

1Supporting Statement A
Recreation Survey Questions
OMB Control Number 1006-0028
Bureau of Reclamation

Terms of Clearance: None.

General Instructions

A completed Supporting Statement A must accompany each request for approval of a collection of information. The Supporting Statement must be prepared in the format described below, and must contain the information specified below. If an item is not applicable, provide a brief explanation. When the question “Does this ICR contain surveys, censuses, or employ statistical methods?” is checked "Yes," then a Supporting Statement B must be completed. OMB reserves the right to require the submission of additional information with respect to any request for approval.

Specific Instructions

Justification

- 1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection.**

The Bureau of Reclamation (Reclamation) is responsible for recreation development at all of its reservoirs. Presently, there are more than 200 designated recreation areas on Reclamation lands within the 17 Western States. Recreation on Reclamation lands is primarily controlled by specific project authorizations and two pieces of legislation: The Federal Water Projects Recreation Act of 1965, 16 U.S.C. 460, Public Law 89-72, 79 Stat. 213, 214 and the Reclamation Recreation Management Act of 1992, 43 U.S.C. 37, Title XXVIII, (Act), Public Law 102-575, 106 Stat. 4690, as amended.

Section 2802(1) of the Act recognizes that there is a Federal responsibility to provide opportunities for public recreation at Federal water projects. Further, section 2802(2) of the same legislation states that some provisions of 16 U.S.C. 460 are outdated because of an increased demand for outdoor recreation and changes in the economic climate for recreation managing entities. In addition, section 2802(5) states that there should be Federal authority to expand existing recreation facilities to meet public demand.

To comply with this legislation, Reclamation must be able to respond to emerging trends and changes from the public demographic profile of users, values, needs, wants, desires, and conflicts between user groups. Statistically valid and up-to-date data derived from the user constituencies is essential to providing recreation programs beneficial to today’s visitor.

Section 2805(c)(1)(A) of the Act authorizes the Secretary of the Interior (Secretary), acting through the Commissioner of Reclamation, to develop, maintain, and revise resource management plans to provide for the development, use, conservation, protection, enhancement, and management of resources on Reclamation lands. Consequently, public input from users of Reclamation lands and waters is now more essential than ever as many traditional water uses are being converted to other beneficial uses.

Accurate, up-to-date visitor use data is critical in responding to concerns of the public, constituencies, and stakeholders. Reclamation prepares numerous environmental impact statements and environmental assessments required to analyze proposed projects impacting the water, land and associated facilities at its water projects. Data gathered through use of visitor survey questions will aid Reclamation recreation planners, natural resource specialists, and environmentalist specialists, and other recreation-related staff in evaluating the existing recreation services and facilities and in future recreation planning efforts. Data obtained from visitor survey questions may also assist in providing information associated with development of the Department of the Interior's (Department) annual economic impact report. Future Department performance measures may include the percent of visitors satisfied with facilitated programs as well as the quality of visitor services provided. Results from the visitor satisfaction questions may be used as a tool to track whether the goal of this measure has been met.

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. Be specific. If this collection is a form or a questionnaire, every question needs to be justified.

Previously, Reclamation received OMB approval to administer 11 voluntary visitor use surveys. Reclamation did not use these surveys within past 3 years. Instead, Reclamation is seeking the approval of each question listed in the Recreation Survey Questions, which is a collection of previously approved questions from the 11 visitor use surveys. The goal is to allow individual recreation areas to create surveys by selecting from the approved questions in order to create a survey relevant to that recreation area.

Survey questions primarily were taken from the 11 visitor use surveys and are categorized in the new ICR as follows:

- Campground
- Lake and River Expenditure
- Marina
- Recreation Activities (fishing, hunting, camping, general activity, etc.)
- Recreation Development
- Recreation Management (activity participation, fees, park ranger, management performance, etc.)
- Recreation Fee
- Reservoir Preferred Water Level

- River Instream Flow
- River Recreation Quality
- Water Level Impact on Recreation Boating Use
- Visitor Satisfaction
- Demographics

Data obtained from the recreation survey questions are applicable to Reclamation's recreation program. Responses to the survey questions will assist recreation planners, natural resource specialists, environmental specialists, and other recreation staff in formulating decisions regarding where to plan for and develop facilities, services, and opportunities while efficiently allocating financial and personnel resources. Additionally, the data is used to evaluate the actual use, management effectiveness, and user satisfaction of Reclamation's recreation programs. Data from the surveys also assists in the task of providing accurate reporting of visitor usage within Reclamation facilities and lands.

Pursuant to specific instructions, the surveyor is responsible for contacting visitors and asking them if they would like to participate in the questionnaire. The surveyor has a duty to inform visitors who wish to participate, that the survey is completely voluntary and their anonymity will be protected. If the respondent agrees to participate, the surveyor will hand he or she a survey, clipboard, and a writing utensil for the participant to fill out the questionnaire. If necessary, the surveyor can read the questions and fill out the survey sheet according to the answers provided by the respondent. In addition, the surveyors should assist respondents and answer any questions they might have regarding the survey. At the end of the solicitation period, surveyors will return the completed questionnaire and the survey log sheet to the project leader before completion of their daily shift.

Information obtained from the questions are helpful in completing particular sections of Resource Management Plans, Recreation Needs Assessments, Recreation Demand and User Preference Reports, and National Environmental Policy Act compliance documents (environmental impact statements and environmental assessments). Some questions may also be used to gather responses that will determine whether the Department's performance measure goals have been met.

Occasionally, the surveys will be administered solely to determine a single recreation management strategy that can be implemented to enhance the recreation experience and user satisfaction.

Note: Question justifications are attached as a separate document.

The previously approved 11 OMB survey forms have not been used within the last 3 years. These surveys did not serve the intended purpose of feedback from visitor use since many questions within each survey are irrelevant to specific sites. Instead, Reclamation (specifically five Regional Recreation Coordinators) will seek approval for each of the questions listed in the Recreation Survey Questions. The Regional Recreation Coordinators will then choose from the list those questions that specifically suit their desired location to survey and will apply those questions to the form template that displays the OMB Control

Number, expiration date, and Paperwork Reduction Act (PRA) statement. This will allow Reclamation staff to customize a set of survey questions relevant to a specific site.

- 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 and specifically how this collection meets GPEA requirements.**

Intercept interviews are one of the recommended methods of data collection since the questions are likely to be administered at recreation sites in outdoor areas. Survey questions may also be administered through the use of focus groups, telephone interviews, or mail questionnaires that require data to be entered directly by Reclamation staff, volunteers, or contractors. The respondents will generally not have access to automated, electronic, mechanical, or other technological equipment. However, improved information technology will be used whenever possible to reduce the 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.**

Use of the requested surveys will not duplicate other surveys by Reclamation or other state or Federal agencies on lands under the jurisdiction of Reclamation. Surveys are conducted within other Department of the Interior entities and divisions within Reclamation. However, these other surveys conducted do not specifically meet the needs for visitor use of Reclamation lands, facilities, and waterbodies.

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

The proposed collection of information will not have an impact on small businesses or other entities outside of Reclamation lands, facilities, and waterbodies.

- 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.**

In the absence of this information collection, Reclamation will be limited in its ability to determine the type or quality of recreation facilities, services, and experiences that satisfy visitors. In addition, Reclamation's outdoor recreation planners and other recreation staff may lack sufficient data to support recreational studies and/or analyses conducted as part of planning efforts.

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

a. Requiring respondents to report information to the agency more often than quarterly.

N/A. It is anticipated that Reclamation will conduct these surveys approximately twice annually during the recreation season.

b. Requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it.

This information collection will primarily be obtained through random intercept interviews conducted by staff on-the-spot at recreation sites.

c. Requiring respondents to submit more than an original and two copies of any document.

Respondents will only be asked to return the original copy of the survey questionnaires.

d. Requiring respondents to retain records, other than health, medical government contract, grant-in-aid, or tax records, for more than 3 years.

Respondents will not be required to retain records associated with this information collection.

e. 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.

The collection will not be conducted in connection with a statistical survey.

f. Requiring the use of a statistical data classification that has not been reviewed and approved by OMB.

The proposed information collection will not use a statistical data classification that has not been reviewed and approved by OMB.

g. 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.

All collected data will be available for use by other agencies or organizations. Additionally, the proposed data collection, while assuring respondents anonymity, do not pledge confidentiality.

- h. 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.**

The proposed information collection does not request information from respondents that can be considered proprietary or trade secrets.

- 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 in response to the PRA statement associated with the collection over the past three years, and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.**

A Federal Register notice was published on January 12, 2018 (83 FR 1628). No comments were received.

- a. 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.**

Reclamation's Regional Recreation Coordinators were consulted to provide feedback on each survey question and the ability to choose from (and add to) the list of questions to survey the public rather than using a predetermined set of questions. The previous OMB approved surveys were found to have not been utilized at any of the sites due to irrelevance at each recreation area. As a result, visitor satisfaction data was not collected and an opportunity to improve based on visitor comments and opinion was missed. Changing the visitor survey format, by allowing recreation areas to create customized surveys, will empower recreation areas to collect the valuable data comments from Reclamation recreation consumers which will be utilized to respond to emerging trends and changes from the public demographic profile of users, values, needs, wants, desires, and conflicts between user groups. This approach is expected to be more effective since it allows the surveyors the opportunity to choose their own question(s) or customize a set of questions that are applicable to a particular recreation site.

- b. 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.**

The survey questionnaires will be used by different Reclamation offices throughout the 17 Western States. However, the surveys will not be conducted annually at the same location but periodically used at different locations on an as needed basis.

Since this is a one-time, voluntary survey of visitors who may recreate at Reclamation lands, facilities, and waterbodies only once on any given day, it is not practical to have any type of prior consultation. The survey collections will be conducted by qualified and trained surveyors. Reclamation will not be collecting any individual identifiers of respondents (i.e., names, addresses, telephone numbers, etc.) that would allow Reclamation to contact respondents in the future as a follow-up to this information collection. Consultation with those who must compile records will occur at least once every three years.

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

There are no plans to provide any payment or gift to respondents.

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

All respondents will be assured anonymity and that response to any or all questions is voluntary. A statement to this effect will be printed on the questionnaires or verbally expressed in the introductory remarks of surveyors. Additionally, respondents are not required to indicate their name, address, telephone number(s), email address, or any other form of contact information, therefore, the questionnaire does not contain individual identifiers that can be traced back to the respondent.

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.

No sensitive information will be gathered.

12. Provide estimates of the hour burden of the collection of information. The statement should:

- a. Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated. Unless directed to do so, agencies should not conduct special surveys to obtain information on which to base hour burden estimates. Consultation with a sample (fewer than 10) of potential respondents is desirable. If the hour burden on respondents is expected to vary widely because of differences in activity, size, or complexity, show the range of estimated hour burden, and explain the reasons for the variance. Generally, estimates should not include burden hours for customary and usual business practices.**

The average set of questions on each questionnaire for respondents is estimated to be 20. The average time to complete each question is estimated to be approximately 45 seconds per question, or 15 minutes per survey. The time estimates were established through in-house testing. Reclamation will use its own employees, camp hosts, rangers, volunteers, and entrance gate attendants to administer the customized surveys to recreationists. In certain instances, paid consultants will be used to administer the surveys. The goal is to have the surveyors hand out the appropriate number of surveys with the expectation that the frequency of response will be no less than 80 percent. Once this is accomplished, respondents should hand it back to the surveyor immediately upon completion. If this method is impossible, the surveyor will collect the completed survey later the same day for those individuals or groups who are camping or participating in other recreation activities in the area.

Reclamation has determined that surveyors will need to distribute 348 surveys to achieve an 80% response rate (i.e. 278 respondents) and confidence level with a ± 5 percentage point range of accuracy. It is estimated that a set of survey questionnaires will be conducted twice per year; therefore, the total number of respondents annually is calculated at 556 (i.e., $278 \times 2 = 556$). If all of the surveys are conducted in any given year, the annual burden hours for respondents will be 139 (i.e., $556 \times 15\text{mins} = 8,340/\text{divided by } 60 \text{ mins} = 139$).

The actual number of respondents and burden hours for a given survey must be calculated depending on which reservoir, river, or land area is being surveyed and the actual visitation. To accurately determine the actual burden hours to the public, the burden hours for non-respondents has also been calculated at 1.17 hours annually. The burden estimate for non-respondents to decline a survey is 30 seconds. The total number of non-respondents is estimated at 70, twice per year for a total of 140 non-respondents ($140 \times .5$ divided by 60 minutes equals 1.17 total annual burden hours for non-respondents).

In summary, to meet the projected burden hour totals, the surveyor must make contact with a total of 696 potential respondents throughout the year. Of the 696 contacts, it is expected that 556 will participate, leaving 140 contacts to decline to participate. Based on the estimated amount of contacts, the total annual burden hours for respondents is 139 and non-respondents is 1.17 bringing the total amount of annual burden hours to 140.17.

b. If this request for approval covers more than one form, provide separate hour burden estimates for each form and aggregate the hour burdens.

The Regional Recreation Coordinators will use the Recreation Survey Template to list the customized set of question for their recreational area. They will select their questions from the approved Recreation Survey Questions.

c. Provide estimates of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories. The cost of contracting out or paying outside parties for information collection

activities should not be included here. Instead, this cost should be included under “Annual Cost to Federal Government.”

The 2017 Department of Labor (Bureau of Labor Statistics) reports a mean hourly wage of \$36.73 for all workers in the United States regardless of occupation or geographic location. The mean hourly wage of \$36.73 includes the hourly wage of \$24.49 plus \$12.24 for benefits using a factor of 1.5 (source for hourly wage is: <https://www.bls.gov/news.release/pdf/ecec.pdf>). The total annualized cost to **respondents** is \$5,105.47 (139 hours × \$36.73). The total annualized cost for **non-respondents** is \$42.97 (1.17 hours × \$36.73). Therefore, the total annualized cost to the public is \$5,158.44.

13. Provide an estimate of the total annual non-hour cost burden to respondents or recordkeepers resulting from the collection of information. (Do not include the cost of any hour burden already reflected in item 12.)

- * The cost estimate 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. The estimates should take into account costs associated with generating, maintaining, and disclosing or providing the information (including filing fees paid for form processing). Include descriptions of methods used to estimate major cost factors including system and technology acquisition, expected useful life of capital equipment, the discount rate(s), and the time period over which costs will be incurred. Capital and start-up costs include, among other items, preparations for collecting information such as purchasing computers and software; monitoring, sampling, drilling and testing equipment; and record storage facilities.**
- * If cost estimates are expected to vary widely, agencies should present ranges of cost burdens and explain the reasons for the variance. The cost of purchasing or contracting out information collection services should be a part of this cost burden estimate. In developing cost burden estimates, agencies may consult with a sample of respondents (fewer than 10), utilize the 60-day pre-OMB submission public comment process and use existing economic or regulatory impact analysis associated with the rulemaking containing the information collection, as appropriate.**
- * Generally, estimates should not include purchases of equipment or services, or portions thereof, made: (1) prior to October 1, 1995, (2) to achieve regulatory compliance with requirements not associated with the information collection, (3) for reasons other than to provide information or keep records for the government, or (4) as part of customary and usual business or private practices.**

(a) The total capital and start-up cost is \$0.00. Reclamation will not require any purchase of equipment or allocation of records storage space in conducting these surveys.

(b) The total operation and maintenance and purchase of services component costs associated with the customer surveys are \$0.00. Reclamation does not charge a filing fee for survey responses.

14. Provide estimates of annualized cost to the Federal government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing, and support staff), and any other expense that would not have been incurred without this collection of information.

Surveyors will have the opportunity to select from the list of questions provided in the Recreation Survey Questions, rather than conduct surveys from a set of preselected questions. Annualized cost to the Federal government will be evaluated based on the question(s) selected.

Item	Costs (rounded)
Data collection	264 hours per survey (33 days) @ the 2018 GS-7 pay scale (including 1.5 benefits factor) is \$25.77/hour (17.18 x 1.5). 264 x \$25.77 = \$6,803.28 per survey; 10 surveys per year x \$6,803.28 = \$68,032.80 total labor.
Travel and per diem (assumed that sites are located far enough from field office to collect per diem)	33 days total per survey (22 days @ ¾ per diem and 11 days regular per diem or 22 x \$38.25= \$841.50 and 11 x \$144 (144 = Per diem rate/93 +51) = \$1,584; \$841.50 + \$1,584 = \$2,425.50 per survey x 10 surveys = \$24,255 . Note: Salary for 33 days (264 hours) is covered above.
Data entry, processing, analysis and report of findings	10 surveys per year x 5 days @ GS-7 pay scale; 10 x 40 hrs. x \$25.77 = \$10,308
Management review	10 surveys per year x 2 days @ GS-13 Step 1 pay scale with no locality adjustment and adjusted for benefits; 16 hrs x 10 surveys x \$54.36 (\$36.24 x1.5) GS-13, Step 1 (adjustment for benefits) = \$8,697.60
Miscellaneous expenses (printing, postage, etc.)	10 surveys per year x \$1,000/survey = \$10,000
TOTAL	\$121,293.40

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

The previously OMB approved surveys were not utilized due to irrelevance at each recreation area. As a result, visitor satisfaction data was not collected and an opportunity to improve based on visitor comments and opinion was missed. Changing the visitor survey format, by allowing recreation areas to create customized surveys, will empower recreation areas to collect the valuable data and comments from Reclamation recreation consumers which will be utilized to respond to emerging trends and changes from the public

demographic profile of users, values, needs, wants, desires, and conflicts between user groups.

- 16. For collections of information whose results will be published, outline plans for tabulation and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.**

The proposed surveys will be scheduled to coincide with program data needs. As the need for survey questions is responsive to the data needs of program managers and special studies, survey questions will be administered. In most instances, any data that summarizes the responses to the survey questionnaires will become an integral part of planning efforts.

- 17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.**

The expiration date and OMB control number will be displayed on all survey questionnaires.

- 18. Explain each exception to the topics of the certification statement identified in "Certification for Paperwork Reduction Act Submissions."**

There are no exceptions to the list of topics in item 19 of the Paperwork Reduction Act submission.