

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: 2434.259)

TITLE OF INFORMATION COLLECTION: Customer Satisfaction Survey for EPA’s Adaptation Resource Center (ARC-X)

PURPOSE:

The Climate Adaptation Resource Center (ARC-X) (epa.gov/arc-x) is an interactive website designed to provide tailored information for local governments as they adapt to climate change.

The purpose of this survey is to measure customer satisfaction levels to enhance the user experience of the ARC-X system. Results from the ARC-X’s customer satisfaction survey will inform potential improvements to enhance users’ satisfaction of the system and provide key insight into how users are using the website’s resources.

Specifically, the goals of the ARC-X Customer Satisfaction Survey are:

1. to capture qualitative and quantitative data on how users are using ARC-X; and
2. to identify opportunities for improvement to ARC-X content, structure, and the user interface.

DESCRIPTION OF RESPONDENTS:

Primary respondents are anticipated to be local government decision makers, local, tribal, and state government environmental managers and adaptation practitioners, and adaptation practitioners in other sectors who have interest in targeted information, strategies, and resources to advance local-level adaptation.

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
State, Local or Tribal Governments	1,000	7.5 minutes	125 hours
Totals	1,000	7.5 minutes	125 hours

FEDERAL COST: The estimated annual cost to the Federal government is: \$3,932.16.
(48 total hours at GS-13 = \$51.20 hourly wage rate (\$81.92 hourly loaded wages).

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?
[X] 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?

Targeted survey participants will be local government staff who make decisions regarding climate adaptation or implement adaptation strategies. An appropriate list of potential respondents has been identified in collaboration with the Office of Congressional and Intergovernmental Relations (OCIR) and includes associations and networks of local government staff who work on climate adaptation and resilience. In addition, a link on the ARC-X website will be available, which will capture repeat users of ARC-X.

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 [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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