

issue an ITP for the HCP, but turbine operations would be different than under the applicant's proposed project. All turbines would be feathered when the ambient temperature is above 10 °C, based on a 5-minute rolling average from one half-hour before sunset to one half-hour after sunrise during the spring migration season (April 1 through May 15) up to 3.5 m/s, during the summer season (May 16 through July 31) up to 3.0 m/s, and during the fall migration season (August 1 through October 15) up to 4.0 m/s. The estimated fatality rates for this alternative are:

- 13.46 Indiana bats and 3.1 northern long-eared bats per year for years 1–22;
- 7.94 Indiana bats and 1.84 northern long-eared bats per year for years 23–27; and

- 3.11 Indiana bats and 0.72 northern long-eared bats per year for years 28–30.
- This results in a total of 345 Indiana bats and 79 northern long-eared bats over the 30-year permit term;

4. More Restrictive Operations alternative, in which the Service would issue an ITP for the HCP, but turbine operations would be different than under the applicant's proposed project. All turbines would be feathered when the ambient temperature is above 10 °C based on a 5-minute rolling average from one half-hour before sunset to one half-hour after sunrise during the spring migration season (April 1 through May 15) up to 3.5 m/s, summer (May 16 through July 31) up to 3.0 m/s, and during the fall migration season (August 1 through October 15) up to 6.5 m/s. The estimated fatality rates for this alternative are:

- 9.47 Indiana bats and 2.18 northern long-eared bats per year for years 1–22;
- 5.59 Indiana bats and 1.28 northern long-eared bats per year for years 23–27; and

- 2.19 Indiana bats and 0.51 northern long-eared bats per year for years 28–30.

This results in a total of 277 Indiana bats and 65 northern long-eared bats over the 30-year permit term. The quantity of mitigation needed to offset the impact of the taking and the level of effort of monitoring varies between the alternatives, although mitigation, monitoring, adaptive management, and funding assurances are components of all three action alternatives.

The DEA considers the direct, indirect, and cumulative effects of the alternatives, including any measures intended to minimize and mitigate such impacts. The DEA also identifies additional alternatives that were considered but were eliminated from analysis as detailed in section 2.4 of the DEA.

The Service invites comments and suggestions from all interested parties on the content of the DEA. In particular, information and comments regarding the following topics are requested:

1. The direct, indirect, or cumulative effects that implementation of any alternative could have on the human environment;
2. Whether or not the significance of the impact on various aspects of the human environment has been adequately analyzed; and
3. Any other information pertinent to evaluating the effects of the proposed action on the human environment.

#### Public Comments

You may submit your comments and materials related to the draft HCP, DEA, or other supporting documents by one of the methods listed in **ADDRESSES**. We request you send comments using only one of the methods described in **ADDRESSES**.

Comments and materials we receive, as well as documents associated with the notice, will be available for public inspection by appointment, during normal business hours, at the Ohio Ecological Services Field Office in Columbus, Ohio (see **FOR FURTHER INFORMATION CONTACT**). Before including your address, phone number, email address, or other personal identifying information in your comment, you should be aware that your entire comment—including your personal identifying information—may be made publicly available at any time. While you can ask us in your comment to withhold your personal identifying information from public review, we cannot guarantee that we will be able to do so.

#### Authority

We provide this notice under section 10(c) of the ESA (16 U.S.C.1539(c)) and its implementing regulations (50 CFR 17.22) and the NEPA (42 U.S.C. 4321 *et seq.*) and its implementing regulations (40 CFR 1506.6; 43 CFR part 46).

**Lori Nordstrom,**

*Assistant Regional Director, Ecological Services, Midwest Region.*

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#### DEPARTMENT OF THE INTERIOR

[Docket No. DOI-2020-0001; 201D0102DM, DS6CS00000, DLSN00000.000000, DX6CS25]

#### Implementation of Executive Order 13891: Guidance Documents

**AGENCY:** Office of the Secretary, Interior.

**ACTION:** Notice of availability.

**SUMMARY:** We, the Department of the Interior (DOI), announce the availability of a single, searchable, indexed website that contains all of DOI's guidance documents. This action is required by the Executive Order (E.O.) titled, "Promoting the Rule of Law Through Improved Agency Guidance Documents" in order to make guidance documents readily available to the public. This website is found at the Electronic Library of the Interior's Policies (ELIPS) at [www.doi.gov/elips/browse](http://www.doi.gov/elips/browse).

**DATES:** This website is available on February 28, 2020.

**ADDRESSES:** The notice is available for public inspection at <http://www.regulations.gov> in Docket No. DOI-2020-0001.

**FOR FURTHER INFORMATION CONTACT:** Bivan Patnaik, Deputy Director of Regulatory Affairs, Office of the Executive Secretariat and Regulatory Affairs, by phone at 202-208-3181 or via the Federal Relay Service at 800-877-8339, or via email at: [guidance\\_document@ios.doi.gov](mailto:guidance_document@ios.doi.gov).

#### SUPPLEMENTARY INFORMATION:

##### Background Information

A central principle of E.O. 13891 is that guidance should only clarify existing obligations and should not implement new, binding requirements on the public. Guidance is defined in the E.O. as "an agency statement of general applicability, intended to have future effect on the behavior of regulated parties, that sets forth a policy on statutory, regulatory, or technical issue, or an interpretation of a statute or regulation." Therefore, DOI is establishing on its website a single, searchable, indexed database that links to all guidance documents in effect from each bureau and office within the Department.

The purpose of this notice is to announce that DOI's website for agency guidance documents subject to posting on the website under the E.O. will be the Electronic Library of the Interior Policies (ELIPS), <https://www.doi.gov/elips/browse>. When the public enters this website, click the Departmental Guidance Documents and Portals folder, which will expand to provide a "drop-down" list of the bureaus and offices within DOI that have issued guidance documents for use by the public. From this list, the public will be able to click on the specific bureau or office, and will further be able to search for a specific document by using such search parameters as title, subject, region, etc.

The website will contain instructions for searching for guidance documents.

The website will contain all Departmental, bureau, service, or office guidance documents. Each guidance document that DOI publishes on its guidance website will include the following information:

A concise name for the guidance document.

The date on which the guidance document was issued.

The date on which the guidance document was posted to the website.

An agency unique identifier.

A hyperlink to the guidance document.

The general topic addressed by the guidance document.

One or two sentences summarizing the guidance document's content.

In addition to the information associated with each guidance document, the website will include a clearly visible note stating that: (1) Guidance documents lack the force and effect of law, unless expressly authorized by statute or incorporated into a contract; and (2) the DOI and its component bureaus and offices may not cite, use, or rely on any guidance that is not posted on the website existing under the E.O., except to establish historical facts.

### Next Steps

E.O. 13891 also requires agencies to finalize new or amend existing regulations that set forth a process for issuing guidance documents, which DOI is currently preparing.

### Authority

DOI publishes this notice in accordance with E.O. 13891 and the Administrative Procedure Act, codified in sections of chapters 5 and 7 of title 5, United States Code, that govern procedures for agency rulemaking and adjudication and provides for judicial review of final agency actions.

**Richard T. Cardinale,**

*Director, Office of the Executive Secretariat and Regulatory Affairs, U.S. Department of the Interior.*

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## DEPARTMENT OF THE INTERIOR

[201D0102DM, DS6CS00000, DLSN00000.000000, DX6CS25]; OMB Control No. 1090-NEW]

### Agency Information Collection Activities; Improving Customer Experience (OMB Circular A-11, Section 280 Implementation)

**AGENCY:** Department of the Interior.

**ACTION:** Notice; request for comment.

**SUMMARY:** The Department of the Interior (DOI), as part of its continuing effort to reduce paperwork and respondent burden, is announcing an opportunity for public comment on a new proposed collection of information by the Agency. Under the Paperwork Reduction Act of 1995 (PRA), Federal Agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information, and to allow 60 days for public comment in response to the notice. This notice solicits comments on a new collection proposed by the Agency.

**DATES:** *Submit comments on or before:* April 28, 2020.

**ADDRESSES:** Submit comments identified by Information Collection 1090-XXXX, Improving Customer Experience (OMB Circular A-11, Section 280 Implementation), 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:* Jeffrey Parrillo, Departmental Information Collection Clearance Officer, 1849 C Street NW, Washington, DC 20240; or by email to [Jeffrey\\_Parrillo@ios.doi.gov](mailto:Jeffrey_Parrillo@ios.doi.gov). Please reference OMB Control Number 1090-NEW A-11 Section 280 Improving Customer Experience in the subject line of your comments.

*Instructions:* Please submit comments only and cite Information Collection 1090-XXXX, Improving Customer Experience (OMB Circular A-11, Section 280 Implementation), 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); or by telephone at 202-395-5222.

### SUPPLEMENTARY INFORMATION:

#### A. Purpose

Under the PRA, (44 U.S.C. 3501-3520) Federal Agencies must obtain approval from the Office of Management and Budget (OMB) for each collection of information they conduct or sponsor. "Collection of information" is defined in 44 U.S.C. 3502(3) and 5 CFR 1320.3(c) and includes Agency requests or requirements that members of the public submit reports, keep records, or provide information to a third party. Section 3506(c)(2)(A) of the PRA requires Federal Agencies to provide a 60-day notice in the **Federal Register** concerning each proposed collection of information, including each proposed extension of an existing collection of information, before submitting the collection to OMB for approval. To comply with this requirement, GSA is publishing notice of the proposed collection of information set forth in this document.

Whether seeking a loan, Social Security benefits, veterans benefits, or other services provided by the Federal Government, individuals and businesses expect Government customer services to be efficient and intuitive, just like services from leading private-sector organizations. Yet the 2016 American Consumer Satisfaction Index and the 2017 Forrester Federal Customer Experience Index show that, on average, Government services lag nine percentage points behind the private sector.

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. To support this, OMB Circular A-11 Section 280 established government-wide standards for mature customer experience organizations in government and measurement. To enable Federal programs to deliver the experience taxpayers deserve, they must undertake three general categories of activities: Conduct ongoing customer research, gather and share customer feedback, and test services and digital products.