

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

TITLE OF INFORMATION COLLECTION: *Toxics Release Inventory (TRI) Program Website Customer Satisfaction Survey*

PURPOSE: The TRI Program microsite is almost 2 years old, and the TRI Program wants to gauge the satisfaction of TRI website users, and solicit comments and suggestions to improve user’ ability to easily find meaningful information on toxic chemical releases and pollution prevention activities at industrial facilities.

This data will be used in the CDX Performance Measures program to provide a full look at CDX’s strengths and possible areas of improvement to better serve its customers.

DESCRIPTION OF RESPONDENTS: Respondents will be subscribers of the TRI Program GovDelivery email listserv, as well as attendees of an upcoming webinar on how to find information on the TRI website. Respondents will be a mix of private citizens; local, state, tribal, and federal government representatives; industry representatives; academics; etc.

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.

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

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
TRI listserv subscribers	~15000 sent @ 40% rate = 6000 respondents	5 minutes	30,000 minutes
Attendees of June 23, 2015 webinar	~100 sent @ 40% rate = 40 people	5 minutes	200 minutes
Total	~6,040 respondents		503 hours

FEDERAL COST: The estimated annual cost to the Federal government is 5 hours x \$46.42 hourly rate = \$232.10.

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?

The survey link will be sent via email to subscribers of the TRI email listserv, a service of GovDelivery. There are currently 15,000 subscribers.

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