



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

MAR - 4 2014

THE INSPECTOR GENERAL

**MEMORANDUM**

**SUBJECT:** Acceptance of Corrective Action Plan for Report 13-P-0432, *Controls and Oversight Needed to Improve Administration of EPA's Customer Service Lines*, Issued September 26, 2013

**FROM:** Arthur A. Elkins Jr. 

**TO:** Bob Perciasepe, Deputy Administrator

Thank you for submitting your corrective action plan, dated December 13, 2013, for the subject report. This memorandum addresses the extent to which the corrective action plan answers the report recommendations. You state the following:

- In response to recommendation 1, the agency will develop guidance for general oversight, monitoring, evaluating success and providing accurate information by May 2014.
- In response to recommendation 2, the EPA offices will evaluate existing customer service lines (CSLs) per the guidance discussed in recommendation 1 by May 2014.
- In response to recommendation 3, National Web Managers will lead development of guidance identifying the information about CSLs that must be provided on the website; identifying who will manage information about each CSL; and determining how information about CSLs will be provided on the website, by September 2014.

We agree with your actions, so we will close out all recommendations in the OIG's audit tracking system.

If you or your staff have any questions regarding this memo, please contact Richard Eyer mann, Acting Assistant Inspector General for the Office of Audit, at (202) 566-0565 or [eyermann.richard@epa.gov](mailto:eyermann.richard@epa.gov); or Michael D. Davis, Director for efficiency audits, at (513) 487-2363 or [davis.michaeld@epa.gov](mailto:davis.michaeld@epa.gov).

cc: Amir Ingram, Special Assistant to the Deputy Administrator  
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