

**Request for Approval under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery”
(OMB Control Number: 2030-0051; EPA ICR Number: 2434.279)**

TITLE OF INFORMATION COLLECTION: Land Revitalization Technical Assistance program (LRTA) Customer Satisfaction Survey

PURPOSE: Satisfaction survey to collect qualitative feedback on LRTA projects to make process improvements, including feedback on the approach, content, topics, presentations, final products, hours, and logistics.

With this generic information collection, OBLR seeks authorization to collect information from program participants on their satisfaction with the technical assistance provided to them to support their brownfields revitalization goals. This information will be collected via surveys provided to LRTA participants. The survey responses will allow OBLR to better understand and support the needs of the participants receiving LRTA.

DESCRIPTION OF RESPONDENTS:

The target audiences for this effort will be recipients of OBLR’s LRTA services and products. Participants will vary but may include community leaders, community members, community-based organization staff, locally elected officials, and local/state/Tribal government staff.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form Customer Satisfaction Survey
 Usability Testing (e.g., Website or Software) Small Discussion Group
 Focus Group Other: _____

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 Hours
State, Local, or Tribal Governments	60	15 minutes	15 hours
Private Sector	12	15 minutes	3 hours
Totals	72		18 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$1,036.80

(Approximately ten minutes per survey (12 hours) of GS 13 time to analyze results. So hours multiplied by hourly rate multiplied by the loaded rate is 12 x 54 x 1.6 = 1036.80)

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?

[X] 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?

The universe is the communities receiving LRTA. All communities will be surveyed, so there will be no sampling/selection.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

[] Web-based or other forms of Social Media

[X] Telephone

[] In-person

[] Mail

[X] Other, Explain - A Customer Satisfaction Survey may be supported virtually or in-person

1. Will interviewers or facilitators be used? [X] Yes [] No - If surveys are conducted over the phone, interviewers will be used

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

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.

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