U.S. EPA Docket Center

 (Staffed by Agile Decision Sciences (ADS))

This collection of information is approved by OMB under the Paperwork Reduction Act, 44 U.S.C. 3501 et seq. (OMB Control No. 2030-0051. Responses to this collection of information are voluntary. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The public reporting and recordkeeping burden for this collection of information is estimated to be 5 minutes per response. Send comments on the Agency’s need for this information, the accuracy of the provided burden estimates and any suggested methods for minimizing respondent burden to Director, Information Engagement Division, U.S. Environmental Protection Agency (2821T), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460. Include the OMB control number in any correspondence. Do not send the completed form to this address.

**CUSTOMER SERVICE SURVEY**

Dear Patron,

Thank you for completing this short survey. Your response will help improve the customer experience at the U.S. EPA Docket Center.

**QUESTIONS**

1. How was your request submitted?

Reply format: radio buttons (pick one).

* Email
* Phone
* Walk-in
* Other
1. Are you an EPA employee/contractor OR a member of the public?

Reply format: radio buttons (pick one)

* EPA employee/contractor
* A member of the public
1. Did the staff provide the information or document/s you requested?

Reply format: radio buttons (pick one)

* Yes
* No
1. Did the staff provide recommendations/referrals, if needed?

Reply format: radio buttons (pick one)

* Yes
* No
* Not Applicable
1. Was the service or information provided in timely manner?

Reply format: radio buttons (pick one)

* Yes
* No
1. How friendly and courteous was your encounter with the EPA Docket Center staff?

Reply format: Slider from 1-5. 1 being Poor and 5 being Excellent

1. How would you rate the overall service provided by the EPA Docket Center Customer Service?

Reply format: Slider from 1-5. 1 being Poor and 5 being Excellent

1. Suggestions/Additional Comments:

Reply format: Free text box

Thank you for your valuable input.