ECHO Usage Statistics

4.0M Page Views by Fiscal Year 3.0M ECHO V.1 400,000 2.0M ECHO V.2 375,000 1.0M 350,000 0.0M FY03 325,000 300,000 275,000 250,000 225,000 200,000 175,000 150,000 Feb Aug Feb Aug Oct Dec Dec Jun Oct Dec Apr Jun Aug Oct Dec Apr Jun Feb | Apr Feb Apr Jun Aug FY 2014 FY 2015 **FY 2016** FY 2017 Beta Enhanced Water Search ECHO^{2.0} **DMR** Loading Corporate CWA Biosolids **Drinking Water** Facility Search Released and Effluent Compliance Tool 2.0 **Facility Search** Dashboard Results Charts Screener Released Enhanced Released Released Released Released Criminal Hazardous Waste Air Search and **CWA Industrial Interactive Web Drinking Water** Search and Civil **DMR LT Effluent** Enforcement Service Stormwater Search Released **Enforcement Case** Limit Exceedances **Case Search** Documentation Search Search Released Search Released Released Released Released

ECHO Total Monthly Page Views Since Modernization

FY 2017 Most Popular ECHO Features

| Feature | Total Page Views | Average Monthly Views | Monthly Trend |
|------------------------------------|------------------|--------------------------|---------------|
| Water Pollutant Loading Tool (all) | 1,627,837 | 135,653 | 3.1% |
| Detailed Facility Report | 564,076 | 47,993 | 0.7% |
| Facility Search | 452,373 | 37,698 | -1.1% |
| Enforcement Case Search | 105,413 | 8,784 | 7% |
| Enforcement Case Report | 85,926 | 7,161 | 11% |
| Effluent Charts (Report) | 46,579 | 3,882 | -0.5% |
| State Dashboards | 32,862 | 2,739 | 1.6% |

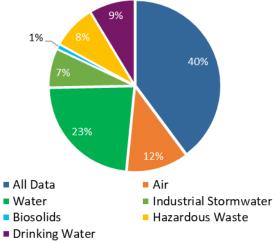
A complete list of ECHO Features are presented in ECHO Usage Statistics: Additional Details.



| · 0 | | |
|---------------------------------------|-----------------------------|--|
| Metric | Value | |
| Page Views | 3,924,347 | |
| Sessions | 460,864 | |
| Users | 192,984 | |
| % New Visitors | 51% | |
| % Returning Visitors | 49% | |
| Pages/Session | 4.98 | |
| Average Session Duration ¹ | 7:19 | |
| Bounce Rate ² | 36% | |
| Mobile Sessions | 22,236 (6% of all sessions) | |

FY 2017 ECHO Usage Metrics

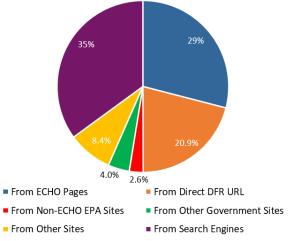
FY 2017 ECHO Facility Search Usage



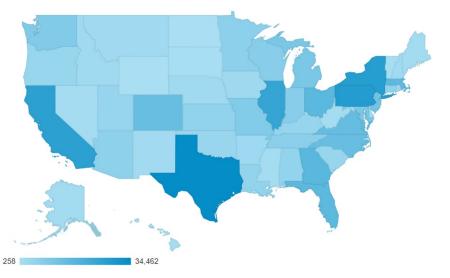
FY 2017 ECHO Pages Most Often Navigated To From Home Page

| Page Title | Page Views |
|--------------------------|------------|
| Facility Search Results | 188,196 |
| Facility Search | 48,549 |
| Enforcement Case Search | 3,907 |
| Detailed Facility Report | 2,641 |
| Learn More About ECHO | 1,223 |
| Data Downloads | 1,071 |
| ECHO Tutorials | 852 |

FY 2017 How Users Access the Detailed Facility Report^{3, 4}



FY 2017 ECHO Sessions by State



¹Average session duration for all EPA websites is 3:15.

²Percentage of single page sessions.

³Navigation from non-ECHO EPA sites is based on the top 1,000 referral pages.

⁴Users most commonly accessed the DFR from Facility Search Results (78%), Effluent Charts (4.4%), and Enforcement Case Reports (4.0%).



