

In order to improve our service, please rate your level of agreement with the following statements: 10 = "strongly agree, 5 = "neutral", and 0 = "strongly disagree"

1. Overall, I was satisfied with the Renewable Operating Permit (ROP) renewal process.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

2. The timeline we developed with the permittee was helpful to the ROP renewal process and contributed to the timely renewal of their ROP.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

3. I was satisfied with the mark-up permit and application received from the applicant.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

4. The working-draft ROP that I sent to the permittee contained sufficient special conditions to demonstrate compliance with all applicable requirements.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

5. The facility contact was helpful in resolving issues and timely with responses to information requests.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

6. The conditions in the ROP are practically enforceable.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

7. The facility contact was very knowledgeable about their process and the regulatory requirements applicable to their process.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

8. The ROP allows for operational flexibility as well as regulatory control.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

9. Agency management engagement on this ROP was timely and effective.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

10. I felt that the ROP renewal process was cooperative and not adversarial.

10

9

8

7

6

5

4

3

2

1

Other (please specify)

11. District office in which source is located? (optional)