

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: Falconry Database Usability Testing

PURPOSE: Beginning in 2014, the authority to issue permits for the practice of falconry was passed from the Fish and Wildlife Service (Service, We) to the individual states (78 FR 72832). As part of this change in authority, we required states to maintain a database of falconers authorized to conduct falconry in their state and falconers to report transfers of falconry birds. This was formerly accomplished using a paper form (50CFR21.29, 3-186A). States that maintain their own database must ensure that it is compatible with the Service's. To date, only California has opted to maintain a separate database. All other states utilize the system provided by the Service. The purpose of this database is to track take of birds from the wild by falconers and to maintain records of persons permitted by the states to practice falconry as required by 50CFR21.29(k)(1).

The Service requests authorization under the DOI Fast Track collection 1090-0011 to conduct usability testing of the application and database functionality. This new system replaces a legacy system based on outdated programming and will reduce the cost to the government by eliminating the Service's need to enter data for each new falconer and will only require us to enter data for state administrators. In addition, this new application will enhance the user experience by allowing them to enter data from any device that has internet access, including pcs, tablets and smart phones. Approval to conduct usability testing will help the Service to address problems and recommendations prior to the system going live.

DESCRIPTION OF RESPONDENTS: There are two groups of respondents – state falconry coordinators and permitted falconers.

TYPE OF COLLECTION:

- | | |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" 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.

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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 If "Yes", please include the SORN title, number, and Federal Register citation for the publication: Permits System-Interior, FWS-21 (68 FR 52610)

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	Total Hour Burden
Individuals/Households	30	2.5	75
State Governments	10	2.5	25
Totals	40		100

FEDERAL COST: The estimated annual cost to the Federal government is \$411.85. The federal manager only enters the initial data for a state administrator. This assumes there are 10 in state administrators and the information is entered by a GS 13, step 5 (\$51.48 X 1.6 (for benefits) = \$82.87) at the Falls Church Service Headquarters and each entry takes 30 minutes to process. (10 submissions x 30 minutes X \$82.37).

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

The Service maintains a list of state administrators in the system as contacts to advise the states of updates and changes to the falconry regulations and to maintain communications with the regulated community. There are currently approximately 100 state contacts. Initial requests to state administrators asking for their support in testing the application before going live elicited commitments from 10 willing to invest time for testing. For falconers, the Service has the legacy system data that includes details for approximately 3,000 falconers who have been active in the past 5 years. A number of falconers who have been advised of the new system have also expressed a willingness to test the system. These number approximately 30. Testing of the new application is purely voluntary.

Administration of the Instrument

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