

**Request for Approval under the “Generic Clearance for the Collection of
Qualitative Feedback on Agency Service Delivery”
(OMB Control Number: 2030-0051; EPA ICR Number: 2434.237)**

TITLE OF INFORMATION COLLECTION: EPA Docket Center Customer Satisfaction Survey

PURPOSE: The EPA Docket Center (DC) Customer Service staff interacts with public patrons to respond to requests for information and documents. These requests are received and fulfilled via numerous methods- phone, email, mail, fax, web form, and in-person. The DC Customer Service staff distribute a web-based customer satisfaction survey to every patron they interact with electronically. For other interactions, patrons are asked if they would like to participate in a customer satisfaction survey. If so, patrons are provided with the website of the survey. This web-based survey tool helps to address any customer service issues and improve DC processes.

DESCRIPTION OF RESPONDENTS: Any user of the services provided in the following areas: DC Customer Service

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form ☒ Customer Satisfaction Survey
☐ Usability Testing (e.g., Website or Software) ☐ Small Discussion Group
☐ Focus Group ☐ Other: _____

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? ☐ Yes ☐ No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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 Hours
Individuals or Households	100	5 minutes	8.33 hours
Totals	100	5 minutes	8.33 hours

FEDERAL COST: The estimated annual cost to the Federal government is: \$642

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, web form, and fax 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.
- Mail customers: will be mailed a card with a link to the survey site.

Administration of the Instrument

1. 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

2. Will interviewers or facilitators be used? [] Yes [X] No

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

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: Rachel Schwartz