

**U.S. Department of Agriculture
Farm Service Agency
OMB Number: 0560-0176**

Purpose:

The FSA is requesting an approval on the revision of the information collection request. The two new forms are added to this information collection request (ICR). There are no other changes to the information collection request. The total burden in this ICR has increased by 670 due to the two forms.

The new forms are:

FSA – 441B (CUSTOM DIGITAL PRINT FORM)
FSA – 441C (APFO SERVICE QUALITY SURVEY)

The USDA FSA Aerial Photography Field Office (APFO) has the authority to coordinate aerial photography work in USDA, develop and carry out aerial photography and remote sensing programs and the Agency's aerial imagery flying contract programs.

The Film APFO secures is public domain and reproductions are available at cost to any customer with a need. All receipts from the sale of aerial photography products and services are deposited and sent to the U.S. Treasury.

The FSA-441 Request for Aerial photography is the form APFO asks customers to use when placing an order for aerial imagery products and services.

Supporting Statement for Paperwork Reduction

Justification

1. Explain the circumstances that make the collection of information necessary.

Memorandum No. 755, Revision 2, Sales of Reproductions of Aerial or other Photographs, Mosaics and Maps dated September 10, 1945 and Section 387 of the Act of February 16, 1938, provides as follows:

“The Secretary may furnish reproductions of such aerial or other photographs, mosaics, and maps as have been obtained in connection with the authorized work of the Department to farmers and governmental agencies at the estimated cost of furnishing such reproductions, and to persons other than farmers at such prices (not less than estimated cost of furnishing such reproductions) as the Secretary may determine, the money received from such sales to be deposited in the Treasury to the credit of the appropriation charged with the cost of making such reproductions. This section shall not affect the power of the Secretary to

make other disposition of such or similar materials under any other provisions of existing law.”

Delegations of FSA Authority to the APFO are as follows:

- FSA Management Authorities – Agency Administration
- CA-266 12/28/71 Administrator – Coordinate aerial photography work in USDA
- ASCS delegation of authority 5/9/89 DAM – Develop and carry out Agency’s aerial photography flying contract programs

To perform this function the FSA-441 form historically has been used to collect the necessary customer and photography information needed for the USDA-FSA-Aerial Photography Field Office (APFO) to produce and ship various digital and photo products and services ordered from our office.

2. Indicate how, by whom, and for what purpose the information is to be used.

Some or all of the following personal information is furnished to the APFO Sales Section by the customer whenever they place a Work Order or Request for Information for aerial imagery products and services;

- Customer Name
- Street / PO Box Address
- City, State, Zip Code
- Contact Name
- Agency Code
- Purchase Order Number
- Telephone, Fax, Email
- Customer Code
- Credit Card Number & Expiration Date
- Amount Remitted / PO Amount

APFO customers currently have the option of placing orders by mail, email, fax, telephone, or as walk-in customers. Use of the FSA-441 Request for Aerial Photography form is not necessary and not required when placing an email or telephone order. Furnishing this information requires the customer to research and prepare their request before submitting it to APFO. The FSA-441B is the new form to place an order for custom aerial imagery products and services.

Each APFO product and service is assigned a Product Code and Price. The information collected becomes the customer and work order portion of the Work Order Entry System (WOES) Tracking and Reporting Systems.

Information collected is used to process fiscal obligations, communicate with the customer, process the request, and ship the requested products and services.

Production, cost analysis, service reports, customer satisfaction, and usage are derived from collected data. No specific reference is made to an individual customer; rather the data reflects a common customer group, such as Public, State and/or Federal Agency. References to distinct Federal Agencies are common, such as U.S. Forest Service or U.S. Geological Survey. These reports track cost share efforts with State and Federal Agencies, product and service preferences, service and process time, cost recovery, production goals, and resource requirements.

Credit card information is collected on hardcopy only and not entered into any computer system or database. Hardcopy files are stored in locked cabinets with access to Customer Service staff only.

The Custom Digital Print Request (FSA-441B) is the new form that APFO will supply to the customers for placing an order for custom aerial imagery products and services.

The APFO Service Quality Survey (FSA-441C) will be given to the customers to obtain feedback on aerial imagery products and services. The collected information from the survey will be used to improve the products and services.

3. Use of Information Technology.

All the fillable PDF/doc forms are available from the USDA/FSA Form Site and the APFO Public website. Forms can also be downloaded and completed at the users desktop or printed and pen-and-inked by the customer. Data from these forms are not collected until submitted by the customer to APFO in person, email, fax or the postal service. APFO Aerial Imagery Specialist personnel enter customer data from the completed FSA-441, and 441B Request for Aerial Photography form into a relational database system, Work Order Entry System (WOES). Only data required to complete a customers request, communicate with the customer, and process fiscal obligations is retained.

The online submission for the APFO Service Quality Survey is also available to the public at <http://www.surveymonkey.com/s.asp?u=767333225540>.

4. Describe efforts to identify duplication.

The Aerial photography Field Office, as part of the Department of Agriculture's Farm Service Agency, is the only source, or sole source providing USDA Service Centers with Aerial imagery needed to administer federal farm programs. APFO joins with other federal agencies in cooperative photography programs and is the official distribution point for USDA related aerial photography which includes Farm Service Agency (FSA), Natural Resource Conservation Service (NRCS), US Forest Service, National High Altitude Photography (NHAP), National Aerial Photography Program (NAPP), and the National Agriculture Imagery Program

(NAIP) compressed county mosaics, quarter quad tiles, and FSA common land units.

5. Methods to minimize burden on small businesses or other small entities.

The impact to small business or other small entities is the same for all customers. Because the data is specific to each order, there is no reduction of reporting burden which can be implemented.

6. Consequence if information collection were less frequent.

The information collected is necessary each time an order is placed for products and services. When the customer has knowledge of their unique Customer Code, only that information is necessary to place orders. There is no consequence to Federal program or policy activities if the collection is not conducted or conducted less frequently. The customer initiates placing an order with our office.

7. Special Circumstances.

Special circumstances which would cause information collection to be conducted for Work Orders or Requests for Information are as follows:

- The customer wants to make special arrangements for delivery through their courier. They would furnish us with their courier name and account number.
- The customer wants to change any of the ordering information. They would furnish us with their change requests.
- The customer wants to change their mailing address. They would furnish us with their address changes.
- The customer has furnished incomplete ordering information; we would contact the customer and request additional information.
- The customer is due a refund. We contact the customer and request additional information, Tax ID or Social Security Number required by the US Treasury.

8. Federal Register notice, summarization of comments and consultation with persons outside the agency.

A Federal Register Notice was published at 74 FR 14769 on Wednesday, April 1, 2009. We received no responses or comments on the information collection request. The correction notice was also published on September 3, 2009 and it contained the correct burden for the information collection.

One suggested change from Tom Atkinson was to add one business type, "Engineering" to the list of type of business in question 11 in the survey online.

The following customers contacted for their comments on this form:

- Applied Geotechnical, Tom Atkinson
600 West Sandy Parkway
Sandy UT 84070 801-566-6493
One Suggested Change Implemented
- Historical Information Gatherers
David Hodnefield
1589 Highway 7 Suite B-2
Hopkins, MN 55305 952-253-2004
No Changes Required
- NETR, Brett Perry
2055 E Rio Salado Parkway
Tempe, AZ 85281 480-967-6752
No Changes Required

9. Explain any decision to provide any payment or gift to respondents.

We do not provide any payment or gift for customer responses nor do we anticipate a change to this policy.

10. Confidentiality provided to respondents.

All information collected is treated as confidential and conforms with the Privacy and Freedom of Information Act.

- The APFO Information System Security Program Manager has informed employees of their responsibility for computer and data security.

Reference to the “Note” located on the bottom of FSA 441 form (Reverse). Use of the data is specified in this remark and confidentiality is implied where indicated, use is limited to what has been identified in this “Note”.

The APFO posts a reference to Agency legal information and disclaimers and the privacy policy on the home page of the APFO web site. The APFO complies with all security standards prescribed by the Agency.

11. Questions of a sensitive nature.

We do not request any information of a sensitive nature. We do not anticipate a change to this policy.

12. Estimates of burden.

See the attachment of FSA-85-1. The burden on the estimated 6,300 respondents will average 25 minutes per response for a total of 3,770 hours. A

number of respondents who travel as walk-in customers are included in form and non-form requests.

The estimated annualized cost to respondents for the hour burdens for collection of information is \$58,435. The formula used to compute this amount is 3,770 hours times \$15.50 (the average hourly wage) equals \$58,435.

13. Total annual cost burden to respondents or record keepers.

There is no capital/startup costs associated with this information collection.

14. Provide estimates of annualized cost to the federal government.

The cost of running this program is estimated at \$29,841.00 per year, based on;

- .07/form x 6,300 forms=\$441.00
- \$24.50/Average Hourly Wage (APFO)
- 2.4 response forms/hour=1,200 hours
- 1,200 hours x \$24.50 = \$29,400.00
- \$441.00+\$29,400.00=\$29,841.00

15. Reasons for changes in burden

The reason for changes in the burden is that the two new forms added to this request. The total estimated number of respondents is 6300. The total annual responses are 12120. The burden has increased by 670. The total burden in this information collection request is 3770.

16. Tabulation, analysis, and publication plans.

Operational costs are evaluated annually. Data is collected/reviewed daily on employee activities such as research, processing orders, reproduction, quality inspection, support services. Physical quarterly inventory of imaging supplies and materials is conducted to assure accuracy of data.

All production, support activities, and cost recovery is reported in the Aerial Photography Field Office Annual Report. This report is distributed to USDA personnel and is available to the public from the APFO public web site.

17. Reasons display of expiration date of OMB approval is inappropriate.

We are not seeking approval to not display the expiration date on the FSA-441 "Request for Aerial Photography" forms.

18. Exceptions to 83-I certification statement.

There are no exceptions.

B. Collections of Information Employing Statistical Methods.

This information collection does not employ statistical methods.

2. The program office will not be using statistical methodology for FSA-441-C APFO Service Quality Survey form.

The data collected will be used for internal purposes to identify user groups and to evaluate the quality of our products and services provided by the APFO. Survey results will be used internally only and will not distribute to any other entity.

**19. How is this information collection related to the Customer Service Center?
(Will this information collection be part of their one stop shopping?)**

Aerial Photography Field Office contracts aerial imagery, both digital and photographic, on a cyclical basis for USDA Customer Programs. These customers use this form to order new and/or replacement aerial imagery products. Agricultural producers who visit their local Service Center may seek assistance from Service Center personnel to place an order using FSA form 441.

APFO's customer base extends to other USDA, Federal and State agencies. Products and services are also available to the Public. These requests for imagery are usually placed directly with the Aerial Photography Field Office.