



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF ENVIRONMENTAL QUALITY
LANSING



DAN WYANT
DIRECTOR

VIA E-MAIL

TO: Senate Appropriations Subcommittee on Environmental Quality Members
Senate Natural Resources, Environment, and Great Lakes Committee Members
House Appropriations Subcommittee on Environmental Quality Members
House Natural Resources, Tourism, and Outdoor Recreation Committee Members
Ellen Jeffries, Director, Senate Fiscal Agency
Mary Ann Cleary, Director, House Fiscal Agency

FROM:  James M. Kasprzak, Chief, Administration Division

DATE: July 6, 2012

SUBJECT: Report on Section 228 of 2011 PA 63 (Act 63)

In accordance with Section 228, of Part 2, Provisions Concerning Appropriations for Fiscal Year 2011-2012, of Act 63, attached is the Department of Environmental Quality (DEQ) report on the DEQ Inspection Customer Satisfaction Evaluation Program for the third quarter of fiscal year 2012.

If you need further information, please contact Bryce Feighner, Chief, Office of Environmental Assistance, at 517-241-1546; or you may contact me at 517-241-7427.

Attachment

cc/att: Ellen Jeffries, Director, Senate Fiscal Agency
John Nixon, Director, State Budget Office
Dennis Muchmore, Governor's Office
Dick Posthumus, Governor's Office
Jacques McNeely, State Budget Office
Jennifer Harrison, State Budget Office
Dan Wyant, Director, DEQ
Jim Sygo, Deputy Director, DEQ
Jamie Clover Adams, Director of Policy and Legislative Affairs, DEQ
Maggie Cox, Legislative Liaison, DEQ
Jane Schultz, DEQ
David Fiedler, DEQ
Bryce Feighner, DEQ

Department of Environmental Quality
Inspection Customer Satisfaction Evaluation Program
Fiscal Year 2012 Survey Data Report

Pursuant to the requirements of Section 228 of 2011 PA 63, the Department of Environmental Quality (DEQ) began collecting customer satisfaction survey data related to inspections performed in approximately 30 DEQ program areas in April 2012. The DEQ inspection survey was offered to businesses inspected by the DEQ staff in the following program areas:

- **Air Quality Division** – air pollution, asbestos, and dry cleaning
- **Remediation Division** – aboveground storage tanks, brownfield redevelopment, general cleanup, leaking underground storage tank cleanup, and underground storage tanks
- **Resource Management Division** – biosolids, campgrounds, hazardous/liquid industrial waste, medical waste, public water supply, radiological protection, scrap tires, septage waste, solid waste, swimming pools, metallic mining, mineral wells, nonferrous mining, oil and gas, and sand dune mining
- **Water Resources Division** – animal feeding operations, sanitary sewer construction, construction storm water, groundwater discharge, industrial storm water, municipal storm water, non-storm water wastewater discharges to surface water, soil erosion and sedimentation control, and storage of polluting materials

As part of the initial inspection meeting, the DEQ inspectors now provide businesses with a copy of the DEQ inspection brochure titled, *Environmental Inspections: Rights & Responsibilities*, and encourage them to complete an online survey. The brochure:

- Describes the inspection process;
- Provides access to additional information related to inspection rights and compliance assistance resources; and
- Identifies how to complete an inspection survey and view the DEQ survey results, including those pertaining to other principle activities like permitting, training, hearings, and compliance assistance services, at <http://www.michigan.gov/deqsurveys>.

The inspection survey questions were standardized across all divisions and programs, facilitating cross division/program comparison of results and taking action on the feedback. For the third quarter, fiscal year 2012, 59 people responded providing survey feedback. Of those responding, 100 percent reported that the DEQ inspection staff was professional, courteous, adequately answered their questions, and provided them with a copy of the DEQ inspection brochure; 96 percent reported the inspector adequately explained their initial findings at the close of the inspection; and 88 percent reported the inspector identified himself and the reason for the inspection.

Comments shared by those surveyed generally demonstrated a high level of customer satisfaction with the DEQ inspectors in the surveyed programs. Comments highlighting this feedback include the following:

The inspector always makes himself available to answer any question I may have, not only during inspection, but all throughout the year. He is a good resource for me to count on for any information I may need to stay compliant to existing or new regulation.

The inspector provided much needed technical assistance and consultation in a professional manner. He walked us through the online reporting system and now we have a better understanding of guidelines.

When asked to provide specific suggestions on how to improve the DEQ inspection process, most responses confirmed that the inspection process is working well to facilitate good communication and compliance. One respondent replied that he did not have any suggestions for improving the inspection process and that the *"inspector is very helpful and informative. He answers all questions professionally and complete. This helps us to achieve our goal of being 100 percent compliant with all rules and regs."*

Another respondent recommended cross division/program coordination of inspections by stating, *"Maybe spread out inspections from different divisions; in the last two months we have been visited by Air Quality Division, Water Resources Division, and Waste and Hazardous Materials Division. However, we have no violations. Rather than perform multiple inspections in a few months span, and then not visit again for three years, it would serve a better purpose to perform these inspections spread out over several months to give a better snapshot of how a business is performing."*