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

TITLE OF INFORMATION COLLECTION:
Hypoxia Task Force Spring 2014 Meeting Webcast Participant Satisfaction Survey

PURPOSE:
U.S. EPA's Hypoxia Task Force (HTF) Team hosted a webcast viewing of the Spring 2014 HTF Public Meeting. We are seeking to use the Customer Satisfaction ICR to send a survey to the people who registered to view the webcast.

This was the first time we offered the option to view the meeting through webcast. Previously, if members of the public, and others, wanted to listen to the meeting, they had to attend in person. As we decide whether or not to offer the webcast option again, we want feedback from those who viewed all or part of the meeting as to the usefulness of the webcast option and how it could be improved. From the survey responses, and considering other relevant factors, we will determine whether or not to continue offering this webcast option.

DESCRIPTION OF RESPONDENTS:
Everyone who registered to view the webcast, which was open to anyone interested, including the general public. Many registered attendees were federal, state, local, or tribal government employees, members of watershed groups, and members of environmental organizations.

TYPE OF COLLECTION: (Check one)
[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software)   [ ] Small Discussion Group
[ ] Focus Group   [ ] 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:_____Hazel Groman_____

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [ ] Yes [X] 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   NA
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ ] No   NA

Gifts or Payments:

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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
State, local, or tribal governments	31	5 minutes	2.58 hours
Private Sector	36	5 minutes	3.00 hours
Individuals	31	5 minutes	2.58 hours
Totals	98		8.16 hours

FEDERAL COST: The estimated annual cost to the Federal government is _____$320_____

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 [X] 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?

We will send the survey to all who registered for the webcast.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
   [X] Web-based or other forms of Social Media
   [ ] Telephone
   [ ] In-person
   [ ] Mail
   [ ] Other, Explain
2. Will interviewers or facilitators be used? [ ] Yes [X] No

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