UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
WASHINGTON, D.C. 20460

<u>MEMORANDUM</u>

DATE: June 16th, 2010

SUBJECT: Request for OMB Approval of Customer Satisfaction Survey for the 'Clean Watershed Needs Survey 2008 Report to Congress data access website,' ICR 1711.12, OMB 2090-0019

FROM: Leon Latino
Municipal Technology Branch
Municipal Support Division
Office of Wastewater Management, Office of Water

THROUGH: Michelle Mandolia (1807T)
Office of Policy, Economics, and Innovation

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

TO: Heidi King
Office of Management & Budget

Background:

The Municipal Technology Branch (MTB) manages the Clean Watershed Needs Survey (CWNS), a joint effort between EPA, the states and a few U.S. territories which culminates, every four years, in a report to Congress on the nation's wastewater infrastructure capital needs. MTB will be sharing the CWNS 2008 Report to Congress, along with much of the supporting data through EPA's website.

New for the 2008 report, CWNS results are being presented using Oracle Apex software. MTB would like to survey data users primarily to:
1. Gather users' impressions of the accessibility, navigability, and general usefulness of the data access site
2. Gather very basic information on CWNS data users, such as their state/country of residence, and their career sector (e.g., federal government, state government, academia, etc.)

This survey consists of nine questions. The first two questions will gather information about the respondent. The next 7 multiple-choice questions will gauge the respondent's impressions of the

utility of the data access site. The last question is open-ended and will give respondents an opportunity to include any additional comments about the data or the data access site.

The information collected in this survey will be used to inform the CWNS 2012 Workgroup, who will coordinate the next Clean Watershed Needs Survey, including presentation of 2012 survey data on the web and in the next report to Congress.

Estimated total respondent burden: 1.3 hours (80 minutes)
- Assumes:
    1. 7 multiple choice questions, each taking 5 seconds to complete
    2. 2 open -ended questions, each taking 30 seconds to complete
    3. Total = less than 2 minutes per respondent to complete the survey
- Estimated 40 respondents (assumes 200 data users and a 20% response rate)

Estimated total Agency burden: 3 hours
Internally, staff and managers will spend approximately 3 hours to review and discuss the results and communicate recommendations to the CWNS 2012 workgroup.