

US EPA ARCHIVE DOCUMENT

## FACTSHEET VI

### QUESTION 1: WHO CAN USE THE CUSTOMER SERVICE ICR?

OMB's Resource Manual for Customer Surveys (dated October 1993) and other relevant guidance documents state that the generic clearance shall be used for "strictly voluntary collections of opinion information from clients that have experience with the program that is the subject of each data collection" and precludes this option for use:

- By regulatory agencies to survey regulated entities<sup>1</sup>
- In any situation where a respondent may perceive that a response will result in risks to his interests through potential penalties of loss of benefits
- For collecting factual information (other than simple identifying information, where needed)
- For collecting data from the general public.

### QUESTION 2: HOW DO I RECEIVE APPROVAL FOR MY SURVEY, IF IT MEETS THE CONDITIONS OUTLINED ABOVE?

Below are the instructions for submitting your survey for clearance:

Prior to initiating the survey, sponsoring programs must seek final approval from OMB. To obtain approval, sponsoring programs must submit a clearance package consisting of a memorandum and a copy of the survey instrument through Regulatory Information Division (RID). The memorandum will be addressed from the program or office director to the RID Desk Officer at Office of Policy, (2136) and must address the following<sup>2</sup>:

- Survey title, identification of survey originator (office, point of contact, phone number)
- Description and intended purpose of the survey as it relates to EPA customers
- Methodology and use of anticipated results
- Collection schedule, followup plans
- Costs and burden to the agency and respondents, and the number of respondents.

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<sup>1</sup>EPA interprets this to preclude any EPA surveys conducted for fact-finding for the purposes of regulatory development or enforcement.

<sup>2</sup>For customer feedback forms and short questionnaires, a one-page memorandum should be sufficient. Mail or telephone surveys making use of statistical sampling must include statistician's name/phone, and a brief design, precision requirements, and pretests/pilot tests.

The memorandum will vary in length and detail, depending on the complexity of the survey. IPS staff, experience with the requirements of the Paperwork Reduction Act (PRA), will review each submission to ensure that it meets the requirements of the PRA and any conditions of the generic approval, and may reject any proposed customer survey that does not meet the criteria above. In the methodological issues, the program shall solicit agency statistical experts through EPA's Statistical Policy Branch or program office to make any final determinations as to the statistical validity of the customer survey.

### **QUESTION 3: HOW LONG WILL THE PROCESS TAKE?**

Following review within RID, RID will submit surveys and attached materials to OMB for a 10-working-day review.

#### **What Else Should I Know?**

Sponsoring organizations within the EPA should maintain records according to each survey schedule. In general, survey results should be maintained for 3 years or until after followup has been performed.

Sponsoring offices are encourage to provide feedback to RID on the success of their surveys (through a memo or summary report) that can be shared with fledgling customer survey programs within other parts of the EPA. Feedback might include such things as

- Response rates, followup strategies, important lessons related to survey design and implementation
- General trends established from analysis of data
- Changes to the organization as a result of the survey
- Points of contact for questions about the survey.

#### **Example of burden statement for forms or survey**

The OMB Control Number and expiration date must appear on the front page of an OMB-approved form or survey, or on the first screen viewed by the respondent for an online application. The rest of the burden statement must be included somewhere on the form, questionnaire, or other collection of information, or in the instructions for such collection. Also include the following information:

Explain the reasons the information is planned to be and/or has been collected, and the way such information is planned to be and /or has been used to further the proper performance of the functions of the agency. State whether responses to the collection of information are voluntary, required to obtain or retain a benefit (citing authority), or mandatory (citing authority), and the nature and extent of confidentiality to be provided, if any (citing authority).

The following information must appear on the first page of the survey:

**Form Approved OMB Control No. 2090-0019. Approval expires 10/31/99.**

Public reporting burden for this collection of information is estimated to average eleven (11) minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information. Send comments on the agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the burden, including the use of automated collection techniques to the Director, OPPE Regulatory Information Division, United States Environmental Protection Agency (Mail Code 2137), 401 M Street SW, Washington, DC 20460; and to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 17th Street NW, Washington, DC 20503, Attention: Desk Officer for EPA. Include the EPA ICR number and the OMB control number in any correspondence.

#### **Customer service executive order (12862) requirements**

- Identify customers who are or should be receiving EPA service.
- Survey customers for the kind/quality of services they want, their level of satisfaction with the services, and whether standards are set for what matters to them.
- Develop, post, and implement standards.
- Measure results against them.
- Report annually to customers on progress toward achieving standards.
- Integrate customer service standards, measurement and tracking with reinvention, planning, budgeting (GPRA), operating plans, regulations and guidelines, training, and personnel classification and evaluation.
- Recognize employees for meeting and exceeding customer service standards.
- Benchmark customer service performance against the best in business.
- Survey front-line employees on barriers to, and ideas for, matching the best in business.
- Provide customers with choices in sources of service and methods.
- Make information, services, and complaints systems easily available.
- Address customer complaints.

- Develop cross-media (within an agency) and cross-agency programs to serve shared customer groups.
- Take advantage of new technologies to better serve customers.

SAMPLE

Following are examples of successful applications to OMB.

**UNITED STATES ENVIRONMENTAL PROTECTION AGENCY  
OFFICE OF ADMINISTRATION AND RESOURCES MANAGEMENT  
CINCINNATI, OHIO 45268**

**MEMORANDUM**

**DATE:** May 22, 1997

**SUBJECT:** Request for OMB Approval for Customer Feedback Survey

**FROM:** William Henderson, Director  
Office of Administration and Resources Management

**TO:** Barbara Willis  
IPD Desk Officer  
Regulatory Information Division

The Office administration and Resources Management, Cincinnati, is planning to conduct a Customer Survey on the effectiveness of meeting customer needs in accessibility to the agency's publications through the centralized publications clearinghouse, the National Center for Environmental Publications and Information (NCEPI). The survey will also establish document format preferences as the agency moves towards an "electronic first" environment. We will use the results of the survey to improve the way the agency disseminates its documents. A copy of the survey is attached.

More than 31,000 monthly requests for publications are received through the NCEPI, through phone, fax, postal, or Internet services. The survey will be forwarded to three distinct target audience groups, each lasting 30 days and limited to 500 respondents per phase. The first phase will involve the end customer who orders through more conventional methods including phone, fax, or mail; the second will target a selected mailing list audience; and the third will target the Internet ordering customers. The burden of the survey on the respondents is small. There are only five questions and the agency has prepaid return postage. We estimate that it will take the respondent approximately 10 minutes to complete the survey.

The Office of Administration and Resources will track responses, use the information to prepare a report summarizing the findings and make recommendations on how information should be disseminated and the format which meets the end users needs. Costs will be minimized by using in-house resources to prepare the report and in-house printing of survey results. A copy of the survey is attached.

If you have any questions or concerns about the survey, please contact Deborah McNealley of my staff at 513/569- 7986.

Attachment

To our customers:

The National Center for Environmental Publications and information (NCEPI), has taken great strides towards improving accessibility to the U.S. Environmental Protection Agency's publications since our startup in 1991. EPA publications are more centralized and offered through various user-friendly avenues including the new 1-800/490-9198 toll-free number, fax (489-8695), and the online ordering on the Internet at <http://222.epa.gov/ncepihom/index.html>.

You may have utilized one or all of these access points when ordering publications. Or, you may use our more traditional ordering mechanism, the mailing address at U.S. EPA/NCEPI, P.O. Box 42419, Cincinnati, Ohio 45242-2419. Please take a moment to let us know which services you currently use, those services you will try in the future, and services NCEPI might consider in addressing your changing needs.

Thank you in advance for your time.

SAMPLE



## REQUEST FOR APPROVAL OF INFORMATION COLLECTION ACTIVITY

### Background

In 1991, EPA, through the Office of Administration and Resources Management (OARM), Cincinnati, EPA implemented a publications distribution service, the National Center for Environmental Publications and information (NCEPI). The service was designed to streamline distribution operations, eliminate inefficiencies and duplication of effort, and improve public access to its information. Now, OARM would like to survey the end users of the information to receive feedback on how effective the current distribution methods are in meeting the customer needs and how we can improve our service.

### Survey purpose

The purpose of this survey is to obtain feedback from current users of our services to ensure that the needs of all end users are being met and identify preferences as to how the end user can best access the Agency's publications, whether it be electronically over the Internet or a hard-copy publication.

### Survey methodology

OARM plans identified three target audiences over a 90-day period to ensure that a cross-section of EPA's customers are given the opportunity to comment. We will send a survey to up to 500 customers who make requests for publications from either the phone, fax, or the U.S. Postal Service over the first 30 days. Historically, this target audience is representative of the general public or concerned citizen. The next 30 days will target that audience who has requested they be placed on one of our mailing lists. This group will be more representative of the research community, business/industry, educational institutions, and organizations. The third phase of the survey will obtain feedback from the newest customers, those who access the EPA Publications Home Page. Surveys will be mailed or e-mailed back to OARM Cincinnati.

OARM will print 1,000 copies of the survey. As we cannot establish controls on how many customers will respond to the Internet survey vehicle, we will limit the timeframe in which the survey is made available to 30 days. We estimate that the survey will take 10 minutes to complete and return to EPA. It is anticipated that approximately 500 respondents will return the survey. Based on this assumption, we estimate that the user burden will be a total of 83 hours. We expect the agency's burden will be a total of 20 hours for the review and data entry of the information and tabulation of the results. A complete break out of the burden will be a total of 20 hours for the review and data entry of the information and tabulation of the results. A complete break out of the burden associated with the task is listed below:

Respondents' s burden

Number of respondents      500  
Hours per response      10 minutes x 500 = 83 hours  
Total burden  
**HOURS:      83**

Agency burden

EPA staff      20 hours  
Total burden  
**HOURS:      20**

SAMPLE

U.S. ENVIRONMENTAL PROTECTION AGENCY  
REGION I  
OFFICE OF ENVIRONMENTAL MEASUREMENT AND EVALUATION  
60 WESTVIEW STREET, LEXINGTON, MA 02173-3185

MEMORANDUM

**DATE:** June 12, 1997

**SUBJECT:** Request for OMB Approval of Customer Feedback Survey

**FROM:** Carol Wood, Manager  
Ecosystems Assessment Branch

**TO:** Barbara Willis, RID Desk Officer  
Regulatory Information Division  
Office of Policy, Planning and Evaluation

EPA's Region 1, New England Office is preparing to distribute copies of the *1997 State of the New England Environment Report*. In order to learn whether the report is clear, easy to read, and provides information that our customers need, we are preparing a customer feedback survey to include with the report. A copy of the survey form is attached.

Approximately 12,000 copies of the report will be distributed to EPA personnel, citizens, and local, State, and Federal offices outside the EPA Region 1 Office, with the survey form as an insert. We expect to receive approximately 3,000 responses. Region I will create a database to track survey form responses. The information will be used to prepare a report which will summarize the findings and make recommendations on how to improve the next *State of the New England Environment report* and our other outreach activities.

We will be receiving the reports from the Government Printing Office by June 24 and hope to receive approval for the customer survey form and have the forms ready to include in the mailings.

If you have any questions or concerns about this request, please contact Diane Switzer at 617-860-4377 or me at 617-860-4316.

Attachments

## REQUEST FOR APPROVAL OF INFORMATION COLLECTION ACTIVITY

### Background

The *1997 State of the New England Environment Report* is an outreach tool, designed to inform the public on environmental conditions, using indicators that have been selected in the National and Regional processes as we begin focusing more on environmental results. We discuss topics of concern to the public and EPA, signs of improvement or degradation, and what EPA and our partners are doing to improve conditions. The purpose of this outreach activity is to provide clear and concise information to the public that meets their informational needs and allows them to better understand what we are doing to improve and protect the environment and public health. The discussion topics are selected based upon regional priorities and what we think the public wants to know.

### Survey purpose and description

The State of the New England Environment Workgroup is planning to conduct a customer feedback survey in the form of a "Reader's Evaluation Form" to evaluate whether we are providing the public with the information they want and need in a way that is easy to read and use. The results will be used to improve the reports content, readability, and use.

The evaluation consists of six questions. The first question will evaluate the reports' readability. The second question evaluates how well we do in communicating information the public wants to know. The third question evaluates how the information is useful to the reader. The fourth and fifth question evaluate the information needs of the reader that we are not meeting. The sixth question evaluates whether the report is something the public wants to receive.

### Survey methodology and use of results

The potential target audience for the evaluation forms consists of approximately 12,000 citizens, businesses, and Government personnel (local, State, and national). EPA Region I plans to distribute the forms as inserts to copies of the *1997 State of the New England Environment Report*. Through this effort, we anticipate that approximately 3,000 readers will respond. We estimate that it will take a respondent approximately 5 minutes to complete and evaluation form.

EPA Region I will create a database to track evaluation form responses. The information will be used to prepare a report which will summarize the findings and make recommendations to the State of the New England Environment Workgroup and regional managers on how to improve the readability, use, and content of this report and other similar outreach activities.

Respondents' burden

Number of respondents	3,000
Minutes per response	5 minutes x 3,000 = 15,000 minutes = 250 hours
Cost per hour	\$11.00*
<b>Total burden:</b>	<b>250 hours; \$2,750</b>

\* Based on Federal/State/Local Employment and Payroll averages as presented in the 1996 Statistical Abstract of the United States

Agency burden

EPA staff time	100 hours
Cost per hour	\$36.00
<b>Total burden:</b>	<b>100 hours; \$3,600.00</b>

SAMPLE

**Your Comments, Please . . .**

We would like to know if the **1997 State of the New England Environment Report** provides you with use useful information. Your responses to the following questions will help us meet your needs.

1. a. Is this report easy to read and understand? Yes\_\_No\_\_  
 b. What would make the report easier to read and use?
2. Please rate the report as to how informative the discussions within each of the sections are, with 1 = not informative and 5 = very informative.

**Report Section**

**Not Informative   Very Informative**

a. New England Ecosystems	1	2	3	4	5
b. Public Health and Our Environment	1	2	3	4	5
c. Economic Opportunities	1	2	3	4	5
d. Recreational Resources	1	2	3	4	5
e. Environmental Education and Outreach	1	2	3	4	5
f. New Directions	1	2	3	4	5

3. In which areas is the report helpful to you? \_\_\_ School \_\_\_ Work \_\_\_ Home \_\_\_ Leisure Time \_\_\_ Local Community \_\_\_ General Knowledge \_\_\_ Other
4. What topic(s) would you like to see in future reports?
5. We welcome any other comments you have about this report:
6. Would you like to receive a copy of future reports? Yes\_\_ No \_\_  
 If "Yes," please provide your mailing address:

Name\_\_\_\_\_

Organization\_\_\_\_\_

Address\_\_\_\_\_

Town/City\_\_\_\_\_State\_\_\_\_\_

Zip Code\_\_\_\_\_County\_\_\_\_\_

Please fold in half with EPA's return address on the outside, staple/tape shut, and mail.

**Thank you for your response!**

ENVIRONMENTAL PROTECTION AGENCY  
REGION I, NEW ENGLAND OFFICE

MEMORANDUM

**DATE:** June 18, 1997

**SUBJECT:** Review of Customer Satisfaction Questionnaire  
ICR No. 1711.01 (OMB 2090-0019)

**FROM:** Barbara N. Willis  
Regulatory Information Division (2136)

**TO:** Chris Wolz  
Natural Resources, OIRA

As a condition of OMB approval for the generic ICR, EPA agreed to submit each specific questionnaire covered by this clearance to OMB for review. Therefore I am forwarding for your review Region I "1997 State of the New England Environmental Report." The purpose of this survey is to evaluate whether Region I is providing the public with the information they want and need in a way that is easy to read and use. The results will be used to improve the reports' content, readability, and use.

Your comments and suggestions would be much appreciated. Thank you for your cooperation in this matter. If you have any questions, please contact me at (202) 260-9453.

Attachments

MEMORANDUM

**DATE:** January 25, 1996

**SUBJECT:** Request for approval of a questionnaire titled  
“**What Do You Think About This Report?**”

**FROM:** Barry Burgan  
National 305(b) Coordinator  
US EPA (4503F)

**TO:** Matt Leopard, Director  
Paperwork Clearance Officer  
Regulatory Management Division (2136)  
Office of Policy, Planning, and Evaluation

EPA constantly seeks to improve the content and presentation of information in the **National Water Quality Inventory Report to Congress**. Readers who have experience in the program are asked to respond voluntarily to six questions, and offer opinions, comments and suggestions that will help EPA tailor the content and presentation of future reports to the readers’ needs.

The questions are on a single, two-sided sheet or paper at the end of the report, designed to be easily removable, folded, and mailed. The reader would fill out one side, fold the sheet, stamp it, and mail it to the address printed on the other side (see attached sample). Three thousand (3,000) copies of the report will be published. Approximately 90 responses (3 percent) to the questionnaire are expected. It should take no more than 15 minutes to complete each sheet; at \$30/hour, the burden is equivalent to \$7.82/sheet (which includes a 32-cent postage stamp). With a total time of 22.5 hours for all responses (equivalent to \$675), the total burden for all respondents would be \$703.80, postage included.

The responses would be reviewed at EPA, and are not for public distribution. They will be used to improve the quality of future reports, and satisfy the needs of respondents and other readers.

If you need any further information, please feel free to call me (260-7060) or George Doumani (260-3666); Fax: 260-1977.

Attachment

**WHAT DO YOU THINK ABOUT THIS REPORT?**

EPA constantly seeks to improve the content and presentation of information in the National Water Quality Inventory Report to Congress. Your response to the following questions will help EPA tailor the content and presentation of future reports to address your needs. Please pull out this page and return your comments to the address on the reverse. Thank you for taking the time to respond.

	Yes	No
1. Are there additional topics that you would like to see covered In this document?	G	G
Please list topics: _____ _____		
2. Are there topics that should be removed from this document?	G	G
Please list topics: _____ _____		
3. Was the organization of the report adequate?	G	G
How could the organization be improved? _____ _____		
In general, were the figures and graphics easy to understand?	G	G
Which figures were most effective at conveying information to you? _____ _____		
Were there any figures that were difficult to understand?	G	G
Please list figures: _____ _____		
Do you have any other suggestions for improving the content and presentation of information in this Report to Congress?	G	G
_____ _____ _____		

**MEMORANDUM**

**DATE:** December 1, 1995

**SUBJECT:** Review of Customer Satisfaction Questionnaire,  
ICR No. 1711.01 (OMB 2090-0019)

**FROM:** Barbara N. Willis  
Information Policy Branch (2136)

**TO:** Tim Hunt  
Natural Resources, OIRA

As a condition of OMB approval for the generic ICR, EPA agreed to submit each specific questionnaire covered by this clearance to OMB for review. Therefore I am forwarding for your review the "User Survey for OSW's Catalog of Hazardous and Solid Waste Publications." The purpose of the questionnaire is to obtain feedback from callers about the usefulness of the catalog, how they would like to receive the catalog and other OSW documents, and what types of documents they would like OSW to develop. This survey will be available on both paper and electronically (through EPA's Public Access server on the Internet). This survey had previously been cleared for use under the USEPA Total Quality Management ICR (OMB 2010-0023) but that ICR has expired. I have attached the memorandum from the program and a copy of the survey instrument.

Your comments and suggestion would be much appreciated. Thank you for your cooperation in this matter. If you have any questions, please contact me at (202) 260-9453

Attachments

**MEMORANDUM**

**DATE:** November 22, 1995

**SUBJECT:** Request for Approval of Information Collection Activity: User Survey for OSW's  
"Catalog of Hazardous and Solid Waste Publications"

**FROM:** Loretta Marzetti, Director  
Communications, Information, and Resources Management Division, OSW

**TO:** Barbara Willis, OPPE

The Office of Solid Waste would like to include a user survey in its "Catalog of Hazardous and Solid Waste Publications: Eighth Edition." This survey would request feedback from customers on the usefulness of the catalog, how they would like to receive OSW publications, and what types of documents they would like OSW to develop.

We are respectfully requesting OMB's approval of the survey for OSW's catalog under the Customer Service ICR. Information collected through this survey will be used to revise the catalog and develop new publications, which will improve our customer service as directed by Executive Order 12862. More detailed information on the proposed user survey is attached.

If you have any questions or concerns, please contact Carie VanHook at 703-308-7891. Thank you.

Attachments

## REQUEST FOR APPROVAL OF INFORMATION COLLECTION ACTIVITY BACKGROUND

### Background

OSW's "Catalog of Hazardous and Solid Waste Publications" provides our customers with a comprehensive list of publicly available OSW documents. The catalog is organized in sections by title, subject area, and document number, and is available on both paper and electronically (through EPA's Public Access Server on the Internet). OSW would like to include a user survey with the paper and electronic versions of the catalog to obtain feedback from our customers on the catalog and OSW's solid and hazardous waste publications.

### Survey purpose

The purpose of the survey is to obtain feedback from callers about the usefulness of the catalog, how they would like to receive the catalog and other OSW documents, and what types of documents they would like OSW to develop. OSW will use this information to improve the catalog for the next edition and to identify the needs for new OSW documents.

### Survey methodology

OSW plans to include the user survey with the "Catalog of Hazardous and Solid Waste Publications: Eighth Edition." Users of the paper catalog will be able to detach the survey, fill it out, and mail it back to EPA. Users of the electronic catalog will be able to print out the survey, fill it out, and mail it back to EPA or fill out the survey electronically and return it to EPA via e-mail.

OSW will print 10,000 copies of the catalog and make it available electronically on EPA's public access server on the Internet. We estimate that the survey will take 5 to 10 minutes to complete and return to EPA. It is anticipated that 500 total users will return the survey. Based on this assumption, we estimate that the user burden will be a total of 83 hours. We expect the agency burden to be approximately 30 hours for the review of comments and development of recommendation. The RCRA Docket contractor burden is approximately 40 hours to collect the surveys and tabulate the results. A complete break-out of the burden associated with the task is listed below.

The information gathered from this information collection activity will benefit the OSW to

1. Improve OSW's "Catalog of Solid and Hazardous Waste Publications"
2. Identify the types of documents that our customers would like to have developed
3. Provide access to the catalog and other documents through other media, such as on a computer disk or via Internet.

Respondents' Burden

Number of respondents	500
Hours per response	10 minutes x 500 = 83 hours
Cost per hour	\$36.65
Total burden	

**Hours: 83**  
**Cost: \$3,041.95**

Agency burden

EPA staff	20 hours @ \$36.65 per hour = \$ 733.00
Contractor staff	40 hours @ \$36.65 per hour = \$1,466.00

**Hours: 60**  
**Cost: \$2,199**

**CATALOG OF HAZARDOUS AND SOLID WASTE PUBLICATIONS: EIGHTH EDITION**

**USER SURVEY**

EPA is interested in learning how useful you found the Catalog of Catalog of Hazardous and Solid Waste Publications: Eighth Edition. Please take a few minutes to answer the following questions. Your voluntary input will help EPA continue to improve this publication. If you are completing a hardcopy of this survey, return the form by folding it, stapling or taping the bottom closed, stamping it, and mailing it. If you are completing an electronic copy of this survey, return the form via e-mail to RARA-docket.epamail.epa.gov.

**1. With what type of organization are you affiliated?**

- Law firm
- Consulting company
- Media
- Industry
- Local government
- State government
- Federal Government
- School (K-12)
- College/University
- Environmental group
- Community group
- Other (please specify): \_\_\_\_\_

**2. Approximately how many documents have you ordered from the catalog (all editions)?**

- 0  1-10  11-50  51-100  Over 100

**3. From which source do you most often order?**

- EPA's Office of Solid Waste (OSW)
- National Technical Information Service (BTIS)
- Government Printing Office (GPO)

**4. How would you rate the overall usefulness of the catalog?**

- Very good  Good  Satisfactory  
 Poor  Very poor

**5. How would you rate the organization of the catalog (In sections by title, subject area, and document number)?**

- Very good  Good  Satisfactory  
 Poor  Very poor

**6. If you are not satisfied with the organization, what alternative arrangement would you recommend?**

**7. How would you rate the clarity of the document ordering instructions in the catalog?**

- Very good  Good  Satisfactory  
 Poor  Very poor

8. If you felt the ordering instructions were unclear, how would you recommend improving them?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. How would you prefer to receive or access the catalog?

- Printed publication  On computer disk   
Via the Internet  Via an electronic bulletin board

10. How would you prefer to receive or access the documents you order through the catalog?

- As a printed publication  On computer disk   
Via the Internet  Via an electronic bulletin board

11. What new documents (related to hazardous or solid waste) would you like EPA to develop and make available through the catalog?

12.

Please provide any additional comments on the catalog, or on the availability and distribution of EPA's hazardous and solid waste documents in general.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

13.

Please provide your name and phone number so that we can contact you if we have any questions about your responses (optional).

Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**MEMORANDUM**

**SUBJECT:** Submittal of Customer Satisfaction Survey for Expedited OMB Review

**FROM:** Michael B. Cook, Director

**TO:** Matt Leopard, RID Desk Officer  
Office of Policy, Planning and Evaluation (2136)

Attached is a clearance package for an Office of Water Customer Satisfaction Survey as authorized under Executive Order 12862, Setting Customer Service Standards. This particular survey is designed to assess State opinion on the current level of satisfaction and desired improvements to the agency's water grant process. This voluntary survey focuses on three of the primary water quality management grants under the Clean Water Act, Sections 106, 319, and 604 (b).

We are requesting an expedited review of this survey instrument in order to comply with the rather tight schedule that is mandated under the Executive Order. We anticipate initiating the survey no later than mid-November. I am requesting your assistance in coordinating this review.

Please contact Jane Ephremides of my staff (260-5835), or Don Brady in the Office of Wetlands, Oceans and Watersheds (260-7074) if you have any questions.

Attachment

cc: Bob Wayland  
Abby Pirnie  
Don Brady

## CLEARANCE INFORMATION COLLECTION REQUEST FOR 1994 THE CUSTOMER SATISFACTION SURVEY

### Identification of information collection

Executive Order 12862 requires agencies to “survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services.” This survey will be conducted by customer satisfaction survey professionals at the request of the Environmental Protection Agency’s Office of Wastewater Management’ Resource Management and Evaluation Staff and the Office of Wetlands, Oceans and Watersheds (OWOW) Assessment and Watershed Protection Division. Tim Icke, Program Analyst, will be the point of contact at OWOW’s Assessment and Watershed Protection Division. He can be reached at (202)-260-2640.

### Short characterization of the survey

The 1994 Customer Satisfaction Survey will solicit opinions from members of the grants community within the States. The data collection is authorized by Executive Order Number 12862, Setting Customer Service Standards, which requires all Federal executive departments and agencies that provide significant services directly to the public to carry out the principles of the National Performance Review.

As a result of the Executive Order, the Office of Water is assessing its operations and procedures in order to provide service to the public that matches or exceeds the best service available in the private sector. The Customer Satisfaction Survey on three of the grants, those under Sections 106, 319, and 604(b) of the Clean Water Act. The survey is intended to determine the customers’ current level of satisfaction and desired improvements in these three grants programs. In the water program, there are 11 sources of financial assistance available to assist the States and territories in achieving the mandates of the Clean Water Act. The questions focus on respondents opinions and perceptions of services rendered.

### Collection methodology

Using a pretested telephone questionnaire, EPA will survey State water quality managers, grants administration managers, and the program managers for Sections 106, 319, and 604(b) in each of the 57 States and territories. EPA estimates that the number of respondents will vary considerably from State to State. Using a conservative estimate, the highest possible burden will be five respondents per State. The survey instrument is a 15-minute, voluntary telephone questionnaire covering approximately 30 questions. There are four open-ended questions. For those customers that request an opportunity to respond at greater length, followup calls will be scheduled. Since these conversations are voluntary, will vary greatly, and will affect a small percentage of respondents, the followup calls are not considered burdens under the definition of the Information Request.

This one-time-only information collection will involve approximately 285 voluntary respondents of which 70 percent are anticipated to complete the telephone survey. The survey will require approximately 50 hours at a total cost to the respondents of \$1444. Exhibit I-a, Respondent Burden and Costs, provides a detailed description of the unit burden and costs to respondents for this collection. The average burden per response is 15 minutes.

State grant program authorities are the only respondent group that will be affected by this survey, and by definition they are not small governmental jurisdictions.

### **Use of survey results**

The results of the Customer Satisfaction Survey will be summarized in a report or accompanying briefing document. EPA intends to use the information gathered by the survey to identify tools to improve the grants management process by reducing paperwork, focusing on results while maintaining accountability, and responding to State environmental priorities. The fundamental purpose of the customer satisfaction survey is to assess States' satisfaction with the grant process and existing services. The survey will help EPA

- Identify potential changes that States would like to see in the administrative management of Sections 106, 319, and 604 (b) grant programs
- Assess the three grant programs' potential to enhance/retard States' adoption with the watershed protection approach
- Understand States' level of satisfaction/dissatisfaction with the three grant programs.

### **Collection schedule and followup plans**

EPA seeks to minimize the amount of data collected through a one-time-only data-gathering effort while at the same time gathering enough information for an effective Customer Satisfaction Survey. The survey will help Headquarters establish a benchmark to compare EPA's customer service performance with that of other Federal agencies and private-sector businesses. In the future, this information will help to provide customers with choices in both the sources of service and the means of delivery; to make information, services, and complaint systems easily accessible; and to provide a means to address customer complaints.

### **Costs and burden to the agency and respondents, and number of respondents**

The total burden for EPA Regional and State grants program authorities is a function of the number of grants managers, auditors, and program managers for Sections 106, 319, and 604(b) of the Clean Water Act in each State and Interstate Agency and the number of open-ended questions. Exhibits 1-a and 1-b give detailed descriptions of the individual reporting and recordkeeping requirements associated with the survey. Burden estimates are based on EPA data from the Regions and Headquarters.

Exhibit 1-a summarizes the State Respondents' burden and costs as respondents to the voluntary telephone survey. The total respondent burden associated with the Customer Satisfaction Survey is 50 hours (200 respondents at 15 minutes per call) and the total respondent cost is \$1,444, which equates to a cost per respondent of \$7.22. This estimate assumes that the average hourly labor cost for State employees is \$28.96, comparable to a GS9, Step 10 salary.

The agency's burden and cost arises from contacting appropriate regional program officers, and from reviewing, analyzing, and processing the data. The total annual agency burden associated with the customer Satisfaction Survey is 100 hours. This assumes that the average hourly labor cost of Federal employees is \$28.96, equal to a GS-9, Step 10 salary. The total annual agency cost resulting from survey reporting and recordkeeping resulting from the customer survey is \$2,896.

SAMPLE

Exhibit I-a  
Respondent Burden and Costs

Regulation requirements	(A) Total no. of respondents <sup>3</sup>	(B) No. of responses <sup>4</sup>	© Composite hours per respondent	(D) Total hours (B) * ©	(F) Hourly labor cost <sup>5</sup>	(G) Total costs (D)*(F)
Survey reporting requirements (one-time-only)						
Respond to telephone Customer Satisfaction Survey	285	200	0.25	50	\$28.96	\$1,444
Total burden and costs for all affected Respondents: <sup>4</sup>				50		\$1,444

<sup>3</sup>Respondents include State grants, managers, auditors, and program managers for Sections 106, 319, and 604(b) in each of the 57 States and territories.

<sup>4</sup>Assumes approximately five calls to each State and Territory and assumes 70 percent response rate.

<sup>5</sup>Hourly labor cost equals the annual salary for GS-9 step 10 (37,651) times 1.6 (the benefits multiplication factor as listed in the June 1992 ICR Handbook) and divided by 2,080 of work hours per year).

Exhibit 1-b  
Agency Burden and Costs (as users of data)

Regulation requirements	(A) Total no. of respondents	(B) No. of responses	© Composite hours per respondent	(D) Total hours (B) * ©	(F) Hourly labor cost	(G) Total costs (D)*(F)
Recordkeeping requirements (ongoing)						
Agency reviews 1 <sup>st</sup> draft of report	N/A	N/A	N/A	60	\$28.96	\$1,738
Agency approves final draft of report	N/A	N/A	N/A	40	\$28.96	\$1,158
Total agency burden and costs: <sup>6</sup>				100		\$2,896

US EPA ARCHIVE DOCUMENT

SAMPLE

<sup>6</sup> Numbers may not add due to rounding.

DRAFT-OCTOBER 25, 1994
1994 CUSTOMER SATISFACTION SURVEY
HOW ARE WE DOING?
GRANT ADMINISTRATION: GRANT ADMINISTRATION STAFF

Only a sample of the several versions of the surveys for a series of grants is presented.

Hello, may I please speak with (NAME FROM FACE SHEET)?

RESPONDENT AVAILABLE
RESPONDENT NOT AVAILABLE (SCHEDULE A CALL-BACK)

Hello, my name is \_\_\_\_\_ of ABC Associates. We are conducting a customer satisfaction study for the Environmental Protection Agency (EPA) about three Office of Water program management grant programs. The study is voluntary and the answers that you give will be kept strictly confidential.

1. Are you familiar with the Section 106 grant program that funds the management of State water quality programs?

- Yes ..... 1
No (SKIP TO QUESTION 14) ..... 2
DO/REF (SKIP TO QUESTION 14) ..... 8

2. I have some questions about the Fiscal Year (FY) 1994 grant cycle. How satisfied are you with the level of reporting burden under Section 106? Are you...

- Very satisfied (SKIP TO QUESTION 4) ..... 1
Satisfied (SKIP TO QUESTION 4) ..... 2
Dissatisfied ..... 3
Very dissatisfied ..... 4

3. What are the one or two most important changes you would like to see in Section 106 reporting requirements?

\_\_\_\_\_

US EPA ARCHIVE DOCUMENT

4. Do you think EPA made good use of the FY 1994 section 106 data you reported to them?
- Yes** ..... 1  
**No** ..... 2  
**Grants Administrators** ..... 1
5. Were any of the reports created by your state in complying with Section 106 requirements for FY 1994 useful for other State purposes such as State budgeting or accounting?
- Yes** ..... 1  
**No** ..... 2
6. How satisfied are you with the opportunity offered by EPA to file Section 106 FY 1994 reports electronically? Are you...
- Very satisfied (SKIP TO QUESTION 8)** ..... 1  
**Satisfied (SKIP TO QUESTION 8)** ..... 2  
**Dissatisfied** ..... 3  
**Very dissatisfied** ..... 4
7. What are the one or two most important changes you would like to see in Section 106 electronic reporting scope or procedures?

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How satisfied were you with the length of time it took EPA to respond to requests for information on grant administration and reporting for FY 1994 Section 106 grants? Were you...

- Very satisfied** ..... 1  
**Satisfied** ..... 2  
**Dissatisfied** ..... 3  
**Very dissatisfied** ..... 4  
**You did not make any requests for information** ..... 5

8. How satisfied are you with the length of time it took to obtain the EPA approvals required at various states of administration of FY 1994 Section 106 grants? Were you...

- Very satisfied ..... 1
- Satisfied ..... 2
- Dissatisfied ..... 3
- Very dissatisfied ..... 4
- You did not need any EPA approvals ..... 5

9. How satisfied are you with EPA's requirements for the close-out or rollover of the Section 106 grant fund? Are you...

- Very satisfied ..... 1
- Satisfied ..... 2
- Dissatisfied ..... 3
- Very dissatisfied ..... 4
- Grants Administrators ..... 2

10. What are the one or two changes you would most like EPA to make in its Section 106 reporting requirements?

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11. Overall, how satisfied are you with EPA's FY 1995 Section 106 grant programs? Are you...

- Very satisfied ..... 1
- Satisfied ..... 2
- Dissatisfied ..... 3
- Very dissatisfied ..... 4

12. What is the one most important change you would like to see made to the Section 106 grant program?

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**Grants Administrators . . . 3**

REPEAT FOR SECTION 319 AND 604(B)  
INSERT THE FOLLOWING AFTER QUESTION 1 FOR 605(b)

12a. In meeting the reporting requirements for the Section 106, 319, and 604(b) programs for FY 1994, did your State ever have to submit the same report the different grant programs?

Yes ..... 1  
No ..... 2

13. Please compare your State's experience with the section 106, 319, and 604b programs for FY 1995 with that of other grant programs administered by the EPA Office of Water.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Closing:** Thank you very much for your time. Analysts working on the project may contact you later for further detail or clarification of the information you've given. Is there a best time of day or day of the week to reach you?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thanks again, Goodbye.