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DEPARTMENT OF THE INTERIOR

National Park Service

[NPS-WASO- BSD–CONC – NPS0043831; PPWOBSADC0 PPMVSCS1Y.Y00000; OMB Control Number 1024-NEW]

Agency Information Collection Activities; National Park Service Concessioner Services Customer Satisfaction Survey

AGENCY: National Park Service, Interior.

ACTION: Notice of information collection; request for comment.

SUMMARY: In accordance with the Paperwork Reduction Act of 1995, we, the National Park Service (NPS) are proposing a new a information collection.

DATES: Interested persons are invited to submit comments, which NPS must receive on or before [**INSERT DATE 30 DAYS AFTER DATE OF PUBLICATION IN THE *FEDERAL REGISTER***].

ADDRESSES: Written comments and suggestions on the information collection requirements should be submitted by the date specified above in DATES to https://www.reginfo.gov/public/do/PRAMain. Find this particular information collection by selecting "Currently under Review—Open for Public Comments" or by using the search function. Please provide a copy of your comments to the NPS Information Collection Clearance Officer (ADIR-ICCO), 13461 Sunrise Valley Drive, (MS-263) Herndon, VA 20191 (mail); or phadrea_ponds@nps.gov (email). Please reference Office of Management and Budget (OMB) Control Number 1024-NEW in the subject line of your comments.

FOR FURTHER INFORMATION CONTACT: Katy Canetta, Concession Specialist, WASO Commercial Services Program, Contract Management Branch, at katy_canetta@nps.gov (email) or (307) 250-6535 (telephone). Please reference OMB

Control Number 1024-NEW (Concessioner's Satisfaction Survey) in the subject line of your comments. Individuals in the United States who are deaf, deafblind, hard of hearing, or have a speech disability may dial 711 (TTY, TDD, or TeleBraille) to access telecommunications relay services. Individuals outside the United States should use the relay services offered within their country to make international calls to the point-of-contact in the United States. You may also view the Information Collection Request (ICR) at http://www.reginfo.gov/public/do/PRAMain

SUPPLEMENTARY INFORMATION: In accordance with the Paperwork Reduction Act of 1995 (PRA, 44 U.S.C. 3501 et seq.) and 5 CFR 1320.8(d)(1), all information collections require approval under the PRA. As part of our continuing effort to reduce paperwork and respondent burdens, we invite the public and other Federal agencies to comment on new, proposed, revised, and continuing collections of information. This helps us assess the impact of our information collection requirements and minimize the public's reporting burden. It also helps the public understand our information collection requirements and provide the requested data in the desired format.

A *Federal Register* notice with a 60-day public comment period soliciting comments on this collection of information was published on July 25, 2024 (89 FR 60449). No comments were received.

We are especially interested in public comment addressing the following:

(1) Whether or not the collection of information is necessary for the proper performance of the functions of the agency, including whether or not the information will have practical utility.

(2) The accuracy of our estimate of the burden for this collection of information, including the validity of the methodology and assumptions used.

(3) Ways to enhance the quality, utility, and clarity of the information to be collected.

(4) How might the agency minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of response.

Comments that you submit in response to this notice are a matter of public record. We will include or summarize each comment in our request to OMB to approve this information collection request (ICR). 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.

A*bstract:* The National Park Service (NPS) is responsible for preserving park resources and ensuring they remain unimpaired for future generations, as required under the 1916 Organic Act and the 1970 General Authorities Act. Through its Commercial Services Program (CSP), the NPS manages more than 400 concession contracts that provide essential visitor services, including lodging, food, retail, and guided recreation. To meet statutory requirements—such as those outlined in the Concessions Management Improvement Act of 1998—the NPS evaluates concessioner performance and ensures that services are delivered safely, lawfully, and at reasonable prices.

The proposed information collection will help the CSP and individual parks assess visitor experiences with concession-provided services. Feedback gathered through this collection will allow the NPS to evaluate concessioner performance, understand visitor expectations, and identify areas for improvement. These insights will guide management decisions that enhance service quality and support positive visitor experiences across the National Park System.

Title of Collection: National Park Service Concessioner Services Customer Satisfaction Survey.

OMB Control Number: 1024-NEW.

Form Number: None.

Type of Review: New Collection

Respondents/Affected Public: Individuals and Households.

Total Estimated Number of Annual Responses: 522,000.

Estimated Completion Time per Response: 5 minutes.

Total Estimated Number of Annual Burden Hours: 43,500.

Respondent's Obligation: Voluntary.

Frequency of Collection: On occasion.

Total Estimated Annual Non hour Burden Cost: None.

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 OMB control number.

The authority for this action is the Paperwork Reduction Act of 1995 (44 U.S.C. 3501 *et seq.*).

Phadrea Ponds,
Information Collection Clearance Officer,
National Park Service.
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