

## Organizational Information

OMB: 2090-0019; Expires: 8/31/2009

Thank you for taking the Exchange Network Satisfaction survey. The survey has 21 questions and will take approximately 15 minutes to complete. You may exit the survey and return to complete it at any time.

\* 1. Please enter your organization name.

\* 2. Please enter your State.

State:

3. Please identify any data flows you have direct experience with or knowledge of.

- AQS
- NEI
- Beaches
- DMR & e-DMR
- PCS-ICIS
- SDWIS
- RCRAInfo
- FRS
- SRS
- TRI
- STORET
- WQX
- TRI Outbound
- FRS Outbound
- RCRAInfo Outbound

4. Please enter any data flow(s) not listed above that you have direct experience with or knowledge of.

## Satisfaction with Current Services

\* 5. How satisfied are you with the overall Exchange Network experience?

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
Satisfaction Level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. What about the Exchange Network has satisfied or dissatisfied you?

\* 7. Are you an Exchange Network Node Administrator or Node Manager?  
(e.g. responsible for technical node management)

If you are, you will be directed to a set of questions about Exchange Network features and services. If not, you will be directed to the next set of questions.

Yes

No

Satisfaction with Features and Services

\* 8. Please answer the following questions if you are an Exchange Network Node Administrator or Node Manager.

How satisfied are you with the following Exchange Network features and services? Please rate:

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	N/A
Help Desk Availability	j0	j0	j0	j0	j0	j0	j0
CDX Server Availability	j0	j0	j0	j0	j0	j0	j0
Registration for Data Flows	j0	j0	j0	j0	j0	j0	j0
Testing Tools Availability	j0	j0	j0	j0	j0	j0	j0
Data Validation Tools	j0	j0	j0	j0	j0	j0	j0
Guidance Documents	j0	j0	j0	j0	j0	j0	j0
Security Services	j0	j0	j0	j0	j0	j0	j0
Confirmation Services	j0	j0	j0	j0	j0	j0	j0
Messaging Services	j0	j0	j0	j0	j0	j0	j0

\* 9. Considering all of the services listed in the above question, overall, how satisfied are you with all of the Exchange Network services?

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	N/A
Satisfaction Level	j0	j0	j0	j0	j0	j0	j0

10. What features and services can the Exchange Network enhance or include to improve your satisfaction?

Satisfaction with Governance

\* 11. Please indicate whether you Agree or Disagree with the following statements about Exchange Network:

	Strongly Disagree	Disagree	Disagree Somewhat	Agree Somewhat	Agree	Strongly Agree
I am satisfied with the communications I receive about the Exchange Network.	jñ	jñ	jñ	jñ	jñ	jñ
I am satisfied with the timeliness in which Exchange Network issues are resolved.	jñ	jñ	jñ	jñ	jñ	jñ
I am satisfied with the communication mechanisms available to me to raise issues.	jñ	jñ	jñ	jñ	jñ	jñ
I am satisfied with the leadership and direction of the Exchange Network.	jñ	jñ	jñ	jñ	jñ	jñ

12. Please use this space to expand upon your answers to question 11.

13. What can the Exchange Network governance enhance or offer to improve your satisfaction?

Satisfaction with Data Exchanges

The following section of questions is about satisfying you or your agency's need for new or existing data exchanges offered by the Exchange Network.

14. Overall, how satisfied are you with the data exchange opportunities offered by the Exchange Network to you and your agency?

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	N/A
Data Exchange Opportunities	jn	jn	jn	jn	jn	jn	jn

15. Please rank your level of satisfaction with the work effort for these data exchanges for CALENDAR YEAR 2009 from very dissatisfied to very satisfied. If you did not use the data exchange during this period, please indicate it is Not Applicable.

	Very Dissatisfied (Very Intensive Work Effort)	Dissatisfied (Intensive Work Effort)	Somewhat Dissatisfied (Somewhat Intensive Work Effort)	Somewhat Satisfied (Somewhat Light Work Effort)	Satisfied (Light Work Effort)	Very Satisfied (Very Light Work Effort)	Not Applicable
AQS	€	€	€	€	€	€	€
NEI	€	€	€	€	€	€	€
Beaches	€	€	€	€	€	€	€
DMR & e-DMR	€	€	€	€	€	€	€
PCS-ICIS	€	€	€	€	€	€	€
SDWIS	€	€	€	€	€	€	€
RCRAInfo	€	€	€	€	€	€	€
FRS	€	€	€	€	€	€	€
SRS	€	€	€	€	€	€	€
TRI	€	€	€	€	€	€	€
STORET	€	€	€	€	€	€	€
WQX	€	€	€	€	€	€	€
TRI Outbound	€	€	€	€	€	€	€
FRS Outbound	€	€	€	€	€	€	€
RCRAInfo Outbound	€	€	€	€	€	€	€
Additional	€	€	€	€	€	€	€

16. To improve your satisfaction with Exchange Network data exchange opportunities, what additional data exchanges, reports, state-to-state exchanges, or totally new uses of the Exchange Network would you like to see offered?

\* 17. Are you satisfied with your node or data exchange's operation? If not, please elaborate on any errors or problems that have caused your dissatisfaction.

jm Satisfied.

jm Not Satisfied. (Please describe errors/problems below)

Satisfaction with Impact on Decision Making

Please click Done at the bottom of the page when you are finished answering questions.

The following section of questions is about the level of satisfaction your agency has with the Exchange Network's impact on environmental decision making.

18. Overall, how satisfied is your agency with it's ability to make environmental decisions based on data from the Exchange Network.

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	N/A
Satisfaction with Impact on Decision Making	jn	jn	jn	jn	jn	jn	jn

\* 19. To determine how the Exchange Network can improve our services to better meet your agency's decision making needs, please rate your level of satisfaction with the following intended outcomes of the Exchange Network:

	Strongly Disagree	Disagree	Disagree Somewhat	Agree Somewhat	Agree	Strongly Agree	N/A
Data is more accessible to my agency for decision making.	jn	jn	jn	jn	jn	jn	jn
My agency is able to provide more data to other departments for decision making.	jn	jn	jn	jn	jn	jn	jn
My agency is able to incorporate data into analytical tools for decision making.	jn	jn	jn	jn	jn	jn	jn
My agency has more access to timely data for decision making.	jn	jn	jn	jn	jn	jn	jn
The Network served as a tool for filling an existing data gap.	jn	jn	jn	jn	jn	jn	jn

20. Please provide specific examples of the positive or negative impacts the Exchange Network has had on your agency's environmental decision making that have contributed to your satisfaction or dissatisfaction level.

21. For follow-up purposes on Exchange Network data exchange opportunities and decision making capabilities we can offer in the future, may we contact you? If yes, please provide contact information below. (Your contact information will be kept separate from your survey responses to protect anonymity.)

No. Please do not contact me.

Yes. Please list email address.

Thank you for taking the Exchange Network Satisfaction Survey. If you have questions about the survey, please email [exchangenetwork@epa.gov](mailto:exchangenetwork@epa.gov).

EPA ICR: 1711.04

Burden Statement: Public reporting burden for this collection of information is estimated to average 5-10 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 United States Environmental Protection Agency, Office of Information Collection, Office of Environmental Information (Mail Code 2823T), 1200 Pennsylvania Avenue, N. W., Washington, DC 20460.