

NATIONAL CEMETERY ADMINISTRATION

Information Required for Paperwork Reduction Act of 1995

Focus Group

**Memorial Programs Service Private Headstone and Marker Program and
the Presidential Memorial Certificate Program
Washington DC Metropolitan Area**

January, 2009

OMB Control No. 2900-0571

Name of Office National Cemetery Administration – Memorial Programs
Services

Who Will Be Surveyed: Local funeral directors, members of veterans service
organizations and veterans and their families (the veteran community)

Estimated Number of People to Participate: 30

Actual Number who Participated: TBD

Estimated Time to Complete Each Session: 2 hours

Estimated Burden Hours (# of respondents x time to complete 1 session): 60
hours

Actual Burden Hours (# of respondents x time to complete sessions): TBD

Reason for the Survey: To collect information from members of the local
community regarding their perceptions, attitudes and expectations about the
National Cemetery Administration's Private Cemetery Headstone and Marker
program in order to develop a customer satisfaction survey for program
participants. NCA provides government furnished headstones and markers to
veterans buried in private cemeteries throughout the country. The information
will help NCA management assess what is important to veterans about the
service NCA provides in the Private Cemetery Headstone and Marker Program.