

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2010-0042)

TITLE OF INFORMATION COLLECTION:

Customer Satisfaction Survey for “Pollution Prevention Resource Center (PPRC) website survey: <http://www.pprc.org/> “

PURPOSE:

The purpose of this survey is to collect customer feedback for an EPA cooperative agreement grantee: the Pollution Prevention Resource Center (PPRC). (For more information see: <http://www.pprc.org/>) PPRC recently redesigned their website. They are asking their customers about their satisfaction with the new website design. This information will be used in revising the design and function of the PPRC website.

DESCRIPTION OF RESPONDENTS:

Respondents (business leaders, and state and local government personnel) who are connected to PPRC (because they opted onto our mailing list) will be contacted via email with a link to a Survey Monkey site. Over the next year, up to 80 customers may fill out this survey.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Beth Anderson 202-564-8833 (Anderson.beth@epa.gov)

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No **N/A**

3. If Applicable, has a System or Records Notice been published? Yes No **N/A**

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
private sector	50	4 minutes	3.3 hours
state, local or tribal government	30	4 minutes	2 hours

FEDERAL COST: The estimated annual cost to the Federal government is 2 hours of EPA staff time to analyze and discuss the results and provide recommendations.

IF you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?

Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Respondents (business leaders, and state and local government personnel) who are connected to PPRC (because they opted onto our mailing list) will be contacted via email with a link to a Survey Monkey site. Over the next year, up to 80 customers may fill out this survey.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.