



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
WASHINGTON, D.C. 20460

DEC 13 2013

DEPUTY ADMINISTRATOR

MEMORANDUM

SUBJECT: Response to Office of Inspector General's Report 13-P-0432, *Controls and Oversight Needed to Improve Administration of EPA's Customer Service Lines*

FROM: Bob Perciasepe

A handwritten signature in black ink that reads "Bob Perciasepe".

TO: Arthur A. Elkins Jr., Inspector General

Thank you for your final report dated September 26, 2013. Attached to this memorandum please find the U.S. Environmental Protection Agency's planned corrective actions and completion dates for the following three recommendations:

- Develop agencywide guidance for the monitoring and oversight of the agency's customer-service lines;
- Review the EPA's external customer-service lines to determine their cost efficiency; and
- Develop guidance for identifying, presenting and managing customer-service-lines information on the Web.

We will implement each of these suggestions as stated in the attached plan.

I appreciate your efforts to work with the EPA on these issues. I believe that implementing these recommendations will improve oversight of customer-service lines and will benefit both the agency and the public.

Attachment