Request for Approval under the "Fast Track Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery" (OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION: Voluntary Environmental Cleanup Communication and Outreach Initiative (ECCOI) Community Member Questionnaire

PURPOSE: The Office of the Deputy Assistant Secretary of Defense of Environment (Environment & Energy Resilience) is aiming to post a public facing questionnaire to the DoD PFAS website (www.defense.gov/PFAS) in concert with an ongoing Environmental Cleanup Communication and Outreach Initiative (ECCOI). During the course of this initiative, we conduct site visits to military installations. During site visits we conduct in-person voluntarily interviews with installation personnel, community members and other stakeholders, and observe Restoration Advisory Board (RAB) meetings to assess the current state of communications, identify best practices, lessons learned, and seek information which will support the update of the RAB Handbook and augmentation of existing risk communication training – all of which impact environmental cleanup efforts and communications. Our goal is to ultimately improve or enhance trust in DoD's cleanup efforts across the military departments. We cannot possibly interview all community members during installation site visits who have expressed the desire to provide us with feedback when we are at their location. Therefore, we are looking to place a voluntary questionnaire on the PFAS website in order to offer members of the public who want to comment with the opportunity to provide their input. A copy of the draft, proposed questionnaire is attached. Any information collected will only be used internally to enhance or improve our communications. No PII is being collected.

DESCRIPTION OF RESPONDENTS:
Members of the public who voluntarily visit the DoD PFAS website (www.defense.gov.PFAS) and are interested in providing feedback regarding the DoD's environmental cleanup efforts in their community.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] Focus Group (Interview)   [x] Other: Voluntary web-based questionnaire

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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: Heidi M. Hulst

To assist review, please provide answers to the following question:

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [x] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?   [ ] Yes [x] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [x] No

Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [x] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individual (survey)	50	10 min	8.3 hours
Individual (interview)	24	60 min	24 hours
Totals	**74**		**32.30**

PUBLIC COST: The estimated annual cost to the public is $646

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 [X] 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?
> There is no specific list. The questionnaire will be filled out by interested respondents who might visit the OSD PFAS website if they learn of DoD's ECCOI and wish to provide input.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
    [x] Web-based or other forms of Social Media
    [ ] Telephone
    [x] In-person
    [ ] Mail
    [ ] Other, Explain
2. Will interviewers or facilitators be used? [x] Yes [ ] No