CDX Customer Satisfaction FY21 Q1

CDX Customer Satisfaction with Program Services

OMB Control No: 2010-0042 Expires:3/31/2021

Please answer the survey questions below about your experiences with the Central Data Exchange (CDX). Your responses will help us improve our services to better meet your needs.

This survey has 8 questions and should take approximately 6 minutes of your time.

The "*" denotes a question that must be completed in order to submit.

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* 1. Please rate your overall satisfaction with CDX.

[dropdown]

* 2. Please rate ease of using CDX. *(CDX account features: MyCDX, My Profile, Submission History, News and Updates, etc)*

[dropdown]

Please indicate your most frequently used program service below and answer the ease of use questions.

* 3. What is the most frequently used program service you access through CDX?

○ ACE – Automated Commercial Environment

○ AQS – Air Quality System

○ ARCS – Aircraft Reporting and Compliance System

○ ATTAINS – Assessment Total Maximum Daily Loads Tracking and Implementation System

○ BaSR -- Burial at Sea

○ CDRS – Consent Decree Reporting System

○ CEDRI – Compliance and Emissions Data Reporting Interface for Web Factor Information Retrieval (WebFIRE)

○ CMDP -- Compliance Monitoring Data Portal

○ CSPP – Chemical Safety and Pesticide Programs

○ E - Enterprise Portal

○ e-GGRT – Electronic Greenhouse Gas Reporting Tool

○ eBEACHES – Electronic Beaches Environmental Assessment and Coastal Health

○ eCDR – Electronic Chemical Data Report

○ eDisclosure

○ EIS – Emissions Inventory System

○ e-Manifest

○ eNOI – Electronic Notice of Intent

○ EnviroFlash

○ EPS - Electronic Permit Solution

○ eSIP – Electronic State Implementation Plan

○ ESMT - Enterprise Service Management Tool

○ EV-CIS - Engines and Vehicles Compliance Information System

○ FOND – Fuel Oil Non-Availability Disclosure

○ FORS – Federal Air Rules for Reservations (FARR) Online Registration System

○ GLENDA – Great Lakes National Program Office (GLNPO) Query System

○ iBoard – Internet Onboarding Application

○ ICIS – Integrated Compliance Information System

○ IEPB – Information Exchange Partnership Branch Grants System

○ LEAD – Varied Lead Program Solutions

○ NetDMR – Network Water Discharge Monitoring Reports

○ ODS-CBI – Ozone Depleting Substances - Confidential Business Information

○ OTAQ-Biofuels – Office of Transportation and Air Quality, Cellulosic Biofuel Waiver Credits Pay.gov Application

○ OTAQ-DCFuels – Office of Transportation and Air Quality, Fuels Reporting System

○ OTAQ-EMTS – Office of Transportation and Air Quality, EPA Moderated Transaction System

○ OTAQ-Forms – Office of Transportation and Air Quality, Forms

○ OTAQ-QAP – Office of Transportation and Air Quality, Quality Assurance Provider

○ OTAQ-Reg-II – Office of Transportation and Air Quality, Reg, Version 2

○ PSP – Pesticide Submission Portal

○ RADNet – Radiation Network

○ RCRA/My RCRA ID – My Resource Conservation and Recovery Act (RCRA) ID

○ RMP – System for Risk Management Plans

○ SDWIS – Safe Drinking Water Information System

○ SPeCS – State Plan Electronic Collection System

○ SSTS – Section Seven Tracking System

○ STARS – Science To Achieve Results

○ SUPERFUND – Superfund Initiative Redevelopment Discussion Database

○ SWIPR – Subpart W Impoundment Photographic Reporting

○ TitleV – Title V Annual Compliance Certifications

○ TRI-ME Web – Toxics Release Inventory - Made Easy for the Web

○ TRIBES

○ TRIPS – Toxics Release Inventory Processing System

○ TSCA – Toxic Substance Control Act

○ UCMR – Unregulated Contaminant Monitoring Regulation

○ UIC – Underground Injection Control

○ VGP – Vessels General Permit

○ WCIT – Water Contaminant Information Tool

○ WIETS – Waste Import and Export Tracking System

○ WQX – Water Quality eXchange

○ I Don't Know

○ Other (please specify)

* 3a. Please rate ease of using the program service selected above:

[▲▼]

* 3b. Please rate ease of using CDX Registration for the program service selected above:

[▲▼]

Do you have a second most used program service?

○ Yes

○ No

CDX CENTRAL DATA EXCHANGE

CDX Customer Satisfaction FY21 Q1

Second Most Frequently Used Program Service

Please indicate your second most frequently used program service below and answer the ease of use questions.

* 4. What is the most frequently used program service you access through CDX?

○ ACE – Automated Commercial Environment

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○ eBEACHES – Electronic Beaches Environmental Assessment and Coastal Health

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○ EIS – Emissions Inventory System

○ e-Manifest

○ eNOI – Electronic Notice of Intent

○ EnviroFlash

○ EPS - Electronic Permit Solution

○ eSIP – Electronic State Implementation Plan

○ ESMT - Enterprise Service Management Tool

○ EV-CIS - Engines and Vehicles Compliance Information System

- ◯ FOND – Fuel Oil Non-Availability Disclosure
- ◯ FORS – Federal Air Rules for Reservations (FARR) Online Registration System
- ◯ GLENDA – Great Lakes National Program Office (GLNPO) Query System
- ◯ iBoard – Internet Onboarding Application
- ◯ ICIS – Integrated Compliance Information System
- ◯ IEPB – Information Exchange Partnership Branch Grants System
- ◯ LEAD – Varied Lead Program Solutions
- ◯ NetDMR – Network Water Discharge Monitoring Reports
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- ◯ OTAQ-QAP – Office of Transportation and Air Quality, Quality Assurance Provider
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- ◯ PSP – Pesticide Submission Portal
- ◯ RADNet – Radiation Network
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- ◯ RMP – System for Risk Management Plans
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- ◯ TRI-ME Web – Toxics Release Inventory - Made Easy for the Web
- ◯ TRIBES
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- ◯ WCIT – Water Contaminant Information Tool

○ WIETS – Waste Import and Export Tracking System

○ WQX – Water Quality eXchange

○ I Don't Know

○ Other (please specify)

[ ]

* 4a. Please rate ease of using the program service selected above:

[⬍]

* 4b. Please rate ease of using CDX Registration for the program service selected above:

[⬍]

Do you have a third most used program service?

○ Yes

○ No

CDX CENTRAL DATA EXCHANGE

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Third Most Frequently Used Program Service

Please indicate your third most frequently used program service below and answer the ease of use questions.

* 5. What is the most frequently used program service you access through CDX?

- ◯ ACE – Automated Commercial Environment
- ◯ AQS – Air Quality System
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- ◯ ATTAINS – Assessment Total Maximum Daily Loads Tracking and Implementation System
- ◯ BaSR -- Burial at Sea
- ◯ CDRS – Consent Decree Reporting System
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- VGP – Vessels General Permit
- WCIT – Water Contaminant Information Tool

○ WIETS – Waste Import and Export Tracking System

○ WQX – Water Quality eXchange

○ I Don't Know

○ Other (please specify)

[   ]

* 5a. Please rate ease of using the program service selected above:

[⬍]

* 5b. Please rate ease of using CDX Registration for the program service selected above:

[⬍]

CDX Customer Satisfaction FY21 Q1

Summary Wrap-Up

6. How can CDX improve to better meet your needs?

Please enter the best topic for your comments.

* If applicable, what is the program service for this comment?

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○ I Don't Know

○ Other (please specify)

[   ]

* 7. How long have you used CDX?

[▲▼]

8. May we contact you to better understand your comments?

○ No.

○ Yes. (please provide email address below)

[   ]

Thank you for taking time to complete this CDX Customer Satisfaction survey. If you have any questions about this survey, please email exchangenetwork@epa.gov.

Form 5800-018