



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY


Las Vegas Finance Center, PO Box 98515, Las Vegas, NV 89193-8515

Office of
the Chief
Financial
Officer

June 10, 2008

Memorandum

Subject: Request for Clearance of the 2008 Voluntary Grant Recipient Customer Satisfaction Survey, ICR 1711.05, OMB Number 2090-0019

From: 
Dany R. Lavergne, Director Las Vegas Finance Center
Office of the Chief Financial Officer, Office of Financial Services

Through: Patricia A. Bonner (1807T) Customer Service Director
Office of the Administrator

To: Spencer Clark (2822T) Information Collections Division
Office of Environmental Information

The purpose of this letter is to request approval to continue with OCFO's Office of Financial Services initiative to receive customer satisfaction feedback from external stakeholders. The intent of the survey questionnaire is to better understand the areas where the Las Vegas Finance Center (LVFC) can improve its grant payment related services.

Background

The Las Vegas Finance Center is responsible for processing all EPA grant payments to recipients. It is one of four finance centers within the OCFO's Office of Financial Services. The Office of Financial Services is involved in a major initiative to measure customer satisfaction through various survey instruments. Last year several internal customer satisfaction surveys were conducted with excellent results. This fiscal year (FY2008) LVFC is seeking feedback from its external stakeholders, grant recipients, who receive financial assistance from EPA.

The Center expects to receive positive feedback and to pinpoint specific problem areas which can be improved. LVFC is the lead organization for this EPA external survey and is responsible for the tabulation and submission of the results.

Customer Survey

The proposed customer satisfaction survey is completely voluntary and will appear as a link in an email memo from LVFC to Agency grant recipients. The survey is expected to be completed this fiscal year. It will be repeated as necessary, not to exceed being initiated on an annual basis. Approximately 7,000 of our grant recipients will receive notice of the survey's availability via a hotlink to a surveymonkey.com URL along with a request that they access and complete it.

The survey consists of 10 questions addressing the following: three general demographic questions; one Yes/No, open-ended technical question about visiting the website; three

satisfaction questions about how satisfied our customers are with the quality of services received; and three open-ended satisfaction questions that more specifically define the needs and expectations of the recipients and will allow us to make appropriate targeted improvements to services provided. The demographic questions are: 1) Necessary to help the Center define the needs and expectations of the different customer groups and help the Center evaluate whether services meet the entire population of stakeholders; and 2) Necessary because customer satisfaction may vary according to the principal duties of respondents. The demographic information in addition to the other responses to the survey will provide feedback that will allow the Center to determine whether or not provided services meet the needs of all targeted audiences.

Respondents will have approximately three (3) weeks to complete the survey. The proposed survey consists of 10 questions and should take respondents no more than 15 minutes to complete (.25 hours per response). It is estimated that approximately 25% of those who receive the survey will respond (1,750 grant recipients); the total burden on respondents is approximately 438 hours (.25 hours per response x 1,750 respondents). The total annual burden to EPA for tracking, collection, analysis, and reporting is estimated to be 40 hours. The questions relate to feedback on LVFC's performance and its initiatives.

Survey Monitoring

LVFC's staff will routinely monitor responses. If the response rate is estimated to fall below 10%, the Center will reissue the questionnaire, again through email, as the survey will not be repeated again this fiscal year. The Center's plan is to analyze the results as they become available and maintain detailed records of responses in a spreadsheet format. All responses will be stored in a secured spreadsheet. Since LVFC has had close relationships with many of its grant recipients over an extended time period, we expect the return rate will be sufficient to draw sound conclusions. We will follow up as needed with respondents who include a contact's name and phone number to gain additional information if they have areas of concern or recommendations for improvement.

Survey Results

The results of this survey will be the property of the OCFO's Office of Financial Services. Results will be used by the Las Vegas Finance Center to assess the grant recipient's perception of the Center's ability to provide services both timely and accurately, and to determine the satisfaction rate with its' customer service. Also, the intent of the Center is to: 1) notify grant recipients of the OCFO/LVFC website's existence, and 2) receive suggestions for additional information recipients would like to see on the Agency's internet "Payment Information for Grants and Fellowships" web page.

Survey Contact

Questions regarding the Las Vegas Finance Center Grant Recipient Customer Satisfaction Survey should be directed to Shelly Norland at (702) 798-2499, email: norland.shelly@epa.gov.

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