**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**

**July 2020**

OMB Control No. 2900-0571

**Name of Office**: National Cemetery Administration – Memorial Programs Services

**Who Will Be Surveyed**: Local funeral directors, members of veteran’s 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.