

**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: 2434.257)**

TITLE OF INFORMATION COLLECTION: ECHO Tools Survey

PURPOSE:

To gather critical feedback, The Integrated, Targeting and Access Branch (ITAB) within the Office of Compliance’s Enforcement Targeting and Data Division plans to introduce a brief, optional survey on selected Enforcement and Compliance History Online (ECHO) pages. ECHO is a web tool developed and maintained by ITAB to provide environmental regulatory compliance and enforcement information for over one million regulated facilities nationwide. ECHO has a wide range of query tools, reports, search applications and data visualizations to meet the needs of the broad audience it serves. The survey consist of a user rating score and a text box with a standard set of up to five (5) prompting questions, providing the user an outlet to provide feedback on what tools and search applications meet the users needs and what tools could be improved.

DESCRIPTION OF RESPONDENTS:

ECHO caters to a wide audience including the general public, researchers, and EPA/State regulators using an ECHO Gov login to access government-only data and tools. Some tools are open to the general public (open to states/ EPA as well), while other tools have a more restricted audience to just EPA or just States/ LCON/ Tribal and EPA.

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
Individuals or Households	100	4 min	9.4 hours
State, Local, or Tribal governments	200	4 min	18.8 hours

Totals	300		28.2 hours
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FEDERAL COST: The estimated annual cost to the Federal government is: \$0.

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 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)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain
2. Will interviewers or facilitators be used? Yes 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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