



## POLLUTION PREVENTION INFORMATION CLEARINGHOUSE (PPIC)

U.S. Environmental Protection Agency  
EPA West (Mail code 7409-M)  
1200 Pennsylvania Ave. NW  
Washington, DC 20460-0001

OMB control No. 2090-0019 Expiration Date, 08/31/2009  
[www.epa.gov/ppic/](http://www.epa.gov/ppic/) (Web Site)  
ppic@epa.gov (E-mail)  
202-566-0799 (Reference and Referral)  
202-564-8899 (Fax)

# PPIC Customer Satisfaction Survey

Your response is important to us. We will use this information evaluate and improve PPIC services. Thank you!

1. Please indicate the type of information you were seeking. (Please select all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Environmental Information                   | <input type="checkbox"/> EPA publication (online version) |
| <input type="checkbox"/> Health Information                          | <input type="checkbox"/> EPA publication (print version)  |
| <input type="checkbox"/> Laws, regulations, and other legal guidance | <input type="checkbox"/> Other _____                      |

2. Which PPIC service(s) did you use? (Please select all that apply)

- PPIC Web Site  
 Reference and referral services (telephone, mail, e-mail, fax, walk-in)  
 Document order

3. How useful did you find the PPIC web site? (Please place a check in front of your choice)

1    2    3    4    N/A   (1 = not useful   4 = very useful)

4. How useful was the information on the web site?  
(Please place a check in front of your choice)

1    2    3    4    N/A   (1 = not useful   4 = very useful)

5. How helpful did you find the PPIC reference and referral service?  
(Please place a check in front of your choice)

1    2    3    4    N/A   (1 = not helpful   4 = very helpful)

6. How useful was the information you received from the PPIC reference and referral service? (Please place a check in front of your choice)

1    2    3    4    N/A   (1 = not useful   4 = very useful)

7. How useful did you find the information in the document(s) ordered?  
(Please place a check in front of your choice)

1    2    3    4    N/A   (1 = not useful   4 = very useful)

8. Which best describes you? (Please select one choice)

- Other Federal
- State/Local/Tribal
- Industry
- Consultant/Law
- Media
- Public Interest
- Academic
- Public
- International
- Other


9. How frequently do you use the PPIC web site? (Please select one choice)


- first time user
- 1-3 times/month
- 3+ times/month
- N/A

10. If given the option, I prefer: (Please select one choice)

- on line versions of EPA publications
- to order print versions of EPA publications
- CD-ROM versions
- N/A

11. What would you change about the PPIC web site or PPIC services?

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Public reporting burden for this collection of information is estimated to average 2 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, Information Collections Division, Office of Environmental Information, United States Environmental Protection Agency (Mail Code 2822T), 1200 Pennsylvania Avenue, NW, Washington, D.C. 20460; and to the Office of Information & Regulatory Affairs, Office of Management & Budget, 725 17th Street, NW, Washington, DC 20503, Attention: Desk Officer for EPA. Include the EPA ICR No. 1711.05, and the OMB control No. 2090-0019, and Expiration Date, 08/31/2009, in any correspondence.

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