

## Supporting Statement B

### Technical Evaluations Surveys: TECHNICAL ASSISTANCE, TECHNOLOGY TRANSFER, FORUMS, AND AVS TECHNICAL ASSISTANCE

OMB Control Number 1029-0114

#### Collections of Information Employing Statistical Methods

The agency should be prepared to justify its decision not to use statistical methods in any case where such methods might reduce burden or improve accuracy of results. When the question “Does this ICR contain surveys, censuses, or employ statistical methods?” is checked "Yes," the following documentation should be included in Supporting Statement B to the extent that it applies to the methods proposed:

- 1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used. Data on the number of entities (e.g., establishments, State and local government units, households, or persons) in the universe covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and for each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If the collection had been conducted previously, include the actual response rate achieved during the last collection.*

In FY 2019, OSMRE sent out 284 customer service surveys. The respondents represent customers who received significant technical assistance of some kind during the fiscal year. The following table summarizes the return response rate of the technical assistance customer service surveys sent out.

**Return Response Rate of Technical Assistance Customer Service Surveys for FY 2019**

| Form Name                | Number of Surveys Sent | Number of Responses | Response Rate |
|--------------------------|------------------------|---------------------|---------------|
| Technical Assistance     | 95                     | 95                  | 100%          |
| Technical Transfer       | 32                     | 32                  | 100%          |
| Forum Evaluation         | 20                     | 20                  | 100%          |
| AVS Technical Assistance | 137                    | 75                  | 55%           |
| Total                    | 284                    | 222                 | 78%           |

The number of potential respondents will stay the same for the immediate future. Therefore, assuming a response rate of 78% each year,  $284 \text{ potential respondents} \times 78\% = 222 \text{ responses}$  annually.

2. ***Describe the procedures for the collection of information including:***
- \* ***Statistical methodology for stratification and sample selection,***
  - \* ***Estimation procedure,***
  - \* ***Degree of accuracy needed for the purpose described in the justification,***
  - \* ***Unusual problems requiring specialized sampling procedures, and***
  - \* ***Any use of periodic (less frequent than annual) data collection cycles to reduce burden.***

OSMRE employs personal contact, electronic mail, its website, fax and standard mail to distribute and receive the responses to the surveys, depending upon the situation and the customer preference. As the entire population is surveyed, no statistical methods are used to select a sample population. A survey of the entire population is necessary for a number of reasons. The variety in the types of technical assistance or technology transfer received by the customers is such that a selection of a statistically representative sample reflecting the quality of service in all of the types of assistance is difficult if not impossible. Secondly, the overall population of customers receiving the assistance is small enough that sampling would create more difficulty in determining results than a survey of the entire population. Thirdly, because the response rate for the surveys varies based upon how the surveys are distributed, the means of response chosen by the customer, and the type of technical assistance or technology transfer received, a statistically valid sample would not be guaranteed. In order to enhance response rate and to minimize burden, the surveys will be provided to customers as close as possible to when the technical assistance or technology transfer is received, and a single customer will be surveyed no more than once annually. OSMRE is conducting these surveys to determine qualitative feedback from respondents.

3. ***Describe methods to maximize response rates and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.***

OSMRE will utilize various means in an attempt to minimize the burden on respondents and to maximize the response rate. The number and types of questions asked on the surveys are intended to allow for feedback in a simple form. In many cases, opportunities will be provided for response in-person to the customer service surveys at the time the technical assistance or technology transfer is provided. In addition, by allowing respondents to use electronic mail, facsimile or standard mail, OSMRE attempts to maximize the opportunities for response.

Finally, in order to take advantage of new technology and the widespread availability of Internet access, OSMRE has three of its four surveys available on its website at <http://www.osmre.gov/resources/forms.shtm>. In the case of the AVS surveys, OSMRE emails a link to respondents after assistance is provided. The respondents click on the link and fill out the survey; after filling out the survey, they click on the submit button at the bottom of the survey. The forms are automatically sent to OSMRE's AVS office for review.

- 4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or more respondents. A proposed test or set of tests may be submitted for approval separately or in combination with the main collection of information.***

OSMRE does not plan any tests to refine their collection activities at this time.

- 5. Provide the names and telephone numbers of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.***

OSMRE's contact person for these forms is Cecil Slaughter, Hydrologist, Division of Regulatory Support [(202) 208-2866].