

742F98017



Pollution Prevention Information Clearinghouse (PPIC)

U.S. Environmental Protection Agency

401 M Street, SW (7407)

Washington, DC 20460

Reference and Referral

202-260-1023

Fax

202-260-4659

E-mail Address

ppic@epamail.epa.gov

Customer Satisfaction Survey

We would appreciate your cooperation in filling out this questionnaire and returning it to us. From your responses, we hope to evaluate and improve the services we provide to you. Please return this form by mail or fax to 202-260-4659. Thank you.

1. Is this the first time you have used the Clearinghouse services?
 yes no

2. How did you hear about PPIC?
 Pollution Prevention News EPA publications Internet/World-Wide Web
 other newsletters/journals conference other: _____

3. Which of the following reasons describe why you called?
 to order a document
 to get information about pollution prevention
 to get information on a law or regulation
 to get information on another EPA program
 for other reason(s): (please specify) _____

4. How satisfied were you with the length of time it took to get a response from the hotline staff?
 very satisfied satisfied dissatisfied very dissatisfied

5. How helpful was the telephone response you were given?
 very helpful fairly helpful not very helpful unhelpful
 If it was not helpful, please explain: _____

6. How polite was the hotline staff?
 very polite fairly polite not very polite not at all polite

7. If you received documents in the mail, how long after you contacted us did it take for the documents to arrive?
 one week between one and two weeks more than two weeks

8. Information is usually needed within how many weeks?
 one week two weeks three weeks

9. Was your document order filled correctly?
 yes no

If no, please describe the problem:

10. In relation to your request, how relevant was the information we mailed?
 very helpful fairly helpful not very helpful not at all helpful

11. Overall, how would you evaluate PPIC services?
 very good fairly good not very good not at all good

12. Please indicate appropriate patron category
 EPA staff Federal government State/Local government
 Tribal Industry Consultant/Law
 Academic News Media Public Interest group
 International Public Other: _____

As EPA decides how to use its resources in providing information to the public, we would like to know our customers' views about electronic information.

13. Do you have easy access to the Internet and the World-Wide Web (WWW)?
 yes no

fold here→

14. Do you currently obtain information from the Internet/WWW?
 yes no

← fold here

15. In which formats would you like to obtain hotline information?
 paper document
 diskette
 CD-ROM
 on-line viewing & downloading of full-text from Internet/WWW

Other Comments:

The public reporting and recordkeeping burden for this collection of information is estimated to average 5 minutes per response. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. 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, including through the use of automated collection techniques to the Director, OPPE Regulatory Information Division, U.S. Environmental Protection Agency (2137), 401 M St., S.W., Washington, D.C. 20460. Include the OMB control number in any correspondence. Do not send the completed survey to this address. 12/97

Place
Postage
Here

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