

**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: 2434.248)**

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**TITLE OF INFORMATION COLLECTION:** DSIMB – ICIS Customer Support Training Questions

**PURPOSE:**

The Data Systems and Information Management Branch (DSIMB)’s ICIS Customer Support Section within the Office of Compliance’s Enforcement Targeting and Data Division conducts regular trainings on the data systems it manages including the Integrated Compliance Information System (ICIS), the NPDES eReporting Tools (NeT), and the Network Discharge Monitoring Report (NetDMR). These data systems support a wide range of users, activities, and functions. A standard set of post-training survey questions would allow DSIMB to gain critical feedback on what went well in the trainings and what could be improved. This brief post-training survey will allow DSIMB to improve trainings and make sure the audience’s training needs are being met. The survey will be optional for attendees of the trainings/webinars and will be delivered after the training is complete. Also included are standard poll questions to foster engagement during training and adjust the material to the level of expertise of the audience.

**DESCRIPTION OF RESPONDENTS:**

ICIS Customer Support Section organizes and leads a variety of trainings for ICIS, NeT and NetDMR that reach a varied audience of users including staff and managers from EPA (Regions and HQ), State environmental agencies, Local Control Agency (LCON) agencies, tribal personnel, and representatives from permitted facilities (data providers, permit preparers, signatories, and responsible officials). We plan to deliver the same set of survey questions after all trainings to chart feedback consistently.

**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
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State, local, or tribal governments	1100	4 min	73.33 hrs.
Permittees	900	4 min	60.00 hrs.
<b>Totals</b>	<b>2000</b>		<b>133.33 hrs./ year</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is **\$3,529 per year** for EPA staff to configure survey, review and summarize results and use the information collected.

35 Trainings per year:

- 45 min per training:
  - o 15 min to configure survey + 30 min reviewing results and summarizing them
- 35 hrs (1 hr/training) analyzing results to identify opportunities for improvement
- 20 hrs (total) documenting and implementing recommendations

[35 x 45 min = 1575 min or ~27 hours per year] + 55 hours = 82 hours

82 hours x \$43.04 (hourly rate) = **\$3,529 per year**

**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?

**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.

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