

**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
Total	27,500	7,500

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.

[FR Doc. 96-26521 Filed 10-16-96; 8:45 am]

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

Institute field training and distance learning activities. Such training and development programs are provided to Federal, State and local governments, private for-profit and non-profit organizations, and others to support the establishment or enhancement of emergency management capabilities. The information is used by them to develop and implement necessary programs and organizations to save lives and protect property in the event of emergencies. EENET is a consolidated training and education support system that is designed to provide training programs with a wide range of support capabilities and high-tech course deployment vehicles in the areas of videotape, television production, and videoconferencing. The review of EENET was included as an initiative in the Agency's National Performance Review (NPR)2 Internal Management Recommendations.

Collection of Information

Title: Emergency Education NETwork (EENET) 1996 User Survey.

Type of Information Collection. New.

Abstract: As part of FEMA's NPR2 Internal Management Recommendations, one of the approved initiatives is to conduct a thorough analysis of EENET to determine if it is the most cost-effective method to provide the required training, and if not, develop and implement alternative training approaches. A survey

questionnaire will be used to obtain information from previous customers, both users within the Agency and recipients of the training, outside the Agency. FEMA will survey all: FEMA regional office employees who work with EENET programming, and State Emergency Management Office employees who participant in, and view, with EENET programming. In addition, a random sample of other users, i.e., State and local government, private for-profit, not-for-private organizations, and other employees, will be selected to complete the survey. FEMA expects the results of the analysis to provide the basis for making decisions for improving the quality and delivery of EENET programming, while reducing its production and deployment costs.

Affected Public: Business or other for-profit, Not-for-profit institutions, Federal Government, and State, Local or Tribal Government.

Number of Respondents: 1,500.

Estimated Time Per Response. 12 minutes.

Estimated Total Annual Burden Hours. 300.

Frequency of Response: This is a one-time survey.

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 30 days of the date of this notice.

ADDRESSES: Interested persons should submit written comments to the Office of Management and Budget, Office of Information and Regulatory Affairs, ATTN: Ms. Victoria Wassmer, FEMA Desk Officer, Washington, DC 20503.

FOR FURTHER INFORMATION CONTACT: Contact Sue Downin, Producer, FEMA/PT&E/SS, (301) 447-1073 for additional information. Contact Ms. Muriel 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.

BILLING CODE 6718-01-P

A draft copy of the proposed survey questionnaire is provided below. Since the comment period for this collection of information is only 30 days, please use the draft to provide your comments and suggestions to the ADDRESSEE provided above. If you have additional questions, please contact the appropriate individual listed in the above FOR FURTHER INFORMATION CONTACT section.

OMB No. XXXX-XXXX
Expiration Date: XXXXXXXXXX

Burden Disclosure Notice: Public reporting burden for this collection of information is estimated to average 12 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the needed data, and completing and submitting the collection of information. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to Information Collections Management, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472. Do not send your completed form to this address. Please use the return address provided at the end of the form. You are not required to respond to a collection of information unless it displays a valid OMB control number.

**EMERGENCY EDUCATION NETWORK
1996 USER SURVEY**

The Federal Emergency Management Agency is conducting an Emergency Education NETWORK (EENET) survey of its users. Users will be randomly selected from the EENET user mailing list. This survey is needed to determine if EENET is the most cost-effective method to provide the required support to establish or enhance the emergency management capabilities of Federal, State and local governments. This survey is strictly voluntary and will require no more than 12 minutes of your time to complete the information. Please assist us with this effort by answering the following questions. Your input will allow us to meet your distance learning needs more effectively.

1. Please provide the following demographic information about yourself and your office.

Your position title: _____

Your office name: _____

Is your office (Check one.)

_____ FEMA Region	_____ Federal Government
_____ State Government	_____ Military
_____ Local Government	_____ Private Non-Profit
_____ Private-For-Profit	
_____ Other (Describe) _____	

2. Which of the following applies to your use of EENET? (Check all that apply and provide any comments you wish to make.)

_____ This office is a receive site.
_____ This office uses EENET video tapes.
_____ This office is a receive site and uses EENET videotapes.

Comments: _____

3. What is your area of interest?

<input type="checkbox"/> Management	<input type="checkbox"/> Public Works
<input type="checkbox"/> Disaster Relief	<input type="checkbox"/> Hazard Mitigation
<input type="checkbox"/> Disaster Response	<input type="checkbox"/> Emergency Preparedness
<input type="checkbox"/> Disaster Recovery	<input type="checkbox"/> Emergency Medical Service
<input type="checkbox"/> Investigation	<input type="checkbox"/> Scientific/Engineering
<input type="checkbox"/> Fire Prevention	<input type="checkbox"/> Fire Suppression
<input type="checkbox"/> Program/Activity	<input type="checkbox"/> Health
<input type="checkbox"/> Training/Education	<input type="checkbox"/> Other (Specify) _____

4. How long have EENET programs of any sort been used by your office? _____ years

5. In the past year, how frequently have you or your office used EENET programs? (Check one.)

☐ Every broadcast ☐ Occasionally ☐ Often ☐ Not used during past year

6. This question is in two parts.
 Part I, tell us how the EENET programs are used by you or your office (e.g., for training).
 Part II, tell us on a scale of 1 to 5 with 1 being the lowest and 5 the highest, how effective EENET programs are in each area of use.

Part I	Part II
(Check all that apply)	(Circle the number that applies)
<input type="checkbox"/> Technical training	1 2 3 4 5
<input type="checkbox"/> Public awareness	1 2 3 4 5
<input type="checkbox"/> Training updates or current trends	1 2 3 4 5
<input type="checkbox"/> Other uses (Please describe below.)	
_____	1 2 3 4 5
_____	1 2 3 4 5
PLEASE RATE OVERALL	1 2 3 4 5

7. Overall, how would you rate the content of EENET programs, in terms of the contents being up to date and relevant to your needs? (Use a scale from 1 to 5, 1 is "very poor", 2 is "poor", 3 is "neutral", 4 is "good" and 5 is "very good".) Provide any comments you wish to make.

	Up-to-Date	Relevant
EENET broadcasts	1 2 3 4 5	1 2 3 4 5
EENET videotapes	1 2 3 4 5	1 2 3 4 5

Comments: _____

8. Please estimate the degree of cost savings that EENET helps you to achieve, compared to alternative ways of delivering similar content (e.g., State sponsored workshops, travel to the National Emergency Training Center (NETC), private seminars). (Check one.)

☐ EENET programs cost significantly less

☐ EENET programs cost somewhat less

☐ EENET program costs are about the same

☐ EENET programs cost somewhat more

☐ EENET programs cost significantly more

Comments: _____

9. Are there additional topics that you feel need to be included in future EENET programs?
_____yes _____no
If yes, please list the two most important topics you would like to see addressed on future EENET programs.

10. Do you feel that the format for EENET broadcasts should be changed? _____yes _____no
If yes, what recommendations do you have concerning changes that are needed in the format of EENET programs? (Please list.)

11. Would you/your office be willing to participate in special programs aired on EENET?
_____yes _____no
12. Which special programs would you/your office be willing to participate in? (Check all that apply.)
_____ Two-way video pilot broadcasts
_____ Multi-Regional training
_____ Multi-State training
_____ Co-sponsor of broadcasts
_____ Other (Please describe.) _____
13. Please share anything else you can think of concerning the use of EENET programs as they relate to your office.

14. May we contact you to follow up on your responses or comments? _____yes _____no
If yes, please provide your name and telephone number

Thank you for your participation in this survey. Please return this completed questionnaire to:

B. J. Boyd
National Emergency Training Center
16825 South Seton Avenue
Building E - Room 220
Emmitsburg, MD 21727

or FAX # (301) 447-1112