



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

WASHINGTON, D.C. 20460

OFFICE OF
ENFORCEMENT AND
COMPLIANCE ASSURANCE

MEMORANDUM

SUBJECT: Review of Compliance Assistance Centers Survey under ICR No. 1860.03 (OMB 2020-0015)

FROM: Hans Scheifele
Office of Enforcement and Compliance Assurance

THRU: Rick Westlund
Office of Environmental Information

TO: Cortney Higgins, OIRA Desk Officer
Office of Management and Budget

Attached for your review are two surveys for evaluating the effectiveness of the Compliance Assistance Centers. The surveys are identical except for the modification of similar questions tailored for the regulated community and the assistance provider community.

The Centers are the cornerstone of EPA's compliance assistance program and responses collected from the Center surveys will be used for purposes of supporting a PART review of the compliance and enforcement program. There is currently one PART measure to which we contribute compliance assistance data. It is "Change in behavior as measured by the percentage of entities making improvements in management practices." In addition, the Centers are cited as evidence in EPA's response to PART question 1.4, "Is the program design free of major flaws that would limit the program's effectiveness or efficiency?"

In addition to supporting PART, EPA will use this information to help the Centers better target their array of resources to the specific compliance assistance needs of their customers, and ultimately, improve the environmental performance of their customers.

Note: EPA will not have access to names or addresses of individuals or facilities surveyed and will not use the information for inspection or enforcement purposes. There will be no way to link participant responses to specific facilities or individuals.

Your comments and suggestions would be much appreciated. For comments or questions on the survey, please contact Hans Scheifele at 202-564-1459.

If you have any questions about the ICR or this survey submission, please contact Rick Westlund at 202 566-1682

Thank you for your cooperation in this matter.

Attachments (2)

Request for Approval of Information Collection Activity

I. Background:

The Environmental Protection Agency (EPA) sponsors partnerships with industry, academic institutions, environmental groups, and other federal and state agencies to operate fifteen Compliance Assistance Centers (Centers). The Centers provide comprehensive, easy to understand compliance information targeted specifically to the industry sectors. The Centers offer a range of services, including Web-sites, e-mail groups, fax-back systems, and telephone assistance lines. In addition to providing compliance assistance material, the Centers also provide pollution prevention ideas and techniques to help an organization come into compliance, and go beyond compliance to save resources.

II. Survey Purpose and Description:

As an in-kind service to the Centers, EPA seeks to provide information to help the Centers better target their array of tools to the specific compliance assistance needs of their customers, increase the effectiveness of their compliance assistance tools, and ultimately, improve the environmental performance of their customers. Specifically, the Centers may use the information obtained from survey respondents to:

- change compliance assistance tool marketing strategies to increase awareness;
- identify methods to improve compliance assistance tools and delivery; and
- develop new compliance assistance tools to address identified problem areas.

The information obtained through this survey event will not be used for regulatory development or to make broad generalizations or claims.

III. Survey Methodology and Use of Results

The target audience for the survey are the Center users. EPA plans to sponsor the posting of the survey instrument on-line. The survey will be accessible through each Center. Survey respondents will be anonymous to EPA. We anticipate that approximately 1,600 Center users will respond. We estimate that it will take a respondent approximately three minutes to complete the survey. The surveys will be made accessible to potential respondents through each Center for roughly three months.

Through a grantee, survey responses will be provided to each Center. In addition, the grantee will aggregate all survey responses and summarize the findings.

IV. Respondents= Burden

Number of respondents:	1,600
Minutes per response:	3 minutes
Cost per hour:	\$82.74 (\$39.40 + 110%)*
Cost per response:	$\$82.74 \times 3/60 = \4.14
Total burden hours:	$1,600 \times 3/60 = 80$ hours
Total burden dollar cost:	$80 \text{ hours} \times \$82.74 = \$6,619.20$

*These rates are from the United States Department of Labor, Bureau of Labor Statistics, September, 2004, ATable 2. Civilian Workers, by occupational and Industry group.@ The rates are from column 1, ATotal compensation.@ The rates have been increased by 110% to account for the benefit packages available to those employed by private industry.

V. Agency Burden

EPA Staff Time:	15 hours
Cost per hour:	\$56.02
Total burden hours:	$15 \text{ hours} \times \$56.02 = \$840.30$

Survey Questions for the Regulated Community

1. **Please choose the category that best describes you:**
Respondents will choose from a list of questions specific to each Center
2. **Please select one option from the following list:**
 - I primarily use the <centername> to find information on environmental regulations that apply to my organization.
 - I primarily use the <centername> in my capacity as a provider of environmental assistance to others outside of my organization.
3. **About how often do you visit <centername>?**
 - This is the first time
 - a few times per year
 - 1-2 times per month
 - once a week or more
 - whenever the need arises
4. **<centername> helps me understand the environmental regulations that apply to <sector>.**
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
 - Have never used the <center name> for this purpose
5. **What actions(s) have you taken to improve environmental practices, in whole or in part, due to information you have found through the <centername>: (Select all that apply)**
 - contacted a vendor
 - changed the handling of waste or emission
 - performed a self audit
 - contacted a regulatory agency
 - changed a process or practice
 - obtained a permit or certification
 - took an action other than listed above to comply with a regulatory requirement
 - Identified a pollution prevention opportunity
 - other: _____
 - no action was taken

6. Please identify whether you reduced, treated, or eliminated pollution as a result of <centername> use: (select all that apply)

- reduced or eliminated waste (solid/hazardous)
- reduced or eliminated air emissions
- reduced or eliminated pollution discharges to water
- other, specify _____
- none
- don=t know.

Optional questions B

Note: To keep burden down, at most five of these questions will be used per Center survey. These questions will be in addition to the previous six questions

7. Please rate the usefulness of these <centername> resources

A list of up to 6 Center specific resources will be provided. For each resource, respondents will choose from the following options:

- Very useful
- Somewhat useful
- Not useful
- Never Used
- Unaware of resource

8. Please select the job title that best describes your position or role in your organization: (select all that apply)

- environmental manager
- plant manager
- plant or process operator
- consultant to the industry
- other:_____

9. Are you currently a member of an industry trade association? If yes, please identify_____

10. How did you hear about <centername>? (select all that apply)

- The Internet:
- Search engine (Google, Alta-Vista; Yahoo; Go, Lycos; etc.)
 - Link from another web site:_____
 - E-mail message or listserve

- Trade Association:
- Trade Show or Conference
 - Bulletins
 - Other:_____

Printed Material:

- Brochure
- Publication
- Other: _____

Assistance Provider:

- Vendor
- Small Business Assistance Program
- State government
- Federal government

- Industry
- Tribe
- Other: _____

11. How would you like to see <centername> improved?

12. Do you have any additional comments or suggestions?

13. Do you have any additional comments, suggestions for improvements needed, comments on improvements made?

14. In which of these areas would you like to see more information from the <centername>:

Note: the following list is representative of one Center:

- Agricultural Animals
- Forestry
- Crops
- Nurseries and Greenhouses
- Pesticides
- Air Emissions
- Water Quality
- Health and Safety
- Sustainability
- Air Emissions
- Cultural Resources
- Drinking Water
- EMS
- Hazardous Waste
- Natural Resources
- Wastewater
- Energy conservation
- Alternative/renewable fuels

- Water conservation
- Stormwater management
- Alternative pest management/lower risk pesticides
- Agricultural Animals
- Forestry
- Crops
- Nurseries and Greenhouses
- Pesticides
- Air Emissions
- Water Quality
- Health and Safety
- Sustainability
- Other: _____

15. Regarding your overall Internet usage (including personal use), which of the following do you use on a regular basis? (check all that apply)

- podCasts (audio files for download to an iPod or MP3 player)
- YouTube
- RSS news feeds
- webinars (web-based seminars)
- social bookmarking (digg, del.icio.us, etc)
- blogs
- wikis
- Other: _____

16. Besides <centername>, what other web sites have you visited to find information about environmental compliance? (check all that apply)

- Google
- EPA's web site
- trade association web site(s)
- state agency web site
- Business.gov web site
- Other: _____

(For each of the above)

How does <centername> compare to other web sites used for environmental compliance information? Would you say that <centername> is

- more useful
- less useful
- about the same
- doesn't apply

17. Would you like to join the <centername> listserve. (your response will remain anonymous to EPA)

- Yes
- No

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I am already a member of the <centername> listserv

18. What additional environmental services or unmet needs would you like <centername> to provide assistance for? (For example, training, expert advice, other information)

19. Have you realized cost savings as a result of using <centername>? (Cost includes time as well as dollars)

Yes No Don't know

If yes, please provide details _____

20. If you would like a representative from <centername> to contact you to discuss your comments or suggestions, please provide your name and email address:

The contact information below is OPTIONAL. Your contact information will not be included in any aggregated reports.

Respondent Name: _____

Facility Name: _____

Facility Address: _____

Contact Phone Number: _____

E-Mail Address: _____

Public reporting burden for this collection is estimated to average 3 minutes per response, including time for reviewing instructions, gathering information, and completing and reviewing the information. Send comments on the Agency's need for this information, the accuracy of the provided burden estimate, and any suggestions for reducing the burden, including the use of automated collection techniques, to the Director, Office of Environmental Information, Collection Strategies Division, United States Environmental Protection Agency (mail Code 2822), 1200 Pennsylvania Ave, NW Washington, D.C. 20460; and to the Office of Information & Regulatory Affairs, Office of Management & Budget, 725 17th Street, NW, Washington D.C. 20503, Attention: Desk Officer for EPA. Include the EPA ICR 1860.03 and the OMB control number 2020-0015 in any correspondence. Do not send your completed survey to this address. Approval expires March 31, 2008.

Survey Questions for the Assistance Provider Community

21. **Please choose the category that best describes you:**
Respondents will choose from a list of questions specific to each Center
22. **Please select one option from the following list:**
 I primarily use the <centername> to find information on environmental regulations that apply to my organization.
 I primarily use the <centername> in my capacity as a provider of environmental assistance to others outside of my organization.
23. **I am a first time visitor to the <centername> website.**
 Yes No
24. **<centername> helps me understand the environmental regulations that apply to <sector>.**
 Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree
 Have never used the <centername> for this purpose
25. **What actions(s) have your client taken to improve or influence environmental practices, in whole or in part, due to information you have found through the <centername>: (Select all that apply)**
 contacted a vendor
 changed the handling of waste or emission
 performed a self audit
 contacted a regulatory agency
 changed a process or practice
 obtained a permit or certification
 took an action other than listed above to comply with a regulatory requirement
 Identified a pollution prevention opportunity
 other: _____
 No action was taken by my clients
26. **Please identify whether your client reduced, treated, or eliminated pollution as a result of <centername> use. (select all that apply)**

- reduced or eliminated waste (solid/hazardous)
- reduced or eliminated air emissions
- reduced or eliminated pollution discharges to water
- Other, specify _____
- none
- don=t know.

Optional questions B

Note: To keep burden down, at most, five of these questions will be used per Center survey. These questions will be in addition to the previous six questions

27. Please rate the usefulness of these <centername> resources

A list of up to 6 Center specific resources will be provided. For each resource, respondents will choose from the following options:

- Very useful
- Somewhat useful
- Not useful
- Never Used
- Unaware of resource

28. Are you currently a member of an industry trade association? If yes, please identify _____

29. How did you hear about <centername>? (select all that apply)

The Internet:

- Search engine (Google, Alta-Vista; Yahoo; Go, Lycos; etc.)
- Link from another web site: _____
- E-mail message or listserv

Trade Association:

- Trade Show or Conference
- Bulletins
- Other:

Printed Material:

- Brochure
- Publication
- Other: _____

Assistance Provider:

- Vendor
- Small Business Assistance Program
- State government
- Federal government

- Industry

__ Tribe
__ Other:

30. Regarding your overall Internet usage (including personal use), which of the following do you use on a regular basis? (check all that apply)

- podCasts (audio files for download to an iPod or MP3 player)
- YouTube
- RSS news feeds
- webinars (web-based seminars)
- social bookmarking (digg, del.icio.us, etc)
- blogs
- wikis
- Other: _____

31. Besides <centername>, what other web sites have you visited to find information about environmental compliance? (check all that apply)

- Google
- EPA's web site
- trade association web site(s)
- state agency web site
- Business.gov web site
- Other: _____

(For each of the above)

How does <centername> compare to other web sites used for environmental compliance information? Would you say that <centername> is

- more useful
- less useful
- about the same
- doesn't apply

32. How would you like to see <centername> improved?

33. Do you have any additional comments or suggestions?

34. In which of these areas would you like to see more information from the <centername>:

Note: the following list is representative of two Centers:
Center 1

- Agricultural Animals
- Forestry
- Crops
- Nurseries and Greenhouses
- Pesticides
- Air Emissions
- Water Quality
- Health and Safety
- Sustainability
- Other: _____

Center 2

- Air Emissions
- Cultural Resources
- Drinking Water
- EMS
- Hazardous Waste
- Natural Resources
- Wastewater
- Other: _____

Center 3

- Energy conservation
- Alternative/renewable fuels
- Water conservation
- Stormwater management
- Alternative pest management/lower risk pesticides
- Agricultural Animals
- Forestry
- Crops
- Nurseries and Greenhouses
- Pesticides
- Air Emissions
- Water Quality
- Health and Safety
- Sustainability

35. Would you like to join the <centername> listserv. (your response will remain anonymous to EPA)

- Yes
- No
- I am already a member of the <centername> listserv

36. What additional environmental services or unmet needs would you like <centername> to provide assistance for? (For example, training, expert advice, other information) _____

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37. What parts of the <centername> web site do you find most useful? _____

38. What fact sheet topics would you like the <centername=s> staff to develop? _____

19. Have your clients realized cost savings as a result of using <centername>? (Cost includes time as well as dollars)

Yes No Don=t know

If yes, please provide details_____

20. Which one area would you find most helpful to the sector for which you provide compliance assistance.

- Energy conservation
- Alternative/renewable fuels
- Water conservation
- Stormwater management
- Pesticides
- Air emissions
- Guidance on regulatory requirements
- Water Pollution
- Solid Waste
- Hazardous Waste
- Others

For the selection above, please explain:_____

21. If you would like a representative from <centername> to contact you to discuss your comments or suggestions, please provide your name and email address:

The contact information below is OPTIONAL. Your contact information will not be included in any aggregated reports.

Respondent Name: _____

Facility Name: _____

Facility Address: _____

Contact Phone Number: _____

E-Mail Address: _____

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