

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0710-0016)

TITLE OF INFORMATION COLLECTION: 2016 Southeastern Louisiana Hurricane Evacuation Study

PURPOSE:

The U.S. Army Corps of Engineers (USACE) New Orleans District, (MVN) seeks to conduct a behavioral survey of residents of southeast Louisiana as part of a hurricane evacuation study. The behavioral survey comprises residents in the parishes of Orleans, Plaquemines, Jefferson, St Bernard, St James, St John, St Charles, St Tammany, Terrebonne, Lafourche, Tangipahoa, Livingston and Ascension. Information obtained from this survey will be incorporated into a Hurricane Evacuation Study to identify clearance times for evacuations of populations in SE Louisiana in advance of a hurricane or tropical storm. This collection will provide information to determine if the resources needed and time requirements to ensure life safety of the residents of coastal Louisiana prior to hurricane landfall.

DESCRIPTION OF RESPONDENTS:

The potential respondent universe will consist of residents living in coastal areas where public officials may call for an evacuation when a hurricane threatens. All study proposals must include a description of a survey’s particular respondent universe. The sample population is typically identified using available hurricane risk data, including data on areas at risk from hurricane storm surge flooding, previous hurricane evacuation studies or hurricane response plans, established hurricane evacuation zones, and in coordination with State and Local governments within the study area who are responsible for hurricane emergency management and evacuation decision making.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input 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 checked="" type="checkbox"/> Other: <u>telephone survey</u> |

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: JAMES M LAWTON

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 or households	2600	30MIN	1300 HRS
Totals	2600		1300 HRS

FEDERAL COST: The estimated cost to the Federal government is \$332,552¹

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 potential respondent universe will consist of residents living in Louisiana coastal parishes where public officials may call for an evacuation when a hurricane threatens.

Based on experience with previous hurricane evacuation public behavior surveys, we estimate that there will be approximately 1500-3000 completed surveys for each hurricane evacuation behavioral study effort, which will be conducted either by telephone, online survey, mail back, or face-to-face. In

¹ An estimation of annualized cost includes the support time for Federal staff labor as well as the cost of executing the survey. We have assumed a ratio of thirty minutes of Federal work for each hour of survey time (650 hours), with the Federal work at an average pay level of GS-12 step 5, which is \$33.39 per hour based on OPM Salary Table 2015-GS. Using a multiplier of 1.5 [as implied by the previously referenced BLS news release] to add benefits, the full compensation cost would be \$50.08 per hour. Thus, the annual labor cost to the federal government is \$32,552. An additional \$300,000.00 of cost for survey execution brings the annualized cost total to \$332,552.

recent evacuation behavioral surveys, using commercially available published listings of landline telephone numbers with geocoded physical addresses, 37.5% of the numbers were reached successfully. The attrition is partly due to numbers that have been disconnected, commercial numbers that were incorrectly classified as residential, and so forth. But most of the attrition is due to residents not answering their phone. Of those who do answer, approximately 40% have most recently agreed to participate in the survey, resulting in an overall response rate of 15%. The 15% figure is better than the national average for landline surveys of 9%, mainly due to greater interest in the subject matter of the survey. Response rates for future survey efforts are expected to be similar and at or above levels needed to obtain statistically viable results. USACE District, with local and state emergency managers, will use range of approaches that can be used to maximize response rates and ensure that these are integrated as part of the survey methodology in the supporting statement for each information collection to be considered under the clearance.

For the Southeast Louisiana Hurricane Public Evacuation Behavior Survey, the study will collect 2,600 responses from residents of 13 Louisiana Parishes: Plaquemines, St. Bernard, Jefferson, Orleans, Lafourche, Terrebonne, St. Charles, St. John the Baptist, St. Tammany, St. James, Tangipahoa, Livingston, and Ascension.

Data will be collected via a combination of random digit dialing of landline phones and random digit dialing of cell phones.

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 for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

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. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

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 per row.

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 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.

Submit all instruments, instructions, and scripts with the Request for Approval.