

and Recovery Act (RCRA) rulemaking actions. RCRA, as amended by the Hazardous and Solid Waste Amendments, requires EPA to establish a national regulatory program to ensure that hazardous waste is managed in a manner protective of human health and the environment. EPA is authorized under section 2002 and 3007 of RCRA to collect information from industry and other parties when necessary to carry out its regulatory responsibilities. The information collected will be used to assess the costs and benefits of various potential regulatory and nonregulatory actions. 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 OMB control numbers for EPA's regulations are listed in 40 CFR Part 9 and 48 CFR Chapter 15. Executive Order 12866 specifies that all administrative decisions shall be based on adequate information concerning the need for and consequences of proposed government action. To this end, Executive Order No. 12866 requires the preparation and evaluation of an assessment of costs and benefits for all proposed regulatory actions determined to be significant. This generic clearance simplifies the authorization process to develop and administer surveys, interviews and focus group meetings and provides OSW with the flexibility needed to conduct information collection in a rapid and efficient manner. An important element in preparing an Economic Impact Analysis (EIA) may include the administration of surveys, interview and focus group meetings to obtain data from the regulated community and other interested parties. OSW often needs to collect such information and perform analysis over a short time frame. It is for this reason that the Agency is currently requesting renewal of this Information Collection Request (ICR).

The EPA would like to solicit comments to:

- (i) Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
- (ii) 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;
- (iii) Enhance the quality, utility, and clarity of the information to be collected; and
- (iv) 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.

Burden Statement: The public reporting burden for this generic collection is estimated to average 13.5 hours per response. This estimate includes all aspects of the information collection including the time for reviewing instructions, searching existing data sources, gathering the data needed, and completing and reviewing the collection information. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information.

Estimated Number of Respondents: 1000.

Estimated Number of Responses per Respondent: 1.

Estimated Total Annual Burden on Respondents: 15,000 hours.

Frequency of Collection: On Occasion.

Dated: April 2, 1997.

Matthew Hale,

Acting Director, Office of Solid Waste.

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ENVIRONMENTAL PROTECTION AGENCY

[FRL-5819-7]

Agency Information Collection Activities: Proposed Collection; Comment Request; Information Collection Request for Customer Satisfaction Surveys

AGENCY: Environmental Protection Agency (EPA).

ACTION: Notice.

SUMMARY: In compliance with the Paperwork Reduction Act (44 U.S.C. 3501 *et seq.*), this notice announces that EPA is planning to submit the following

continuing Information Collection Request (ICR) to the Office of Management and Budget (OMB): Information Collection Request for Customer Satisfaction Surveys. Before submitting the ICR to OMB for review and approval, EPA is soliciting comments on specific aspects of the proposed information collection as described below.

DATES: Comments must be submitted on or before June 1, 1997. They may be sent via electronic mail to bonner.patricia@epamail.epa.gov.

ADDRESSES: USEPA, Office of Policy, Planning & Evaluation, OSPED/IO, 401 M Street SW, Washington, D.C. 20460. Copies of the ICR may be obtained by calling: 202-260-0599; requesting by fax to 202-260-0275, and may be accessed electronically via Internet [<http://www.epa.gov/oppe> on the World Wide Web].

FOR FURTHER INFORMATION CONTACT: Patricia Bonner, telephone: 202-260-0599; fax 202-260-0275.

SUPPLEMENTARY INFORMATION:

Affected entities: Entities potentially affected by this action are those which telephone, write to or electronically request information from the Agency; apply for permits, pesticide registration or grants; are or become partners with the Agency in pollution prevention; participate in an enforcement, compliance assistance or rulemaking activity; or receive other Agency services or training.

Title: Information Collection Request for Customer Satisfaction Surveys, OMB Control Number 2090-0019, EPA ICR Number 1711.01, expiring 10/31/97.

Abstract: Within the Environmental Protection Agency voluntary customer surveys will be used to determine the level of customer satisfaction with EPA services in terms of access, timeliness, courtesy, accuracy, value to the respondent, and other appropriate measures of quality within our various lines of service. Surveys will involve individuals who have experienced EPA services directly or could have obtained such services (e.g. people who are notified about an event or action, but choose not to participate/comment). Information obtained from these surveys will be used to assist in evaluating and improving service delivery processes. In the past three years, the Agency has performed nearly 35 surveys. Comment cards, focus groups and more complex surveys have provided managers with information enabling the Agency to streamline procedures, speed delivery of services, and improve the quality of service delivery for customers. The 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 EPA would like to solicit comments to:

(i) evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the Agency, including whether the information will have practical utility;

(ii) 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;

(iii) enhance the quality, utility, and clarity of the information to be collected; and

(iv) 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.

Burden: The average burden per response for these activities is estimated to range from less than 30 seconds to respond to an Internet feedback screen, to 2 hours for participation in a focus group. The Agency plans to use many different instruments of survey. These include: minimal question comment cards with narrow scope; longer comment sheets to evaluate training, events or publications; telephone follow-up surveys; in person surveys; Internet feedback systems; short and long written surveys; focus groups, and exit interviews. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to: review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. Labor costs were estimated based on the Labor Department's (Bureau of Labor Statistics) April 18, 1997 release of weekly earnings of wage and salary workers using the median earnings (\$504/week).

In FY 1998, EPA expects that up to 53,395 respondents will reply to our various forms of customer surveys, and anticipates a total burden of 12,761.48 hours. There are no direct respondent costs except time, estimated overall at \$160,794.64.

In FY 1999, EPA expects that up to 52,545 respondents will reply to our various forms of customer surveys, and anticipates a total burden of 12,608.18 hours. There are no direct respondent costs except time, estimated overall at \$158,863.06.

In FY 2000, EPA expects that up to 53,345 respondents will reply to our various forms of customer surveys, and anticipates a total burden of 13,108.18 hours. There are no direct respondent costs except time, estimated overall at \$165,163.06.

Dated: April 21, 1997.

Patricia A. Bonner,

Director, Customer Service.

[FR Doc. 97-11163 Filed 4-29-97; 8:45 am]

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ENVIRONMENTAL PROTECTION AGENCY

[OPP-00465A; FRL-5712-5]

Department of Defense Plan for Certification of Pesticide Applicators

AGENCY: Environmental Protection Agency (EPA).

ACTION: Notice of Approval of Certification Plan.

SUMMARY: On February 12, 1997, EPA announced its intention to approve the revised Department of Defense (DOD) Certification Plan for restricted use pesticide applicators. The revised plan reflects changes in their administrative procedures and adoption of several new subcategories of certification. The February 12, 1997 Notice solicited comments on the revised DOD Plan. One comment was received which supported the addition of categories within the DOD Plan and asked if DOD certified applicators are required to obtain state licenses. DOD certified applicators are not required to obtain additional state certification or licenses while engaged in the performance of their official duties on DOD land or property. No further comments were received and EPA therefore approves the DOD Certification Plan.

FOR FURTHER INFORMATION CONTACT: Robert V. Bielarski, Office of Pesticide Programs (7506C), Environmental Protection Agency, 401 M St., SW., Washington, DC 20460. Office location, telephone number, and e-mail address:

Crystal Mall #2, 1921 Jefferson Davis Highway, Rm. 1121, Arlington, VA, Telephone: (703) 305-6708, e-mail: bielarski.robert@epamail.epa.gov.

SUPPLEMENTARY INFORMATION:

Electronic Availability: Electronic copies of this document and the revised DOD pesticide applicator certification plan are available from the EPA home page at the Environmental Sub-Set entry for this document under "Regulations" (<http://www.epa.gov/fedrgstr/>).

In the **Federal Register** of February 12, 1997 (62 FR 6520) (FRL-5581-3), notice was published of the intent of the EPA Assistant Administrator for Prevention, Pesticides and Toxic Substances, to approve the revised DOD plan for the certification of its employees to apply or supervise the application of restricted use pesticides in the performance of their official duties. The revised DOD plan updated administrative procedures and added the following new pest control subcategories: (1) Subcategory 3a., soil fumigation, under the existing ornamental and turf category, (2) subcategory 6a., grassland and non-crop agricultural land, under the existing right-of-way category, and (3) subcategory 7a., stored product fumigation, under the existing industrial, institutional, structural and health-related category. The revised DOD plan will retain the aerial application category. The remaining categories are similar to established EPA categories. The DOD competency standards for each category meet the requirements contained in the corresponding EPA standards at 40 CFR 171.4(c).

The comment period for the proposed plan ended March 14, 1997. One comment was received from a State Department of Agriculture which supported the DOD decision to add new subcategories within the DOD plan and asked if DOD applicators were required to obtain other state licenses. The DOD Plan only applies to DOD employees applying any pesticides on DOD land or property under the jurisdiction of the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA). DOD employees who are certified in accordance with the Plan may, without obtaining any additional state certification, use and supervise the use of restricted use pesticides while engaged in the performance of their official duties. In infrequent instances when DOD employees will be required to apply pesticides on other than DOD property, they will work under the supervision of appropriately certified state or federal personnel. The DOD