

**Request for Approval under the "Generic Clearance for the Collection of
Routine Customer Feedback" (OMB Control Number: 1910-5160)**

TITLE OF INFORMATION COLLECTION: DOE-LM Communication and Outreach Stakeholder Satisfaction Survey

PURPOSE:

The Department of Energy's Office of Legacy Management (DOE-LM) oversees former nuclear weapons complex sites that have undergone clean up of radioactive and other hazardous wastes. As a part of these efforts, it is critical that DOE-LM provide effective and useful information to the communities and stakeholders impacted by the site. Therefore, DOE-LM is seeking to conduct a stakeholder satisfaction survey to gauge the effectiveness of its communication and outreach strategies in the communities in which it works. The results of this survey will help DOE-LM shape their ongoing communication and outreach strategies to ensure that community stakeholders are satisfied with the variety of functions that DOE-LM is charged with performing including soil monitoring and distribution of benefits to former contract workers at over 100 sites located throughout the country.

DESCRIPTION OF RESPONDENTS:

Respondents to the survey are DOE-LM stakeholders; stakeholders include community members, regulators, educational institutions, former employees, and Native American tribes. These stakeholders are identified through the DOE-LM stakeholder database and well as through their involvement with the site managers. This survey is voluntary and anonymous.


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: 
David W. Geiser, Director, Office of Legacy Management

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

Personally Identifiable Information:

- 1. Is personally identifiable information (PII) collected? Yes No
- 2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
- 3. If Yes, has an up-to-date System of Records Notice (SORN) 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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals – Web survey	800	15 minutes	200 hrs
Individuals – Telephone survey	20	60 minutes	20 hrs
Totals	820		220 hrs

FEDERAL COST: The estimated annual cost to the Federal government is \$150,000
(Please Note: **The survey is distributed every 5 years**)

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?

The sample frame or universe of potential respondents is the DOE-LM stakeholder database that is routinely updated and maintained by DOE-LM as a list of all stakeholders to the various LM sites. The database contains contact information for over 5,000 stakeholders. An email will be sent to the approximately 3,000 stakeholders with email address to complete the online survey of which we are expecting a response rate of 20%. A postcard with a link to the survey will be sent via USPS to the 2,000 remaining stakeholders of whom we are expecting a response rate of approximately 10%.

The telephone interviews will be conducted as a follow-up to a 2005 survey effort by DOE-LM and the same list of respondents from that effort will be used as the sample frame in this update. The telephone interviews will begin in late July and run for approximately three weeks.

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.