

**Justification for an Information Collection under the
U.S. Department of Agriculture, Forest Service's
Federal Lands Transportation Generic Clearance
(OMB Control No. 0596-0236)**

February 2017

Introduction: Federal Lands Transportation Generic Clearance Submission, OMB Control Number 0596-0236

The Federal Lands Transportation Generic Clearance is intended to help Federal Land Management Agencies (FLMAs) measure visitors' transportation-related experiences in order to improve on any transportation-related issues or problems and to promote planning across land units, regionally and nationally.

A brief overview of the steps involved in submitting an Information Collection Request (ICR) is provided below. For more detailed information, along with a list of bureau/office contacts, please see the Best Practices and Guidance document developed specifically for this generic clearance.

(See: http://volpe-public-lands.s3-website-us-east-1.amazonaws.com/flma_lrtcvts/documents/Guidance_FLMA_CVTSproject.pdf).

1. If more than one bureau/office (e.g., FWS and BLM) is collaborating on an IC, the partners must select a "lead" bureau/office to spearhead the effort, along with a contact person from the lead bureau/office.
2. The Information Collection Clearance Officer (ICCO) from the lead bureau/office must review the ICR and provide feedback to the lead bureau/office contact.
3. After the ICCO review has been completed (including a review by the DOI Information Collection Clearance Coordinator), the ICCO must forward the ICR to the USDA Forest Service and copy the FLMA Generic Clearance Coordinator (Margaret.Petrella@dot.gov).
4. After the Forest Service ICCO review, the USDA Departmental Clearance Officer submits the ICR to the OMB desk officer for the Forest Service via ROCIS.
5. The OMB desk officer reviews the ICR and provides comments. The lead bureau/office revises the ICR as necessary. Upon approval by OMB, a Notice of Action is issued.

Instructions for Completing the Justification Form

1. Information Collection (IC) Title/Date Submitted to the U.S. Department of Agriculture (USDA) Forest Service, Office of Regulatory and Management Services: Insert title for the proposed IC (e.g., survey, focus group, comment card, etc.). Insert date that the expedited approval package will be submitted to Forest Service. Reminder: Please submit the package through the lead bureau/office Information Collection Clearance Officer and copy the FLMA Generic Clearance Coordinator.
2. Lead Bureau/Office: Insert the name of the lead bureau/office conducting the survey.
3. Abstract: Summarize the proposed study with an abstract not to exceed 150 words.
4. Bureau/Office Point of Contact Information: Complete the bureau/office contact information. Forest Service will communicate with OMB initially and then direct them to the point of contact listed here (and to the IC Clearance Officer listed in #6 below) throughout the remainder of the approval process. Forest Service should be included on any correspondence pertaining to this IC.
5. Principal Investigator (PI) Conducting the IC: Complete information about the PI who will be conducting the IC, if different than Point of Contact listed in #4. Otherwise note: Same as #4.
6. Lead bureau/office IC Clearance Officer Reviewing the IC: Provide the name and contact information for the ICCO from the lead bureau/office who reviewed the IC.
7. IC Dates: List the time period in which the IC will be conducted, including specific starting and ending dates. The starting date should be at least 45 days after the submission date. The request for expedited approval, and submission of a complete and accurate approval package, must be made at least 45 calendar days prior to the first day the PI wishes to begin the IC.
8. Type of IC Instrument: Check the type(s) of information collection instrument(s) that will be used. If other, please explain.

9. **Data Collection Instrument:** Explain how the data collection method and instrument (e.g., survey, interview guides, discussion guides, etc.) were developed. With whom did you consult during the development? Who were the social science and/or statistical experts who reviewed the instruments? How did you address any concerns raised or improvements suggested? Did you pretest the data collection instrument? If yes, how did you address any concerns raised or improvements suggested? (Note: A description of any pre-testing and peer review of the methods and/or instrument is highly recommended.)
10. Which of the six topic areas from the Compendium of Questions will be addressed in your IC? Check all that apply. For each question in your survey (or discussion guide or comment card), please indicate the Compendium Topic Area and the unique question identifier from the Compendium. For any questions that are not taken from the Compendium, please indicate “NEW” in the table.

Sample table:

Survey Question Number	Compendium Topic Area	Compendium Question Identifier
Q1	#1- Respondent characteristics	GROUP1
Q2	#1- Respondent characteristics	VHIS7
Q3	#2 Traveler Information	TINFO1
Q4	#2 Traveler Information	NEW
Etc.		

11. **Methodology:** Explain how the IC will be conducted. Provide a description of the methodology including: (a) The population of interest (b) How will the users/visitors be sampled? (if fewer than all users/visitors will be surveyed); (c) What percentage of users/visitors asked to participate will respond, and (d) What actions are planned to increase the response rate? If statistics are generated, this description must be specific and include each of the following:
- The respondent universe,
 - The sampling plan and all sampling procedures;
 - How the instrument will be administered;
 - Expected response rate and confidence levels; and
 - Strategies for dealing with potential non-response bias.
- Note: Web-based surveys are not an acceptable method of sampling a broad population. If a survey is completely web-based, it must be limited to services provided by the web site. However, it is appropriate to use web-based surveys in combination with other methods, such as an in person intercept.
12. **Total Number of Initial Contacts and Expected Number of Respondents:** Provide an estimated total number of initial contacts and the total number of expected respondents.
13. **Estimated Time to Complete Initial Contact and Time to Complete Survey Instrument:** Estimate the time to complete the initial contact and the time to complete the information collection (e.g., survey, comment card, focus group, etc.)(in minutes).
14. **Total Burden Hours:** Provide the total number of burden hours. The total burden hours should account for the amount of time required to instruct the respondents and the amount of time required for the respondent to complete the survey (or other data collection mechanism).
15. **Reporting Plan:** Provide a brief description of the reporting plan for the data being collected.
16. **Justification, Purpose and Use:** Provide a brief justification for the information collection, its purpose, goals, and use (including utility to managers). Specifically, describe how data will be tabulated

and what statistical techniques will be used to generalize the results to the entire user population. Describe how data from the survey will be used. Describe how you will acknowledge any limitations related to the data, particularly in cases where we obtain a lower than anticipated response rate. Note whether or not the information collection is intended to measure a Government Performance and Results Act (GPRA) performance measure.

Instructions for Checklist

Review the checklist to ensure you have met the requirements for submission and that your approval package includes the required items.

Instructions for Certification Form:

Complete the Form and include the names of those who certify that the Justification Form meets the requirements of the generic clearance (OMB control number 0596-0236).

Justification for Submission under Federal Lands Transportation Generic Clearance (OMB Control Number 0596-0236)

U.S. Department of Agriculture-Forest Service Office of Regulatory and Management Services	Forest Service Tracking Number: (for internal use only)
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		Date Submitted to Forest Service/USDA:	09/28/2021
1.	IC Title:	Monitoring visitors and their experiences on national wildlife refuges	
2.	Bureau/Office:	U.S. Fish and Wildlife Service	

3.	<p>Abstract: (not to exceed 150 words)</p> <p>This work seeks to provide the U.S. Fish and Wildlife Service, who manages the National Wildlife Refuge System, with a better understanding of visitors and their experiences on a multitude of refuges across the country. Understanding and characterizing visitor demographics and their experiences on refuges is a critical element of monitoring efforts aimed at improving management of these public lands and waters for current and future generations. This work will provide the Service with information regarding visitors' recreational, educational, and informational experiences, economic contributions to local communities, and visitors' satisfaction with current services, facilities, recreational opportunities, and desires for future transportation options.</p>
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4. Bureau/Office Point of Contact Information						
First Name:		Ryan				
Last Name:		Roberts				
Title:		Conservation Social Scientist				
Bureau/Office:		Human Dimensions Branch U.S. Fish and Wildlife Service - National Wildlife Refuge System Natural Resource Program Center				
Street Address:		1201 Oakridge Dr., Suite 320				
City:		Fort Collins	State:	CO	Zip code: 80525	
Phone:		315-368-7095	Fax:			
Email:		Ryan_roberts@fws.gov				
5. Principal Investigator (PI) Information [If different from #4]						
First Name:		Alia				
Last Name:		Dietsch				
Title:		Assistant Professor				
Bureau/Office:		School of Environment and Natural Resources, The Ohio State University				
Address:		2021 Coffey Road, 210 Kottman Hall				
City:		Columbus	State:	OH	Zip code: 43210	
Phone:		614-292-8654	Fax:			
Email:		dietsch.29@osu.edu				
6. Lead agency IC Clearance Officer Reviewing the IC:						
First Name		Madonna				
Last Name		Baucum				
Title		FWS Information Collection Clearance Officer				
Phone		703-358-2503				
Email		madonna_baucum@fws.gov				
7. IC Dates						
		(mm/dd/yyyy)	to	(mm/dd/yyyy)		
		01/01/2022		12/31/2026		
8. Type of Information Collection Instrument (Check ALL that Apply)						
<input checked="" type="checkbox"/> Intercept	<input type="checkbox"/> Telephone	<input checked="" type="checkbox"/> Mail	<input checked="" type="checkbox"/> Electronic	<input type="checkbox"/> Interviews	<input type="checkbox"/> Focus Groups	<input type="checkbox"/> Comment Cards
<input type="checkbox"/> Other	Explain: Names and addresses are collected by intercept. Survey correspondence is delivered by mail with the option to respond to the survey electronically via a secure website or by mail.					

9. Instrument and Method Development:

Who assisted in development of the methodology, questionnaire and/or statistics? Describe any pre-testing and/or peer review that was conducted. How were improvements integrated?

The survey instrument used in this information collection is consistent with the approved version of the national wildlife refuge visitor survey conducted from 2018-2019 under OMB Control No. 059-0236 (Dr. Alia Dietsch (OSU) and Natalie Sexton (FWS)) and is an extension of the work completed under OMB Control No. 1018-0145 from 2010-2012. The national visitor survey project has been conducted on more than 140 national wildlife refuges, improving the Service's ability to monitor trends over time from baseline data.

The survey instrument was initially reviewed by a team of 20 Service staff represented by all levels of the FWS agency (e.g., field, region, and headquarters) under the OMB Control No. 059-0236. Almost all of the questions were drawn from those approved via the CVTS Programmatic Clearance and modified to be relevant to the population and intent of the national visitor survey project on refuges.

For this survey approval, minor revisions were made in Microsoft Word (paper survey copy) and Qualtrics (online survey software) based on feedback provided by Service staff. There is also a Spanish version of the survey that was translated and back-translated by two native Spanish speakers from different countries and reviewed by Spanish-speaking employees of the Service.

10. Which of the six areas from the Compendium of Questions will be addressed in your IC? (Check all that apply).

- ☒ Topic Area #1: Respondent Characteristics
- ☒ Topic Area #2: Traveler Information
- ☒ Topic Area #3: Trip Behaviors
- ☒ Topic Area #4: Transportation Use and Travel Related Conditions
- ☒ Topic Area #5: Assessment of Visitor Experience
- ☒ Topic Area #6: Economic Impact and Visitor Spending/Costs

In addition, for each question in your survey instrument (or discussion guide, comment card, etc), please indicate the Compendium Topic Area and the unique question identifier from the Compendium. If the question is not taken from the Compendium, indicate "NEW". See the instructions for a sample table.

See attached National Refuge Visitor Survey_Compendium Matching Survey.docx

11. Methodology:

(Use as much space as needed; if necessary, include additional explanation on separate page).

a. Population (i.e., Respondent Universe)	Our target audience is visitors to national wildlife refuges (primarily refuges with more than 50,000 annual visits). A driving force behind this study is to understand the expectations, perceptions, and experiences of visitors across the Refuge System.
b. Sampling Plan/Procedure	First, the Human Dimensions branch of the U.S. Fish and Wildlife Services will select refuges ($n = \sim 35$ annually) for participation. Once refuges are selected, one point of contact (POC) at each participating refuge will be designated by appropriate service staff. Once refuges and POCs are identified, ideal sampling time periods and locations will be selected in consultation with Service staff and the POC, and onsite sampling will then commence. We expect to make approximately 400 contacts with visitors at each refuge across the main visitation seasons. During initial contacts, visitors that agree to participate will be requested by survey recruiters to provide their name, current address, year born, the primary activity during their visit on the refuge, if they live within 50-miles of the refuge they are visiting, and their preference for either an English or Spanish language version of the survey. The survey recruiters will collect additional observed variables, including the estimated number of adults and children (< 18 years old) in the group and the observed gender (male, female, unsure) of the person spoken with. This information will be collected on encrypted iPads using ArcGIS Survey123, a data collection software platform. Data will be securely stored in Survey123, downloaded by

	The Ohio State University, and stored on a secure website (i.e., Microsoft OneDrive).															
c. Instrument Administration	<p>Visitors who agree to participate will receive a sequence of mailings via postal delivery using the names and addresses collected during the onsite contacts. Individuals will receive up to four mailings that encourage them to complete the questionnaire online through a password-protected web link or a postage-paid return mailer containing a paper copy of the questionnaire and a cover letter. This data collection follows the Tailored Design Method for mail and internet surveys to help ensure a high response rate and a representative sample. We summarize the mailings in the following table:</p> <table><tr><th>Mailout type</th><th>Content of mailout</th><th>Approximate timing of mailout</th></tr><tr><td>Initial contact</td><td>Postcard</td><td>One week after onsite intercept</td></tr><tr><td>First reminder</td><td>Cover letter and a copy of the survey</td><td>Two weeks after onsite intercept</td></tr><tr><td>Second reminder</td><td>Postcard</td><td>One week after first reminder (initial letter)</td></tr><tr><td>Final reminder</td><td>Cover letter and a copy of the survey</td><td>Three weeks after first reminder (initial letter)</td></tr></table> <p>We will not include any personally identifiable information (PII) on the questionnaire itself or as part of the online version of the survey; only a unique identifier code will connect the mailing lists to the questionnaires so that completed surveys or undeliverable mailings can be addressed through prompt removal of corresponding names/addresses from the mailing list. All PII will be kept on a secured server during the implementation phase. The online version of the survey in both English and Spanish will be hosted by Qualtrics (www.qualtrics.com/), an online survey platform. This multi-modal (paper and online) response option is designed to maximize response yet minimize project costs.</p>	Mailout type	Content of mailout	Approximate timing of mailout	Initial contact	Postcard	One week after onsite intercept	First reminder	Cover letter and a copy of the survey	Two weeks after onsite intercept	Second reminder	Postcard	One week after first reminder (initial letter)	Final reminder	Cover letter and a copy of the survey	Three weeks after first reminder (initial letter)
Mailout type	Content of mailout	Approximate timing of mailout														
Initial contact	Postcard	One week after onsite intercept														
First reminder	Cover letter and a copy of the survey	Two weeks after onsite intercept														
Second reminder	Postcard	One week after first reminder (initial letter)														
Final reminder	Cover letter and a copy of the survey	Three weeks after first reminder (initial letter)														
d. Expected Response Rate and Confidence Levels	Based on the response rate to the survey conducted during 2018-2019 under OMB Control No. 059-0236, we expect an overall response rate of 50% from those who have agreed to participate during the onsite visit. The information collection conducted in 2018-2019 received an average response rate of 51% nationwide. The expected confidence levels are 95% with a ± 5.35% margin of error.															
e. Strategies for dealing with potential non-response bias	Strategies for dealing with potential non-response bias are incorporated into the survey administration plan. All contacted visitors onsite, including those who choose not to participate in the survey upon initial contact unless they walk away, will be asked to respond to a few key questions (for example, their age and the primary activity in which they participated while visiting the refuge). Thus, we can assess any potential non-response bias by comparing respondents (i.e., those who complete the full survey) to nonrespondents (i.e., those who do not complete the full survey but were contacted onsite) using the full sample of onsite contacts. Individuals who agree to participate will receive up to four mailings to encourage response and reduce non-response. Respondents' participation in activity types (based on the mail or online survey responses) will be compared to equivalent reporting of activities from the Refuge Annual Performance Plan (RAPP) data. The sample demographics of local residents responding to the survey will be compared with the demographics of local residents using the most updated U.S. Census Bureau data. However, this is not a direct one-to-one comparison because we aim to represent the <i>visitor population</i> to each participating refuge and not only those living in local areas (for example, some people who live nearby do not visit refuges). Tests to determine if weighting data based on respondent/nonrespondent characteristics or different activities will be considered if any activity type or characteristic is over or underrepresented in															

		the data. Potential bias related to demographics cannot be adequately addressed with this information collection.
12.	Total Number of Initial Contacts and Expected Number of Respondents	<p>Initial Contact: We expect to make 400 initial contacts per participating refuge. From this initial contact, we can assess nonresponse by comparing those who do not complete the full survey from those we contact initially onsite.</p> <p>Respondent Survey: We expect to have at least 200 completed surveys (i.e., respondents) per refuge based on a 50% response rate achieved during the 2018-2019 survey data collection.</p>
13.	Estimated Time to Complete Initial Contact and Time to Complete Instrument	<p>Initial Contact: The initial onsite contact can be completed in five minutes or less.</p> <p>Respondent Survey: The average online survey completion time during 2019 was 23 minutes. Therefore, we estimate most respondents will complete the survey in 25 minutes or less.</p> <p>We made every effort to present the survey questions in a format that would minimize the response time for the respondent while still obtaining reliable information for refuge management.</p>
14.	Total Burden Hours Initial Contacts Respondent Survey ----- Total	<p>40 refuges * 400 people * 5 minutes <= 1,350 hours</p> <p>40 refuges * 200 people * 25 minutes <= 3,350 hours</p> <p>-----</p> <p>4,700 hours maximum per year</p> <p>5 years * 4,700 max hours per year = 23,500</p>
15. Reporting Plan: A report for each participating refuge is one of the deliverables for the project (see example reports at go.osu.edu/NVSresults). In addition, we will include the results of the data collection as part of the Visitor Survey Information Tool (ViSIT), an online webtool designed to provide access to data from the survey data collection efforts over time and across refuges.		
16. Justification, Purpose, and Use:		
IC Justification and Purpose		Information collected will provide refuge managers, planners, and visitor services professionals with scientifically sound data about visitors. The collected data can be used to prepare conservation planning documents, improve the design of visitor facilities, tailor services and facilities to match visitor interests and needs, better protect refuge resources by combining social data with biological data, understand the economic impact of visitors to local communities, and track demographic trends in the visitor population over time. This IC will also inform transportation planning, which can help to ensure that visitors have exemplary, publicly accessible wildlife-dependent recreational opportunities through auto tour routes, trails, parking lots,

	<p>and roads.</p> <p>The baseline data collected by this visitor survey will be valuable when compared across data collection efforts, including future efforts and previous efforts, such as the National Visitor Survey (NVS) conducted on 78 refuges during 2010-2011 (pubs.usgs.gov/ds/685/) and 2012 (pubs.usgs.gov/ds/754/). This NVS data collection are on a five-year rotating timeline, after which a national report will be produced that will aggregate the survey data from the entire cycle. In combination, this collection of information from refuge visitors will help the Service to track and understand how some of the complex changes occurring within American society (e.g., demographic changes, stakeholder preferences) are likely to affect the future of refuges.</p>
IC Goals	<p>The goal of the overall project, as part of the institutionalized National Visitor Survey, is to understand and characterize the range of recreational activities that visitors engage in on different types of refuges, as well as to describe visitors' demographics, satisfaction, preferences, and experiences in relation to visitor and transportation services and facilities.</p>
How will the results be used (e.g., utility to Managers)?	<p>This information will be valuable to refuge managers, planners, transportation coordinators, and visitor services professionals by describing visitor expectations regarding their refuge experiences, including their trip characteristics and desired amenities. Results collected previously have been used in a variety of ways to improve refuge decision-making and inform policy and management.</p>
<p>How will the data be tabulated and analyzed? What statistical techniques will be used to generalize the results to the entire customer population? How will limitations on use of data be handled? If the survey results in a lower than anticipated response rate, how will you address this when reporting the results? (Use as much space as needed; if necessary include additional explanation on separate page).</p> <p>The data will be entered and cleaned (as needed) for paper surveys as they are returned by mail and cleaned (as needed) as they are gathered through Qualtrics, the online survey software. 'Cleaning' data ensures that any entry errors are corrected. For example, if an individual enters a 2 when only a 0 or 1 is applicable for a dichotomous variable, then we would go back and check the entire survey to ensure no other data transcription errors occurred in that survey. Also, 'cleaning' ensures that the data are in a useful format for reporting. As an illustration, we ask what year someone was born, as most people can readily recall that information even when they either do not remember their age or do not wish to share their age. Thus, we calculate an age for the respondent by taking the year of data collection and subtracting the year born.</p> <p>Once the expected timeline of 90 days has passed since the first contact was mailed, the data will be analyzed by combining the two sources of data collection (online and by mail) into one Excel spreadsheet per refuge so that each refuge has a completed dataset. Data will then be transferred to the Statistical Package for the Social Sciences (SPSS) or R (a statistical package) for generating results of statistical analyses, including descriptive frequencies on all survey items. More comprehensive analyses (for example, analysis of variance, t-tests, chi-square tests) will be conducted, when appropriate, in relation to key questions of interest to the Fish and Wildlife Service or lead PI (Dr. Dietsch). For example, the information collected from survey responses could answer the question, "what expectations exist for different groups of people based on activity type (e.g., hunters, anglers, birdwatchers)?"</p> <p>If the response rate is lower than anticipated, we will modify our method of reporting accordingly. For refuges that have a sample size between 56-100 and a margin of error between +/- 9-10%, we will send a modified report with the following disclaimer: "PLEASE NOTE: The sample size for your refuge was low (see page 3 of the report for details). Thus, results may not reflect the full range of visitor experiences on this refuge and should be interpreted with caution." For refuges that have a sample size of 55 or lower and a margin of error of +/-11% or higher, we will send a results summary in place of a report with the following disclaimer: "PLEASE NOTE: Due to a low sample size, the summary may not reflect the experiences of all visitors to your refuge and should not be cited or distributed widely."</p>	

Is this survey intended to measure a Government Performance and Results Act (GPRA) performance measure? If so, please include an excerpt from the appropriate document. (Use as much space as needed; if necessary include additional explanation on separate page).

No, this survey is not intended to measure a GPRA performance measure.

Checklist for Submitting a Request to Use USDA-Forest Service Federal Lands Transportation Generic Clearance

- ☒ All questions in the survey instrument are within the scope of one of the USDA-Forest Service Generic Clearance topic areas (see Compendium of Questions).
- ☒ The approval package is being submitted to the Forest Service Office of Regulatory and Management Services at least 45 days prior to the first day the PI wishes to administer the IC to the public.
- ☒ [IF SURVEY] A qualified statistician has reviewed and approved your request.
- ☒ Your bureau/office Information Collection Clearance Officer has reviewed and approved the approval package.
- ☒ When you forward the approval package to USDA Forest Service, copy the FLMA Generic Clearance Coordinator

The approval package includes:

- ☐ A completed Justification
- ☐ A signed Certification Form
- ☐ A copy of the survey instrument
- ☐ Other supporting materials, such as:
 - Cover letters to accompany mail-back questionnaires
 - Introductory scripts for initial contact of respondents
 - Necessary Paperwork Reduction Act compliance language
 - Follow-up letters/reminders sent to respondents

The survey methodology presented in the Justification includes a specific description of:

- ☐ The respondent universe
- ☐ The sampling plan and all sampling procedures, including how respondents will be selected
- ☐ How the instrument will be administered
- ☐ Expected response rate and confidence levels
- ☐ Strategies for dealing with potential non-response bias
- ☐ A description of any pre-testing and peer review of the methods and/or the instrument is highly recommended.
- ☐ The burden hours reported in the Justification include the number of burden hours associated with the initial contact of all individuals in the sample (i.e., including refusals), if applicable, and the number of burden hours associated with individuals expected to complete the survey instrument.
- ☐ The package is properly formatted (Word) and submitted to the Office of Regulatory and Management Services electronically.

Certification Form for Submission Under OMB Control Number 0596-0236

This form should only be used if you are submitting a collection of information for approval under the USDA-Forest Service Federal Lands Transportation Generic Clearance.

If the collection does not satisfy the requirements of the Generic Clearance, you should follow the regular PRA clearance procedures described in 5 CFR 1320.

Bureau/Office U.S. Fish and Wildlife Service			
IC Title <i>(Please be specific)</i> Monitoring Visitors and Their Experiences on National Wildlife Refuges			
Estimated Number Initial Contact Respondent Survey	16,000 8,000	Time per Response Initial Contact Respondent Survey	5 minutes 25 minutes
		Total Burden Hours Initial Contact Respondent Survey ----- Total	1,335 3,350 ----- 4,700
Bureau/Office Contact (who can best answer questions about content of the submission):			
Name	Ryan Roberts	Phone	315-368-7095
Certification: The collection of information requested by this submission meets the requirements of OMB control number 0596-0236			
Bureau/Office Qualified Statistician			DATE
Bureau/Office Information Collection Clearance Officer			DATE
Forest Service, Office of Regulatory and Management Services			DATE