

**SUPPORTING STATEMENT FOR REQUESTS FOR APPROVAL UNDER  
THE PAPERWORK REDUCTION ACT AND 5 CFR 1320**

***Stakeholder Satisfaction Survey at TVA Reservoirs***

A. Justification

1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.

**TVA will conduct annual customer satisfaction surveys to measure external customer satisfaction with TVA in a variety of areas including adequacy of recreation facilities on TVA land, performance of local TVA staff, and timeliness and quality of permitting services. Information gathered will be used to improve service delivery and relationships with customers and the public..**

2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.

**The information collected will be used for qualitative purposes for internal program planning and management by TVA to improve customer interaction and services.**

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses and the basis for the decision for adopting this means of collection. Also, describe any consideration of using information technology to reduce burden.

**Electronic submission of responses is not feasible at this time. Some questionnaires will be distributed at the completion of specific events. Some questionnaires will be completed by contractors which randomly contact permit applicants and recreation users of TVA campgrounds and day use areas.**

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.

**Satisfaction with TVA recreation amenities, permitting process, and interaction with TVA employees for the targeted services has not been previously collected.**

5. If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-I), describe any methods used to minimize burden.

**Some 26a permit applicants (see questions 12) may be small businesses or other small entities. Surveying will be conducted randomly for applicants to TVA for Section 26a approval of water use facilities. Marinas and other water based businesses may be contacted as part of this random selection process. Surveys are estimated to only take 15 minutes to complete. Other small businesses or other small entities should not be affected by this survey.**

6. Describe the consequences to federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.

**Survey results will be utilized to focus resources to areas of identified improvement needs and to better align with customer expectations. Budget limitations restrict use to surveying three or fewer reservoirs per year. It is assumed we will need three to four years of data collection before an accurate estimate of system-wide (35 reservoirs and tailwaters) recreation use and expenditure can be made.**

7. Explain any special circumstances that would cause an information collection to be conducted in a manner:

- requiring respondents to report information to the agency more often than quarterly;
- requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it;
- requiring respondents to submit more than an original and two copies of any document;
- requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years;
- in connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study;
- requiring the use of statistical data classification that has not been reviewed and approved by OMB;
- that includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use; or
- requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.

**None.**

8. If applicable, provide a copy and identify the date and page number of publication in the Federal Register of the agency's notice, required by 5 C.F.R pt. 1320.8(d), soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.

Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.

Consultation with representatives of those from whom information is to be obtained or those who must compile records should occur at least once every 3 years—even if the collection of information activity is the same as in prior periods. There may be circumstances that may preclude consultation in a specific situation. These circumstances should be explained.

**A copy of the Federal Register Notice is attached. There were no comments from the public.**

9. Explain any decision to provide any payment or gift to respondents, other than reenumeration of contractors or grantees.

**None.**

10. Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy.

**All survey questions are general in nature and ask no questions of a sensitive nature. There is no promise of confidentiality to respondents.**

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private. This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

**Not applicable. All survey questions are general in nature and ask no questions of a sensitive nature.**

12. Provide estimates of the hour burden of the collection of information. The statement should:

- Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated. Unless directed to do so, agencies should not conduct special surveys to obtain information on which to base hour burden estimates. Consultation with a sample (fewer than 10) of potential respondents is desirable. If the hour burden on respondents is expected to vary widely because of differences in activity, size, or complexity, show the range of estimated hour burden, and explain the reasons for the variance. Generally, estimates should not include burden hours for customary and usual business practices.
- If this request for approval covers more than one form, provide separate hour burden estimates for each form and aggregate the hour burdens in Item 13 of OMB Form 83-I.
- Provide estimates of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories. The cost of contracting out or paying outside parties for information collection activities should not be included here.

Instead this cost should be included in Item 14.

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|---------------------------------|--------------|
| <b>a) Number of respondents</b> | <b>1,000</b> |
| -                               |              |
| <b>b) Frequency of response</b> | <b>Once</b>  |
| -                               |              |
| <b>c) Number of responses</b>   | <b>1,000</b> |
| -                               |              |
| <b>d) Hours per response</b>    | <b>0.25</b>  |
| -                               |              |
| <b>e) Annual burden</b>         | <b>250</b>   |
| -                               |              |

**The estimated average hourly wage is \$19; therefore, the estimated respondent cost is \$4,750 (\$19 x 250). The hourly wage information was obtained from the PEW Center on the States, a research organization administered by the University of Richmond. A 60 percent load for benefits was added to the \$12 from the PEW Center to reach the estimated hourly wage of \$19.**

The following areas of work activities have been selected for annual survey of stakeholder satisfaction:

Stakeholder Category	Number of Surveys	Name of Survey
Permit Applicants	400	Permit Applicants Satisfaction Survey
Growth Readiness Workshop Participants	150	Growth Readiness Workshop Participants Satisfaction Survey
Spring Fish Sampling Participants	100	Spring Fish Sampling Participants Satisfaction Survey
TVA Day Use Area Users	175	TVA Day Use Area Users Satisfaction Survey
TVA Campground Users	175	TVA Campground Users Satisfaction Survey
<b>TOTAL</b>	<b>1,000</b>	

Surveys will be conducted annually for each category from date of approval.

Permit Applicants, TVA Day Use Area Users, and TVA Campground Users will be randomly selected and telephoned by contractors to respond to a questionnaire. The telephone surveys will be conducted during normal business hours and early evening. Individuals will be asked if they wish to participate in the survey, if refuse another randomly selected participant will be contacted until the target number or responses are received.

Growth Readiness Workshop Participants and Spring Fish Sampling Participants will be given a questionnaire to complete at the end of each session. Each participant will be encouraged to provide feedback by completing a questionnaire.

To estimate stakeholder satisfaction each category questionnaire has a question asking for the overall satisfaction with each category. The possible score for this question is 1 - 10, with 10 representing the highest satisfaction. The stakeholder satisfaction score will be represented by percentage which will be calculated by totaling the responses to the overall satisfaction question divided by total number of responses.

13. Provide an estimate of the total annual cost burden to respondents or recordkeepers resulting from the collection of information. (Do not include the cost of any hour burden shown in Items 12 and 14).
  - The cost estimate should be split into two components: (a) a total capital and start-up cost component (annualized over its expected useful life); and (b) a total operation and maintenance and purchase of services component. The estimates should take into account costs associated with generating, maintaining, and disclosing or providing the information. Include descriptions of methods used to estimate major cost factors, including system and technology acquisition, expected useful life of capital equipment, the discount rate(s), and the time period over which costs will be incurred. Capital and start-up costs include, among other items, preparations for collection information, such as purchasing computers and software; monitoring, sampling, drilling and testing equipment, and record storage facilities.
  - If cost estimates are expected to vary widely, agencies should present rates of cost burdens and explain the reasons for the variance. The cost of purchasing or contracting out information collection services should be a part of this cost burden estimate. In developing

cost burden estimates, agencies may consult with a sample of respondents (fewer than 10), utilize the 60-day pre-OMB submission public comment process and use existing economic or regulatory impact analysis associated with the rulemaking containing the information collection, as appropriate.

- Generally, estimates should not include purchases of equipment or services, or portions thereof, made: (1) prior to October 1, 1995, (2) to achieve regulatory compliance with requirements not associated with the information collection, (3) for reasons other than to provide information or keep records for the government or (4) as part of customary and usual business or private practices.

**None.**

14. Provide estimates of annualized cost to the federal government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing, and support staff), and any other expense that would not have been incurred without this collection of information. Agencies also may aggregate cost estimates from Items 12, 13, and 14 in a single table.

**TVA Total Costs = \$40,000**

**TVA Labor Costs – \$10,000 (200 hours at \$50 per hour)**

**TVA Contract Costs – \$30,000 (Two Contracts to conduct telephone surveys of Permit applicants and Recreation areas users)**

15. Explain the reasons for any program changes or adjustment reported in Items 13 or 14 of the OMB Form 83-I.

**None.**

16. For collections of information whose results will be published, outline plans for tabulation and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.

**Not applicable.**

17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.

**Not applicable.**

Explain each exception to the certification statement identified in Item 19, "Certification for Paperwork Reduction Act Submissions," of OMB Form 83-I.

**Not applicable.**

## B. Statistical Methods

**This information collection does not employ statistical methods.**

**The information collected will be used for qualitative purposes for internal program planning and management by TVA to improve customer interaction and services. While some resources may be re-allocated as a result of information collected, the collection's primary purpose is not budget related.**

### 1. Potential respondent universe:

Survey	Universe Description
Permit Applicants Satisfaction Survey	Applicants for Section 26a Permits (see OMB Control Number 3316-0060, Application for Section 26a Permit, Tennessee Valley Authority).
Growth Readiness Workshop Participants Satisfaction Survey	Participants in the Growth Readiness Workshops.
Spring Fish Sampling Participants Satisfaction Survey	Fishermen/women who consent to participate in the Spring Fish Sampling conducted on TVA reservoirs.
TVA Day Use Area Users Satisfaction Survey	Day use area users for whom contact information is available.
TVA Campground Users Satisfaction Survey	Campground users for whom contact information is available.

### 2. Selection.

Survey	Selection Description
Permit Applicants Satisfaction Survey	Potential respondents will be chosen from the Applicants for Section 26a Permits through a non-scientific random process until the targeted number of responses is achieved.
Growth Readiness Workshop Participants Satisfaction Survey	Potential respondents are those participants in the Growth Readiness Workshops who have turned in a survey by the end of the workshop. During the workshop participants will be encouraged to complete and turn in a survey.
Spring Fish Sampling Participants Satisfaction Survey	Potential respondents are those fishermen/women who consent to participate in the Spring Fish Sampling conducted on TVA reservoirs. They will be given a survey and asked to turn it in before they leave the fish sampling area.
TVA Day Use Area Users Satisfaction Survey	Potential respondents will be chosen from are those day use area users for whom contact information is available. They will be chosen through a non-scientific random process until the targeted number of responses is achieved.
TVA Campground Users Satisfaction Survey	Potential respondents will be chosen from those campground users for whom contact information is available. They will be chosen through a non-scientific random process until the targeted number of

	responses is achieved.
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### 3. Conducting the surveys

Survey	Process Description
Permit Applicants Satisfaction Survey	A contractor will conduct the telephone surveys. If contact is not made, or the person declines to participate, the caller will go on to the next person on the list.
Growth Readiness Workshop Participants Satisfaction Survey	Workshop participants will be given a survey as part of the workshop materials. During the workshop participants will be encouraged to complete and turn in a survey.
Spring Fish Sampling Participants Satisfaction Survey	Fishermen/women will be given a survey by the people who are taking tissue samples from the fish that were caught. They will be asked to complete and turn in the survey before they leave the fish sampling area.
TVA Day Use Area Users Satisfaction Survey	A contractor will conduct the telephone surveys. If contact is not made, or the person declines to participate, the caller will go on to the next person on the list.
TVA Campground Users Satisfaction Survey	A contractor will conduct the telephone surveys. If contact is not made, or the person declines to participate, the caller will go on to the next person on the list.

4. Response Analysis. The stakeholder satisfaction score will be represented by a percentage which will be calculated by totaling the responses to the questions divided by the total number of responses to the questions. TVA does not intend to generalize the results of these surveys beyond the specific respondents and are only calculating descriptive summaries of the responses.
5. Contact Information. The contact person for these surveys is Hugh E. Standridge, phone: 865-632-4214, e-mail address: [hestandridge@tva.gov](mailto:hestandridge@tva.gov).