

## MEMORANDUM

**SUBJECT:** Request for Clearance for the Annual National Tanks Conference & Expo Surveys Under EPA ICR No. 1711.05, OMB No. 2090-0019, Voluntary Customer Satisfaction Surveys

**FROM:** Cliff Rothenstein, Director  
Office of Underground Storage Tanks (5401P)

**THRU:** Patricia Bonner, Director  
Customer Service Program (1807T)

**TO:** Robert Garnett, Desk Officer  
Collection Strategies Division (2822T)

The Office of Underground Storage Tanks (OUST) is requesting approval to continue conducting two Customer Satisfaction Surveys on the Annual National Tanks Conference & Expo. (Note that the name of the conference has changed from the Annual UST/LUST National Conference to the Annual National Tanks Conference.) No changes will be made to the questions that were approved by OMB. OUST is again seeking a multi-year clearance for these surveys as we expect to continue to hold this conference annually.

### **Estimated Burden Hours**

OUST estimates there will be approximately 600 attendees at the conference each year and that 20% (or 120 conferees) will respond to each survey.

- The *Conference Evaluation Form* (Attachment 1) consists of 21 questions; OUST estimates that it will take a respondent 5 minutes to complete this survey.
- The *Session Evaluation Form* (Attachment 2) consists of 13 questions; OUST estimates it will take a respondent 2 minutes to complete.

Based upon these figures, OUST estimates that the respondent burden hours are as follows:

#### *Conference Evaluation Form*

Number of expected respondents	120 (20% of 600 conferees)
Minutes per response	5
Total burden time per year	600 minutes (10 hours)

Session Evaluation Form

Number of expected respondents	120 (20% of 600 conferees)
Minutes per response	2
Number of sessions	32
Total burden time per year	7,680 minutes (128 hours)

**Total annual burden time for both surveys      138 hours**

OUST will compile the responses to analyze the data in order to determine ways the Annual National Tanks Conference & Expo can be improved. OUST expects to spend 16 hours compiling, analyzing, and evaluating the effectiveness of the conference. The resources invested in acting upon the findings will vary depending upon the results of the analysis.

If you have any questions or concerns about this request, please contact Lela Bijou of my staff, at 703-603-7145.