

MEMORANDUM

DATE: April 5, 2008

SUBJECT: Request for OMB Clearance of OEJTA Customer Service Survey under Voluntary Customer Satisfaction ICR 1711.05, OMB number 2090-0019

TO: Desk Officer for EPA, Office of Management and Budget

FROM: Todd Spinks
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THROUGH: Patricia A. Bonner
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ICR Desk Officer
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Background:

The Office of Environmental Justice and Tribal Affairs (OEJTA), U.S. Environmental Protection Agency, Region 6, seeks to better understand its performance and interactions with its partners in collaboration. Through a customer satisfaction survey OEJTA (EPA, R6) can continue to excel at its strengths and improve its weaknesses to become a solid and efficient office within Region 6. Outside perspectives are necessary for OEJTA (EPA R6) to achieve its full potential.

Questionnaire Purpose and Description:

The purpose of the voluntary survey is to provide Region 6 with specific ideas about how to better satisfy individuals who collaborate with OEJTA and to provide us with specific ideas about how to better meet customer needs and expectations. The surveys consist of 6 questions addressing the following: 1) how satisfied our customers are with the quality of the service they have received when working with OEJTA; 2) the quality of previous work with OEJTA; and 3) suggestions for improvement. The anonymous survey will be administered in an e-mail format and collected by a third party.

Questions 1 and 3 are not satisfaction questions, but they are necessary because information attained from Question 1 will articulate the area(s) within OEJTA that show a need for improvement in customer satisfaction. Information gathered from Question 3 will assist in the weighting of the data, thus increasing its accuracy and viability. In addition, such information will fundamentally increase the effectiveness of the survey and consequently increase efficiency in the mechanisms for overall office improvement.

Methodology and Use of the Questionnaire:

The OEJTA customer service team will monitor the feedback and evaluate user responses. The team will then conduct analysis to identify opportunities to improve service. The team will retain an electronic copy of the captured data and analysis for 3 years after the completion of the collection.

Respondent's Burden:

The rate is based upon those who will most likely complete the survey.

Number of Respondents: 100 in 2007, 100 in 2008 and 100 in 2009

Minutes per response: 300 people X 7 minutes = 2100 minutes = 35 hours; Annual burden of 11.67 hours

Projected Respondent cost: 3 years: 35 hours X \$25.40/hour = \$889; Annual: \$296.33

Agency Burden:

The estimated total annual burden hours for Region 6's Office of Environmental Justice and Tribal Affairs represents the amount of time used for feedback collection, analysis, and reporting.

Table 1: Total Three-Year Internal Burden

Labor Category	Hours	Cost
Sr. Grant Specialist	15	\$525 (\$35/hr)
Management	15	\$525 (\$35/hr)
Administrative	10	\$350 (\$35/hr)
Total	40 hours	\$1400

All responses will be stored in a database, which will be used to track and analyze the feedback over time. The resources invested in implementing recommendations will vary annually depending on results, availability of funds, and competing priorities.

Proposed list of Questions: (For States, Tribal and Local Governments, and nongovernmental organizations receiving services from Region 6.)

The Office of Environmental Justice and Tribal Affairs (OEJTA) is seeking feedback from those we work with in protecting the environment. We welcome your responses to the questions below, as well as any additional suggestions or comments. (Responses will be collected by a third party and will remain anonymous.)

1. Please identify the organization(s) you are associated with.
 - a. Tribal Office
 - b. State Office
 - c. Community Organization.

2. For the following questions, please rate your satisfaction with U.S. EPA Office of Environmental Justice and Tribal Affairs (OEJTA) on a scale of 1-6, with 1 being dissatisfied and 6 being extremely satisfied.
 - a. OEJTA staff fully addressed my concerns:
1 2 3 4 5 6

 - b. OEJTA answered all my questions to my satisfaction:
1 2 3 4 5 6

 - c. OEJTA staff helped me find the information I was seeking:
1 2 3 4 5 6

 - d. OEJTA staff members were knowledgeable about my issue:
1 2 3 4 5 6

 - e. OEJTA staff members treated me with respect:
1 2 3 4 5 6

 - f. OEJTA followed through with my requests/suggestions:
1 2 3 4 5 6

 - g. OEJTA's response to my concern(s) was timely:
1 2 3 4 5 6

 - h. OEJTA resolved my issue:
1 2 3 4 5 6

 - i. I have a positive view of OEJTA:
1 2 3 4 5 6

3. If you have dealt with OEJTA before on other issues, how often have you worked with us?
(Please choose the answer that best represents your level of interaction with OEJTA.)
- a. Within the last 6 months
 - i. 1 Time
 - ii. < 5 Times
 - iii. < 10 Times
 - b. Within the last 12 months
 - i. 1 Time
 - ii. < 5 Times
 - iii. < 10 Times
 - c. Within the last 2 years
 - i. 1 Time
 - ii. < 5 Times
 - iii. < 10 Times
 - d. Within the last 5 years
 - i. 1 Time
 - ii. < 5 Times
 - iii. < 10 Times
4. Please provide any suggestions or comments that you might have.
6. Please rate your overall satisfaction with OEJTA services on a scale of 1-6, with 1 being dissatisfied and 6 being extremely satisfied.
- a. 1 2 3 4 5 6

Burden Statement: Public reporting burden for this collection of information is estimated to average seven minutes: one (1) minute per question, plus one (1) minute per survey to review instructions, gather information, and review selections. 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, OEI Collection Strategies Division, United States Environmental Protection Agency, Mail Code 2822T, 1200 Pennsylvania Avenue, N.W., Washington, DC 20460-0001; and to the Office of Information and Regulatory Affairs, Office of Management & Budget, 725 17th Street NW, Washington, DC 20503. Attention : Desk Officer for EPA. Include the EPA ICR number 1711.05 and the OMB control number 2090-0019 in any correspondence.