

**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:** Eastern Massachusetts National Wildlife Refuge Complex Hunter Survey

**PURPOSE:** The Eastern Massachusetts National Wildlife Refuge Complex would like to survey visitors that participate in our hunt program. We are hoping to gauge the perspectives and opinions of the hunters regarding the quality of their hunting experience on our refuges, the responses of which will be used to provide crucial data for informed management and increased hunter satisfaction and participation. The results of the survey will be used to identify areas of the hunt program where there is strong participation and satisfaction, as well as identify potential areas for improvement.

The data obtained through this survey will be used to conduct a more accurate assessment of the species and number of wildlife harvested on the refuges each year. The data collected on harvests may be used to inform the potential for future hunt expansions on the refuges.

**DESCRIPTION OF RESPONDENTS:**

Visitors who partake in the hunt program at the Assabet River, Great Meadows, and Oxbow National Wildlife Refuges will be the individuals surveyed. Each hunter acquires a permit to hunt on our refuges through a 3<sup>rd</sup>-party vendor (CarVaTech USA). If the survey is approved, the 3<sup>rd</sup>-party vendor will distribute an email to the hunters inviting them to participate in the survey, which will be on the 3<sup>rd</sup>-party vendor’s webpage. The results of the survey will be used for internal-use only.

**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: /s/ Jared Green

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

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals/Households	250	5 mins.	21 hours

**FEDERAL COST:** The estimated annual cost to the Federal government is **\$1,552.52**.

The 3<sup>rd</sup>-party vendor will provide the approved hunter survey on their website for a one-time start-up cost of no more than \$1,500. Refuge staff will be able to download the collected survey data directly from the 3<sup>rd</sup>-party vendor's website for internal analysis. Internal analysis of the data for presentation to other staff members will be carried out by one GS-9 step 1 staff member and should not take more than 2 hours of the staff member's time. Therefore, the anticipated total burden to the refuge is \$1,552.52.

**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.

All participants in the refuges' hunt program will receive the online survey through the 3<sup>rd</sup>-party vendor and the respondents that wish to participate will submit their answers using the 3<sup>rd</sup>-party vendor's website. Participation is completely voluntary.

**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