

MEMORANDUM

SUBJECT: USA Services Partnership

FROM: Kimberly T. Nelson
Assistant Administrator and Chief Information Officer

TO: Assistant Administrators
General Council
Inspector General
Chief Financial Officer
Associate Administrators
Regional Administrators
Staff Office Directors

The U.S. Environmental Protection Agency has entered into a partnership with the U.S. General Services Administration (GSA) through the USA Services E-Gov Initiative. As you may recall from my initial memorandum of November 24, 2003, announcing the opportunity to partner with GSA for USA Services, this is a free service that answers all misdirected calls and e-mails for participating agencies.

Under this partnership, e-mails or phone inquiries received by your staff pertaining to the mission of other federal agencies can be sent to USA Services for the appropriate response. E-mails and phone inquiries should be sent to epamisdirects@epa.gov and 1-800-FED-INFO, respectively. The Agency's points of contact for this service is **Marlyn Aguilar (202-566-0012, aguilar.marlyn@epa.gov)**. ~~are Seema Schappelle (202-566-0704 or schappelle.seema@epa.gov) for issues regarding misdirected e-mail and Jeff Tumarkin (202-566-0681 or tumarkin.jeff@epa.gov) for issues regarding misdirected phone calls.~~ Please note that this service will not change the way EPA handles inquiries that may have been sent to the wrong EPA program office or EPA referrals to state and local environment agencies.

Ultimately, this service will leverage the knowledge and resources of all federal agencies and provide a seamless citizen information network that is easily accessible, secure, and provides consistent, timely, and professional responses to the public. I have attached my initial memorandum and a summary of comments submitted by EPA staff for your information.