

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.

This proposed information collection activity provides a means to garner customer and stakeholder feedback in an efficient, timely manner in accordance with the Administration's commitment to improving customer service delivery as discussed in Section 280 of OMB Circular A-11 at <https://www.whitehouse.gov/wp-content/uploads/2018/06/s280.pdf>.

As discussed in OMB guidance, agencies should identify their highest-impact customer journeys (using customer volume, annual program cost, and/or knowledge of customer priority as weighting factors) and select touchpoints/transactions within those journeys to collect feedback.

These results will be used to improve the delivery of Federal services and programs. It will also provide government-wide data on customer experience that can be displayed on www.performance.gov to help build transparency and accountability of Federal programs to the customers they serve.

As a general matter, these information collections will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

Social Security Administration will only submit collections if they meet the following criteria.

- 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 and do not raise issues of concern to other Federal agencies;
- 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; and

- Upon agreement between OMB and the agency all or a subset of information may be released as part of A-11, Section 280 requirements only on performance.gov. Summaries of customer research and user testing activities may be included in public-facing customer journey maps.

- Additional release of data must be done coordinated with OMB.

These collections will allow for ongoing, collaborative and actionable communications between the Agency, its customers and stakeholders, and OMB as it monitors agency compliance on Section 280. These responses will inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on services will be unavailable.

Current Action: New Collection of Information.

Type of Review: New.

Affected Public: Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.

Estimated Number of Respondents: Below is a preliminary estimate of the aggregate burden hours for this new collection. Social Security Administration will provide refined estimates of burden in subsequent notices.

Average Expected Annual Number of Activities: Approximately 17,866,680 customer experience activities such as feedback surveys, focus groups, user testing, and interviews.

Average Number of Respondents per Activity: 1 response per respondent per activity.

Annual Responses: 5,955,560.

Average Minutes per Response: 12 minutes, dependent upon activity.

Note: This burden per response figure is not exact, as we will have multiple collection modalities under this OMB Number with different response time estimates, and we input the closest minute estimate to complete the chart. In the Supporting documents, we will explain in further detail the different modalities and their actual numbers.

Burden Hours: Social Security Administration requests approximately 1,142,192 burden hours.

Request for Comments: Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. 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.

Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; to develop, acquire, install and utilize technology and systems for the purpose of collecting, validating and verifying information, processing and maintaining information, and disclosing and providing information; to train personnel and to be able to respond to a collection of information, to search data sources, to complete and review the collection of information; and to transmit or otherwise disclose the information.

All written comments will be available for public inspection at Regulations.gov.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget control number.

Dated: March 13, 2020.

Naomi Sipple,

Reports Clearance Officer, Social Security Administration.

[FR Doc. 2020-05636 Filed 3-17-20; 8:45 am]

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DEPARTMENT OF STATE

[Public Notice: 11076]

Notice of Determinations; Culturally Significant Objects Imported for Exhibition—Determinations: “The Paradox of Stillness: Art, Object, and Performance” Exhibition

SUMMARY: Notice is hereby given of the following determinations: I hereby determine that certain objects to be included in the exhibition “The Paradox of Stillness: Art, Object, and Performance,” imported from abroad for temporary exhibition within the United States, are of cultural significance. The objects are imported pursuant to loan agreements with the foreign owners or custodians. I also determine that the

exhibition or display of the exhibit objects at the Walker Art Center, Minneapolis, Minnesota, from on or about April 18, 2020, until on or about July 26, 2020, and at possible additional exhibitions or venues yet to be determined, is in the national interest. I have ordered that Public Notice of these determinations be published in the **Federal Register**.

FOR FURTHER INFORMATION CONTACT: Chi D. Tran, Program Administrator, Office of the Legal Adviser, U.S. Department of State (telephone: 202-632-6471; email: section2459@state.gov). The mailing address is U.S. Department of State, L/PD, SA-5, Suite 5H03, Washington, DC 20522-0505.

SUPPLEMENTARY INFORMATION: The foregoing determinations were made pursuant to the authority vested in me by the Act of October 19, 1965 (79 Stat. 985; 22 U.S.C. 2459), Executive Order 12047 of March 27, 1978, the Foreign Affairs Reform and Restructuring Act of 1998 (112 Stat. 2681, *et seq.*; 22 U.S.C. 6501 note, *et seq.*), Delegation of Authority No. 234 of October 1, 1999, and Delegation of Authority No. 236-3 of August 28, 2000.

Marie Therese Porter Royce,

Assistant Secretary, Educational and Cultural Affairs, Department of State.

[FR Doc. 2020-05620 Filed 3-17-20; 8:45 am]

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DEPARTMENT OF TRANSPORTATION

Federal Transit Administration

Competitive Funding Opportunity: Accelerating Innovative Mobility (AIM) Challenge Grants

AGENCY: Federal Transit Administration (FTA), U.S. Department of Transportation (DOT).

ACTION: Notice of funding opportunity (NOFO).

SUMMARY: The Federal Transit Administration (FTA) announces the opportunity to apply for \$11 million in fiscal year (FY) 2019 research funds for Accelerating Innovative Mobility (AIM) Challenge Grants in the form of cooperative agreements for eligible projects. AIM Challenge Grants are part of FTA's new AIM Initiative to foster innovative transit technologies, practices and solutions that incentivize travelers to choose public transportation, promote economic development in communities, and enhance public/private partnerships to improve personal mobility. FTA will competitively award AIM Challenge

Grants for projects that can accelerate the development, implementation and adoption of innovative technologies, practices, and service models to improve mobility and enhance the rider experience, with a focus on innovative service delivery models, creative financing, novel partnerships, and integrated payment solutions.

The AIM Initiative also includes the launch of a national network of innovative transit agencies, or AIM Incubators, to test new mobility solutions and broadly share the results with the public transit industry. AIM Challenge Grant recipients selected through this Notice of Funding Opportunity (NOFO) will be designated as the inaugural class of AIM Incubators.

The FTA may award additional funds, if they are made available to the program prior to the announcement of project selections.

DATES: Complete proposals must be submitted electronically through the [GRANTS.GOV](https://www.grants.gov) "APPLY" function by 11:59 p.m. Eastern Time on April 17, 2020. Prospective applicants should initiate the process by promptly registering on the [GRANTS.GOV](https://www.grants.gov) website to ensure completion of the application process before the submission deadline. Instructions for applying can be found on FTA's website at <http://transit.dot.gov/howtoapply> and in the "FIND" module of [GRANTS.GOV](https://www.grants.gov).

The [GRANTS.GOV](https://www.grants.gov) funding opportunity ID is FTA-2020-012-TRI-AIM. Mail and fax submissions will not be accepted.

FOR FURTHER INFORMATION CONTACT:

Please send any questions regarding this notice to FTA's Research office via email at AIMChallenge@dot.gov. For other questions contact Ms. Christina Gikakis, Office of Mobility Innovation, 202-366-2637, or christina.gikakis@dot.gov. A Telecommunication Device for the Deaf (TDD) is available for individuals who are deaf or hard of hearing at 202-366-3993. In addition, FTA will post answers to questions and requests for clarifications as well as information about webinars FTA will host to provide further guidance at www.transit.dot.gov/aim.

SUPPLEMENTARY INFORMATION: This notice contains information and instructions relevant to the application process for AIM Challenge Grants. All applicants should read this notice in its entirety to obtain the information needed to submit an eligible and competitive application.

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A. Program Description

Under FTA's Public Transportation Innovation program (49 U.S.C. 5312) FTA may make grants, or enter into contracts or cooperative agreements, for research, development, demonstration and deployment projects of national significance to public transportation agencies that the Secretary determines will improve public transportation service. The AIM Challenge Grants has been developed under this authority.

The AIM Challenge Grants are part of FTA's new AIM Initiative to foster innovative transit technologies, practices and solutions that incentivize travelers to choose public transportation, promote economic development in communities, and enhance public/private partnerships to improve personal mobility. Further, the AIM Initiative seeks to ensure these new technologies or practices permit interoperability across systems and modes. The AIM Initiative also seeks to harness Federal, local and private sector investments in transportation and mobility innovations. The FTA, in collaboration with the public transportation industry, has invested significant resources in advancing the state of the practice as well as developing and demonstrating technologies and practices to make public transportation safer, more effective and efficient. The transportation sector and rider expectations have evolved, with more options and capabilities now available.

The FTA seeks applications for AIM Challenge Grant projects from public transportation-led teams that can accelerate the development and adoption of innovative technologies, practices, and service models to improve mobility and enhance the rider experience, with a focus on innovative service delivery models, creative financing, novel partnerships, and integrated payment solutions. AIM Challenge Grant recipients selected through this NOFO will be designated as the inaugural class of AIM Incubators, a national network of innovative transit agencies that test new mobility solutions and broadly share the results with industry. The FTA provides this funding opportunity based on the traditional challenge grant concept of