

ROP Renewal - Post Application Survey

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, we were satisfied with the Renewable Operating Permit (ROP) application 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 pre-application meeting with agency staff was valuable and helped us with the application 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)

3. The new application process was easier to use than PASS 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)

4. The new application process provided a cost and time savings to our company.

- | | |
|--------------------------|-------------------------|
| <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 new application forms were clearly written and intuitive.

- | | |
|--------------------------|-------------------------|
| <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 application form instructions were clearly written and helpful to the application 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)

7. The ability to provide a mark-up version of the ROP aided the application 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. It was clear to us what attachments were required to be included (MAP, PMP, CAM Plan, Fugitive dust, etc.) with the application.

- | | |
|--------------------------|-------------------------|
| <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. District office in which source is located? (optional)