

Supporting Statement - Part A for OMB 0596-0236
(REINSTATEMENT)

**Interagency Generic Clearance for Federal Land Management Agencies
Collaborative Visitor Feedback Surveys on Recreation and
Transportation Related Programs and Systems**

A. Justification

- 1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.**

The purpose of this Interagency Generic Clearance project is to collect information that will help Federal Land Management Agencies (hereafter "FLMAs") improve transportation conditions and recreation and resource management on the respective FLMAs and jointly at area, state, regional, and/or national scales. The FLMAs include, but are not limited to, the Bureau of Land Management, U.S. Fish and Wildlife Service, National Park Service, Forest Service, Army Corps of Engineers, and Presidio Trust. Information collections will be designed to collect information about visitors and stakeholders and their perceptions (e.g., values, beliefs, attitudes, norms, preferences, expectations, intentions, etc.), behaviors, experiences, etc. with respect to transportation conditions, services, and recreation opportunities at various FLMA locations and across areas that could include multiple locations managed by different FLMAs.

The information collections will be designed to inform a performance-based approach, whereby the information collections may be used to measure specific performance metrics prior to, during, and after planning and management efforts. Through baseline data collections, FLMAs may be able to identify transportation-related issues or problems experienced by visitors. These data can serve as a valuable input to programmatic transportation and visitor access improvements and to long-range transportation planning within each and across multiple FLMAs. Following the implementation of improvements, FLMAs may conduct follow-up surveys among visitors to determine if there has been an improvement in performance.

Section 1119 of P.L. 112-141, the Moving Ahead for Progress in the 21st Century Act (MAP-21), requires the U.S. Secretary of Transportation to implement transportation planning procedures for Federal lands and tribal transportation facilities that are consistent with the planning processes required under sections 134 and 135 of title 23[6]. These processes are based on "3-C" principles: comprehensive, continuous, and cooperative. As described in section 135, under the scope of the planning process (d, 2 (A)), the "transportation planning process shall provide for the establishment and use of a performance-based approach to transportation decision-making ..."

Likewise, Section 1119 of MAP-21 specifies the collection and reporting of data necessary to implement the Federal lands transportation program, the Federal Lands

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Transportation Program, the Federal Lands Access Program, and the Tribal Transportation Program in accordance with the Indian Self-Determination and Education Assistance Act (25 U.S.C. 450 et seq.), including—

- (i)** inventory and condition, and capacity information on federal lands transportation facilities (including rivers and trail systems) and tribal transportation facilities; and
- (ii)** bridge inspection and inventory information on any Federal bridge open to the public.

In order to ensure that the FLMAs are meeting their customers' transportation needs and that they are fulfilling the requirements of MAP-21, the FLMAs seek to obtain OMB approval of a programmatic generic clearance that enables the joint collection of qualitative and quantitative information from the public on transportation systems, facilities, and services, and their use at site, area, state, regional, landscape, or national levels. Qualitative information provides useful insights on individual and group perceptions, expectations, opinions, etc., and quantitative information provides results that can be statistically generalized to the population of study.

In addition to those cited above, the following laws, regulations, and statutes mandate or authorize the collection of information in support of the mission of the FLMAs:

- Forest Service Administration Organic Act of 1897 [16 U.S.C. §§ 473-478, 479-482, and 551] as amended by the Transfer Act of 1905 [16 U.S.C. §§ 472, 524, 554]
- Multiple Use Sustained Yield Act of 1960 [P.L. 86-15, § 3]
- Forest and Rangeland Renewable Resources and Planning Act of 1974 [P.L. 93-378 § 3(2,3)] as amended
- National Forest Management Act of 1976 [P.L. 94-588, §§ 2(3), 6(d)], as amended
- Government Performance and Results Act of 1993 [P.L. 103-62] as amended
- Executive Order 12862 of September 11, 1993
- Executive Order 13571 of April 27, 2011
- Executive Order 12996 of March 25, 1996
- National Park Services Organic Act of 1916
- National Wildlife Refuge System Administration Act
- National Wildlife Refuge System Centennial Act [P.L. 106-408]
- The Federal Land Policy and Management Act (FLPMA) of 1976
- General Survey Act of 1824
- National Environmental Policy Act of 1969
- Army Management Information Control System, AR 335-15 (1986)
- USACE supplement 1 to AR 335-15 (1990)

- 2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.**

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The continuous improvement of agency programs requires ongoing assessment of service delivery by systematically reviewing the operation of a program compared to a set of explicit or implicit standards. The collection of information from users and of federal lands and their transportation systems, as well as from the public regardless of any particular land or transportation use, is essential to this process. The scope of this programmatic generic clearance includes customer engagement through individual surveys, focus groups, interviews, or comment cards of FLMA visitors, potential visitors, and residents of communities in or near FLMA sites. The FLMAs will collect, analyze, and interpret the resulting information to identify strengths and weaknesses of current recreation-related transportation systems (including rivers and trail systems), facilities, resources, and services, and to make customer-driven continuous improvements. The data collected will provide managers with valid and reliable information to better inform strategic planning; allocations of physical, fiscal, or human resources; modification or refinement of various program management goals, objectives or actions, or management plan revisions; and future planning efforts focused on developing effective and efficient delivery of program services, whether on one or several unit(s) or at an interagency, cross-jurisdictional scope.

The data also enable FLMAs to fulfill requests for this kind of information from the general public and/or a variety of organizations including Congressional staffs, newspapers, magazines, and transportation and/or recreational trade organizations.

The information collections will be designed and administered based upon standard practices and sampling methods to ensure consistent, valid, and reliable data. For quantitative data collections, procedures will be designed to ensure that collected data are representative of the target populations and account for non-response and other forms of bias. In all cases, information collection approaches will be informed by existing OMB guidance, including "Guidance on Agency Survey and Statistical Information Collections (January, 2006, updated October 2016)," "Standards and Guidelines for Statistical Surveys (January 2006)", and "Social Media, Web-Based Interactive Technologies, and the Paperwork Reduction Act (April, 2010)."

Allowable Information Collection Methods

The list below includes allowable collection methods under this programmatic clearance. Depending on the needs of each specific information collection (IC) and the population(s) of interest. It may be necessary to combine one or more of the methods described below.

Onsite and in-person intercept surveys:

Survey instruments will be provided to visitors while onsite to complete and return. This may include oral administration, paper forms, or the use of electronic technology and kiosks. The survey administrator will be prepared to answer any questions the respondent may have about how to complete the instrument. The survey administrator will not interfere with or influence how the respondents answer the questions.

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In some cases, this method may be combined with other methods. For example, respondents may be recruited in-person and asked to complete a questionnaire at the end of their trip and return it either by depositing it at collection location or via mail. Alternatively, respondents may be intercepted on-site and then asked to complete a questionnaire online, following their visit. If the in-person intercept and mailback (or online) approach is used, a follow-up procedure, such as Dillman's "Tailored Design Method" will be used to ensure adequate post-recruitment survey procedures.

On-line and mobile-device-based surveys:

The ability to receive and complete a survey electronically is generally more convenient to the respondent, as they can complete the survey when they choose. Invitations to participate in a survey may be distributed via email using existing customer lists, lists developed through on-site contacts (see above), or lists comprised of those who express interest in participating in the study. In addition, invitations to participate may be distributed through web platforms or applications that leverage mobile device technology (e.g., a scan of a QR code at a visitor center or a mobile device application that generates an invitation to participate when a respondent is at a specific location within a FLMA). Individual information collection requests will specify how the invitation strategy will ensure collection of a statistically valid and reliable sample. Samples that effectively represent convenience samples will not be used for statistical inference. Web-based applications may be used to administer surveys to those invited to participate electronically as well as those contacted using the other methods described in this section. In all cases, existing guidance, such as "Social Media, Web-Based Interactive Technologies, and the Paperwork Reduction Act (April 2010)," will inform the study methods used in individual ICs.

Mail surveys

If potential respondent addresses are available, a multi-contact-approach, such as Dillman's "Tailored Design Method" will be employed to recruit study participants. In most collections, the first contact will be a cover letter explaining the purpose and importance of the survey and that a questionnaire is coming to them. The second contact will be the questionnaire along with a postage-paid addressed envelope to return the survey. The third contact will be a reminder sent after the questionnaire was sent. Finally, the respondents will receive a letter thanking them for their willingness to participate in the survey and reminding them to return the questionnaire if they have not already done so. At each juncture, the respondents will be given multiple ways to contact someone with questions regarding the survey (including phone, web, or email). If the survey has been lost, the respondent can request that another be sent to them. Electronic mail may be used instead of postal mail to communicate with customers.

Telephone surveys:

When telephone numbers are available, or generated randomly, telephone surveys may be used either alone, or in combination with some other method. This method

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also may be used if a national or regional sample is required, or to reach respondents located in inaccessible or broadly dispersed locations. Based on scientifically accepted practices such as those described in the “Tailored Design Method,” an approved number of attempts will be made to contact each respondent by telephone will be made by trained survey administrators. They will provide a brief explanation of the survey and its use. Administrators will expeditiously move through the survey’s questionnaire items. All telephone samples must include both landline and cell phone numbers [to minimize coverage bias associated with the type of phone used by customers].

Focus groups:

Focus groups, which are small, informal group discussions designed to obtain in-depth qualitative information, are useful in an exploratory stage of information collection or to develop a deeper understanding of a program or service. Focus group participants will be invited to participate in a focus group discussion. Focus group discussion can be in-person or virtual (using audio and/or video). A trained moderator, whose role is to conduct the focus group and foster interaction, will lead the conversation using a moderator’s guide and encourage participants to talk with each other about their experiences, preferences, needs, observations, perceptions, etc. The moderator will make sure that all participants are encouraged to contribute and that no individual dominates the conversation. The moderator will manage the discussion to make sure it remains focused on the topic of interest. Focus groups may be segmented according to variables of interest for the study (e.g., shuttle transportation users, non-shuttle transportation users). Within each focus group or segmented group will be constructed to include a cross-section of users.

Qualitative interviews:

Qualitative interviews will be conducted by trained interview administrators. Potential respondents may be recruited on-site or at other appropriate venues, including in online or virtual environments. Qualitative interview guides (with suggestions for probes and follow-up questions) will be developed to guide these interviews. Interviews may be recorded, with approval of interview subjects, and may be transcribed. Interview data will be analyzed using appropriate techniques which may include assessing the presence of common themes across interviews.

Comment Cards:

Comment cards provide customers with an effective means for providing feedback to FLMA managers. These cards are typically made available on-site to those using developed facilities, such as visitor centers, interpretive sites, or picnic areas. Comment card feedback provides managers and service providers with direct and specific information from their customers. A comment card provides customers with an opportunity to provide feedback and may also include a limited number of questions. Questions with numeric scales may be used, but the data are not statistically valid or generalizable to any population.

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Allowable Information Collection Topics and Questions

The information collection will target key topic areas such as:

- Respondent characteristics
 - socioeconomic and demographic characteristics (e.g., home city and state, age group, gender, race, income)
 - group characteristics (e.g., type of group, number of people/vehicles in party)
- Traveler information
 - source(s) of information used to plan the trip/helpfulness of sources
 - sources of information used during the trip
 - preferences for traveler information
- Trip behaviors
 - trip planning (not including traveler information)
 - trip motivation/purpose
 - trip duration
 - sites visited (e.g., trip origins and destinations, enroute stops)
 - activities while at location(s) (e.g., walking, climbing, boating, camping, hunting, including subsistence activities)
 - future visitation
- Use of transportation modes/services
 - Use of different modes to and within FLMA sites
 - transportation related conditions (e.g., parking traffic congestion)
- Assessment of visitor experience
 - evaluations/opinions of transportation related services, facilities and conditions
 - evaluations of shuttle service; future use; preferences for shuttle service
 - opinions about system management and overall user preferences (e.g., improvements)
 - evaluations of safety (as it relates to transportation planning, access, or recreational use)
 - evaluations of the environment (as it relates to transportation planning, access, or recreational use), including perceptions related to resource protection and soundscape
- Economic impact and visitor spending/costs

A Compendium of Questions related to these topics has been compiled for use by the FLMAs in designing their collaborative surveys. The FLMA will identify which questions in their survey are taken from the Compendium. However, FLMAs will not be required to only use questions from the Compendium. If FLMAs choose to use questions that are not in the Compendium, the source for these questions must be clearly identified (e.g. they were used in a prior instrument or selected from another compendium that has been approved by OMB), and these questions will need to be reviewed by OMB.

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Should any personally-identifiable information (PII) be collected,¹ it will not be stored with collected response information at any time to ensure anonymity. Any collected PII will be purged from researcher files once data collections and analyses are complete.

The FLMAs will only submit an IC for approval under this generic clearance if it meets the following conditions:

- Information gathered will be used internally for general service improvement and program management and planning purposes and if released outside of the agency, procedures outlined in Section 16 will be followed;
- Information gathered will yield qualitative and/or quantitative information;
- Respondent participation in the collection is voluntary;
- The collections are low-burden for respondents (based on considerations of total burden hours, total number of respondents, or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;
- The collections are non-controversial and do not raise issues of concern to non-FLMA Federal agencies;
- Respondents have experience with or may have experience in the near future with the place(s) or program(s) that are the subject of the information collection; and
- With the exception of information needed to provide remuneration for participants of focus groups, personally identifiable information (PII) is collected only to the extent necessary and is not retained.

If these conditions are not met, the FLMAs may not use this generic clearance to obtain OMB approval of their information collection. To obtain approval for a collection that meets the conditions of this programmatic clearance, a standardized form will be submitted to OMB along with supporting documentation (e.g., a copy of the survey instrument or comment card).

Each FLMA has established a manager/managing entity to serve for this generic clearance who will conduct an independent peer review of each information collection to ensure compliance with the terms of this clearance prior to sending the request to the Forest Service for submission to OMB.

Use of the current collection

Since the 2017 renewal, this generic collection has supported 18 individual information collections and has been used by each of the FLMAs identified in Item 1. The broad use across multiple agencies speaks to the utility of this collection and

¹ For example, if conducting a mail survey, we may want to collect respondents' home address so we can mail them a reminder postcard to complete the survey. If conducting an online survey, we will need to collect respondents' email address, so we can send them the link to the online survey.

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highlights the opportunity for ensuring consistency across FLMAs in the instruments and procedures for information collection. Information collection packages submitted since the 2017 renewal of this generic collection have requested 68,973 responses and 16,239 burden hours under the generic collection.

Information collection title	Responses	Hours
Raystown Lake Boating Capacity Study	5506	783
Presidio Trust Employee Survey	4000	400
BLM-CVTS Survey; Role of Transportation-Related Issues Environmental Justice Populations	2609	634
Monitoring Visitors and Their Experiences on National Wildlife Refuges	27375	9125
USFWS John Heinz NWF Visitor Feedback Survey	650	73
Alaska Federal Lands Transportation-Recreational/Non-Recreational Survey	9467	2544
Lake Sidney Lanier Boater Survey	3100	324
GMNF Bourn and Branch Ponds Visitor Survey	400	54
Chattooga Wild and Scenic River	400	57
Franconia Ridge Trail Survey - White Mountain NF	429	57
Mt. Shasta Visitor Recreation Survey	1470	221
FS R&D: Eleven Point National Scenic River Transportation and Recreation Survey to Support Comprehensive River Management Planning	909	240
Green Point Area Community Needs Assessment - Saginaw Community Member Questionnaire	1500	171
Presidio Trust Residential Survey	3000	150
Region 1 Survey to Inform Forest Planning, Monitoring and Management of Forests	4000	467
Gulfside Trail Survey - White Mountain NF	429	57
White Mountain NF Visitor Survey - Crawford Path	429	57
Millennial & Baby Boomer Mobility Preferences to Access Nat'l Wildlife Refuges in 3 Western States	3300	825
Total Burden Actually Used for Information Collections Under Currently Approved ICR:	68973	16239

- 3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.**

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If appropriate, agencies will collect information electronically to reduce burden. For example, if FLMAs want to learn about visitors' assessments following the completion of their entire trip, then it may be possible to collect the data via an online survey, completed when the respondent has returned home. Likewise, when feasible, focus groups and interviews can be done virtually to reduce burden on those participating in those formats. However, there may be cases where FLMAs need to collect data during a visitor's trip or in-person and it will not be feasible or effective to conduct the all collections using electronic means. When collecting information onsite or in-person, mobile devices will be used to the extent feasible to reduce participant burden.

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.

Prior to this generic clearance, there were no multi-agency, coordinated information collections for visitors' perceptions, experiences, and expectations, with respect to transportation systems, conditions, and/or services, recreation opportunities, and visitor experience quality. While some of the FLMAs do conduct their own visitor feedback surveys (for example, the Forest Service administers surveys as part of its National Visitor User Monitoring Program, and the National Park Service has obtained a programmatic clearance for visitor monitoring), these are agency-specific efforts. By contrast, this generic collection is a multi-agency, collaborative effort. For this generic collection, planning procedures have been developed to avoid the duplication of effort with agency-specific survey efforts. First, FLMAs collaborating on a survey must first ensure that there are no existing and relevant data that address their needs. If a survey has been recently conducted at the site (or in the region) and that survey includes transportation-related measures, the FLMA will use the existing data. Second, the collaborating FLMAs will select units (e.g., FS, FWS, BLM or NPS sites) that do not have current plans to administer an agency-specific visitor/user survey. Each partner participating in a collaborative survey effort will confirm with its agency that there are no plans to survey that unit during the current year or the next year. A Best Practices Guidance document has been developed to assist users of this Generic Clearance and includes these planning requirements in its survey planning chapter (http://volpe-public-lands.s3-website-us-east-1.amazonaws.com/flma_Irtp_cvts/documents/Guidance_FLMA_CVTSproject.pdf). Third, the review of an IC by the Information Collection Clearance Officer offers another opportunity to identify duplication of efforts. If the Information Collection Clearance Officer is aware of a related survey effort that has been recently conducted, they can notify the study manager of this data source.

This generic clearance seeks to reduce duplication through increased collaboration and coordination among the FLMAs. It is not unusual for multiple FLMAs to exist within the same region, and rather than conducting separate surveys, the FLMAs can coordinate their needs into a single, joint data collection, which results in greater efficiencies. Because the data from collaborative survey efforts using this collection will be shared amongst agencies, this collection can reduce duplication across the FLMAs.

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5. If the collection of information impacts small businesses or other small entities, describe any methods used to minimize burden.

These information collections may impact small businesses or other small entities (such as businesses providing recreation guiding services), as they may be included in the sampling frame or groups of interest for some collection efforts. However, the burden is the same for small entities as for all respondents. When designing the collections, researchers will be sensitive to respondent burden and will seek to collect the required information using the most efficient feasible approach. As appropriate, electronic collection methods will be utilized to reduce respondent burden.

6. Describe the consequence to Federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.

Intensive visitor use at many FLMA locations threatens the quality of natural and cultural resources and recreation experiences. As the population continues to grow, so do the use demands placed on public lands. Management plans and agency mandates require that agencies protect the quality of resources and experiences while facilitating public use. Accomplishing these objectives in the face of increasing public demand and consequent pressures on resources and experiences requires accurate, timely, and relevant information.

Without these information collections, the public will be denied the opportunity for insightful and valuable input into management plans, as mandated by the open government Executive Order. Without these joint information collections, the FLMAs will continue to lack the information necessary to identify and implement feasible and publicly-accepted transportation and other facility and service improvements to help protect public land resources and enhance visitor experiences.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner:

- **requiring respondents to report information to the agency more often than quarterly;**
- **requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it;**

All responses are voluntary, no respondent is required to provide a response. Although there is no requirement to participate, we may ask respondents to provide information fewer than 30 days of being asked and agreeing to participate in an information collection. For example, respondents may be asked to complete a written response on-site immediately following recruitment a visit to federal public lands. Alternatively, respondents may also be asked to complete and return a questionnaire via mail immediately following a visit. These requests for response in fewer than 30 days would be made to minimize measurement error due to recall issues and ensure high-quality responses.

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- **requiring respondents to submit more than an original and two copies of any document;**
- **requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records, for more than three years;**
- **in connection with a statistical survey that is not designed to produce valid and reliable results that can be generalized to the universe of study;**
- **requiring the use of a statistical data classification that has not been reviewed and approved by OMB;**
- **that includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use; or**
- **requiring respondents to submit proprietary trade secrets, or other confidential information, unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.**

There are no other special circumstances. Collections of information will be conducted in a manner consistent with the guidelines in 5 CFR 1320.6.

- 8. If applicable, provide a copy and identify the date and page number of publication in the Federal Register of the agency's notice, required by 5 CFR 1320.8(d), soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.**

The Federal Register 60-day Notice was published on 27 October 2020 page 68034-68036. There were no public comments in response to the Notice.

Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.

In preparing the reinstatement request for this generic clearance, representatives from FLMAs identified in this collection were contacted to understand their use of this collection. In addition, we obtained external reviews on the contents of supplemental

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A and B and the compendium of questions from the National Agricultural Statistics Service and academic researchers with expertise in social science research and data collection.

Prior to the submission of individual information collections, scientists and analysts with relevant expertise, including those within federal agencies, and other knowledgeable persons in public lands management, as well as user group associations may receive draft copies of information collection instruments and methods and be asked to review and comment on all aspects of information collection, including complexity of questions and the value of each question proposed. Historically, a social scientist at the Volpe Center has also reviewed many of the surveys submitted under the generic clearance and has provided comments to the principal investigators. She will continue to play this advisory role under this reinstatement. Forest Service social scientists will also be available to review, and provide input, on collection instruments and methods.

Consultation with representatives of those from whom information is to be obtained or those who must compile records should occur at least once every three years – even if the collection of information activity is the same as in prior periods. There may be circumstances that may preclude consultation in a specific situation. These circumstances should be explained.

In preparing the reinstatement for this generic clearance, representatives from FLMAs (including Forest Service, National Park Service, Bureau of Land Management, Fish and Wildlife Service and the Presidio) were contacted and asked to provide feedback on their experience using the generic clearance. This type of solicitation of feedback will occur a minimum of once every three years, but the team preparing this generic clearance welcomes feedback from users at any time and will document such feedback to enable future improvements of the generic clearance.

9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.

Incentives, remuneration, and gifts are generally deemed inappropriate as part of information collections conducted within the scope of this programmatic clearance. Generally, the FLMAs will not provide payment or other forms of remuneration to participants under this generic collection.

However, there may be circumstances for which remuneration may be appropriate within the scope of this program. In the case of in-person focus groups, for example, the FLMAs may seek approval to provide incentives for participation. In the cases of information collections that seek to use incentives, program managers must describe the proposed incentive, how it will be offered to respondents, and provide a justification of its use within the supporting statement, which is required as part of each information collection request under this package.

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10. Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy.

Personally-identifying information (telephone numbers, e-mail addresses, and postal addresses) is typically not collected, but it may be necessary to collect this information in some circumstances. Under such circumstances, personally identifying information will be kept separate from response data files and not associated with any response data. Any collected PII will be destroyed as soon as it is no longer needed (e.g., when a response to a mail-back or online questionnaire has been received).

In general, no assurance of confidentiality will be provided to respondents to the surveys conducted under this program. Those who inquire about this issue will be told that their answers will be considered only along with those obtained from other participants, will not be associated with them, and, in the case of quantitative approaches, used in statistical analyses. They will also be told that reports prepared from this study will summarize responses across individual samples so that responses will not be associated with any specific individuals. Respondents will be informed further that the Agency and its research partners will not provide information that identifies respondents, except as required by law.

If a confidentiality pledge is deemed useful and feasible for an individual collection, the Agency will only include a pledge of confidentiality that is supported by authority established in statute or regulation, that is supported by disclosure and data security policies that are consistent with the pledge, and that does not unnecessarily impede sharing of data with other agencies for compatible confidential use. If the agency includes a pledge of confidentiality, it will include a citation for the statute or regulation supporting the pledge.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private. This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

The survey questions included in this generic clearance are not considered sensitive and are related only to use and perceptions related to public lands, transportation, and recreation. Respondents may be asked to provide sociodemographic information (e.g., gender, level of formal education, race, ethnicity, range for their annual household income). These questions are included to establish an empirical understanding of the segments of society being served by these federal services and how that corresponds to the socio-demographic characteristics of the local, regional, and national population. Responses to these questions are voluntary, and respondents may decline to answer them.

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12. Provide estimates of the hour burden of the collection of information. Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated.

A variety of instruments and platforms will be used to collect information from respondents. We estimate that over a three-year period, there will be no more than 139,875 contacts and 55,950 respondents who voluntarily participate. Given these estimates, we further estimate that the total burden hours over the three year will not exceed 16,830.

For the purposes of estimating and budgeting for the overall 3-year burden for this Generic Clearance, we have made the basic assumptions outlined below. Each information collection request submitted under this Generic Clearance will provide the specific estimates of burden related to that particular IC request, along with an explanation of how those estimates were determined.

We estimate the total value of the burden hours for this collection (over a three-year period) to be \$457,776. We arrived at this figure by multiplying the estimated burden hours over a three-year period by the 2020 commonly accepted wage rate for volunteer labor (<https://independentsector.org/value-of-volunteer-time-2020/>).

Instrument type	Survey	Focus Group	Interview	Comment card	Row Sum
Annual contacts	45,000	75	300	1,250	46,625
Annual number of respondents (40%)	18,000	30	120	500	18,650
Estimated time per response (in minutes)	15	90	60	3	
Estimated annual burden hours (all respondents)	4,500	45	120	25	4,690
Number of refused respondents (60%)	27,000	45	180	750	27,975
Estimated time per refused response (in minutes)	2	2	2	1	
Estimated annual burden hours (all refused responses)	900	2	6	13	920
Estimated total annual burden hours	5,400	47	126	38	5,610
Estimated total three-year burden hours	16,200	140	378	113	16,830

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13. Provide estimates of the total annual cost burden to respondents or record keepers resulting from the collection of information, (do not include the cost of any hour burden shown in items 12 and 14). The cost estimates should be split into two components: (a) a total capital and start-up cost component annualized over its expected useful life, and (b) a total operation and maintenance and purchase of services component.

No capital and maintenance costs to the respondents are anticipated.

14. Provide estimates of annualized cost to the Federal government. Provide a description of the method used to estimate cost and any other expense that would not have been incurred without this collection of information.

We estimate collection costs to be \$43,642. We estimate this using 2020 OPM salary for a GS-14 program manager and a GS-9 technician devoting portions of their time to information collection. We include additional travel costs and purchase of additional incidental items.

Personnel & Responsibilities	Annual Portion of Salary or Projected Cost	Total 3 Year Cost
Project PI - Project development, oversight, leadership coordination, and data analysis (we've selected Denver, CO, GS-14 step 1--\$118,202, to approximate average; assuming 20% of time)	23,640	70,921
Project Technician - Outreach, data collection, management, and analysis (we've selected Denver, CO, GS-9, step 1--\$58,006, to approximate average; assuming 25% time)	14,502	43,505
Travel	500	1,500
Incidental costs - Possible purchase of relevant data organization, analysis software, sampling frames, etc.	5,000	5,000
TOTAL COSTS	\$43,642	\$120,926

15. Explain the reasons for any program changes or adjustments in hour or cost burden.

The burden hours are greater in this request (575 annual hours) compared to the 2017-2020 renewal because we are now better accounting for the burden of those who are presented with an opportunity to participate in an information collection and choose not to participate. The burden hours of those who agree to participate is unchanged or has decreased (depending on collection mode) from the prior renewal.

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Request Type		Contacts			Burden Hours			Reason for Change
		Previous Request	Current Request	Net Change	Previous Request	Current Request	Net Change	
Surveys	Respondents	18,000	18,000	0	4,500	4,500	0	
	Refuse participation	4,500	27,000	+22,500	135	900	+765	The current request assumes a more reasonable number of refusals consistent with current surveys.
Focus Groups	Respondents	50	30	-20	75	45	-30	The current request includes fewer focus groups than the prior request.
	Refuse participation	None reported	45	+45	None reported	2	+2	The current request accounts for burden of those who are presented with a participation opportunity but refuse.
Interviews	Respondents	250	120	-130	125	120	-5	The current request includes fewer interviews than the prior request.
	Refuse participation	None reported	180	+180	None reported	6	+6	The current request accounts for burden of those who are presented with a participation opportunity but refuse.
Comment card	Respondents	5,000	500	-4500	250	25	-225	Comment cards were used

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								infrequently under the prior approval and the current request includes fewer comment cards than the prior request
	Refuse participation	None reported	750	+750	None reported	13	+13	The current request accounts for burden of those who are presented with a participation opportunity but refuse.
Annual Subtotal		23,300	46,625	+23,325	5,085	05,610	+525	
3-year total		69,900	139,875	+69,975	15,255	16,830	+1,575	

16. For collections of information whose results will be published, outline plans for tabulation and publication.

Each IC considered under this generic clearance will describe how the data will be used. Each IC will provide to OMB the specific tabulation methods used to synthesize, analyze and aggregate data collected.

Most analyses of surveys conducted under this program will involve simple tabulations to address concrete management and planning issues. These include response frequencies, means, standard deviations, confidence intervals, and breakdowns of these by important sub-groups of respondents. Depending on the purpose of the data collection, more complex multivariate statistical analyses may be performed. Data from qualitative studies may involve transcriptions of interviews or focus group discussions, followed by content analyses identifying general themes.

Findings will be used for programmatic service/facility improvements and for transportation planning purposes.

The FLMAs will disseminate the findings when appropriate, strictly following their respective "Guidelines for Ensuring the Quality of Information Disseminated to the Public." They will also include specific discussion of the limitation of the results discussed above.

17. If seeking approval to not display the expiration date for OMB approval

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of the information collection, explain the reasons that display would be inappropriate.

The valid OMB control number and expiration date will be displayed on all information collection instruments.

18. Explain each exception to the certification statement identified in item 19, "Certification Requirement for Paperwork Reduction Act."

These activities will comply with the requirements in 5 CFR 1320.9.