



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
WASHINGTON, DC 20460

Office of Environmental
Information

July 26, 2006

MEMORANDUM

SUBJECT: Request for Clearance of 2006 Central Data Exchange Customer Satisfaction and Help Desk Satisfaction Surveys under Voluntary Customer Satisfaction ICR 1711.04, OMB number 2090-0019

FROM: Doreen Sterling, Acting Director
Information Exchange and Services Division, Office of Information Collection (2823T)

THRU: Patricia Bonner, Customer Service Director (1807T)
National Center for Environmental Innovation

Carolyn Scully, ICR Desk Officer (2822T)
Office of Environmental Information

TO: Amy Flynn, OIRA Desk Officer
Office of Management and Budget

The Central Data Exchange (CDX) enables fast, efficient and more accurate environmental data submissions from state and local governments, industry and tribes to the Environmental Protection Agency (EPA) and participating program offices. EPA's CDX is the point of entry on the Environmental Information Exchange Network (Exchange Network) for environmental data submissions to the Agency. CDX works with both EPA program offices looking for a way to better manage incoming data, and stakeholders looking for a way to reduce time and money spent to meet EPA reporting requirements.

CDX has more than 57,000 customers throughout the country who regularly submit environmental data to the EPA. CDX offers many services, including a Help Desk that is available by phone or email, Monday through Friday 9:00 a.m. – 5:00 p.m.

CDX has recently established a set of internal performance measures using the Basic Score Card method. The purpose of the internal performance measures is to monitor how CDX does business and to make managerial decisions that better serve CDX customers. Several of the measures focus on customer satisfaction with the overall program and the help desk. To collect qualitative data on customer satisfaction, two surveys have been established to measure customer response.

The first survey, CDX Customer Satisfaction (available at <http://www.surveymonkey.com/s.asp?u=145482047341>) asks six questions and is designed to be completed in three minutes. The survey will be sent to 3,000 CDX customers quarterly in an email message. Only ten percent of customers are expected to respond to the survey, thus the estimated number of respondents is 300 per quarter, 1200 per year. At three minutes per survey, the burden for one year is 60 hours.

The second survey, CDX Help Desk (available at <http://www.surveymonkey.com/s.asp?u=900432047226>) asks six questions and is designed to be completed in three minutes. The survey will be emailed to customers who call or email the help desk immediately following their call or email. The CDX Help Desk averages 650 inquiries per month. Only ten percent of customers are expected to respond to the survey, thus the estimated number of respondents is 65 per month, per year. At three minutes per survey, the burden for one year is 39 hours.

Combined, the burden rate for the two surveys is 99 hours per year. The data will be collected in software named Survey Monkey, and stored in an excel database. The responses will rate customer satisfaction resulting in a set of scores. The scores will be monitored quarterly, and reported semi-annually to CDX managers.

For further information, please contact Rachel Hockfield at 202-566-0248.

Attachments: CDX Help Desk Survey, CDX Customer Satisfaction Survey