

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2120-0746)

TITLE OF INFORMATION COLLECTION:

2020 Obstruction Evaluation Group (OEG) External/Internal Stakeholder Survey

PURPOSE:

The Federal Aviation Administration, Mission Support Services, Aeronautical Information Services, Obstruction Evaluation Group (OEG) conducts Obstruction Evaluation Airport, Airspace Analysis in order to make efficiencies to accurate, repeatable, and defensible determinations in a timely manner. OEG commits to providing quality aeronautical information and services that enable stakeholders^{1,2} to plan and safely operate within the global airspace system efficiently. OEG achieves this goal by continually improving the timeliness and accuracy of its information and processes. The International Organization for Standardization (ISO) is an independent non-governmental organization with a membership of 164 national standards bodies. OEG is an ISO 9001:2015 certified organization that is required to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirement and aims to enhance customer satisfaction through effective application of the system, including processes for improvement and assurance to conformity. Specifically, Clause 4.2 of the international standard requires an organizational understanding of the needs and expectations of relevant interested parties. OEG has defined its relevant interested parties as internal and external stakeholders who are individuals or groups with interest in the success of the organization delivering intended results and maintaining the usefulness of the organization's products and services. The purpose of conducting internal and external stakeholder surveys is to measure and address stakeholder satisfaction focusing on stakeholder engagement. OEG Quality Management System (QMS) leadership IAW ISO 9001:2015 Clause 5.1.2 will utilize the survey results to address risk and opportunities to integrate and implement actions into its quality management system process as well as evaluate the effectiveness of these actions for continual improvement of products and services. OEG goal and objective of conducting the survey is to ensure stakeholder satisfaction and process integrity. It is imperative to establish, implement, and maintain QMS continual process improvement as required by ISO 9001:2015. OEG QMS determines, understands, and consistently assesses the risk and opportunities that can affect the conformity of its products and services.

DESCRIPTION OF RESPONDENTS:

Respondents will reflect the characteristics of people who will comprise the target audience, specifically:

¹Internal Stakeholders:

Individuals or groups within the agency who affect or who could be directly affected, by the OE processes are defined as internal stakeholders. The following are relevant interested parties identified as Internal Stakeholders internal to OEG coordination:

- Flight Standards (AFS);
- Flight Procedures Impact Analysis Team (AJV-A);
- Office of Airports (ARP);
- Technical Operations (AJW); and
- Spectrum Engineering (AJW-1C).

Additional OEG Internal Stakeholders include:

- Program Management Organization (PMO) manages the enterprise solution to obstruction evaluation automation;
- Office of Government and Industry Affairs (AGI), interfaces with congressional interests;
- Air Traffic Services (AJT) represents the service providers and the specific FAA approach, en route, terminal, or flight service station facilities;
- Eastern, Central, and Western Service Centers (AJV-E, C, W) are responsible for coordination of operational impacts and support reimbursable agreements or changes to flight procedures;
- Airspace Services (AJV-1) support rulemaking and discretionary review; and
- Technical Training (AJI) develop and maintain the OE technical training course.

²External Stakeholders:

Individuals or groups outside the Agency who effect or can be effected by the OE process. The following External Stakeholders are identified as OEG Interested Parties external to OE coordination:

Department of Defense (DoD);

- Air Force;
- Army;
- Navy; and
- Clearinghouse

Department of Homeland Security (DOH);

Additional External Stakeholders include:

- Individuals, representatives or consultants filing a notice of proposed construction;
- State and local land use authorities, such as State Aviation Departments, permitting and zoning boards. Specific examples include the New York/New Jersey Port Authority; the Hillsborough County Aviation Authority (HCAA); the Miami Dade Aviation Department (MDAD) and the Metropolitan Washington Airports Authority;
- Wind energy project sponsors, such as Acciona Energy, Iberdrola Renewables, Extell Development Company, Laufer Wind, Sempra Energy, One Energy, NextEra Energy, APEX Clean Energy;
- Industry representatives, such as the Specialized Carrier and Rigging Association (SC&RA); American Wind Energy Association (AWEA); Wireless Infrastructure Association (WIA); National Association of Tower Erectors (NATE);
- Individual companies such as American Tower, TWR Lighting, SPX Flash Technologies, and Vertical Bridge;
- Aviation organizations such as the National Business Aviation Association (NBAA), National Agricultural Aviation Association (NAAA), Aircraft Owners and Pilots Association (AOPA), Regional Air Line Association (RALA);

International Air Transport Association (IATA); and Airlines For America (A4); and

- Airport subscribers and responders to various public notices when the FAA seeks input on aeronautical studies and other organizations or individuals that demonstrate a specific aeronautical interest include:
 - o flying clubs, flight schools, fixed base operators, air taxi and chart flight offices; and
 - o County judges and city mayors.

External federal government stakeholders:

- Federal Communications Commission (FCC); and
- Bureau of Ocean Energy Management (BOEM).

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☐ Focus Group

☒ **Customer Satisfaction Survey**
☐ Small Discussion Group
☐ 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: Fonda Woodard

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, 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
Internal Stakeholders	2805*	3 min or less	8415 min/60 = 140.25
External Stakeholders	5695*	3 min or less	17085 min/60 = 284.75
Totals	8500*	3 min or less	25500 min/60 = 425 hours

*Approximate number based on identified possible respondents.

FEDERAL COST: The estimated annual cost to the Federal government is **\$1500.**

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?

Description:

Internal/External Stakeholder identified as relevant interested parties email list of potential respondents who use the OE/AAA website.

Sampling Plan:

OEG has a stratified systematic sampling plan to divide the population into groups by organizational strata i.e., AFS; AJV-A; ARP etc. In all reports and other publications and statements resulting from this work, no attempt is made to draw inferences to any population other than the set of units that responded to the data collection effort. Submissions to OEG are voluntary and individuals self-select to participate in the feedback portal.

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.