



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
OFFICE OF TRANSPORTATION AND AIR QUALITY
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OFFICE OF
AIR RADIATION

MEMORANDUM

DATE: April 29, 2010

SUBJECT: Request for OMB Approval of Verify Help Desk Customer Satisfaction Survey,
ICR 1711.20, OMB 2090-0019

FROM: Kassem Abbas
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THROUGH: Michelle Mandolia (1807T)
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TO: Heidi King, Desk Officer for EPA
Office of Management & Budget

Background:

The Compliance and Innovative Strategies Division (CISD), collect compliance data from vehicle and engine manufacturers using an automated system called Verify. The help desk for Verify is serviced by Computer Science Corporation under contract SES3 TO 1530.

CISD plan to send this survey to the helpdesk users each time a help desk ticket is completed, the data from this survey will be used at the end of each quarter of the fiscal year for performance measurement for the help desk subtask of the above contract.

This survey consists of seven questions pertaining to what help desk users thought of the helpdesk (i.e., how satisfied they were with their experience the help desk) and four informational questions (two optional for name and company name or EPA Office/Division, and two to identify which part of Verify they requested help for), and an open-ended question that asks users for any comments on the help desk.

The information collected in this survey will be aggregated to help CISD measure customer satisfaction with performance for the help desk subtask and for the contractor as the basis for improving the help desk services.

Monthly estimated total respondent burden for this ongoing survey:

30 minutes per month x 28 remaining months in the approved period=14 hours

- Assumes:
 1. 11 questions, each taking 5 seconds to complete
 2. one open ended question takes one minute to complete
 3. Total = ~2 minutes per respondent to complete survey
- 50 potential help desk tickets every month, 30% response rate = 15 completed surveys/month

Estimated total Agency burden:

1.3 hours each month x 28 remaining months in the approved period=36.4 hours

Internally, staff and managers will spend approximately 1.3 hours each month to analyze the results each month.

Verify Help Desk Questions:

The Verify help desk recently completed a ticket for you. Please rate how satisfied you are with the service you received.

1. How Satisfied are you with :

| | Very Satisfied | Satisfied | Neither Satisfied Nor Dissatisfied | Dissatisfied | Very Dissatisfied | N/A |
|---|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|-----------------------|
| Quality of telephone support? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of E-mail support? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Knowledge of the help desk support staff? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Professionalism of the help desk support staff? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communication and follow-up on problems resolution? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability of help desk to diagnose your problem? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability of help desk to solve your problem? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Time required to resolve your problem? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

2. Name (optional):

3. Company Name (optional):

4. For which industry was this help request for?

Drop down list will show:

- Motorcycle/ATV
- Heavy-duty highway engine
- Light-duty vehicle
- Nonroad compression-ignition or spark-ignition engine (large, small, or marine)

- Nonroad evaporative components
 - Locomotive
5. What compliance information was this help request for?
Drop down list will show:
- Confirmatory test data
 - Certification data
 - Fuel Economy data
 - In-Use data
 - Compliance documents
 - Manufacturer information
6. Comment/Feedback

Burden Statement: Public reporting burden for this collection of information is estimated to average two (2) minutes per response, including the time for reviewing instructions 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 Director, OEI Collection Strategies Division, United States Environmental Protection Agency (Mail Code 2822T), 1200 Pennsylvania Avenue, Washington, DC 20460; and to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 17th Street NW, Washington, DC 20503, Attention: Desk Officer for EPA. Include the EPA ICR number (1711.12) and the OMB control number (2090-0019) in any correspondence.