

Customer Satisfaction Survey

U.S. Fish and Wildlife Service Land-Based Wind Energy Guidelines

We would like your thoughts and opinions about the U.S. Fish and Wildlife Service Land-Based Wind Energy Guidelines (Guidelines). When you are finished making entries, hit the "Done" button at the bottom of the questionnaire.

You can view the Guidelines at: <http://www.fws.gov/windenergy>

If you have any questions, contact Christy Johnson-Hughes at Christy_JohnsonHughes@fws.gov or 703-358-1922.

Thank you for your participation.

PAPERWORK REDUCTION ACT STATEMENT: We may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB control number. Your response is voluntary. We estimate that it will take you about 10 minutes to complete the survey. You may send comments on the estimated burden or any other aspect of this information collection to the Information Collection Clearance Officer, U.S. Fish and Wildlife Service, 4401 N. Fairfax Drive, Mailstop 2042-PDM, Arlington, VA 22203.

SURVEY QUESTIONS

1. In the past year, did you use the Guidelines in the planning, construction, and/or operational phases of a wind energy facility?

- Yes
- No

2. Which tiers of the Guidelines did you use? (check all that apply)

- I have never actually used the tiers (skip to Question 7)
- Tier 1
- Tier 2
- Tier 3
- Tier 4
- Tier 5

3. The U.S. Fish and Wildlife Service previously estimated that for utility-scale wind energy projects, the average time necessary to provide information for each tier is as follows:

Tier 1 – 83 hours
Tier 2 – 375 hours
Tier 3 – 2,880 hours
Tier 4 – 2,550 hours

Tier 5 – 2,400 hours

In your experience using the Guidelines, how do these estimates compare with your actual efforts? (Note that these estimates do not include time spent on any activities required to comply with Federal laws and regulations such as the Bald and Golden Eagle Act or the Endangered Species Act, rather, only those activities that do not lead to a permit and are carried out voluntarily.)

An empty rectangular text input field with a thin black border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom, both with standard arrow and track icons.

4. How did the Communications Protocol on page 5 of the Guidelines influence your interactions with USFWS?

An empty rectangular text input field with a thin black border. It features a vertical scrollbar on the right side and a horizontal scrollbar at the bottom, both with standard arrow and track icons.

5. Did the USFWS provide any technical assistance to you on your wind energy project?

- Yes
- No

6. If you answered yes to the question above, please describe any decisions that were influenced by the technical assistance provided by the USFWS.



7. What portions of the Guidelines do you find especially useful? (check all that apply)

- Executive Summary
- Chapter 1: General Overview
- Chapter 2: Tier 1 – Preliminary Site Evaluation
- Chapter 3: Tier 2 – Site Characterization
- Chapter 4: Tier 3 – Field Studies to Document Site Wildlife and Habitat and Predict Project Impacts
- Chapter 5: Tier 4 – Post-construction Studies to Estimate Impacts
- Chapter 6: Tier 5 – Other Post-construction Studies
- Chapter 7: Best Management Practices
- Chapter 8: Mitigation
- Chapter 9: Advancing Use, Cooperation, and Effective Implementation
- Appendix A: Glossary
- Appendix B: Literature Cited
- Appendix C: Sources of Information Pertaining to Methods to Assess Impacts to Wildlife

8. How satisfied are you with the Guidelines?

CONTENT – do the Guidelines include the types of information you want?

Very satisfied Satisfied Dissatisfied Very dissatisfied No opinion

LEVEL of DETAIL – do the Guidelines include the right amount of information?

Very satisfied Satisfied Dissatisfied Very dissatisfied No opinion

ILLUSTRATIONS - do the pictures and figures add value to the Guidelines?

Very satisfied Satisfied Dissatisfied Very dissatisfied No opinion

USABILITY – are the Guidelines easy to read and understand?

Very satisfied Satisfied Dissatisfied Very dissatisfied No opinion

ORGANIZATION - is it easy to find the information you seek?

Very satisfied Satisfied Dissatisfied Very dissatisfied No opinion

USEFULNESS – do the Guidelines meet your needs?

Very satisfied Satisfied Dissatisfied Very dissatisfied No opinion

OVERALL SATISFACTION

Very satisfied Satisfied Dissatisfied Very dissatisfied No opinion

9. Please provide comments or suggestions on how we can improve the Guidelines.

