

MEMORANDUM

DATE: August 26, 2009

SUBJECT: Request for Approval of Revised Exchange Network 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
Information Exchange and Services Division, Office of Information Collection (2823T)

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

Spencer Clark
Office of Environmental Information, Office of Information Collection

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

The Exchange Network is a secure Internet and standards-based approach for exchanging environmental data among the Environmental Protection Agency (EPA), states, tribes and territories. The Exchange Network increases access to environmental data and makes the exchange of data more efficient. The Exchange Network offers many services, including a Help Desk that is available by phone or email, Monday through Friday 9:00 a.m. – 5:00 p.m.

EPA would like to continue monitoring partner satisfaction and Help Desk satisfaction with revised versions of the previously approved surveys. The results will assist Exchange Network managers in understanding partners' perspectives when planning Network advancements. To collect qualitative data on partner satisfaction and satisfaction with Help Desk services, two surveys have previously been developed and approved.

The first survey, Exchange Network Customer Satisfaction asks 21 questions and is designed to be completed in 15 minutes. The data exchanged are often critical to environmental decision making within the Network, so it is important that EPA learn whether users' needs for those data are being met. Responses to questions 18 – 20 should help EPA determine what to do to improve user satisfaction. The survey will continue to be sent annually to 130 Exchange Network partners who are employees of state, tribal or territorial environmental health departments and are thoroughly familiar with Network services.

One hundred customers are expected to respond to the survey. At 15 minutes per survey, the burden per year is 25 hours.

The second survey, Exchange Network Help Desk asks six questions and is designed to be completed in three minutes. The survey will be emailed to customers who contact the Help Desk immediately after their call or email has been resolved. The Exchange Network Help Desk averages 50 inquiries per month. Only twenty percent of customers are expected to respond to the survey, thus the estimated number of respondents is 20 per month, totaling 240 per year. At three minutes per survey, the burden for one year is 5 hours.

Combined, the burden rate for both surveys is 30 hours per year. The data will be collected in software called Survey Monkey, and stored in an Excel database. The responses will be reported annually to Exchange Network managers. 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:

Exchange Network Customer Satisfaction Survey
Exchange Network Help Desk Survey