

Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 1660-0130)

TITLE OF INFORMATION COLLECTION: America's PrepareAthon! Customer Satisfaction Survey- FEMA Form 519-0-11

PURPOSE: FEMA's Individual and Community Preparedness Division coordinates America's PrepareAthon! (AP!), a nationwide, community-based campaign for action to increase emergency preparedness and resilience. Twice yearly, in the spring and fall, FEMA will coordinate AP!, an opportunity for individuals, organizations, governments, and communities to participate through drills, group discussions and exercises to practice for relevant local hazards. Pending clearance of a separate information collection request, individuals, organizations, governments, and communities will register to participate in AP! the registration survey. This online survey will collect customer satisfaction information from those who registered for AP! to identify opportunities for further improvement for subsequent AP! events.

DESCRIPTION OF RESPONDENTS:

Participants will include individuals and representatives from organizations, governments, and communities who registered to participate in AP!

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: 

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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
Individuals or Households	5000	0.17	850
Private Sector	10000	0.17	1700
State, local, or tribal governments	10000	0.17	1700
Totals	25000		4250

FEDERAL COST: The estimated annual cost to the Federal government is \$15,000_____

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?

All individuals and representatives from organizations, governments, and communities who register to participate in AP! will be invited to participate in the AP! Registrant Satisfaction Survey.

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

Please make sure that all instruments, instructions, and scripts are submitted with the request.