

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 2010-0042)**

TITLE OF INFORMATION COLLECTION:

Customer Satisfaction with the Office of Solid Waste and Emergency Response’s (OSWER)
Community Engagement Activities

PURPOSE:

The purpose of this survey is to help OSWER determine community satisfaction with its various technical assistance and information dissemination activities.

DESCRIPTION OF RESPONDENTS:

Respondents are recipients of OSWER technical assistance through program staff or grant/contract funds.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Michelle Mandolia

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
3. If Applicable, has a System or Records Notice been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
(1) Individuals or Households	35	0.5 hour each	17.5 hours
Totals	35	0.5 hour each	17.5 hours

FEDERAL COST: The estimated annual cost to the Federal government is 1.5 hours per interview plus about 20 hours for analysis and reporting = 72.5 hours at a rate of about \$85 per hour=\$6,163 in contractor dollars

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Superfund Program—10 interviews with recipients of EPA Technical Assistance Grants (TAGs), ideally one from each EPA Region.

Brownfields Program—10 interviews with recipients of EPA Technical Assistance to Brownfields (TAB) grants and possibly a few of the Brownfields Training, Research, and Technical Assistance (K6) grants.

Resource Conservation and Recovery Act (RCRA) Corrective Action (CA) Program—10-15 interviews with community organizations that have received technical assistance for issues addressing a RCRA CA site.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 Web-based or other forms of Social Media
 Telephone
 In-person
 Mail
 Other, Explain
2. Will interviewers or facilitators be used? Yes No