

as amended (the Act) with individual private sector insurance companies that are licensed to engage in the business of property insurance. These companies may offer flood insurance coverage to eligible property owners utilizing their customary business practice. To ensure that a company seeking to return or participate in the WYO program is qualified, FEMA requires a one-time submission of information to determine the company's qualifications, as set forth in 44 CFR 62.24.

**Collection of Information**

*Title:* Write Your Own (WYO) Company Participation Criteria; New Applicant.

*Type of Information Collection:* Extension, without change, of a currently approved collection.

*OMB Number:* 1660-0038.

*Form Numbers:* None.

*Abstract:* The Federal Government is a guarantor of flood insurance coverage issued under the WYO arrangement, which allows private insurance to write

flood insurance policies. To determine eligibility for participation in the WYO Program, the National Flood Insurance Program requires a one-time application for participation from each new private insurance company seeking entry into the program. FEMA will review each application to determine eligibility to participate in the program.

*Affected Public:* Business or other for-profit.

*Estimated Total Annual Burden Hours:* 35 hours.

**ANNUAL HOUR BURDEN**

Data collection activity/instrument	Number of respondents (A)	Frequency of responses (B)	Hour burden per response (C)	Annual responses (D) = (AxB)	Total annual burden hours (CxD)
WYO Company Participation Criteria; New Applicant .....	5	1	7	35	35
Total .....	5	1	7	35	35

*Estimated Cost:* The estimated annualized cost to respondents based on wage rate categories is \$1,396.00. The estimated annual cost to the Federal Government is \$799.00.

*Comments:* Written comments are solicited to (a) Evaluate whether the proposed data collection is necessary for the proper performance of the agency, including whether the information shall have practical utility; (b) evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (c) enhance the quality, utility, and clarity of the information to be collected; and (d) 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 responses. Comments must be submitted on or before December 15, 2008.

**ADDRESSES:** Interested persons should submit written comments to Office of Management, Records Management Division, Federal Emergency Management Agency, 500 C Street, SW., Washington, DC 20472, Mail Drop Room 301.

**FOR FURTHER INFORMATION CONTACT:** Contact Dennis Kuhns, Director, Risk Insurance Division, Mitigation Directorate, Federal Emergency Management Agency, (703) 605-0429 for additional information. You may contact the Records Management Branch for copies of the proposed

collection of information at facsimile number (202) 646-3347 or e-mail address: [FEMA-Information-Collections@dhs.gov](mailto:FEMA-Information-Collections@dhs.gov).

**Pamela J. Carcieri,**  
Acting Director, Records Management Division, Office of Management, Federal Emergency Management Agency, Department of Homeland Security.  
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**DEPARTMENT OF HOMELAND SECURITY**

**Federal Emergency Management Agency**

**Agency Information Collection Activities: Proposed Collection; Comment Request**

**AGENCY:** Federal Emergency Management Agency, DHS.  
**ACTION:** Notice; 60-day notice and request for comments; Reinstatement, with change, of a previously approved collection for which approval has expired, OMB Number 1660-0059, FEMA Form 517-1, FEMA Form 512-1.

**SUMMARY:** The Federal Emergency Management Agency (FEMA), as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on a reinstatement of an information collection. In accordance with the Paperwork Reduction Act of 1995, this notice seeks comments concerning this information collection that allows the

National Flood Insurance Program (NFIP) to facilitate the availability of flood insurance to those who have a need to purchase such. The NFIP will collect information from insurance agents who will offer the ability to purchase flood insurance as well as from those interested in purchasing the insurance policies so as to offer referral information on how the coverage may be obtained. If the information collection were not performed, the ability to offer respondents the resources available by the NFIP would be adversely affected.

**SUPPLEMENTARY INFORMATION:** FEMA administers the National Flood Insurance Program (NFIP) in response to losses due to floods. The Flood Disaster Protection Act of 1973, Congress Findings and Declaration of Purpose, Section 2(a)(6) finds that it is in the public interest for persons already living in flood prone areas to have an opportunity to purchase flood insurance and access to more adequate limits of coverage in order to be indemnified for their losses in the event of future flood disasters. This collection will allow for consumers to be educated about flood insurance coverage and to assist them in obtaining such coverage.

**Collection of Information**

*Title:* National Flood Insurance Program Call Center and Agent Referral Enrollment Form.

*Type of Information Collection:* Reinstatement, with change, of a previously approved collection for which approval has expired.

*OMB Number:* 1660-0059.

*Form Numbers:* FEMA Form 517–1, Agent Referral Program Enrollment, FEMA Form 512–1, FEMA Inbound Script.

*Abstract:* The information collection serves two purposes: (1) allows the NFIP to service requests for flood insurance information or agent referral services

from potential purchasers through calls to the toll-free number or by visiting the Web site, and (2) allows insurance agents to enroll in the Agent Referral Program and Agent Co-Op Program. Should the request include an insurance agent referral, the name and business address of insurance agents in the

caller’s geographic area, who are enrolled in the referral service, are provided.

*Affected Public:* Individuals or households; Business or other for-profit; Not-for-profit institutions.

*Estimated Total Annual Burden Hours:* 3,943 Hours.

TABLE A.12—ESTIMATED ANNUALIZED BURDEN HOURS AND COSTS

Type of respondent	Form name/form No.	Number of respondents	Number of responses per respondent	Avg. burden per response (in hours)	Total annual burden (in hours)	Avg. hourly wage rate	Total annual respondent cost
Individual or household.	Call to call center and visitors to the Web site/ FEMA Form 512–1.	73,017	1	0.05	3,651	\$14.61	\$53,338.92
Businesses or other for-profit.	Agent Referral Program Enrollment Form/ FEMA Form 517–1.	8,779	1	0.033	292	28.10	8,140.77
Total .....	.....	81,796	.....	.....	3,943	.....	61,479.69

*Estimated Cost:* The estimated annualized cost to respondents based on wage rate categories is \$61,479.69. The estimated cost to the Federal Government is \$392,201.00.

*Comments:* Written comments are solicited to (a) Evaluate whether the proposed data collection is necessary for the proper performance of the agency, including whether the information shall have practical utility; (b) evaluate the accuracy of the agency’s estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (c) enhance the quality, utility, and clarity of the information to be collected; and (d) 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 responses. Comments must be submitted on or before December 15, 2008.

**ADDRESSES:** Interested persons should submit written comments to Office of Management, Records Management Division, Federal Emergency Management Agency, 500 C Street, SW., Washington, DC 20472, Mail Drop Room 301.

**FOR FURTHER INFORMATION CONTACT:** Contact Carolyn Goss, Program Analyst,

Mitigation, Risk Insurance, Industry and Public Relations Branch, (703) 605–0631 for additional information. You may contact the Records Management Division for copies of the proposed collection of information at facsimile number (202) 646–3347 or e-mail address: *FEMA-Information-Collections@dhs.gov*.

**Pamela J. Carcirieri,**  
*Acting Director, Records Management Division, Office of Management, Federal Emergency Management Agency, Department of Homeland Security.*  
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**DEPARTMENT OF HOMELAND SECURITY**

**Federal Emergency Management Agency**

**Agency Information Collection Activities: Submission for OMB Review; Comment Request**

**AGENCY:** Federal Emergency Management Agency, DHS.  
**ACTION:** Notice; 30-day notice and request for comments; New collection, 1660–NW32; FEMA Form 90–152.

**SUMMARY:** The Federal Emergency Management Agency, as part of its continuing effort to reduce paperwork

and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on a new information collection. In accordance with the Paperwork Reduction Act of 1995, this notice seeks comments concerning the FEMA Public Assistance Program Customer Satisfaction Survey results to measure program performance.

**Collection of Information**

*Title:* FEMA Public Assistance Program Customer Satisfaction Survey.  
*OMB Number:* 1660–NW32.

*Abstract:* The purpose of the FEMA Public Assistance Program Customer Satisfaction Survey is to measure program performance against standards for performance and customer service: measure achievement of Government Performance and Results Act (GPRA) objectivities and generally gauge and make improvements to disaster services that increase customer satisfaction and program effectiveness.

*Affected Public:* Business or other for-profit, Not-for-profit, Farms, Federal Government, State, Local and Tribal Government.

*Number of Respondents:* 3,280.  
*Estimated Time per Respondent:* .59 hours.  
*Estimated Total Annual Hour Burden:* 1,920 hours.