

**DEPARTMENT OF THE INTERIOR****Bureau of Land Management****DEPARTMENT OF AGRICULTURE****Forest Service**

[WO-830-1030-2-241A]

**Agency Information Collection  
Activities: Proposed Collection;  
Comment Request**

**AGENCIES:** Bureau of Land Management, Interior, and United States Forest Service, Agriculture.

**ACTION:** Notice and request for comments.

**SUMMARY:** The Bureau of Land Management (BLM) and the U.S. Forest Service are soliciting comments concerning the proposed three-year joint collection of information that would conduct surveys of the public in each of their users groups.

**DATES:** Written comments must be submitted on or before March 23, 1998 to be assured of consideration.

**ADDRESSES:** Send comments to John Kerwyn Keith, Management Systems Group, Business and Fiscal Resources Directorate, Bureau of Land Management, 1849 C Street, NW, Room LS1000, Washington, DC 20240 (fax: 202-452-5171, email: j55keith@wo.blm.gov).

**FOR FURTHER INFORMATION CONTACT:** John Kerwyn Keith at 202-452-5159.

**NATURE OF COMMENTS:** We specifically request your comments on the proposed collection in the following areas:

(1) Whether the collection of information is necessary for the proper functioning of BLM and the Forest Service;

(2) The accuracy of our estimates of the burden of collecting the information, including the validity of the methodology and assumptions used;

(3) The quality, utility, and clarity of the information collected; and

(4) How to minimize the burden of collecting the information on those who are to respond, including using the appropriate automated, electronic, mechanical or other forms of information technology.

**SUPPLEMENTARY INFORMATION:**

- I. Background
- II. Current Actions
- III. Methodology
- IV. Requests for Comments

**I. Background**

The Government Performance and Results Act of 1993 (Pub. L. No. 103-62) sets out to "improve Federal program effectiveness and public accountability by promoting a new focus on results, service quality, and customer satisfaction" (Section 2, b, 3). In order to fulfill this responsibility, the BLM and the Forest Service must collect data from their respective user groups to (1) better understand the needs and desires of the public and (2) respond to those needs and desires accordingly.

This course of action is fortified by Executive Order No. 12862, signed by the President on September 11, 1993, aimed at "ensuring the Federal government provides the highest quality

service possible to the American people." The Order discusses surveys as a means for determining the kinds and qualities of services desired by the Federal Government's customers and for determining satisfaction levels for existing services. These voluntary customer surveys will be used to ascertain customer satisfaction with the BLM and Forest Service in terms of services and products. Respondents will be individuals and organizations that are the recipients of the BLM and Forest Service's services and products. Previous customer surveys have provided useful information to the BLM and Forest Service for assessing how well we deliver our services and products and for making improvements. The results are used internally and summaries are provided to the Office of Management and Budget on an annual basis and are used to satisfy the requirements and spirit of Executive Order No. 12862.

Continuing to work collectively on issues that pertain to the outside public, the BLM and Forest Service anticipate performing all of their customer surveys under one three-year clearance. Where applicable, similar questions will be asked in the surveys of the two agencies, thus allowing better bench marking between the agencies.

**II. Current Actions**

The request to OMB will be for a three-year clearance to conduct customer surveys in the BLM and the

Forest Service. During the past clearance cycle the BLM conducted 17 customer surveys and the Forest Service conducted 9 surveys by telephone and mail. (Examples of previously conducted customer surveys are available upon request.) Our planned activities in the next three fiscal years reflect our increased emphasis on and expansion of these activities.

### III. Methodology

The BLM and Forest Service survey customers in the following general categories: (1) Use requiring authorization; (2) state and private forestry; (3) timber sales; (4) wild horse and burro; (5) research; (6) law enforcement; (7) fire and aviation; (8) wildlife and fisheries; (9) recreation; (10) information [general, land, title, and technology-based]; (11) pilot programs; (12) stakeholders and partners; and (13) state and local governments.

A stratified sampling technique is employed for categories 1 through 8; categories 9 and 10 use intercept surveys; and a general sampling technique is employed for categories 11 through 13. The randomized sample pulled from the databases will include an estimated 1200 persons unless the population is less than 1200, at which point the entire user population will be surveyed. An 80% response rate goal has been set; for this reason, whenever possible telephone surveys are chosen over mail surveys.

Parallel to this effort, comment cards will be solicited from all of the above groups on an intercept basis—accompanying transaction performed with the agencies.

The questionnaires are developed with the help of focus groups from around the country. We ask questions in the following general areas: (1) Program specific (i.e., processing permits, recordation of mining claims, facilities and access to public land for recreation); (2) service delivery; (3) management practices; (4) resource protection; (5) rules, regulations, and policies; (6) communication with the public; (7) overall satisfaction; and (8) general demographics.

### IV. Requests for Comments

Prospective respondents and other interested parties should comment on the actions discussed in items II & III. The following guidelines are provided to assist you in responding.

#### General Issues

A. Is the proposed collection of information necessary, taking into account its accuracy, adequacy, and

reliability, and the agency's ability to process the information it collects in a useful and timely fashion?

B. What enhancements can the BLM and Forest Service make to the quality, utility, and clarity of the information to be collected?

#### As a Potential Respondent

A. The average public reporting burden for a customer survey is estimated to be .25 hours per response (13,000 respondents per year  $\times$  15 minutes per response = 3250 hours annually). For comment cards, the average public reporting burden is estimated to be 3 minutes per response (30,000 respondents per year  $\times$  3 minutes per response = 1500 hours annually). Burden includes the total time, effort, or financial resources expended to generate, maintain, retain, or disclose or provide the information including: (1) Reviewing instructions; (2) developing, acquiring, installing, and utilizing technology and systems for purposes of collecting, validating, verifying, processing, maintaining, disclosing, and providing information; (3) adjusting the existing ways to comply with any previously applicable instructions and requirements; (4) training personnel to respond to a collection of information; (5) searching data sources; (6) completing and reviewing the collection of information; and (7) transmitting or otherwise disclosing the information.

Please comment on (1) the accuracy of our estimate and (2) how the agencies could minimize the burden of the collection information, including the use of automated collection techniques.

B. The BLM and Forest Service estimate that respondents will incur no additional costs for reporting other than the time required to complete the collection. What is the estimated (1) total dollar amount annualized for capital and start-up costs and (2) recurring annual dollar amount of operation and maintenance and purchase of services costs associated with this data collection? The estimates should take into account the costs associated with generating, maintaining, and disclosing or providing information.

C. Do you know of any other Federal, State, or local agency that collects similar data? If you do, specify the agency, collection element (s), and the methods of collection.

#### As a Potential User

Are there any alternative sources of data and do you use them? If so, what are their deficiencies and/or strengths?

Comments submitted in response to this notice will be summarized and/or

included in the request for OMB approval of the survey. They also will become a matter of public record.

Dated: January 15, 1998.

**Carole Smith,**

*Bureau of Land Management, Information Collection Officer.*

Dated: January 8, 1998.

**William Delaney,**

*U.S. Forest Service, Management Improvement.*

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## DEPARTMENT OF THE INTERIOR

### Bureau of Land Management

[NV-010-1990-09]

#### Notice of Intent; Nevada

**AGENCY:** Bureau of Land Management, Interior.

**ACTION:** Notice of intent to prepare a supplemental Environmental Impact Statement for the Barrick Goldstrike Mines Inc. Betze Project in the Elko and Eureka Counties, Nevada.

**SUMMARY:** On August 31, 1994 pursuant to Section 102(2)(c) of the National Environmental Policy Act of 1969, as amended, the Bureau of Land Management, Elko Field Office published a Notice of Intent to prepare a supplemental environmental impact statement (EIS) with respect to Barrick Goldstrike Mines Inc.'s (Barrick) Betze Project. At that time, the Bureau had determined the need to prepare the Supplemental EIS to assess the environmental impacts of the pumping and water management operations associated with Barrick's mining operations. Since the Notice of Intent was published, Barrick has begun discharging water produced by groundwater pumping operations to the Humboldt River under a permit from the Nevada Division of Environmental Protection. In addition, Barrick and Elko Land and Livestock Company (ELLCO) submitted an application to amend an existing water pipeline right-of-way from 40 feet to 80 feet in width to accommodate installation of approximately 4,000 linear feet of buried 48-inch steel pipeline. The additional pipeline would be used to increase the operational efficiency of discharging water to either the Humboldt River or to irrigation and infiltration. The Bureau of Land Management is publishing this supplemental Notice of Intent to advise the public of the application to amend the right-of-way and to seek any