

July 22, 2010

MEMORANDUM

SUBJECT: Request for Clearance for the National Tanks Conference & Expo Surveys under EPA ICR No. 1711.12, OMB No. 2090-0010, Voluntary Customer Satisfaction Surveys

FROM: Carolyn Hoskinson, Director
Office of Underground Storage Tanks (5401P)

THRU: Michelle Mandolia, (1807T)
Office of Policy, Economics, and Innovation

Spencer Clark (2822T)
Information Collections Division
Office of Environmental Information

TO: Heidi King, Office of Management and Budget

The Office of Underground Storage Tanks (OUST) is requesting approval to continue conducting two Customer Satisfaction Surveys on the National Tanks Conference & Expo. (Note that the name of the conference has changed from the Annual UST/LUST National Conference to the National Tanks Conference.) OUST would like to collect this data from participants so that it can be used to determine ways the National Tanks Conference & Expo can be improved. OUST is again seeking a multi-year clearance for these surveys as we expect to continue to hold this conference every 18 months.

Estimated Burden Hours

OUST estimates there will be approximately 500 attendees at the conference each year and that 20% (or 100 conferees) will respond to each survey.

- The *Conference Evaluation Form* (Attachment 1) consists of 25 questions; OUST estimates that it will take a respondent 5 minutes to complete this survey. Twenty-four of the questions are multiple choice in format and one is an optional open-ended space for comments and suggestions.
- The *Session Evaluation Form* (Attachment 2) consists of 14 questions; OUST estimates it will take a respondent 2 minutes to complete. Thirteen of the questions are multiple choice in format and one is an optional open-ended space for comments and suggestions.

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

Conference Evaluation Form

Number of expected respondents	100 (20% of 500 conferees)
Minutes per response	5
Total burden time per conference	500 minutes (8.3 hours)

Session Evaluation Form

Number of expected respondents	100 (20% of 500 conferees)
Minutes per response	2
Number of sessions	45
Total burden time per conference	9,000 minutes (150 hours)

**Total estimated burden for both conferences
(150 hours + 8.3 hours) x 2 conferences = 316.6 hours**

OUST will compile the responses to analyze the data in order to determine ways the National Tanks Conference & Expo can be improved. OUST expects to spend 16 hours compiling, analyzing and evaluating the effectiveness of 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 Julie Beasley of my staff, at (703) 603-7169.