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				

October 31, 2016

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						

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

8. Have you noticed any data quality problems with ICIS resulting from the ICIS-Air implementation?
    a. Yes
    b. 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?
    a. Yes
    b. No **[Go to Section 7: NPDES Use]**

11. For approximately how many federally-reportable Air facilities does your agency have delegated authority?
    a. Less than 1,000
    b. 1,000 or more
    c. Unsure
    d. Not applicable

12. Please indicate which of the following best describes your experience entering or submitting data via ICIS-Air versus AFS.
    a. The time it takes me to submit data has decreased.
    b. The time it takes me to submit data has increased.
    c. The time it takes me to submit data has remained the same.
    d. 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.				

4

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

5

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.

October 31, 2016

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.