



[OMB Control No. 2900-0571]

Agency Information Collection Activity: (Customer Satisfaction Surveys)

AGENCY: National Cemetery Administration (NCA), Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: In compliance with the Paperwork Reduction Act (PRA) of 1995, this notice announces that the National Cemetery Administration (NCA), Department of Veterans Affairs, will submit the collection of information abstracted below to the Office of Management and Budget (OMB) for review and comment. The PRA submission describes the nature of the information collection and its expected cost and burden and it includes the actual data collection instrument.

DATES: Written comments and recommendations for the proposed information collection should be sent within 30 days of publication of this notice by clicking on the following link www.reginfo.gov/public/do/PRAMain, select "Currently under Review - Open for Public Comments", then search the list for the information collection by Title or "OMB Control No. 2900-0571."

FOR FURTHER INFORMATION CONTACT: Maribel Aponte, Office of Enterprise and Integration, Data Governance Analytics (008), 810 Vermont Ave. NW, Washington, DC 20006, (202) 266-4688 or email maribel.aponte@va.gov. Please refer to "OMB Control No. 2900-0571" in any correspondence.

SUPPLEMENTARY INFORMATION:

Authority: 44 U.S.C. 3501-3521.

Title: Customer Satisfaction Surveys.

OMB Control Number: 2900-0571.

Type of Review: Revision of a currently approved collection.

Abstract: Improving Customer Service through Effective Performance Management, NCA will conduct surveys to determine the level of satisfaction with existing services among their customers. The surveys will solicit voluntary opinions and are not intended to collect information required to obtain or maintain eligibility for a VA program or benefit. Baseline data obtained through these information collections are used to validate customer service standards.

An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number.

The ***Federal Register*** Notice with a 60-day comment period soliciting comments on this collection of information published at 88 FR 29180, May 5, 2023.

Affected Public: Individuals and households interring Veterans or eligible dependents, and funeral directors facilitating such interments.

Total Estimated Annual Burden: 26,158 hours.

Frequency of Response: Annually.

Total Estimated Number of Respondents: 56,650.

I. National Cemetery Mail Surveys

a. National Cemeteries Next of Kin/Family Member and Funeral Director Satisfaction Surveys

Estimated Annual Burden: 14,500 hours.

Estimated Average Burden Per Respondent: 30 minutes.

Frequency of Response: Annually.

Estimated Number of Respondents: 29,000.

b. State or Tribal Veterans Cemeteries Funeral Director Satisfaction Surveys

Estimated Annual Burden: 2,000 hours.

Estimated Average Burden Per Respondent: 30 minutes.

Frequency of Response: Annually.

Estimated Number of Respondents: 4,000.

- c. State or Tribal Veterans Cemeteries Next of Kin/Family Member Satisfaction Surveys

Estimated Annual Burden: 7,500 hours.

Estimated Average Burden Per Respondent: 30 minutes.

Frequency of Response: Annually.

Estimated Number of Respondents: 15,000

II. Program/Specialized Service Survey

- a. VA Memorial Products Next of Kin/Family Member and Funeral Director Satisfaction Surveys

Estimated Annual Burden: 1,500 hours.

Estimated Average Burden Per Respondent: 15 minutes.

Frequency of Response: Annually.

Estimated Number of Respondents: 6,000.

III. National Cemetery Focus Groups

- a. Focus Groups with Next of Kin

Estimated Annual Burden: 150 hours.

Estimated Average Burden Per Respondent: 3 hours.

Frequency of Response: Annually.

Estimated Number of Respondents: 50.

- b. Focus Groups with Funeral Directors

Estimated Annual Burden: 150 hours.

Estimated Average Burden Per Respondent: 3 hours.

Frequency of Response: Annually.

Estimated Number of Respondents: 50.

- c. Focus Groups with Veteran Service Organizations

Estimated Annual Burden: 150 hours.

Estimated Average Burden Per Respondent: 3 hours.

Frequency of Response: Annually.

Estimated Number of Respondents: 50.

IV. National Cemetery Visitor Comment Cards (Local Use)

Estimated Annual Burden: 208 hours.

Estimated Average Burden Per Respondent: 5 minutes.

Frequency of Response: Annually.

Estimated Number of Respondents: 2,500.

By direction of the Secretary:

Dorothy Glasgow,

VA PRA Clearance Officer, (Alt.)

Office of Enterprise and Integration, Data Governance Analytics,

Department of Veterans Affairs.

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