

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

**TITLE OF INFORMATION COLLECTION:** *Toxics Release Inventory (TRI) Program Website Customer Satisfaction Survey*

**PURPOSE:** The TRI Program continually works to improve the quality of its website at [www.epa.gov/tri](http://www.epa.gov/tri). As part of this process, it is important to periodically gauge the satisfaction of TRI website users and solicit comments and suggestions to help the TRI Program improve users' ability to easily find information on toxic chemical releases and pollution prevention activities at industrial facilities. This survey supports the TRI Program's ability to achieve its mission under the Emergency Planning and Community Right-to-Know Act.

**DESCRIPTION OF RESPONDENTS:** Respondents will be subscribers of the TRI Program GovDelivery email listserv and users of the TRI website who see the survey advertised on [www.epa.gov/tri](http://www.epa.gov/tri). Respondents will be a mix of private citizens; local, state, tribal, and federal government representatives; industry representatives; academics; etc.

**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

**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
Subscribers of relevant TRI email listserv topics	~72,000 sent @ 10% rate = <b>7,200</b> respondents	10 minutes	72,000 minutes
TRI Homepage visitors * Based on average monthly homepage visitors	~13,300 visitors* @ 10% rate = <b>1,330</b> respondents	10 minutes	13,300 minutes
<b>Total</b>	<b>~8,530 respondents</b>		<b>1,421 hours</b>

**FEDERAL COST:** The TRI Program will use a contractor to conduct and compile the results of the survey. A TRI staff member will review the results. The estimated annual cost to the federal government is 2 hours of contractor time (\$78.60/hr) + 1 hour of TRI staff time (\$59.03/hr) = **\$216.23**

**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

- 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?

The survey link will be sent via email to certain subscribers of the TRI email listserv, a GovDelivery service. These people have opted to receive periodic communications from the TRI Program. The survey link will also be posted at the top of the TRI Program homepage, so anyone who visits the homepage and sees the link may take the survey.

### Administration of the Instrument

- How will you collect the information? (Check all that apply)
  - [X] Web-based or other forms of Social Media
  - [ ] Telephone
  - [ ] In-person
  - [ ] Mail
  - [ ] Other, Explain
- Will interviewers or facilitators be used? [ ] Yes [ X ] No