|  |  |  |
| --- | --- | --- |
| Date |  |  |
|  |  |  |
| Addressee | **Re:** | Facility/Site ID |
| Facility/Company Name |  | Permit # |
| Address |  |  |
| City, State ZIP |  |  |

**Subject: Customer Satisfaction Survey - Permit Issuance**

Please take a few minutes to fill out this survey about your recent permit issuance. To provide you and other facilities with the best service possible, we appreciate your honest feedback. We will use this to plan and improve our permitting process. This survey is voluntary and will not affect your facility’s compliance status. Please complete this form within two weeks and return to Canton Air Pollution Control with the self-addressed envelope provided. If no response is received within two weeks, we will assume that you prefer not to fill out the survey.

**Please give the following information:**

Type of permit issued (check all that apply): [ ]  Title V [ ]  FEPTIO [ ]  PTIO [ ]  PBR [ ]  Don’t know [ ]  Prefer not to answer

Medium through which you applied for the permit (check one): [ ]  Online [ ]  Hard copy [ ]  Emailed

 [ ]  Don’t know [ ]  Prefer not to answer

**Please assess the following statements:** *(Check one box on each line)*

|  |  |
| --- | --- |
|  | *Level of Satisfaction (Highest to Lowest)* |
|  | *Strongly Agree* | *Agree* | *Disagree* | *Strongly Disagree* | *Does Not Apply* | *Prefer Not to Answer* |
| Canton APC gave clear information on what type of permit was required. | [ ]  | [ ]  | [ ]  | [ ]  |  | [ ]  |
| Canton APC communicated effectively with any third parties (consultants, etc.) involved in assisting the facility with the permitting process. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| The permit was issued in a timely manner. | [ ]  | [ ]  | [ ]  | [ ]  |  | [ ]  |
| Questions asked during the permitting process were answered in a timely manner. | [ ]  | [ ]  | [ ]  | [ ]  |  | [ ]  |
| Terms and conditions of the issued permit were clear and understandable. | [ ]  | [ ]  | [ ]  | [ ]  |  | [ ]  |
| The guidance given by Canton APC was sufficient to complete the permitting process. | [ ]  | [ ]  | [ ]  | [ ]  |  | [ ]  |
| The forms required for the permit application (Section I, Section II, EAC) were easy to understand. | [ ]  | [ ]  | [ ]  | [ ]  |  | [ ]  |
| Responses to comments on draft permits were satisfactory. [also preliminary proposed (PPP) for Title V permits] | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

**Please share any additional comments you have.** If you need more room, you may continue your comments on the back of this form: