

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0579-0360. The time required to complete this information collection is estimated to average .16 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

OMB Approved  
0579-0360  
Expiration Date:  
XX/XX/XXXX

<b>U.S. Department of Agriculture</b> <b>Animal and Plant Health Inspection Service</b> <b>Plant Protection and Quarantine</b>	<b>Stakeholder/Customer Satisfaction</b> <b>Automated Phone Survey</b>
<p>Thank you for agreeing to take our brief survey. We need your valuable feedback to help us evaluate and improve our customer service. At the end of the survey, you will be given the opportunity to comment or more fully explain a previous answer.</p>	
<p>1. Do you consider your issue or concern resolved? Press 1 for yes, 2 for no, and 3 for not applicable</p> <p>2. Was your issue or concern addressed in a timely manner? Press 1 for yes, 2 for no, and 3 for not applicable</p> <p>3. Was the individual(s) who assisted you sufficiently knowledgeable to address your issue or concern? Press 1 for yes, 2 for no, and 3 for not applicable</p> <p>4. Was the individual(s) who assisted you courteous? Press 1 for yes, 2 for no, and 3 for not applicable</p> <p>5. If you have visited our website to find information, did you find the site useful? Press 1 for yes, 2 for no, and 3 for not applicable</p> <p>6. If you have applied for a permit using ePermits, was the process easy? Press 1 for yes, 2 for no, and 3 for not applicable</p> <p>7. You have approximately 2 minutes to comment or express a concern. Please include your name and contact information if you would like us to contact you. Press the # sign when you are finished.</p> <p>Thank you again for your feedback.</p>	