

**Supporting Statement for Paperwork Reduction Act Submission
For
National Park Service Partnership Satisfaction Surveys
OMB Control Number 1024-0226**

B. Collections of Information Employing Statistical Methods

The agency should be prepared to justify its decision not to use statistical methods in any case where such methods might reduce burden or improve accuracy of results. When Item 17 on the OMB Form 83-I is checked "Yes", the following documentation should be included in the Supporting Statement to the extent that it applies to the methods proposed:

1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used.

The Government Performance and Results Act (GPRA) of 1993 (P.L. 103-62) and the National Park Service (NPS) Strategic Plan requires that NPS develop goals to improve program effectiveness and public accountability. Surveys are conducted for programs in the Conservation and Outdoor Recreation division (COR): the Rivers, Trails and Conservation Assistance Program (RTCA) and the Federal Lands to Parks Program (FLP). Surveys measure performance and suggest improvements of program goals. The goal is to have 95% of communities that are served to be satisfied with NPS partnership assistance in providing recreation and conservation benefits on lands and waters.

Due to the small population size, survey designers decided to conduct a full census survey of all program project partners rather than employ statistical methods to determine overall satisfaction.

During 2008, the COR sent 255 surveys to all current project partners who worked with the COR program staff requesting their input into satisfaction of services and elements comprising the various programs. The following table indicates the number of surveys sent and the response rate. We expect a similar response rate for each of the next two surveys in 2010 and 2012.

	RTCA Partners	FLP Partners (For surveys sent)	FLP (with 12 additional respondents from calls)
Surveys sent	180	75	
Surveys Returned	108	30	42
Response Rate	60%	40%	56%

2. Describe the procedures for the collection of information including:

- * **Statistical methodology for stratification and sample selection,**
- * **Estimation procedure,**
- * **Degree of accuracy needed for the purpose described in the justification,**
- * **Unusual problems requiring specialized sampling procedures, and**
- * **Any use of periodic (less frequent than annual) data collection cycles to reduce burden.**

A census from RTCA and FLP will be used for the survey (N=255); no sampling procedure will be used.

There is no predetermined degree of accuracy established for the survey; however, the higher the rate of response the more useful the data will be for program management.

Biennial data collection cycles will be used to reduce burden on the respondents. Projects often last two years in length, so reducing the annual survey to a biennial survey will reduce the burden on the respondents and allow them to comment on the multi-year assistance that they might receive.

3. Describe methods to maximize response rates and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.

The estimated initial response rate of 60 % for RTCA and a 40% for FLP equals 138 responses. Follow up Survey Monkey email requests is expected to result in 12 more responses to the FLP survey for a total of 150 responses, with response rates of 60% for RTCA and 56% for FLP.

In 2006 and again in 2008 this process was greatly simplified by using the Survey Monkey website to manage recipient lists. Excel spreadsheets (containing email addresses) are uploaded to the website. Program managers create separate mailing lists for each program. Participation and request letters to project partners are automated by Survey Monkey. Letters are drafted at the website, and project recipients for each letter chosen.

Following up with partners who have not responded increases the return rate, Survey Monkey automates this process. The survey manager contacts the partner by phone or email and alerts them to incoming Survey Monkey request.

This methodology is expected to provide adequate and reliable data for the GPRA performance measure and suggested improvements of program goals.

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or

more respondents. A proposed test or set of tests may be submitted for approval separately or in combination with the main collection of information.

Pilot testing of each questionnaire was conducted when it was first designed. Little has changed in the survey since 1999. The advent of on-line administration of survey in 2006 dramatically reduced the burden on respondents. Social scientists from the University of West Virginia were consulted when survey instrument was first designed. Advice provided by these academicians led to the current biennial nature of the instrument. Subsequent to these early adjustments Jim Gramann, Ph.D. Visiting Chief Social Scientist of the NPS has reviewed the instrument and results.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

The individuals who created the surveys and who have responsibility for the data collection and analyzes are:

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