MEMORANDUM

DATE: August 26, 2009

SUBJECT: Request for Approval of Revised Central Data Exchange Customer Satisfaction
            and Help Desk Satisfaction Surveys previously approved by OMB under
            Voluntary Customer Satisfaction ICR 1711.04, OMB Number 2090-0019

FROM: Connie Dwyer, Division Director
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            (2823T)

THRU: Patricia Bonner
            Office of the Administrator, Office of Policy, Economics & Innovation

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            Office of Environmental Information, Office of Information Collection

TO: Heidi King, Desk Officer for EPA
            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 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 178,000 registered 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 9:00am-5:00pm EST.

CDX has established a set of programmatic performance measures using the Balanced Scorecard
method. 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 were developed and
previously approved to measure customer response. Both surveys have been revised.

The first survey, the CDX Customer Satisfaction Survey, asks six questions and is designed to be
completed in three minutes. Questions 4 and 5, while not customer satisfaction questions are
necessary since we need to know which reports [data flows] respondents use to take appropriate
action and how long they have used CDX to know how familiar they are with it. The survey will
be sent out to 3,000 CDX customers semi-annually in an email message. Only 10 percent of
customers are expected to respond to the survey, thus the estimated number of respondents is 600
per year. At three minutes per survey, the burden for one year is 30 hours.

The second survey, the CDX Help Desk Survey, asks eight 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 69 hours per year. The data will be collected in software named Survey Monkey, and stored in an excel database. The responses will rate satisfaction in a set of scores. The scores will be monitored semi-annually in a Balanced Scorecard for CDX performance measures. Internally, staff and managers will spend approximately 20 hours to review and discuss the results and plan/implement changes in response

For further information, please contact Ryan Humrighouse at 202-566-1680.

Attachments: CDX Help Desk Survey, CDX Customer Satisfaction Survey