

MEMORANDUM

DATE: June 3, 2008

SUBJECT: Request for Renewal of OMB Approved Customer Feedback Survey

FROM: Aundair Kinney, Director
Office of Administration and Resources Management
Information Resources Management Division- Cincinnati, OH

THRU: Patricia Bonner
Office of the Administrator, Office of Policy, Economics & Innovation

Spencer Clark
Office of Environmental Information, Office of Information Collection

TO: Heidi King
Office of Management & Budget

The Office of Administration and Resources Management, Information Resources Management Division- Cincinnati, OH (OARM/IRMD) would like to renew the approval for the Customer Feedback Survey on the National Service Center for Environmental Publications (NSCEP) internet site. This survey was previously approved under OMB Control no: 2090-0019, under the now expired Agency Information Collection Request (ICR). We are requesting renewal under the Agency approval that expires in 2009.

The survey has not changed and OARM/IRMD Cincinnati, OH will continue to use the responses to enable continuous improvement to the NSCEP website. For example, one response we received asked us to post frequently asked questions (FAQs) on our site. The website had FAQs but the link to them was buried under another link. We have changed the site and put the FAQs link on the front page to make it easier to find. This is just one example of how the survey responses have improved our ability to deliver information to the public.

Respondent Burden:

The survey should take an average of about 10 minutes to complete for each of the approximately 150 customers expected to respond annually, amounting to a total of 25 burden hours annually.

Number of Respondents: 150
Minutes per response: 10 minutes x 150 people = 1,500 minutes = 25 hours
Cost per hour: \$17.50¹
Total Burden: 5 hours; \$87.50

Agency Burden:

The estimated total annual burden hours for OARM personnel to review survey results is estimated at 8 hours annually.

A copy of the survey is attached. If you have any questions, please contact Jeannie Turner of my staff at 513-569-7909.

Attachment

¹ Figure obtained from the Bureau of Labor Statistics (BLS) of the U.S. Department of Labor weekly earnings of wage and salary workers as reported on January 17, 2008, in the BLS news release "Usual Weekly Earnings of Wage and Salary Workers: Fourth Quarter 2007". The weekly earnings are \$700; this computes to \$17.50 per hour for a 40 hour work week.