

August 31, 2011
MEMORANDUM

SUBJECT: Request for Clearance for the Incident Waste Management Planning and Response Tool (IWMPRT) Customer Survey under EPA ICR No. 1711.12, OMB No. 2090-0010, Voluntary Customer Satisfaction Surveys

FROM: Jonathan Herrmann, Director
National Homeland Security Research Center

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

TO: Spencer Clark (2822T)
Information Collections Division
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The National Homeland Security Research Center (NHSRC) is requesting approval to conduct a Customer Satisfaction Survey on its Incident Waste Management Planning and Response Tool (IWMPRT). NHSRC would like to collect this data determine ways the tool can be improved.

Estimated Burden Hours

NHSRC will send the survey to 68 known users of this product and assumes 30% (or 20 users) will respond to each survey.

- The survey (Attachment 1) consists of 6 questions; NHSRC estimates that it will take a respondent no more than 15 minutes to complete this survey. Three of the questions are multiple choice in format and three are optional open-ended space for comments and suggestions.

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

Conference Evaluation Form

Number of expected respondents	20 (30% of those receiving survey)
Minutes per response	15
Total burden time per conference	300 minutes (5 hours)

NHSRC recognizes the importance of evaluating its performance. Our performance evaluation program consists of tracking products to ensure timely delivery to customers and collecting feedback from customers regarding their satisfaction with the products. Many of our customers

are not federal employees thus collecting this information requires OMB clearance. NHSRC expects to spend approximately 8 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 Kathleen Nickel of my staff, at (513) 569-7955.