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GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF ENVIRONMENTAL QUALITY  
LANSING



DAN WYANT  
DIRECTOR

VIA E-MAIL

TO: Senate Appropriations Subcommittee on Environmental Quality Members  
House Appropriations Subcommittee on Environmental Quality Members  
Ellen Jeffries, Director, Senate Fiscal Agency  
Mary Ann Cleary, Director, House Fiscal Agency

FROM: Amy Epkey, Chief, Administration Division 

DATE: June 22, 2015

SUBJECT: Report on Customer Satisfaction Evaluation Program

In accordance with Section 228 of Part 2, Article VII, of 2014 PA 252, attached is the Department of Environmental Quality's (DEQ) report on the customer satisfaction evaluation program for fiscal year 2015.

If you need further information, please contact me at 517-284-5002.

Attachment

cc/att: Dick Posthumus, Governor's Office  
Sara McCauley, Governor's Office  
Josh Sefton, Senate Fiscal Agency  
Viola Wild, House Fiscal Agency  
Dan Wyant, Director, DEQ  
Jim Sygo, Chief Deputy Director, DEQ  
Madhu R. Anderson, Deputy Director, DEQ  
Maggie Pallone, Director of Legislative Affairs, DEQ  
Sarah M. Howes, Legislative Liaison, DEQ  
Jack Schinderle, DEQ

Department of Environmental Quality  
Customer Satisfaction Evaluation Program Report

June 22, 2015

Since October 1, 2010, the Department of Environmental Quality (DEQ) has offered customers an opportunity to provide feedback via 216 different customer service surveys. Of the 216 surveys, 20 are ongoing. Surveys are one element of a continuous process improvement initiative that is informed by metrics, workload analyses, and customer service survey results.

New surveys continue to be developed to help identify programmatic and process improvement needs. Surveys may be in response to receiving a permit, attending a training session, or other interaction with DEQ staff. These surveys gather input on such things as professionalism, timeliness, and environmental benefits, as well as specific program improvement ideas.

One example of this is giving facilities the opportunity to offer feedback after an inspection. Prior to conducting the inspection, DEQ inspectors provide two brochures to the facility. The brochures describe the inspection process and the facility's rights and responsibilities. The inspector also encourages the facility to complete a customer service survey when the inspection is complete, utilizing a link contained in the brochure. Consistent surveys have been developed for the DEQ inspection programs so the results of these inspection surveys can be compared across programs.

Survey results are updated quarterly, reviewed by program managers, and available online at [www.michigan.gov/deqsurveys](http://www.michigan.gov/deqsurveys). The DEQ is committed to lead as Michigan's top environmental stewards, full partners in the state's economic development, and an agency that provides great customer service. We will continue this survey work to measure and meet our goals.