

**Request for Approval under the “Fast Track Generic Clearance for the
Collection of Qualitative Feedback on Agency Service Delivery”
(OMB Control Number: 0704-0553)**

TITLE OF INFORMATION COLLECTION: Tulsa District Boater and Stakeholder Feedback Surveys

PURPOSE:

The US Army Corps of Engineers (USACE) is the leading provider of water-based recreation among the Federal Recreation Providers. USACE managed lakes and rivers in Tulsa District receive over two million recreation visits per year accounting for 8% of annual recreation visitation nationally to USACE Civil Works projects. USACE’s Tulsa District covers the state of Oklahoma and portions of Texas and Kansas. Peak boating use occurs in the summer between the Memorial and Labor Day holidays (May-September). USACE will be conducting boater and stakeholder feedback surveys at three lakes in Tulsa District during the summers of 2025 and 2026; Broken Bow Lake, Keystone Lake, and Tenkiller Lake. Respondents will be boaters using public boat ramps, marina tenants, private dock permit holders and stakeholders associated with boating operations and emergency service providers. Information collected via these surveys will improve the District and Lake Managers understanding of boating use, vessel types and sizes, perceptions of safety and crowding, boating capacity of the lake, and feedback on facilities and services offered. Concurrent with the survey, visual based counts will be made to determine the number of boats on the water surface, number of empty wet slips at marinas and number of empty boat trailers parked at boat ramps and in campgrounds during peak use periods. Having these counts will enable USACE to draw a correlation between boaters’ perceptions and the amount of boat traffic on the lake, as well as a reliable estimate of where the boat traffic is originating from (i.e. ramps, marinas, or private docks).

DESCRIPTION OF RESPONDENTS:

Public Boat Ramp Users Survey – On three days during the peak use season, interviewers will be onsite for approximately 8 hours and intercept boating parties as they exit the lake at selected public boat ramps. The survey will be conducted by interview and responses recorded on paper with the PRA agency disclosure provided to the respondent on a post card (Attachment A-1 ADN for Boat Ramp Exit Interview). The interview takes approximately 12 minutes to complete.

Marina Tenant and Dock Permit Holder Survey – Surveys and a postage paid return envelope will be sent by mail to existing lists of marina tenants and dock permit holders. Approximately two weeks later, a second copy of the survey will be sent as a reminder. This survey is estimated at 15 minutes, including the time to return the survey by mail.

Lake Stakeholder Survey – Surveys and a postage paid return envelope will be sent by mail to existing list of boating stakeholders. This list includes local emergency service providers, adjacent local governments, and other entities that operate in and around the lake. Approximately two weeks later, a second copy of the survey will be sent as a reminder. This survey is estimated at 6 minutes, including the time to return the survey by mail.

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form

☒ Customer Satisfaction Survey

☐ Usability Testing (e.g., Website or Software
☐ Focus Group

☐ 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: Meredith Bridgers, Community Planner, USACE Institute for Water Resources

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
Public Boat Ramp Users	5,870	12 minutes	1,174 hours
Marina Tenants and Private Dock Permit Holders	1,895	15 minutes	473.75 hours
Lake Stakeholders	65	6 minutes	6.5 hours
Totals	8,577		1,841 hours

PUBLIC COST: The estimated annual cost to the public, including data collection, printing, and processing of surveys, is as follows:

Boat Ramp Exit Survey: \$130,980.

Marina Tenant and Dock Permit Holder Survey: \$44,961

Lake Stakeholder Survey: \$5,476

Total: \$181,417

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 [X] 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?

There are existing mailing lists for marina tenants, private dock permit holders, and lake stakeholders; all individuals on these lists will be mailed a survey.

There is no customer list to define the public boat ramp users. Intercept interview surveys will be used at public boat ramps on the three selected weekend survey days. Potential respondents will be public boat ramp users that will be approached after they have exited the water at the point where they are tying down or securing their boat (tie-down area or parking lot). On a sampling day, interviewers will work in pairs and will be onsite for approximately eight hours where they are approaching potential respondents. Upon approaching a potential respondent, the interviewer will visually observe the boat type, read the script at the top of the paper survey form, and hand the respondent the PRA Agency Disclosure post card. The interviewer will record the responses on the paper form and save for data entry at a later time. Refusals will be recorded in a separate log.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

[] Web-based or other forms of Social Media

[] Telephone

[X] In-person (Boat Ramp Survey)

[X] Mail (Lake Stakeholder Survey; Marina Tenant and Dock Permit Holder Survey)

[] Other, Explain

2. Will interviewers or facilitators be used? [X] Yes [] No

Interviewers will be used for the boat ramp intercept survey only.

Please make sure that all instruments, instructions, and scripts are submitted with the request.