

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

TITLE OF INFORMATION COLLECTION:

EPA Docket Center Customer Satisfaction Survey

PURPOSE:

The EPA Docket Center (DC) has two points of engagement where it interacts with public patrons to respond to requests for information and document requests. These points of engagement are the (1) DC Public Reading Room and (2) the Integrated Risk Information System (IRIS) Hotline. Currently, DC staff are using a hardcopy customer satisfaction survey form for EPA staff and EPA contractors following a training they deliver on the Federal Docket Management System (FDMS) training class. EPA DC staff would like to extend their request for feedback regarding their customers experience with DC staff from Federal and contract staff to include the two areas cited above. They believe that implementing a web-based survey tool would help address any customer service issues and improve their processes.

DESCRIPTION OF RESPONDENTS:

Any user of the services provided in the following areas: DC Public Reading Room’s Customer Service & IRIS Hotline.

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.

Name : Barbara Bernales _____

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

Gifts or Payments:

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

***Burdens and Costs are calculated for a three-year period**

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Private Sector	270	5 minutes	22.5
Totals			22.5

FEDERAL COST: The estimated cost to the Federal government is **\$2,842.32.**

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?
[] Yes [X] 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?

All members of the public that contact the EPA Docket Center for information will be provided with the opportunity to answer survey questions about their experience:

- Walk-in customers: will be provided a card with a link to the survey site. If walk-in customers provide their email to DC staff while they are onsite, a link to the survey will be emailed to them.
- Email customers: will be sent a link to the survey as part of the response to their request.
- Phone customers: will be asked if they’d like to participate in the survey. If phone customers provide their email to DC staff over the phone, a link to the survey will be emailed to them.

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 [X] No

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