

# Reclamation Water Information System - Customer Survey

OMB Control Number 1090-0011  
Expiration Date 11/8/2019

Instructions: We would like to hear your feedback about your experience using the Reclamation Water Information System (RWIS). Please fill out this quick survey and let us know your thoughts. Thank you for your consideration!

Paperwork Reduction Act Statement: We are collecting this information subject to the Paperwork Reduction Act (44 U.S.C. 3501) to gather customer feedback on using the Reclamation Water Information System in order to improve this system and other Reclamation water and water-related data publishing activities. Your response is voluntary, and we will not share the results publicly. We may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB Control Number. OMB has reviewed and approved this survey and assigned OMB Control Number 1090-0011, which expires 11/30/2019.

Estimated Burden Statement: We estimate the survey will take you 10 minutes to complete, including time to read instructions, gather information, and complete and submit the survey. You may submit comments on any aspect of this information collection to the Information Collection Clearance Officer, Bureau of Reclamation, PO Box 25007 (MS 84-55000), Denver, CO 80225-0007.

\* Required

1. **How would you rate the quality of data published by RWIS? (on a scale of 1 (Poor) to 5 (Excellent), select one oval corresponding to a numeric rating of 1, 2, 3, 4 or 5) \***

*Mark only one oval.*

1. Poor  
 2. Below Average  
 3. Average  
 4. Above Average  
 5. Excellent

2. **How would you rate the responsiveness of RWIS administrators when a problem arises with the system? (on a scale of 1 (Poor) to 5 (Excellent), select one oval corresponding to a numeric rating of 1, 2, 3, 4 or 5) \***

*Mark only one oval.*

1. Poor  
 2. Below Average  
 3. Average  
 4. Above Average  
 5. Excellent

3. **To what degree does RWIS make your job more efficient? (on a scale of 1 (Not at all) to 5 (Very Often), select one oval corresponding to a numeric rating of 1, 2, 3, 4 or 5) \***

*Mark only one oval.*

1. Not at all  
 2. Rarely  
 3. Sometimes  
 4. Often  
 5. Very Often

**4. How would you rate the level of availability of RWIS? (on a scale of 1 (Poor) to 5 (Excellent), select one oval corresponding to a numeric rating of 1, 2, 3, 4 or 5) \***

*Mark only one oval.*

- 1. Poor
- 2. Below Average
- 3. Average
- 4. Above Average
- 5. Excellent

**5. How would you rate the effectiveness of this data publication service? (on a scale of 1 (Poor) to 5 (Excellent), select one oval corresponding to a numeric rating of 1, 2, 3, 4 or 5) \***

*Mark only one oval.*

- 1. Poor
- 2. Below Average
- 3. Average
- 4. Above Average
- 5. Excellent

**6. From your experience using the services of RWIS, do you believe it provides a benefit to your business goals? Please give examples that support your answer.**

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**7. What types of changes would you propose to improve this system?**

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