

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

**TITLE OF INFORMATION COLLECTION:** TRI-MEweb Customer Survey (Toxic Release Inventory – Made Easy Web)

**PURPOSE:**

The Office of Environmental Information Toxic Release Inventory Program (OEI/TRI) will use the survey to collect feedback from reporting facilities regarding their experience using the TRI-MEweb application.

**DESCRIPTION OF RESPONDENTS:**

OEI/TRI estimates that approximately 20,000 facilities will use TRI-MEweb between May 15 and July 7, 2017 to report their Toxic Release Inventory releases to EPA. It is anticipated that approximately 8% (or 3,200) of the individuals who are listed as preparers and certifiers for those facilities will opt to respond to the survey.

**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 NA

**Gifts or Payments:**

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

**BURDEN HOURS**

| Category of Respondent                         | No. of Respondents   | Participation Time                           | Burden Hours |
|--|--|--|--------------|
| Private Sector TRIMEweb Preparers & Certifiers | .08*2*20000 = 3200<br>Eight percent (.08) of the preparers & certifiers (2) for the 20,000 reporting facilities. | 6 minutes each for a total of 19,200 minutes | 320 hours    |
| <b>Totals</b>                                  | 3200 respondents   | 19,200 minutes                               | 320 hours    |

FEDERAL COST: The estimated annual cost to the Federal government is 25 hours at a \$ technical rate for a total of \$115, total cost = \$2,875

**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: Users who are assigned the role of Preparer or Certifier in the TRIMEweb Application and elect to use the system during May 15 through July 7, 2017, will be given an opportunity to participate in the online survey process. Users will also be given an “opt” out option.

**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
2. Will interviewers or facilitators be used?  Yes  No

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