

STATEMENT SUPPORTING THE INFORMATION COLLECTION REQUIREMENTS FOR

CAMEO Software Usability Evaluation Survey

EPA ICR Number 2132.01

1. IDENTIFICATION OF THE INFORMATION COLLECTION

1(a) Title of the Information Collection Request

CAMEO Software Usability Evaluation Survey

1(b) Short Characterization/Abstract

This is a request for a new Information Collection Request (ICR). The title of this submission is: "CAMEO Software Usability Evaluation Survey." This ICR authorizes the collection of information through a one-time voluntary nationwide survey of Computer-aided Management of Emergency Operations (CAMEO) Web site listserv members and users to determine user satisfaction with the CAMEO software and its features. This survey will be administered by the U.S. Environmental Protection Agency (EPA), Office of Solid Waste and Emergency Response (OSWER), Office of Emergency Prevention, Preparedness and Response (OEPPR). CAMEO is a system of software applications used widely to plan for, and respond to, chemical emergencies. It is one of the tools developed by EPA to assist front-line chemical emergency planners and responders. Users can employ CAMEO to access, store, and evaluate information critical for developing emergency plans. In addition, CAMEO supports regulatory compliance by helping users meet the chemical inventory reporting requirement of SARA Title III. CAMEO has been in use by local emergency planners, first responders, state and tribal groups, and industry personnel since 1988.

The primary goals of this survey are to: (i) evaluate customer satisfaction with CAMEO; (ii) probe current user practices and preferences regarding several important sets of issues, including the effectiveness of selected Agency products and services, reporting requirements, and new homeland security responsibilities; and (iii) identify emerging user needs. EPA will use the information collected through this survey to judge the success and efficacy of the Agency's chemical emergency technical assistance efforts and improve program implementation. OEPPR will use the collected information to improve the usability and capabilities of the CAMEO software.

EPA intends to minimize the burden of the collection of information on respondents through the use of appropriate automated electronic, mechanical, or other technological collection techniques, e.g., permitting electronic submission of responses. The survey was designed to minimize the amount of time required to complete the survey. The questions are self-selecting, such that subsequent questions for the respondent are based on the prior answer given. This process eliminates questions that are irrelevant to the respondent, and reduces the overall burden on the respondent, and speeds completion of the survey. A Web-based medium was chosen for

the administration of this survey specifically for the ability to reduce burden on respondents through question self-selection. This voluntary, one-time survey will only be administered electronically.

The survey will be conducted via the Internet after 600 names are randomly selected from the CAMEO Listserv. Upon downloading the CAMEO software suite, the downloader is given the option to become a member of the CAMEO Listserv. Over 20,000 downloads of the software have occurred, with 6,000-7,000 voluntary enrollments in the Listserv. EPA will send prior notification to the entire Listserv (6,000-7,000 names) informing users of the survey and the process. EPA will then send a message to the 600 randomly selected participants with a link to the Web-based survey. There will be no passwords to access the survey. Also, in completing the survey, EPA will not require participants to provide any identifying information.

It is estimated that over the 3-year period this information collection will involve 600 respondents and impose a burden of 300 hours at a cost of \$21,180. This will be a one-time, voluntary-participation information collection.

2. Need for and Use of the Collection

2(a) Need/Authority for the Collection

CAMEO has been in use by local emergency planners, first responders, state and tribal groups, and industry personnel since 1988. These users have been surveyed in the past to identify needed changes and enhancements. This collection is needed to capture the emerging needs of users, particularly as they relate to the availability of Emergency Planning and Community Right-to-Know (EPCRA) and Risk Management Program (RMP) Rule data, which has not previously been collected. CAMEO supports regulatory compliance by helping users meet the chemical inventory reporting requirement of SARA Title III.

2(b) Practical Utility/Users of the Data

The collected information will be used by EPA in the continuing development and improvement of CAMEO, specifically taking into account the data gathered in relation to EPCRA and RMP Rule data in the further development of the software.

3. Nonduplication, Consultations, and Other Collection Criteria

3(a) Nonduplication

All information requested from respondents will be used to improve the CAMEO software developed by EPA to aid local emergency planners, first responders, state and tribal groups, and industry personnel. This data is not available from other sources, as it is specifically related to the CAMEO software suite.

3(b) Consultations

This is a request for an initial information collection request effort, and in addition to the initial Federal Register notice, the following persons were contacted to provide input in the creation of the survey:

Chris Burgess
U.S. Environmental Protection Agency (EPA)
Washington, DC

Bill Finan
U.S. Environmental Protection Agency (EPA)
Washington, DC

Peter Gattuso
U.S. Environmental Protection Agency (EPA)
Washington, DC

Kathy Jones
U.S. Environmental Protection Agency (EPA)
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Tony Jover
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Mark Miller
National Oceanic and Atmospheric Administration (NOAA)
Seattle, WA

Jerry Muhasky
National Oceanic and Atmospheric Administration (NOAA)
Seattle, WA

Debbie Payton
National Oceanic and Atmospheric Administration (NOAA)
Seattle, WA

3 (c) Public Notice

In compliance with the Paperwork Reduction Act (44 U.S.C. 3501 *et seq.*), the Agency has notified the public through the Federal Register Notice on the renewal of this ICR on March 12, 2004 (69 FR 11851). EPA did not receive any comments.

3(d) Effects of Less Frequent Collection

This is a one-time collection.

3(e) General Guidelines

The information collection is consistent with the guidelines set forth in 5 CFR 1320.5 of the Paperwork Reduction Act Guidelines.

3(f) Confidentiality

No sensitive information is expected to be collected under this ICR. However, any information submitted to the Agency for which a claim of confidentiality is made will be safeguarded according to the Agency policies set forth in Title 40, Chapter 1, Part 2, Subpart B - Confidentiality of Business Information (see 40 CFR 2; 41 FR 36902, September 1, 1976; amended by 43 FR 40000, September 8, 1978; 43 FR 42251, September 20, 1978; 44 FR 17674, March 23, 1979).

3(g) Sensitive Questions

None of the information being collected will contain sensitive questions.

4. The Respondents and the Information Requested

4(a) Respondents/SIC Codes

The respondents to the recordkeeping and reporting requirements are:

Standard	SIC Codes	NAICS Codes
Emergency and Other Relief Services	8322	62423
Executive Offices	9111	92111
American Indian and Alaska Native Tribal Governments	9121, 9221	921150
General Government Support	9199	92119
Police Protection	9221	92212
Fire Protection	9224	92216
Other Justice, Public Order and Safety	9229	92219

Administration of Public Health Programs	9431	92312
Air, Water, and Solid Waste Management	9511	92411

4(b) Information Requested

(i) Data Items

Information requested* – The following data items will be requested from the CAMEO users contacted to participate voluntarily in the survey:

*Note: the majority of the questions in the survey are presented in multiple-choice format, with selectable answers provided, few narrative answers are requested. Some of the questions are asked contingent upon the answers given to prior questions, so not all respondents will answer all of the listed questions. A version of the questionnaire is available on the internet at:

<http://ems-mx4.sradev.com/cameo>

Screening Questions:

A description of whether or not the respondent has used CAMEO, MARPLOT, or ALOHA (the suite of three separate, integrated software applications) within the past 18 months, and which of those features were used
If the respondent had not used CAMEO, MARPLOT, or ALOHA within the past 18 months, a description of why these products had not been used
If the respondent has used CAMEO, an identification of the version of CAMEO currently being used by the respondent
If the respondent is not using the latest version of CAMEO, a description of why the latest version of CAMEO is not being used by the respondent

Demographic Questions:

If the respondent is a resident or works in the United States
A description of the organization for which the respondent works
The approximate number of persons in the respondent's organization, other than the respondent, that use the CAMEO software
The respondent's organization's affiliation with the public sector (if applicable)

If the respondent's organization is using another type of computer-aided disaster-modeling software (for any type of emergency response), and if so, the name of the software (if applicable)

Frequency and Experience Questions:

A description of the length of time the respondent has been using CAMEO software, and a description of how frequently the respondent uses the CAMEO software

Features and Functionality Questions:

A description of how frequently the respondent uses the CAMEO software for the following activities (based on a scale of "Always," "Often," "Sometimes," "Rarely," and "Never"): Emergency Planning; Emergency Response; Local Emergency Planning Committee (LEPC) Activity (including Tier II); and Importing/Exporting data

A description of what scenarios the respondent models using the software, and how often the CAMEO modeling feature is used by the respondent (if applicable)

A description of why the respondent does not use the CAMEO model scenarios (if applicable)

A description of how the respondent uses the CAMEO software during an emergency response (if applicable)

A description of why the respondent does not use the software during an emergency response (if applicable)

A description of whether or not the respondent belongs to a LEPC, and if the respondent is a member of an LEPC, what features of the CAMEO software the LEPC utilizes (if applicable)

A description of whether or not the respondent uses the CAMEO software to support LEPC activities, and the reasons the respondent does not use the CAMEO software to support LEPC activities (if applicable)

A description of whether or not the respondent incorporates EPCRA Tier II Data into CAMEO, if so, a description of how that data is entered into CAMEO, how that data is used, and how often that data is updated (if applicable)

A description of the data imported and exported to CAMEO by the respondent (if applicable), and the reason the respondent imports and exports data to CAMEO

If the respondent does import and export data to CAMEO, a description of that data, the reason the respondent imports and exports that data to CAMEO, and a description of the source and destination of that data

If the respondent does not import or export data from CAMEO, a description of the reason why they do not
A ranking (“Very Satisfied,” “Moderately Satisfied,” “Slightly Satisfied,” and “Not At All Satisfied”) of the respondent’s satisfaction with CAMEO’s import/export feature(if applicable)
If the respondent is not satisfied with CAMEO’s Screening & Scenarios module, a description of why the respondent is dissatisfied
A description of how often the respondent uses CAMEO’s facilities database (if applicable)
A ranking (“Very Satisfied,” “Moderately Satisfied,” “Slightly Satisfied,” and “Not At All Satisfied”) of the respondent’s satisfaction with CAMEO’s facilities database (if applicable)
If the respondent is not satisfied with CAMEO's facilities database, a description of why the respondent is dissatisfied
A range of the number of facilities the respondent has entered into their version of CAMEO (if applicable)
A description of how often the respondent uses CAMEO’s chemical library (if applicable)
A ranking (“Very Satisfied,” “Moderately Satisfied,” “Slightly Satisfied,” and “Not At All Satisfied”) of the respondent’s satisfaction with chemical information supplied in CAMEO’s chemical library (if applicable)
A description of why the respondent is not satisfied with CAMEO's chemical library (if applicable)
A description of how often the respondent uses CAMEO’s chemical reactivity worksheet (if applicable)
A ranking (“Very Satisfied,” “Moderately Satisfied,” “Slightly Satisfied,” and “Not At All Satisfied”) of the respondent’s satisfaction with CAMEO’s chemical reactivity worksheet (if applicable)
A description of whether or not the respondent uses CAMEO Basic Search, and if the respondent does not, the reason for not using Basic Search (if applicable)
A description of whether or not the respondent uses CAMEO Advanced Search, and if the respondent does not, the reason for not using Advanced Search (if applicable)
A ranking (“Very Satisfied,” “Moderately Satisfied,” “Slightly Satisfied,” and “Not At All Satisfied”) of the respondent’s satisfaction with CAMEO’s search feature (if applicable)

MARPLOT Questions:

A description of how frequently the respondent uses the CAMEO software mapping feature MARPLOT, and if the respondent does not use MARPLOT, the respondent’s reason for not using this feature
A description how the respondent utilizes the MARPLOT mapping feature in CAMEO
A ranking (“Very Satisfied,” “Moderately Satisfied,” “Slightly Satisfied,” and “Not At All Satisfied”) of the respondent’s satisfaction with CAMEO’s MARPLOT mapping feature (if applicable)

LandView Questions:

A description of whether or not the respondent uses LandView, and if the respondent does not use LandView, the respondent’s reason for not using this feature
A description how the respondent utilizes LandView
A ranking (“Very Satisfied,” “Moderately Satisfied,” “Slightly Satisfied,” and “Not At All Satisfied”) of the respondent’s satisfaction with LandView (if applicable)

ALOHA Questions:

A description of whether or not the respondent uses CAMEO’s air dispersion model (ALOHA), and if the respondent does not use ALOHA, the respondent’s reason for not using this feature
A description how the respondent utilizes ALOHA
A ranking (“Very Satisfied,” “Moderately Satisfied,” “Slightly Satisfied,” and “Not At All Satisfied”) of the respondent’s satisfaction with ALOHA (if applicable)

Basic Operations Questions:

A ranking (“Excellent,” “Good,” “Fair,” and “Poor”) of the following attributes of CAMEO: Overall Ease of Use; Features and Usability; Reliability; and Interface/Layout
A ranking (“Excellent,” “Good,” “Fair,” and “Poor”) of the following attributes of MARPLOT: Overall Ease of Use; Features and Usability; Reliability; and Interface/Layout
A ranking (“Excellent,” “Good,” “Fair,” and “Poor”) of the following attributes of ALOHA: Overall Ease of Use; Features and Usability; Reliability; and Interface/Layout

CAMEO Web Site Questions:

A description of whether or not the respondent has visited the CAMEO Web site, and a description of what the respondent learned about the CAMEO Web site during that visit (if applicable)
A description of how often the respondent visits the CAMEO Web site, and which activities the respondent conducts while at the CAMEO Web site (if applicable)
A description of whether or not the respondent was able to find the information he/she was attempting to find on the CAMEO Web site, and what, if any, activities on the Web site were found to be difficult by the respondent (if applicable)
A description of what topics the respondent would like to see additional information about on the CAMEO Web site (if applicable)
A ranking (“Excellent,” “Good,” “Fair,” and “Poor”) of the following attributes of the CAMEO Web site: Content; Navigation; User-friendliness; Load Time; and Colors & Layout (if applicable)
A description of whether or not the respondent has the CAMEO Web site “bookmarked,” and a selection of, in the respondent’s opinion, the most important feature on the CAMEO Web site (if applicable)
A selection of, in the respondent’s opinion, the most important content feature on the CAMEO Web site (if applicable)

Technical Support Questions:

A description of what resources the respondent uses when confronted with a problem using the CAMEO software
A ranking (“Very Satisfied,” “Moderately Satisfied,” “Slightly Satisfied,” and “Not At All Satisfied,” and “Have Never Used This Feature”) level of satisfaction with the help documentation and instructions for CAMEO <i>fm</i> (if applicable)
A ranking (“Very Satisfied,” “Moderately Satisfied,” “Slightly Satisfied,” and “Not At All Satisfied,” and “Have Never Used This Feature”) level of satisfaction with the help documentation and instructions for MARPLOT
A ranking (“Very Satisfied,” “Moderately Satisfied,” “Slightly Satisfied,” and “Not At All Satisfied,” and “Have Never Used This Feature”) level of satisfaction with the help documentation and instructions for ALOHA
A ranking (“Very Satisfied,” “Moderately Satisfied,” “Slightly Satisfied,” and “Not At All Satisfied”) of the respondent’s level of satisfaction with the technical support available

Training Questions:

A description of whether or not the respondent is aware of the CAMEO training sessions offered by EPA or Department of Homeland Security (DHS) and whether or not the respondent has taken such an organized training on the use of CAMEO
A description of why the respondent has not taken an organized training (if applicable)
If the respondent has taken an organized training, a description of who conducted the training, and the type of training the respondent received
A ranking (“Very Satisfied,” “Moderately Satisfied,” “Slightly Satisfied,” and “Not At All Satisfied”) of the respondent’s level of satisfaction with the training received
If the respondent was “Not At All Satisfied,” a description of why the respondent was not satisfied with the training received
A ranking (“Excellent,” “Good,” “Fair,” and “Poor”) of the following attributes of the CAMEO training in which the respondent participated: Instructors; Content; Effectiveness; Cost-value; Convenience; Level-appropriateness of Training; and Facilities (if applicable)
A ranking (“Very Satisfied,” “Moderately Satisfied,” “Slightly Satisfied,” and “Not At All Satisfied”) of the respondent’s overall satisfaction with CAMEO

(ii) Respondent Activities

Respondents will complete and submit the on-line voluntary survey.

5. The Information Collected: Agency Activities, Collection Methodology, and Information Management

5(a) Agency Activities

EPA will conduct the following activities in connection with the acquisition, analysis, storage, and utilization of the requested information:

- Notify participants of the voluntary on-line CAMEO survey;
- Track, analyze, and maintain data collected from the survey in a database; and
- Issue a summary of the data collected through the survey.

5(b) Collection Methodology and Management

The respondents will submit the survey on-line to EPA.

5(c) Small Entity Flexibility

There are no small businesses affected by this information collection. Small Governmental Jurisdictions are affected, but the burden is minimal, and steps have been taken to reduce the burden imposed by this information collection.

5(d) Collection Schedule

This is a one time collection effort. There is no anticipated future collection of information for this survey.

6. Estimating the Burden and Cost of the Collection

Table 1 documents the computation of individual burdens for participants in this survey included in this ICR. The individual burden is expressed under a heading believed to be consistent with the concept of burden under the Paperwork Reduction Act. Responses to this information collection are not mandatory.

The Agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB Control Number.

6(a) Estimating Respondent Burden

The average one-time burden to respondents to this survey is estimated to be 300 hours for the years covered by this ICR (100 hours annually). Further detail on this burden can be found below. These hours are based on Agency experience with prior surveys, test-runs of the survey itself, and any comments received.

6(b) Estimating Respondent Costs

(i) Estimating Labor Costs

This ICR uses a Technical Labor Rate of \$70.60 per hour. This rate is from the United States Department of Labor, Bureau of Labor Statistics, September 2003, "Table 4. Employer costs per hour worked for employee compensation and costs as a percent of total compensation: State and local government, by occupational and industry group." The rates are from column 1, "Total compensation." The rate has been increased by 110% to account for the benefit packages available to those employed by private industry.

It is estimated that the total labor cost for this collection is \$21,180 for 600 respondents.

(ii) Estimating Capital/Startup and Operation and Maintenance Costs

The only type of costs associated with this information collection activity are labor costs. There is no estimated Capital/Startup and Operation and Maintenance Costs associated with participation in this voluntary collection of information.

(iii) Capital/Startup vs. Operation and Maintenance (O&M) Costs

This information collection is voluntary and does not involve any special equipment, the respondents will not incur any capital or operation and maintenance costs. Therefore, the total capital/startup cost and O&M cost is \$0.

6(c) Estimating Agency Burden and Cost

The only costs to the Agency are those costs associated with maintenance, analysis, and utilization of the collected information.

The average Agency cost for the administration of the survey contained in this ICR is estimated to be \$29,615 [see Table 2]. This cost is based on the average hourly labor rate at a GS-12, Step 1, times 1.6 benefits multiplication factor to account for government overhead expenses for a total hourly rate of \$39.49.

These rates are from the Office of Personnel Management (OPM) “2003 General Schedule” which excludes locality rates of pay. These rates can be obtained from the OPM website, <http://www.opm.gov/oca/payrates/index/htm>. Details upon which this estimate is based appear in Table 2. (Total Agency Burden) below.

6(d) Estimating the Respondent Universe and Total Burden and Costs

Based on our research for this ICR, approximately 600 respondents will participate in this voluntary survey. This will be a one-time information collection.

The number of total annual responses is 200 (or 600 for the period covered by this ICR). The total annual hours requested is 100 hours (or 300 for the period covered by this ICR) at a cost of \$7,060 annually (or \$21,180 for the period covered by this ICR).

6(e) Bottom Line Burden Hours and Cost

The bottom line burden hours and cost tables for both the Agency and the respondents are shown in Table 1 and 2 of this document. The annual respondent burden for this collection of information is estimated to average 0.5 hours per response.

6(f) Reasons for Change in Burden

This is a new information collection, and a one-time voluntary collection, there is no change in burden.

6(g) Burden Statement

The average unit burden for this survey is 0.5 hours per respondent.

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. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. An Agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB Control Number. The OMB Control Numbers for EPA's regulations are listed at 40 CFR part 9 and 48 CFR chapter 15.

To comment on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggested methods for minimizing respondent burden, including the use of automated collection techniques, EPA has established a public docket for this ICR under Docket ID Number SFUND-2004-0003, which is available for public viewing at the Office of Solid Waste and Emergency Response Docket in the EPA Docket Center (EPA/DC), EPA West, Room B102, 1301 Constitution Avenue., NW, Washington, DC. The EPA Docket Center Public Reading Room is open from 8:30 a.m. to 4:30 p.m., Monday through Friday, excluding legal holidays. The telephone number for the Reading Room is (202) 566-1744, and the telephone number for the Office of Solid Waste and Emergency Response Docket is (202) 566-0276. An electronic version of the public docket is available through EPA Dockets (EDOCKET) at <http://www.epa.gov/edocket>. Use EDOCKET to submit or view public comments, access the index listing of the contents of the public docket, and to access those documents in the public docket that are available electronically. Once in the system, select "search," then key in the Docket ID Number identified above. Also, you can send comments to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 17th Street, NW, Washington, DC 20503, Attention: Desk Officer for EPA. Please include the EPA Docket ID Number SFUND-2004-0003 and OMB Control Number 2050-XXXX in any correspondence.

Part B of the Supporting Statement

This part is not applicable because no statistical methods were used in collecting this information.

Table 1: Total Respondent Burden

Activity	Unit Burden Hours	Unit Labor Cost (Dollars)	Total Unit Cost (Dollars)	Average number of responses	Total Burden (Hours)	Total Cost (Dollars)
Completing the Survey	0.5	\$70.60	\$35.30	600	300	\$21,180

Table 2: Total Agency Burden

Activity	Unit Burden Hours	Unit Labor Cost (Dollars)	Total Unit Cost (Dollars)	Average number of responses	Total Burden (Hours)	Total Cost (Dollars)
Notify participants of the voluntary on-line CAMEO survey;	0.25	\$39.49	\$9.87	600	150	\$5,923
Track, analyze, and maintain data collected from the survey in a database;	0.5	\$39.49	\$19.75	600	300	\$11,846
Issue a summary of the data collected through the survey;	0.5	\$39.49	\$19.75	600	300	\$11,846
Total					750	\$29,615

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OMB Control Number: 2050-XXXX
Expiration Date: xx/xx/xxxx

The average unit burden for this survey is 0.5 hours per respondent.

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. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. An Agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB Control Number. The OMB Control Numbers for EPA's regulations are listed at 40 CFR part 9 and 48 CFR chapter 15.

To comment on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggested methods for minimizing respondent burden, including the use of automated collection techniques, EPA has established a public docket for this ICR under Docket ID Number SFUND-2004-0003, which is available for public viewing at the Office of Solid Waste and Emergency Response Docket in the EPA Docket Center (EPA/DC), EPA West, Room B102, 1301 Constitution Avenue., NW, Washington, DC. The EPA Docket Center Public Reading Room is open from 8:30 a.m. to 4:30 p.m., Monday through Friday, excluding legal holidays. The telephone number for the Reading Room is (202) 566-1744, and the telephone number for the Office of Solid Waste and Emergency Response Docket is (202) 566-0276. An electronic version of the public docket is available through EPA Dockets (EDOCKET) at <http://www.epa.gov/edocket>. Use EDOCKET to submit or view public comments, access the index listing of the contents of the public docket, and to access those documents in the public docket that are available electronically. Once in the system, select "search," then key in the Docket ID Number identified above. Also, you can send comments to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 17th Street, NW, Washington, DC 20503, Attention: Desk Officer for EPA. Please include the EPA Docket ID Number SFUND-2004-0003 and OMB Control Number 2050-XXXX in any correspondence.

Screening

4) Have you used CAMEO, MARPLOT, or ALOHA (the suite of three separate, integrated software applications) within the past 18 months?
[please select one response]

- a. Yes
- b. No

If Yes (Answer a), continue to Q2, otherwise (Answer b) go to Q3

5) Which did you use?
[please check all that apply]

- a. CAMEO
- b. MARPLOT
- c. ALOHA

Go to Q4

3) Why have you not used CAMEO, MARPLOT, or ALOHA within the past 18 months?
[please select one response]

- a. I have not needed it within the past 18 months but continue to find it valuable
- b. I no longer need it in my line of work
- c. I tried it but found that it did not meet my needs
- d. I tried it but found it too difficult to use
- e. I am unable to operate it on my system
- f. None of the above

Go to Q6 - Complete Demographic Section only - End of Survey

4) What version of CAMEO do you use?
[please select one response]

- a. CAMEOfm
- b. CAMEO DOS
- c. CAMEO for Windows
- d. CAMEO for Mac
- e. I do not know

If Version Other than CAMEOfm Used (Answer b-e), continue to Q5, otherwise (Answer a) go to Q6

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- 5) Which response best explains why you are not using the latest version of CAMEO, CAMEO*fm*?
[please select one response]
- a. I am not aware of the updated version of CAMEO
 - b. I am not able to download the updated version from the CEPPPO Web site
 - c. The version I have meets my needs
 - d. I am unable to operate it on my system
 - e. I have already upgraded but prefer the older version
- Go to Q6 - Complete Demographic Section only - End of Survey*

Demographic Questions

- 6) Do you live and/or work in the United States?
[please select one response]
- a. Yes
 - b. No
- 7) Describe the organization for which you use CAMEO:
[please select one response]
- a. A fire department
 - b. A chemical facility
 - c. An industrial facility (other than chemical)
 - d. A medical facility
 - e. A police department
 - f. A school/university
 - g. A Tribal Emergency Response Commission (TERC)
 - h. A State Emergency Response Commission (SERC)
 - i. A Local Emergency Planning Committee (LEPC)
 - j. An environmental organization
 - k. Do not belong to an organization for which I use CAMEO/I am a personal user
 - l. Other: _____
- If you are a personal user (Answer k), go to Q9, otherwise (Answer a-j, l) continue to Q8*
- 8) How many people in your organization other than yourself use CAMEO?
[please select one response]
- a. 0
 - b. 1-5
 - c. 6-10
 - d. More than 10
 - e. I do not know

- 9) What is your organization's affiliation with the public sector, if any?
[please select one response]
- a. Federal
 - b. State
 - c. Regional
 - d. Local
 - e. No public affiliation
- 10) Other than CAMEO, is your organization currently using another type of computer-aided disaster modeling software (for any type of emergency response)?
[please select one response]
- k. Yes
 - l. No
 - m. Don't know

If Yes (Answer a) , continue to Q11, otherwise (Answer b-c) go to Q12

- 11) What is the name of that program(s)?
[please select one response]
- a. Program name(s): _____
 - b. Don't know

Frequency and Experience

- 12) I have been using CAMEO
[please select one response]
- a. Less than one year
 - b. One to two years
 - c. Two to five years
 - d. More than five years
- 13) I use CAMEO
[Please select the answer that best describes your frequency of use]
- n. At least once a week
 - o. At least once a month
 - p. At least once per year
 - q. Less than once per year

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Features and Functionality

- 14) Thinking about all the ways in which you may use CAMEO, please indicate (by checking the radio button below) your frequency of usage for the following types of activities:

ACTIVITY	Always	Often	Sometimes	Rarely	Never
Emergency Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LEPC Activity (including Tier II)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importing/Exporting Data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Emergency Planning

- 15) I use CAMEO to model scenarios
[please check all that apply]
- For emergency planning such as for screening and for contingency plans
 - To test existing response protocols
 - To create drills and exercises
 - For emergency response
 - Other: _____

- 16) I use CAMEO's scenario modeling capabilities feature
[please select one response]
- At least once a week
 - At least once a month
 - At least once per year
 - Less than once per year
 - I have never used CAMEO to model scenarios

If User Has Never Used CAMEO to Model Scenarios (Answer e), continue to Q17, otherwise (Answer a-d) go to Q18

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- 17) I do not use CAMEO to model scenarios because
[please check all that apply]
- a. I am not aware of CAMEO's capability to model scenarios
 - b. I do not know how to use CAMEO to model scenarios
 - c. I do not find CAMEO sufficiently capable for this purpose
 - d. I do not find CAMEO convenient for this purpose
 - e. I do not need this feature for my job
 - f. Other: _____

Emergency Response

- 18) During an emergency response, I use CAMEO
[please select one response]
- a. Almost every time
 - b. Some of the time, depending on the circumstances
 - c. Rarely, only in exceptional circumstances
 - d. Never

If User Never Uses CAMEO During an Emergency Response (Answer d) , continue to Q19, otherwise (Answer a-c) go to Q20

- 19) I do not use CAMEO during an emergency response because
[please check all that apply]
- a. I am not aware of CAMEO's capability for this purpose
 - b. I do not know how to use CAMEO for this purpose
 - c. I do not find CAMEO sufficiently capable for this purpose
 - d. I do not find CAMEO convenient for this purpose
 - e. I am not involved in emergency response

LEPC Activity

- 20) I belong to a Local Emergency Planning Committee [LEPC]
[please select one response]
- a. Yes
 - b. No

If User Does Not Belong to an LEPC (Answer b), go to Q24, otherwise (Answer a) continue to Q21

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21) I use CAMEO to support LEPC activity
[please select one response]

- a. Yes
- b. No

If No (Answer b) , continue to Q22, otherwise (Answer a) go to Q23

22) I do not use CAMEO to support LEPC activity because
[please check all that apply]

- a. I am not aware of CAMEO's capability to support LEPC activity
- b. I do not know how to use CAMEO for LEPC activity
- c. I do not find CAMEO to suit the needs of LEPC activity
- d. I do not find CAMEO convenient for this purpose
- e. I do not participate in LEPC committee activity

Go to Q24

23) My LEPC uses CAMEO
[please check all that apply]

- a. For emergency planning such as for screening and for contingency plans
- b. For actual emergency response
- c. For drills and exercises
- d. To access chemical information
- e. To manage Tier II data
- f. To respond to public inquiries

24) I incorporate EPCRA Tier II Data into CAMEO
[please select one response]

- a. Yes
- b. No

If Yes (Answer a) continue to Q25, if No (Answer b) go to Q28

25) I get EPCRA Tier II Data into CAMEO
[please check all that apply]

- a. I enter it manually from paper documents
- b. I import it electronically through Tier 2 Submit
- c. I import it from another source
What source? _____
- d. I get it from another copy of CAMEO_{fm}
- e. I do not know how the data is incorporated

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- 26) I use EPCRA Tier II Data in CAMEO
[please check all that apply]
- a. As a data management tool
 - b. To share the data with others
 - c. For emergency planning
 - d. For emergency response
 - e. For hazard analysis and investigation
 - f. To respond to public inquiries
 - g. For zoning and other land use decisions
 - h. Other: _____
- 27) EPCRA Tier II Data is updated in CAMEO
[please select one response]
- ab. Annually or more frequently
 - ac. Less frequent than annually
 - ad. Was done once and has not been updated since
 - ae. I do not know

Import/Export Data

- 28) I import/export the following data
[please check all that apply]
- ac. EPCRA Tier II Data from Tier 2 Submit or CAMEO
 - ad. Site plans
 - ae. MARPLOT objects
 - af. None of the above
 - ag. I do not import/export data

If User Does Not Import/Export Data (Answer e) continue to Q29, otherwise (Answer a-d) go to Q30

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- 29) I do not import/export data because
[please select one response]
- ad. I am not aware of the Import/Export feature
 - ae. I do not know how to use the Import/Export feature
 - af. I do not find this feature to be compatible or useful for transferring data
 - ag. I do not find this feature to be convenient
 - ah. I do not transfer data
 - ai. Other: _____

Go to Q33

- 30) The source for the imported data is
[please check all that apply]
- ae. CAMEO*fm*
 - af. Tier 2 Submit
 - ag. Other: _____
 - d. I do not import data

- 31) I export data to
[please check all that apply]
- a. Another CAMEO*fm* user
 - b. A state database
 - c. Other: _____
 - d. I do not export data

32) Please rank your level of satisfaction with CAMEO's Import/Export Feature

Very Satisfied	Moderately Satisfied	Slightly Satisfied	Not At All Satisfied
_____	_____	_____	_____

****FINAL - 10/22/03*****Basic Components*

33) I use CAMEO's Screening & Scenarios module
[please select one response]

- a. At least once a week
- b. At least once a month
- c. At least once per year
- d. Less than once per year
- e. I have never used this feature

If User Has Never Used CAMEO's Screening & Scenarios module (Answer e), go to Q36, otherwise (Answer a-d) continue to Q34

34) Please rank your level of satisfaction with CAMEO's Screening & Scenarios module and its ability to assess hazards

Very	Moderately	Slightly	Not At
Satisfied	Satisfied	Satisfied	All Satisfied

_____ _____ _____ _____
If Not at all Satisfied, continue to Q35, otherwise go to Q36

35) I am not satisfied with CAMEO's Screening & Scenarios module because
[please check all that apply]

- aj. The input options are too limited
- ak. I use ALOHA or another air dispersion model instead
- al. It is too difficult to use
- am. The chemical options are too limited

36) I use CAMEO's facilities database
[please select one response]

- a. At least once a week
- b. At least once a month
- c. At least once per year
- d. Less than once per year
- e. I have never used this feature

If User Has Never Used CAMEO's Facilities Database (Answer e), go to Q40, otherwise (Answer a-d) continue to Q37

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37) Please rank your level of satisfaction with CAMEO's facilities database

Very Satisfied	Moderately Satisfied	Slightly Satisfied	Not At All Satisfied
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_____ _____ _____ _____
If Not at all Satisfied, continue to Q38, otherwise go to Q39

38) I am not satisfied with CAMEO's facilities database because
[please check all that apply]

- am. The fields are too limited
- an. It is difficult to navigate between the fields
- ao. It is difficult to edit records
- ap. It is difficult to import data
- aq. It is difficult to export data
- ar. It is difficult to search
- as. The reports are inadequate

39) How many facilities have been entered into your version of CAMEO?
[please select one response]

- a. Fewer than 25
- b. 25-100
- c. 101-500
- d. 501-1000
- e. More than 1000

40) I use CAMEO's chemical library
[please select one response]

- a. At least once a week
- b. At least once a month
- c. At least once per year
- d. Less than once per year
- e. I have never used this feature

If User Has Never Used CAMEO's Chemical Library (Answer e), go to Q43, otherwise (Answer a-d) continue to Q41

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- 41) Please rank your level of satisfaction with the chemical information supplied in CAMEO's Chemical Library

Very	Moderately	Slightly	Not At
Satisfied	Satisfied	Satisfied	All Satisfied

_____ _____ _____ _____
If Not at all Satisfied, continue to Q42, otherwise go to Q43

- 42) I am not satisfied with CAMEO's chemical library because
[please check all that apply]

- aq. There are not enough chemicals listed
- ar. The chemical information out of date
- as. Not all needed information is included
- at. The reports are not useful
- au. It is difficult to search

- 43) I use CAMEO's chemical reactivity worksheet
[please select one response]

- a. At least once a week
- b. At least once a month
- c. At least once per year
- d. Less than once per year
- e. I have never used this feature

If User Has Never Used CAMEO's Chemical Reactivity Worksheet (Answer e) , go to Q45, otherwise (Answer a-d) continue to Q44

- 44) Please rank your level of satisfaction with the chemical reactivity worksheet

Very	Moderately	Slightly	Not At
Satisfied	Satisfied	Satisfied	All Satisfied

_____ _____ _____ _____

- 45) Do you use CAMEO Basic Search?
[please select one response]

- a. Yes _____
- b. No _____

If yes (Answer a) go to Q47, otherwise (Answer b) continue to Q46

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- 46) I do not use CAMEO Basic Search because
[please check all that apply]
- a. The field(s) I need to search is/are not included in the Basic Search
 - b. I need to search for information in another module at the same time (which I cannot do in Basic Search)
 - c. I am not aware of the Basic Search function
 - d. I do not know how to use the Basic Search
 - e. I do not find the Basic Search meets my needs
 - f. I do not find the Basic Search convenient
 - g. I do not need to use the Basic Search function for my job

- 47) Do you use CAMEO Advanced Search?
[please select one response]
- a. Yes ___
 - b. No ___
- If yes (Answer a) go to Q49, otherwise (Answer b) continue to Q48*

- 48) I do not use CAMEO Advanced Search because
[please check all that apply]
- a. I do not know how to get to Advanced Search
 - b. I am not aware of the Advanced Search function
 - c. I do not know how to use the Advanced Search
 - d. I do not find the Advanced Search meets my needs
 - e. I do not find the Advanced Search convenient for purposes
 - f. I do not need to use the Advanced Search function for my job
- Continue to Q50*

- 49) Indicate your satisfaction with CAMEO's search feature?

Very	Moderately	Slightly	Not At
Effective	Effective	Effective	All Effective
_____	_____	_____	_____

MARPLOT

50) I use CAMEO's mapping feature MARPLOT
[please select one response]

- ay. At least once a week
- az. At least once a month
- ba. At least once per year
- bb. Less than once per year
- bc. I have never used MARPLOT

If User Has Never Used MARPLOT (Answer e) , continue to Q51, otherwise (Answer a-d) go to Q52

51) I do not use MARPLOT because
[please check all that apply]

- az. I am not aware of MARPLOT
- ba. I do not know how to use MARPLOT
- bb. I am not satisfied with MARPLOT's level of precision, accuracy, or detail
- bc. I do not find MARPLOT meets my needs
- bd. I do not find MARPLOT convenient for my purposes
- be. I do not need MARPLOT for my job
- bf. Other: _____

Go to Q54

52) I use MARPLOT
[please check all that apply]

- ba. To plot Threat Zones (screening and scenarios)
- bb. To plot ALOHA footprints
- bc. To link CAMEO records to MARPLOT objects
- bd. For emergency planning
- be. For emergency response
- bf. For hazard analysis and investigation
- bg. For zoning and other land use decisions
- bh. With the LandView application

53) Please rank your level of satisfaction with MARPLOT

Very	Moderately	Slightly	Not At
Satisfied	Satisfied	Satisfied	All Satisfied

LandView

- 54) I use LandView
 [please select one response]
- a. At least once a week
 - b. At least once a month
 - c. At least once per year
 - d. Less than once per year
 - e. I have never used LandView

If User Has Never Used LandView (Answer e) , continue to Q55, otherwise (Answer a-d) go to Q56

- 55) I do not use LandView because
- a. I am not aware of LandView
 - b. I do not know how to use LandView
 - c. I do not find LandView meets my needs
 - d. I do not find LandView convenient for my purposes
 - e. I do not need LandView for my job
 - f. Other: _____

Go to Q58

- 56) I use LandView
 [please check all that apply]
- a. For emergency planning
 - b. For emergency response
 - c. For economic or urban redevelopment activities
 - d. For environmental justice issues
 - e. For demographic analysis
 - f. For marketing or customer base research
 - g. For land-use decisions

- 57) Please rank your level of satisfaction with LandView

Very Satisfied	Moderately Satisfied	Slightly Satisfied	Not At All Satisfied
_____	_____	_____	_____

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ALOHA

58) I use CAMEO's air dispersion model (ALOHA)
[please select one response]

- a. At least once a week
- b. At least once a month
- c. At least once per year
- d. Less than once per year
- e. I have never used ALOHA

If user Has Never Used ALOHA (Answer e), continue to Q59, otherwise (Answer a-d) go to Q60

59) I do not use ALOHA because
[please check all that apply]

- a. I am not aware of ALOHA or its features and capabilities
- b. I do not know how to use ALOHA
- c. I do not find ALOHA meets my needs
- d. I do not find ALOHA convenient for my purposes
- e. I do not need to use air dispersion modeling for my job
- f. I use another air dispersion modeling program
- g. Other: _____

Go to Q62

60) I use ALOHA
[please check all that apply]

- bi. To estimate airborne pollutant concentrations
- bj. To graph indoor and outdoor pollutant concentrations
- bk. In conjunction with MARPLOT (e.g. to plot a release footprint)
- bl. For emergency planning
- bm. For emergency response
- bn. For hazard analysis and investigation
- bo. For zoning and other land use decisions

61) Please rank your level of satisfaction with ALOHA

Very Satisfied	Moderately Satisfied	Slightly Satisfied	Not At All Satisfied
_____	_____	_____	_____

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Basic Operations

62) Please rank the following attributes of CAMEO_{fm}:

	Excellent	Good	Fair	Poor
Overall Ease of Use:	_____	_____	_____	_____
Features and Usability:	_____	_____	_____	_____
Reliability:	_____	_____	_____	_____
Interface/Layout:	_____	_____	_____	_____

NOTE - If user reported that he/she has never used MARPLOT or ALOHA, go to Q65

63) Please rank the following attributes of MARPLOT:

	Excellent	Good	Fair	Poor
Overall Ease of Use:	_____	_____	_____	_____
Features and Usability:	_____	_____	_____	_____
Reliability:	_____	_____	_____	_____
Interface/Layout:	_____	_____	_____	_____

64) Please rank the following attributes of ALOHA:

	Excellent	Good	Fair	Poor
Overall Ease of Use:	_____	_____	_____	_____
Features and Usability:	_____	_____	_____	_____
Reliability:	_____	_____	_____	_____
Interface/Layout:	_____	_____	_____	_____

Web site Questions

65) I have visited the CAMEO Web site – <http://www.epa.gov/ceppo/cameo/>

[please select one response]

- a. Yes
- b. No

If No (Answer b), go to Q76, otherwise (Answer a) continue to Q66

66) I learned about the CAMEO Web site

[please select one response]

- a. Through an application documentation (such as a User Manual)
- b. A colleague told me about the site
- c. Through training documentation
- d. Through a Search Engine: _____

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- 67) I visit the CAMEO Web site
[please select one response]
- a. Daily
 - b. Weekly
 - c. Monthly
 - d. Less than Monthly
- 68) I visit the CAMEO Web site
[please check all that apply]
- a. To download CAMEO, MARPLOT, ALOHA or other plug-ins for these applications
 - b. To download or view training information for these applications
 - c. To get Technical Guidance on using these applications
 - d. To read News & Events information about CAMEO and/or related applications
 - e. To access a related Web site such as EPA, CEPPPO, or NOAA
 - f. To participate in a technical discussion
 - g. To view the training schedule and calendar
- 69) I found the information that I was looking for
[please check all that apply]
- a. Right away
 - b. After performing a site search
 - c. After browsing through the site
 - d. Not really, what I found was not exactly what I was looking for
 - e. No, I could not find what I wanted
- 70) I found confusing or difficult
[please check all that apply]
- a. Downloading CAMEO or other Suite Applications (ALOHA, MARPLOT, etc.)
 - b. Downloading Application Documentation (such as User Manuals)
 - c. Downloading or reading training documentation/information
 - d. Locating technical guidance or information
 - e. Locating News & Events information about CAMEO
 - f. Other: _____

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- 71) I would like to see more information in the future on
[please check all that apply]
- a. Application Documentation (such as User Manuals)
 - b. Training Tools
 - c. Documentation
 - d. Technical Support
 - e. CAMEO News & Events

72) Please rank the following attributes of the CAMEO Web site:

	Excellent	Good	Fair	Poor
Content:	_____	_____	_____	_____
Navigation:	_____	_____	_____	_____
User-Friendliness:	_____	_____	_____	_____
Load Time:	_____	_____	_____	_____
Colors & Layout:	_____	_____	_____	_____

- 73) I have the CAMEO web site bookmarked
[please select one response]
- a. Yes
 - b. No
- 74) In terms of how you use the CAMEO support Web site, which one of the following features do you consider to be the most important?
[please select one response]
- bw. A search area to access all technical information
 - bx. The opportunity to create technical support inquiries online
 - by. The ability to report bugs online
 - bz. The ability to submit an online request for a technical support call-back
 - ca. The ability to get current information about CAMEO
 - cb. I have never visited the CAMEO support Web site
 - cc. No Opinion

- 75) In terms of the information provided on the site, which of the following content features do you consider most important?
[please select one response]
- a. CAMEO, MARPLOT, and ALOHA downloads or other plug-ins for these applications
 - b. Training information for these applications
 - c. Technical guidance on using these applications
 - d. News & Events information about CAMEO and/or related applications
 - e. Access to a related Web site such as EPA, CEPPO, or NOAA
 - f. Technical discussion
 - g. Training schedule and calendar

Technical Support

- 76) When I have a problem using CAMEO, I turn to
[please check all that apply]
- a. The CAMEO Web site including CAMEO Problem-Solver Page
 - b. The CAMEO manual
 - c. The CAMEO Technical Discussion on Web page
 - d. The “Contact Us” feature on the CAMEO Web site
 - e. A regional CAMEO representative
 - f. A third-party, fee-for-service technical support provider
 - g. Local colleagues in my organization
 - h. I have never needed help using CAMEO

If Have Never Needed Help (Answer h), go to Q78, otherwise (Answer a-g) continue to Q77

- 77) Please rank your level of satisfaction with the help documentation and instructions for CAMEO_{fm}

Very Satisfied	Moderately Satisfied	Slightly Satisfied	Not At All Satisfied	Have Never Used This Feature
_____	_____	_____	_____	_____

- 78) Please rank your level of satisfaction with the help documentation and instructions for MARPLOT

Very Satisfied	Moderately Satisfied	Slightly Satisfied	Not At All Satisfied	Have Never Used This Feature
_____	_____	_____	_____	_____

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79) Please rank your level of satisfaction with the help documentation and instructions for ALOHA

Very Satisfied	Moderately Satisfied	Slightly Satisfied	Not At All Satisfied	Have Never Used This Feature
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_____	_____	_____	_____	_____
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80) Please rank your level of satisfaction with the technical support available

Very Satisfied	Moderately Satisfied	Slightly Satisfied	Not At All Satisfied
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_____	_____	_____	_____
-------	-------	-------	-------

Training

81) I am aware that CAMEO training sessions are offered by EPA or Department of Homeland Security (DHS)

[please select one response]

- a. Yes
- b. No

82) I have taken organized training on the use of CAMEO

[please select one response]

- a. Yes
- b. No

If No (Answer b), continue to Q83, if Yes (Answer a) go to Q84

83) I have not taken organized training because

[please select one response]

- a. I did not know that training was available
- b. I did not need training
- c. I did not have time to take training
- d. There were no convenient times for me to take the training
- e. The cost was too prohibitive
- f. Am self-taught or learned from a colleague

Go to Q89

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- 84) Who conducted the training?
[please select one response]
- a. DHS
 - b. EPA/NOAA
 - c. State/Local
 - d. Private organization
 - e. Internal training provided by my organization

- 85) What type of training did you receive?
[please select one response]
- a. Few hours
 - b. 1-day classroom-based
 - c. Multi-day classroom-based
 - d. Private tutorial
 - e. Web-based

- 86) Please rank your level of satisfaction with the training you have received

Very	Moderately	Slightly	Not At
Satisfied	Satisfied	Satisfied	All Satisfied

_____ _____ _____ _____
If Not at all Satisfied, continue to Q87, otherwise go to Q88

- 87) I was dissatisfied with the training because
[please check all that apply]
- a. The dates and times were inconvenient
 - b. The agenda did not cover the topics of interest to me
 - c. The material was not organized and presented in a clear manner to facilitate learning
 - d. Sufficient training materials were not provided
 - e. The technology was not used in a way that increased understanding
 - f. Insufficient time was given to practice new tools in CAMEO
 - g. There were not enough resources provided for use after training
 - h. The training was too advanced
 - i. The training was too basic

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88) Please rank the following attributes of the CAMEO training in which you participated

	Excellent	Good	Fair	Poor
Instructors:	_____	_____	_____	_____
Content:	_____	_____	_____	_____
Effectiveness:	_____	_____	_____	_____
Cost value:	_____	_____	_____	_____
Convenience:	_____	_____	_____	_____
Level-Appropriateness of Training:	_____	_____	_____	_____
Facilities:	_____	_____	_____	_____

Overall Satisfaction

89) Please rank your overall level of satisfaction with CAMEO

Very Satisfied	Moderately Satisfied	Slightly Satisfied	Not At All Satisfied
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Thank you. Your responses will help us to make informed decisions related to CAMEO in the future. Look for the results of this survey on the CAMEO Web site in Winter 2003.

If you have any suggestions as to how CAMEO's usefulness could be improved, please leave your comments at the following URL:

<http://www.epa.gov/ceppo/cameo/>