

**Request for Approval under the “Generic Clearance for Customer Interactions”
(OMB Control Number: 2120-0746)**

TITLE OF INFORMATION COLLECTION: Federal Aviation Administration (FAA) Recreational Drone questionnaire.

PURPOSE:

The purpose of this questionnaire is to understand and enhance the model UAS community interaction with the Federal Aviation Administration (FAA). It is intended to improve help the FAA provide a more precise and effective communication strategy.

DESCRIPTION OF RESPONDENTS:

The respondents are recreational flyers who have registered with the UAS registry. It will only be sent those who have consented to receive contact from the FAA. Responses to this online questionnaire are voluntary and the responses are completely anonymous. We estimate 11,000 responses (of the total 1 million registrations).

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form Customer Satisfaction Survey
 Usability Testing (e.g., Website or Software) Small Discussion Group
 Focus Group Other: On-line Questionnaire

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: Michael D. Lukacs

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 **N/A**
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No **N/A**

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
hobby registrants	11,000	3 minutes	550 hours
Totals	11,000	3 minutes	550 hours

FEDERAL COST:

The estimated annual cost to the Federal government is \$225,000. It is comprised of \$150,000 for a survey statistician on contract and roughly 1/3 of a fully burdened government FTE K-Band economist (\$75,000 annual cost).

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?
[X] 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 questionnaire will be mailed to individuals who have electronically registered their model UAS. Based upon historical outreach activities, we expect a 5% response rate. There are roughly 1 million registrants, and we will be sending it to 220,000. Of the 220,000, we expect a response rate of 5%, which would equate to 11,000 respondents.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
[x] Web-based or other forms of Social Media
[] Telephone
[] In-person
[] Mail
[] Other, Explain
2. Will interviewers or facilitators be used? [] Yes [x] No