

**FEDERAL EMERGENCY MANAGEMENT AGENCY**

**Agency Information Collection Activities: Proposed Collection; Comment Request**

**ACTION:** Notice and request for comments.

**SUMMARY:** The Federal Emergency Management Agency (FEMA), as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on proposed revised information collections. In accordance with the Paperwork Reduction Act of 1995 (44 U.S.C. 3506(c)(2)(A)), this notice seeks comments concerning FEMA's use of surveys to collect disaster related information. FEMA will use various modes of data collection including: mailed questionnaires, phone surveys, and computerized surveys. The survey respondents will be individual disaster applicants, FEMA staff, state and local government officials, voluntary agency

officials, and officials from other Federal agencies involved in delivering disaster assistance.

**SUPPLEMENTARY INFORMATION:** The surveys are conducted in response to Executive Order 12862 which requires "all executive departments and agencies that provide significant services directly to the public" to meet established customer service standards and to "survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services."

**Collection of Information**

*Title.* FEMA Disaster Assistance and Operations Customer Satisfaction Surveys

*Type of Information Collection.*

Revision

*OMB Number:* 3067-0256

*Form Numbers:* NA

*Abstract.* The surveys provide FEMA with information about customer satisfaction while serving as a program evaluation tool. The surveys measure satisfaction with performance and helps interpret the effects of disaster related

policy changes or innovations. The surveys are also used to measure trends and patterns in customer satisfaction. FEMA will mail a written survey to a random sample of disaster assistance applicants for all disasters in which individual assistance is available. FEMA proposes to conduct a phone survey of officials from other Federal agencies, state and local governments, and voluntary agencies and a computerized survey of FEMA disaster field office employees. It is proposed that the phone and computerized surveys be conducted approximately three to five times a year in FY97 and after every presidentially declared disaster (approximately 60 times a year) in FY98 and FY99.

*Affected Public:* Individuals or households, business or other for-profit institutions, not-for-profit institutions, Federal Government, state, local, or tribal government. It is important to note that FEMA does not solicit survey responses from businesses or other for-profit institutions but it is possible that an individual applicant sampled will respond as a business owner.

*Estimated Total Annual Burden Hours.*

Respondent Type	No. of respondents (A)	Frequency of response (B)	Hours per response (C)	Annual burden hours (A x B x C)
Individual disaster assistance applicants and FEMA staff .....	25,000	1	.25	6,250
Officials from: state and local governments, voluntary agencies, other Federal agencies .....	2,500	1	.5	1,250
<b>Total</b> .....	<b>27,500</b>	.....	.....	<b>7,500</b>

*Estimated Cost.* \$300,000 per year to the Federal Government.

**COMMENTS:** Written comments are solicited to (a) evaluate whether the proposed data collection is necessary for the proper performance of the agency, including whether the information shall have practical utility; (b) evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (c) enhance the quality, utility, and clarity of the information to be collected; and (d) minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses. Comments should be received within 60 days of the date of this notice.

**ADDRESSES:** Interested persons should submit written comments to Muriel B. Anderson, FEMA Information Collections Officer, Federal Emergency Management Agency, 500 C Street, SW, Room 311, Washington, DC 20472. Telephone number (202) 646-2625. FAX number (202) 646-3524.

**FOR FURTHER INFORMATION CONTACT:** Contact Kedra Mitchell, Program Specialist, Federal Emergency Management Agency, Response and Recovery Directorate, Office of Standards and Evaluations, (202)646-3381 for additional information. Contact Ms. Anderson at (202) 646-2625 for copies of the proposed collection of information.

Dated: October 3, 1996.

Reginald Trujillo,

Director, Program Services Division, Operations Support Directorate.

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BILLING CODE 6718-01-P

**Agency Information Collection Activities: Submission for OMB Review; Comment Request**

**ACTION:** Notice and request for comments.

**SUMMARY:** The Federal Emergency Management Agency's submitting a request for review and approval of a collection of information. The request is submitted under the emergency processing procedures in Office of Management and Budget (OMB) regulation 5 CFR 1320.13. FEMA is requesting the collection of information be approved by October 18, 1996, for use through January 1997.

**SUPPLEMENTARY INFORMATION.** The Director, FEMA has directed the Preparedness, Training, and Exercises Directorate to conduct a review and analysis of the Emergency Education NETWORK to determine if EENET is the most cost-effective method to design and deploy Emergency Management