

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.