

Request for Approval under the “DOI Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery”
OMB Control Number: 1090-0011

TITLE OF INFORMATION COLLECTION:

Small Contract Concessioners’ Satisfaction with NPS Administrative Procedures

PURPOSE:

The purpose of this survey is to ask current small contract concessioners if they are satisfied with the simplified procedures already in use by the National Park Service (we) and gather any suggestions for improvement. We will use the baseline data obtained in the survey to gauge if we are meeting the intent of the 1998 Concessions Management Improvement Act (Public Law 105-391) and to continue to make improvements on simplified procedures for concessioners.

Historically, concession contracts and operations were governed by the 1965 Concession Policy Act (Public Law 89-249). That law mandated numerous policies and procedures regarding concessions operations. Public Law 105-391 was enacted by Congress with the objective of improving concessions and increasing competition for concession contracts. Some of the major changes incorporated into the 1998 Act include reduced preferential right situations, allocated franchise fee distribution, new competitive bid requirements, and increased accountability and oversight.

The 1998 Act outlined the competitive process for awarding a concessions contract and directed the inclusion of “simplified procedures for small individually-owned concession contracts” in the award of a concessions contract. We apply simplified procedures to all concession contracts with anticipated gross receipts of less than \$100,000. Because sole proprietors also submit proposals for concession contracts between \$100,000 and \$500,000, Regional Directors may use simplified procedures on a contract-by-contract basis for those concession contracts with gross receipts of more than \$100,000, but less than \$500,000.

DESCRIPTION OF RESPONDENTS:

Respondents will be all concessioners (340) that currently have small concession contracts with the National Park Service.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.

3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Paul M. Pfenninger (303) 987-6990

To assist review, please provide answers to the following questions:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
3. If Applicable, has a System or Records Notice been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No (If yes, please explain.)

BURDEN HOURS

Category of Respondents	No. of Respondents	Participation Time	Burden
Private sector (Contractors with Small Concession Contracts)	340	10 min	57 hours
Totals	340	10 min	57 hours

FEDERAL COST: The estimated cost to the Federal government is \$10,000 for staff time, analysis, and materials.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe? Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan). If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them.

Using the required Annual Financial Reports, we developed a list of small contract concessioners whose annual gross receipts were less than \$500,000. We will send the survey to each of these concessioners. We will use a web based survey tool and email the participants an introductory note with a link to the website. For respondents that do not have an email address on file, we will mail an introductory letter with a hard copy of the survey. Both the letter and email will inform respondents: the purpose of the survey, the instructions, that the survey is voluntary and anonymous, and that no private personal information will be collected.

We will use a database to capture the number of hard copy surveys and electronic surveys that were sent out and the number received. We will not record the names of the participants in the database and will not attempt to identify who responded.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain
2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.

INSTRUCTIONS

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g., Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g., fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time in minutes and divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g., for surveys) or facilitators (e.g., for focus groups) used.

Please make sure that all instruments, instructions, and scripts are submitted with the request.