Customer Identification Programs for Various Financial Institutions**

**AGENCY:** Financial Crimes Enforcement Network, Department of the Treasury.

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

**SUMMARY:** As part of our continuing effort to reduce paperwork and respondent burden, the Financial Crimes Enforcement Network invites comment on a proposed renewal, without change, to information collections found in regulations requiring futures commission merchants, introducing brokers, banks, savings associations, credit unions, certain non-federally regulated banks, mutual funds, and broker-dealers, to develop and implement customer identification programs reasonably designed to prevent those financial institutions from being used to facilitate money laundering and the financing of terrorist activities. This request for comment is being made pursuant to the Paperwork Reduction Act of 1995, Public Law 104-13, 44 U.S.C. 3506(c)(2)(A).

**DATES:** Written comments are welcome and must be received on or before April 10, 2006.

**ADDRESSES:** Written comments should be submitted to: Office of Chief Counsel, Financial Crimes Enforcement Network, Department of the Treasury, P.O. Box 39, Vienna, VA 22183, Attention: Customer Identification Program Comments. Comments also may be submitted by electronic mail to the following Internet address: [regcomments@fincen.gov](mailto:regcomments@fincen.gov), again with a caption, in the body of the text, "Attention: Customer Identification Program Comments."

**Inspection of comments.** Comments may be inspected, between 10 a.m. and 4 p.m., in the Financial Crimes Enforcement Network reading room in Washington, DC. Persons wishing to inspect the comments submitted must request an appointment by telephoning (202) 354-6400 (not a toll free number).

**FOR FURTHER INFORMATION CONTACT:** The Regulatory Policy and Programs Division at (800) 949-2732.

**SUPPLEMENTARY INFORMATION:** *Abstract:* The statute generally referred to as the "Bank Secrecy Act," Titles I and II of Public Law 91-508, as amended, codified at 12 U.S.C. 1829b, 12 U.S.C. 1951-1959, and 31 U.S.C. 5311-5332, authorizes the Secretary of the Treasury, *inter alia*, to require financial institutions to keep records and file reports that are determined to have a high degree of usefulness in criminal, tax, and regulatory matters, or in the conduct of intelligence or counter-intelligence activities, to protect against international terrorism, and to implement counter-money laundering programs and compliance procedures.<sup>1</sup>

Regulations implementing Title II of the Bank Secrecy Act appear at 31 CFR part 103. The authority of the Secretary of the Treasury to administer the Bank Secrecy Act has been delegated to the Director of the Financial Crimes Enforcement Network. Regulations implementing section 5318(h)(1) are found at 31 CFR 103.121, 103.122, 103.123, and 103.131. In general, the regulations require the referenced financial institutions to establish, document, and maintain customer identification programs as an aid in securing the U.S. financial system. Financial institutions defined in 31 U.S.C. 5312(a)(2) and 31 CFR 103.11 are subject to the customer identification program requirement.

1. *Title:* Customer identification programs for banks, savings associations, credit unions, and certain non-federally regulated banks. (31 CFR 103.121.)

*Office of Management and Budget Control Number:* 1506-0026.

*Abstract:* Banks, savings associations, credit unions, and certain non-federally regulated banks are required to develop and maintain customer identification programs. Section 326 of the USA Patriot Act of 2001, (Pub. L. 107-56) provides that, at a minimum, financial institutions implement reasonable

<sup>1</sup> Language expanding the scope of the Bank Secrecy Act to intelligence or counter-intelligence activities to protect against international terrorism was added by Section 358 of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism (USA PATRIOT) Act of 2001, Pub. L. 107-56.