



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
WASHINGTON, D.C. 20460

November 13, 2006

OFFICE OF
INSPECTOR GENERAL

MEMORANDUM

FROM: Michael Binder, Deputy Assistant Inspector General
Office of Planning, Analysis, and Results (2450T)

THRU: Patricia Bonner, Director
Customer Service Program (1807T)

TO: Robert Garnett, Desk Officer
Collection Strategies Division (2822T)

SUBJECT: 2006 OIG-General Customer Survey on Products/Services,
ICR No. 2090-0019, Expiration Date 8/31/2009

A handwritten signature in black ink, reading "Michael J. Binder", is written over the "FROM:" line of the memorandum.

The Office of Inspector General (OIG), Office of Planning, Analysis, and Results (OPAR) is requesting re-approval to continue conducting General Customer Surveys to our customers, partners, and stakeholders. The EPA OIG is focusing on providing products and services that are valuable and are performed professionally, courteously and constructively. We rely on client feedback for planning and performance measurement to improve our products, services, and operations. (Note that the only change to the survey is that it is available as a web based survey through the Zoomerang database). No other changes will be made to the survey questions that were approved by OMB. OPAR is seeking a multi-year clearance for this survey as we expect to gather feedback from our customers annually.

Estimated Burden Hours

OPAR estimates there will be respondents from the 9 different product lines that operate within the OIG that will result in approximately 65% (or 65 respondents) who will respond to each survey. The product lines are: Air, Water, Land, Cross Media, Assistance Agreements, Contracts, Financial, Special Reviews/Public Liaison, and Information Resource Management.

- The *General Customer Survey* (Attachment 1) consists of 10 questions; OPAR estimates that it will take a respondent 6 minutes to complete this survey.

Based upon these figures, OPAR estimates that the respondent burden hours are as follows:

General Customer Survey

Number of expected respondents	65 (65% of 100 respondents)
Average Minutes per response	6
Total burden time per year	390 minutes (6.5 hours)

Total annual burden time for the surveys is 6.5 hours

OPAR will use the Zoomerang database to compile the responses and analyze the data in order to determine trends, issues and suggestions that need to be addressed by OIG management, and in the way that specific OIG products and services can be improved. All responses will be stored in a database, which will be used to track and analyze the feedback longitudinally. OPAR expects to spend 40 hours annually for the administration and data analysis for the customer survey. The resources invested in acting upon the findings will vary depending upon the results of the analysis.

Potential customer respondents will be mostly among EPA staff and management, with a lesser number of respondents being from State agencies, associations, Congressional staff and the public. Names of customers as potential respondents will be identified by OIG staff members who are responsible for the particular products and services for which feedback is requested. Additionally, a link to the survey will be available from the OIG public web-site for unsolicited customer feedback.

All of this is to help the OIG continue to be a customer driven and responsive organization.

If you have any questions or concerns about this request, please contact Michael Binder at (202) 566-2617, Virginia Roll (202) 566-2903 or Kevin Chaffin at (202) 566-2646.