

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

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**TITLE OF INFORMATION COLLECTION:** Survey of Certification Plan and Reporting Database Users – Evaluating User Access

**PURPOSE:** EPA is planning to conduct a survey to evaluate user access to the Certification Plan and Reporting Database (CPARD) as part of a process improvement project to assess the issues, build capacity, and increase overall efficiency. To accomplish this, EPA is proposing to conduct a survey with all CPARD users, internal and external, to ensure our baseline and understanding of user access and the issues surrounding it are comprehensive and captured to the greatest extent possible.

The objective of the survey will initially be to collect and assess the baseline. This initial objective will be critical to help us identify and resolve user access issues and reach our goal of 100% access to all CPARD users.

**DESCRIPTION OF RESPONDENTS:** Respondents will be internal and external co-regulators/partners (EPA HQ, EPA Regions, States, Territories, Tribes and several Federal Agencies) who are registered to use CPARD.

**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, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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
State, Local, and Tribal Governments	94	10 minutes	15 hours & 40 minutes
<b>Totals</b>	<b>94</b>	<b>940 minutes</b>	<b>15 hours &amp; 40 minutes</b>

**FEDERAL COST:** The estimated cost to the Federal government is \$1,189.88. This budget includes:

Environmental Protection Agency Employees

- Personnel Developing, Administering, and Assessing the Survey: 2
  - o Based on hourly basic rate for GS-13: \$37.70 X 1.6 (loaded wage multiplier)= \$59.20
- Totals Personnel Time: 10 hours
- Federal EPA Cost for Survey = **\$592**
  
- Respondents: 56
  - o Based on hourly basic rate for GS-13: \$37.70 x1.6 (loaded wage multiplier) = \$59.20
- Participation Time: 10 minutes
  - o Total Participation Time: 9 hours & 20 minutes
- Federal EPA Cost for Participation Time = **\$544.60**

Other Federal Agencies’ Employees

- Respondents: 5
  - o Federal Agencies: Department of Defense, Department of Energy, USDA Forest Service, USDA APHIS Plant Protection and Quarantine, and Bureau of Land Management
  - o Based on hourly basic rate for GS-13: \$37.70 x 1.6 (loaded wage multiplier) = \$59.20
- Participation Time: 10 minutes
  - o Total Participation Time: 50 minutes
- Other Federal Cost for Participation Time = **\$53.28**

**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? [X] 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?

- DESCRIPTION

The universe of potential respondents is defined by CPARD and its users. The respondents will be those who are registered to use CPARD and the sampling size will be determined by the number of voluntary participants in the 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 – SurveyMonkey

2. Will interviewers or facilitators be used?  Yes  No