

Integrated Compliance Information System (ICIS)-Air User Satisfaction Survey

1. General ICIS Functionality

1. About how often do you use ICIS, either to enter, view, or extract data?
 - a. Daily
 - b. Weekly
 - c. Monthly
 - d. Quarterly
 - e. Less than once per quarter
 - f. Never **[Go to Section 13: Survey Conclusion]**
 - g. Not applicable **[Go to Section 13: Survey Conclusion]**

2. Overall, how satisfied are you with ICIS?
 - a. Satisfied
 - b. Somewhat Satisfied
 - c. Neutral
 - d. Somewhat Dissatisfied
 - e. Dissatisfied
 - f. Not Applicable

3. Please tell us how satisfied you are with the following general ICIS capabilities. If you do not use the capability, select "Not Applicable or Do Not Use".

| Capability | Satisfied | Neutral | Dissatisfied | Not Applicable (NA) or Do Not Use |
|---|-----------|---------|--------------|-----------------------------------|
| Search for facility, compliance monitoring, enforcement action, or case file data. | | | | |
| Add/edit/view facility information. | | | | |
| Add/edit/view compliance monitoring information. | | | | |
| Add/edit/view enforcement action information. | | | | |
| Add/edit/view case files. | | | | |
| View information related to listings of general ICIS activities. | | | | |
| Linking records or activities | | | | |
| Business Objects capabilities (e.g., access standard reports, create ad hoc reports, drill down into supporting detail, etc.) | | | | |
| Generation of non-entered data (e.g., CMS | | | | |

| Capability | Satisfied | Neutral | Dissatisfied | Not Applicable (NA) or Do Not Use |
|---|-----------|---------|--------------|-----------------------------------|
| Status, CMS History) | | | | |
| Tracking History (e.g., Operating Status and Source Classification History) | | | | |

4. Are there features of ICIS that you would like to tell us are not useful or are difficult to use?
 - a. Yes
 - b. No **[Go to question 6]**

5. Please describe the features of ICIS that are not useful or difficult to use.

6. To what extent do you feel your satisfaction with ICIS has improved since ICIS-Air was released?
 - Improved
 - About the same
 - Gotten worse
 - Not applicable or no opinion

7. Please indicate the extent to which you agree with the following statements. Please consider the implementation of ICIS-Air when selecting your answer. You may also select "Not Applicable" for any statements that do not apply.

| Capability | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not Applicable |
|---|----------------|-------|---------|----------|-------------------|----------------|
| The implementation of ICIS-Air has improved communication and collaboration between EPA and its state and local partners and the regulated community about enforcement and compliance activities. | | | | | | |
| The implementation of ICIS-Air has increased transparency and accessibility by facilitating the integration and sharing of enforcement and compliance data/information with Agency stakeholders and | | | | | | |

| Capability | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not Applicable |
|--|----------------|-------|---------|----------|-------------------|----------------|
| the public. | | | | | | |
| ICIS effectively protects enforcement sensitive information. | | | | | | |

8. Have you noticed any data quality problems with ICIS resulting from the ICIS-Air implementation?
- Yes
 - No [**Go to Section 4: Clean Air Act (CAA) Data**]
9. Which of the following data quality problems have you noticed? Please select all that apply:
- Facility Information
 - Compliance Information
 - Enforcement Information
 - Permit Information
 - Inspection Information
 - Reporting (End-of-Year, Quarterly, etc.)
 - Other: _____

4. Clean Air Act (CAA) Data

10. Are you responsible for reporting any Clean Air Act (CAA) data into ICIS?
- Yes
 - No [**Go to Section 7: NPDES Use**]
11. For approximately how many federally-reportable Air facilities does your agency have delegated authority?
- Less than 1,000
 - 1,000 or more
 - Unsure
 - Not applicable
12. Please indicate which of the following best describes your experience entering or submitting data via ICIS-Air versus AFS.
- The time it takes me to submit data has decreased.
 - The time it takes me to submit data has increased.
 - The time it takes me to submit data has remained the same.
 - Don't know/ Not applicable
13. Do you think ICIS-Air is better or worse than AFS?

- a. Much better
- b. About the same
- c. Much worse
- d. Not Applicable or No Opinion

14. How does your agency primarily enter Clean Air Act data into ICIS?

- Electronic Data Transmission (EDT) [**Go to Section 5: Clean Air Act EDT Data Entry**]
- Direct Entry into ICIS via the web [**Go to Section 6: ICIS-Air Direct Data Entry Section**]
- Unsure [**Go to Section 6: ICIS-Air Direct Data Entry Section**]
- We Don't Enter Data/Not Applicable [**Go to Section 7: NPDES Use**]

5. Clean Air Act EDT Data Entry

15. How satisfied are you with the EDT submission process for Clean Air Act data?

- a. Satisfied
- b. Somewhat Satisfied
- c. Neutral
- d. Somewhat Dissatisfied
- e. Dissatisfied
- f. No Opinion

16. How satisfied are you with EPA's management of EDT and the XML schemas for Clean Air Act data?

- a. Satisfied
- b. Somewhat Satisfied
- c. Neutral
- d. Somewhat Dissatisfied
- e. Dissatisfied
- f. No Opinion

6. ICIS-Air Direct Data Entry

17. Please tell us how satisfied you are with the following ICIS-Air capabilities. If you do not use the capability, select "Not Applicable or Do Not Use".

| Capability | Satisfied | Neutral | Dissatisfied | Not Applicable or Do Not Use |
|--|-----------|---------|--------------|------------------------------|
| Search for ICIS-Air Facilities or activities. | | | | |
| Add/edit/view ICIS-Air Facilities. | | | | |
| Add/edit/view ICIS-Air Compliance Monitoring activities. | | | | |
| Add/edit/view ICIS-Air CMS Information. | | | | |
| Add/edit/view ICIS-Air Case File Information. | | | | |

| Capability | Satisfied | Neutral | Dissatisfied | Not Applicable or Do Not Use |
|--|-----------|---------|--------------|------------------------------|
| View information related to lists of ICIS-Air activities | | | | |

18. Are any requirements or functions missing from the ICIS-Air that you expected?

- a. Yes
- b. No **[Go to Section 7: NPDES Use]**

19. Please describe which ICIS-Air requirements and functions are missing:

7. NPDES Use

20. Are you responsible for reporting Clean Water Act (CWA) data into NPDES?

- a. Yes **[Go to next question]**
- b. No **[Go to Section 10: Agency Type]**

21. For approximately how many NPDES facilities does your agency have delegated authority?

- a. Less than 1,000
- b. 1,000 or more
- c. Unsure
- d. Not applicable

22. How does your agency primarily enter Clean Water Act data into NPDES?

- a. Electronic Data Transmission (EDT) **[Go to Section 8: Clean Water Act EDT Data Entry]**
- b. Direct Entry into NPDES via the web **[Go to Section 9: NPDES Direct Data Entry]**
- c. Unsure **[Go to Section 9: NPDES Direct Data Entry]**
- d. We Don't Enter Data/Not Applicable **[Go to Section 10: Agency Type]**

8. Clean Water Act EDT Data Entry

23. How satisfied are you with the EDT submission process for Clean Water data?

- a. Satisfied
- b. Somewhat Satisfied
- c. Neutral
- d. Somewhat Dissatisfied
- e. Dissatisfied
- f. No Opinion

24. How satisfied are you with EPA's management of EDT and the XML schemas for Clean Water data?

- a. Satisfied
- b. Somewhat Satisfied
- c. Neutral

- d. Somewhat Dissatisfied
- e. Dissatisfied
- f. No Opinion

9. NPDES Direct Data Entry

25. Please tell us how satisfied you are with the following NPDES capabilities. Please consider the implementation of ICIS-Air when selecting your answer. If you do not use the capability, select "Not Applicable or Do Not Use".

| Capability | Satisfied | Neutral | Dissatisfied | Not Applicable or Do Not Use |
|---|-----------|---------|--------------|------------------------------|
| Search for NPDES permits, program reports, violations, or DMRs. | | | | |
| Add/edit/view NPDES Permit information. | | | | |
| Add/edit /view Program Reports information. | | | | |
| Add/edit/view NPDES Violation information. | | | | |
| Add/edit/view DMRs. | | | | |
| View information related to listings of NPDES ICIS activities. | | | | |

10. Agency Type

26. What type of agency do you represent?
- a. State [**Go to Section 12: System Availability**]
 - b. Tribal [**Go to Section 11: EPA Users**]
 - c. Local Control Area (LCON) [**Go to Section 12: System Availability**]
 - d. Federal/EPA (Region) [**Go to Section 11: EPA Users**]
 - e. Federal/EPA (Headquarters) [**Go to Section 11: EPA Users**]
 - f. None of the above [**Go to Section 12: System Availability**]

11. EPA Users

27. Are you responsible for reporting any Federal Enforcement and Compliance (FE&C) data into ICIS?
- a. Yes
 - b. No [**Go to Section 12: System Availability and User Support section**]

28. Please indicate the extent to which you agree that ICIS-Air additions and other ICIS changes as a result of ICIS-Air implementation have improved your ability to do the following. If any statements are not applicable, you may select "Not Applicable":

| Capability | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not Applicable |
|--|----------------|-------|---------|----------|-------------------|----------------|
| Manage/oversee the enforcement and compliance program. | | | | | | |
| Monitor compliance with environmental regulations. | | | | | | |
| Communicate program performance results. | | | | | | |
| Identify national trends and issues related to the implementation of environmental regulations. | | | | | | |
| Develop measures of regulatory program success. | | | | | | |
| Provide timely and accurate responses to information requests from the public, regulated community, Congress, etc. | | | | | | |

12. System Availability and Technical Support

29. Please indicate which of the following describes your ability to access the system:

- a. ICIS is always available.
- b. ICIS is occasionally unavailable.
- c. ICIS is unavailable for several hours at a time.
- d. ICIS has been unavailable for more than one day.
- e. Don't know/Not applicable.

30. Please indicate the extent to which you agree with the following statements. If any statements are not applicable, you may select "Not Applicable".

| Capability | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not Applicable |
|---|----------------|-------|---------|----------|-------------------|----------------|
| I am satisfied with the user support I receive. | | | | | | |
| The ICIS telephone help line provides the assistance I need to use ICIS. | | | | | | |
| The user training I received helped me to easily transition from AFS to ICIS-Air. | | | | | | |
| ICIS national calls and webinars provide useful news and information I need to use ICIS. | | | | | | |
| Online help (such as the ICIS Zendesk) and other written guidance documentation are useful to help me understand how to use ICIS. | | | | | | |

31. Have you experienced a delay in receiving a response to a request for support?

- a. Yes
- b. No **[Go to Question 34]**

32. Approximately how long was the delay?

- a. Within a week
- b. 1 to 2 weeks
- c. 3 weeks to a month
- d. More than a month
- e. Unsure

33. Did you have to resubmit the request, or did someone eventually respond?

- a. Resubmitted the request
- b. Someone eventually responded
- c. Neither
- d. Unsure

34. If you submitted a request for support using ICIS@epa.gov or calling the ICIS hotline, and a customer support ticket was generated, were you provided the ticket number?

- a. Yes
 - b. No [**Go to Question 37**]
35. Did you find having the ticket number helped facilitate follow-up and resolution?
- a. Yes
 - b. No
36. Would you track resolution of your ticket via a website, if we provided the ability?
- a. Yes
 - b. No
37. Is the format of the training we provide sufficient (e.g., webinars using power point presentations, live demonstrations, and self-paced online tutorials)?
- a. Yes [**Go to Question 39**]
 - b. No
38. What format(s) would you prefer?
39. Would you like to have short 2 to 3 minute videos that demonstrate discrete reporting related tasks?
- a. Yes
 - b. No

13. Survey Conclusion

40. Please provide any additional thoughts you would like to share with the ICIS team. Please include any thoughts regarding the contribution/impact of ICIS-Air on your work.