



DEPARTMENT OF THE ARMY

ALASKA DISTRICT, U.S. ARMY CORPS OF ENGINEERS

P.O. BOX 6898

JOINT BASE ELMENDORF-RICHARDSON, AK 99506-0898

**PHONE SCRIPT
FOR FOLLOW-UP PURPOSES**

Hello, are you [Mr.\Mrs.\Ms.] [Last Name]?

May I talk to [Name], [or someone who can represent {Vessel} {or Name}]?

This is [Corps employee name] with the Alaska District of the U.S. Army Corps of Engineers. We are partnering with the City of St. George to identify potential navigation and mooring improvements for the under-utilized St. George Harbor. On [date survey sent] we sent you a survey aimed at analyzing the benefits associated with a harbor improvement project.

This survey is completely voluntary, but your participation would really help to provide a picture of the benefits from harbor improvements to St. George residents and the Pribilof Islands commercial fishing community. Are you willing to fill out and return the written survey, or complete a survey over the telephone [or is there perhaps a good time for me to call back and talk to {Name}]?

If willing to complete a written survey, but they didn't receive a copy in the mail, confirm their address and send another copy by mail – or fax, or e-mail if they prefer; however, only e-mail if they can print, scan, and e-mail back. If e-mailed, then the cover letter verbiage becomes the wording for the e-mail. Remember to thank them.

If not willing to complete a survey:

Final question, which of the following statements best describes your reason for not participating?

- I don't have the time to answer all the questions.
- I'm not authorized, or I am electing not to discuss company or organizational business: _____
- Another reason:
- N/A.

Would you like to provide us with any other information or comments?
Thank you, have a good day.

If willing to complete the survey by phone, continue as below:



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It could take up to 30 minutes as we are asking for specific use and vessel information and some individuals or businesses might want to look this information up. Are you still willing to proceed?

If willing to proceed, continue as below, otherwise go back up to the Non-response Feedback question in the third dashed box above.

I need to start this phone survey by reading a few introductory statements and disclosures, alright?

This survey is intended to analyze the benefits associated with navigation improvements at St. George. Specifically, this survey will help us identify which improvements would be used most. The results of this survey may be used to justify future harbor development at St. George.

Again, your participation in this survey is completely voluntary. You may ask me to stop at any time.

Responses will be kept confidential, anonymous, and will not affect existing business you may have with the U.S. Army Corps of Engineers, the City of St. George, or other survey respondents. The information collected will be managed in accordance with U.S. Army records retention requirements. Should you have any questions about this survey or its processing, please contact Brent Andrews at (907) 753-5697 or brent.j.andrews@usace.army.mil. I can provide you with this contact information again at any time.

The following is the *U.S. Army Corps of Engineers Agency Disclosure Notice*:

The public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Directives Division, 4800 Mark Center Drive, East Tower, Suite 03F09, Alexandria, VA 22350-3100 [0710-0018]. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

The OMB control number for this survey is 0710-0018. And the OMB expiration date is 11/30/2019.

I will now start the survey.



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Proceed with the questions starting in Section 2 of the survey, and follow the survey's logic until the thank you statement in Section 5.