

**AQD Permit to Install Customer Service Survey  
April 1, 2015 - June 30, 2015**

**Q1 Name and Contact Information  
(optional):**

Answered: 13 Skipped: 4

#	Responses	Date
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# AQD Permit to Install Customer Service Survey

## Q2 PTI No. (optional):

Answered: 11 Skipped: 6

#	Responses	Date
1	PO585	5/28/2015 7:20 PM
2	168-13	5/18/2015 11:47 AM
3	40-15	5/7/2015 8:49 AM
4	39-15	5/7/2015 8:44 AM
5	PTI 132-05C, Lansing BWL 4 emergency engines	5/5/2015 4:14 PM
6	4-13B	5/4/2015 7:25 AM
7	635-93B	4/27/2015 11:25 AM
8	635-95B	4/23/2015 1:23 PM
9	261-07B	4/16/2015 3:22 PM
10	50-15	4/7/2015 7:09 AM
11	58-15	4/2/2015 7:13 AM

# AQD Permit to Install Customer Service Survey

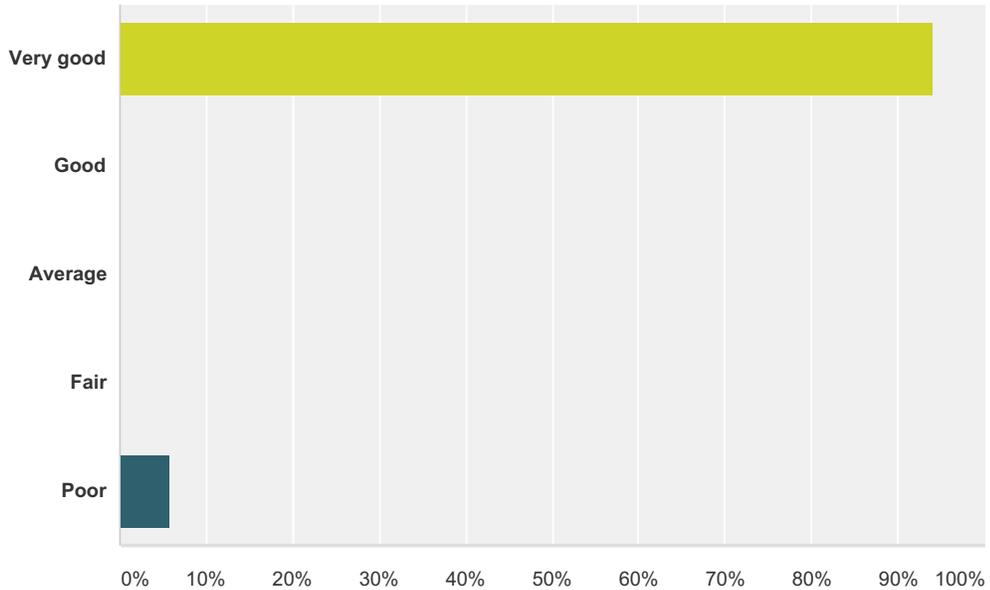
## Q3 Air Quality Division (AQD) Permit Engineer (optional):

Answered: 14 Skipped: 3

#	Responses	Date
1	Steve Lachance, Jenifer Dixon and Christine Grossman	6/2/2015 2:15 PM
2	Paul Schleusener	5/28/2015 7:20 PM
3	Paul Schleusener	5/19/2015 3:11 PM
4	Melissa Byrnes	5/19/2015 3:08 PM
5	Melissa Byrnes	5/19/2015 3:08 PM
6	Michelle Rogers	5/7/2015 8:49 AM
7	Michelle Rogers	5/7/2015 8:44 AM
8	David Riddle	5/5/2015 4:14 PM
9	Melissa Byrnes	5/4/2015 7:25 AM
10	David Riddle	4/27/2015 11:25 AM
11	David Riddle	4/23/2015 1:23 PM
12	Jeffrey Rathbun	4/16/2015 3:22 PM
13	Vrajesh Patel, Andrew Drury	4/7/2015 7:09 AM
14	Nicholas Zabrodsky	4/2/2015 7:13 AM

### Q4 Overall, how would you describe the services provided by the AQD for this project?

Answered: 17 Skipped: 0

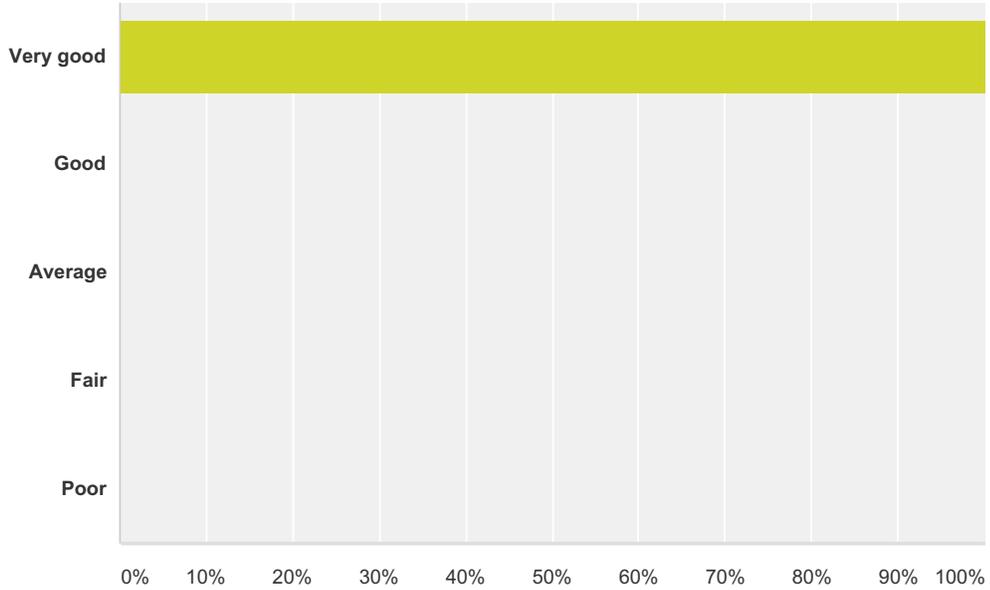


Answer Choices	Responses
Very good	94.12% 16
Good	0.00% 0
Average	0.00% 0
Fair	0.00% 0
Poor	5.88% 1
<b>Total</b>	<b>17</b>

#	Other (please specify)	Date
1	I was very happy with the level of helpfulness from the AQD for my project. They were willing to work with us to create an outcome we both desired.	6/1/2015 2:43 PM
2	This application was complex - MDEQ acted as a middle man incorporating certain terms of a Federal Consent Decree into a PTI, while they were not a party in the C.D. process. Michelle, and AQD management, did a very good job distilling the information provided to them, asking pertinent questions, and translating it all into a good PTI.	5/7/2015 8:49 AM
3	This application was complex - MDEQ acted as a middle man incorporating certain terms of a Federal Consent Decree into a PTI, while they were not a party in the C.D. process. Michelle, and AQD management, did a very good job distilling the information provided to them, asking pertinent questions, and translating it all into a good PTI.	5/7/2015 8:44 AM

**Q5 Overall, how would you describe the professionalism exhibited by AQD staff during this project?**

Answered: 16 Skipped: 1

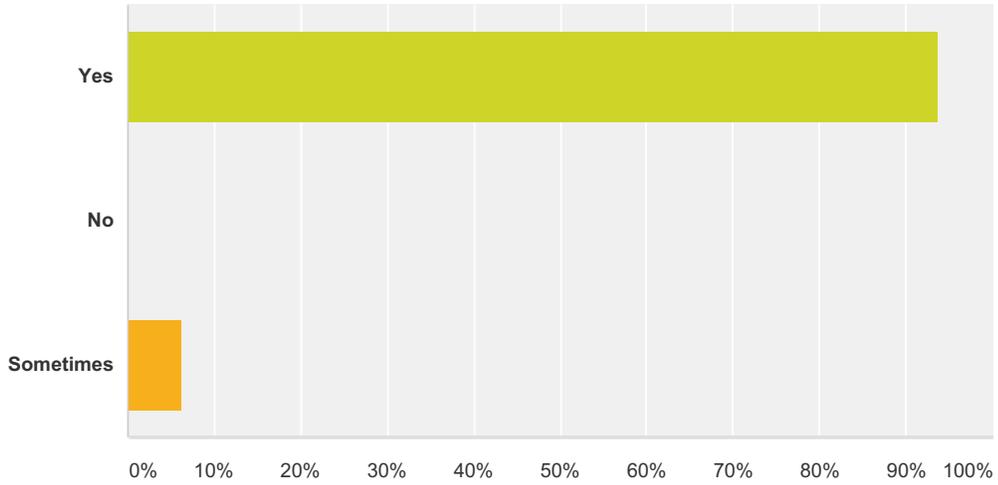


Answer Choices	Responses
Very good	100.00% 16
Good	0.00% 0
Average	0.00% 0
Fair	0.00% 0
Poor	0.00% 0
<b>Total</b>	<b>16</b>

#	Other (please specify)	Date
	There are no responses.	

**Q6 Did AQD staff respond to your information request(s) in an effective and timely manner?**

Answered: 16 Skipped: 1

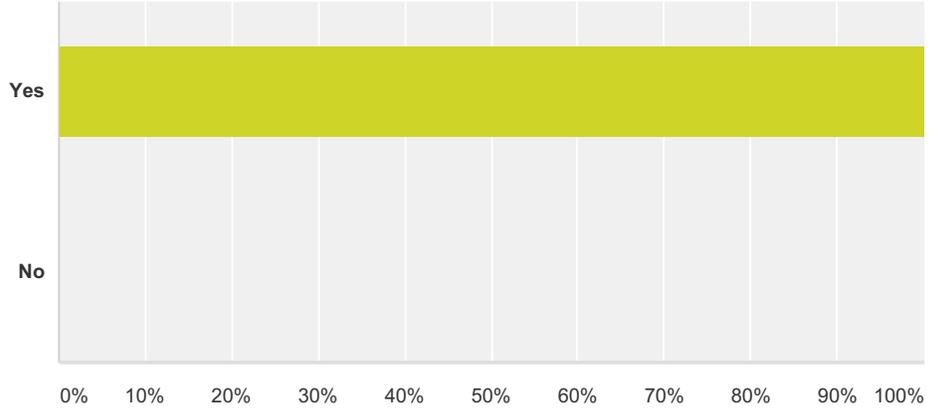


Answer Choices	Responses
Yes	93.75% 15
No	0.00% 0
Sometimes	6.25% 1
<b>Total</b>	<b>16</b>

#	Other (please specify)	Date
1	It was always faster to contact by phone, but sometimes they wouldn't respond to emails.	6/1/2015 2:43 PM
2	During the permitting application process I also worked with Melissa Byrnes. She was very helpful, informative, and patient with all the questions I wanted to talk through with her.	4/27/2015 11:25 AM
3	Always quick to reply	4/23/2015 1:23 PM

**Q7 Were the AQD established timelines to complete the project action communicated adequately to you at the beginning of the project?**

Answered: 13 Skipped: 4

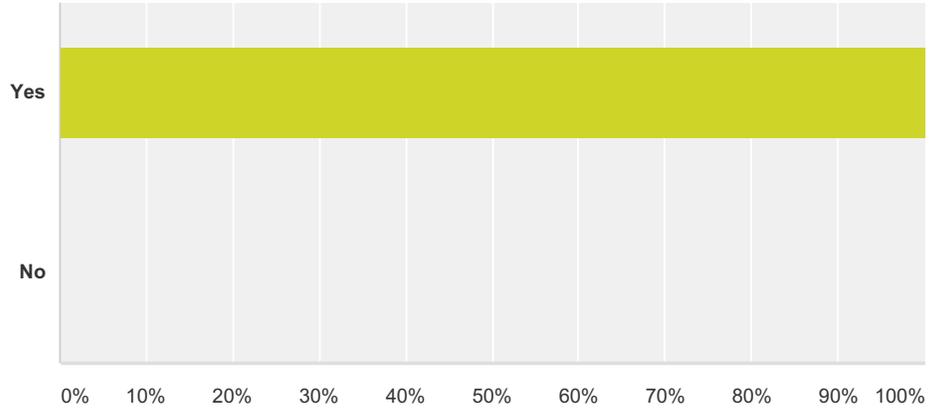


Answer Choices	Responses
Yes	100.00% 13
No	0.00% 0
<b>Total</b>	<b>13</b>

#	Other (please specify)	Date
1	NA	6/2/2015 2:15 PM
2	There certainly were some concerns on our part with this particular application being processed in time to meet our necessary timeline. Primarily this was due to EPA involvement at the last minute and this may have been preventable by acting in concurrence with PTI 39-15, but it was finished in time and AQD had communicated throughout the process that this was the avenue they were taking.	5/7/2015 8:49 AM
3	During a pre application meeting we talked extensively about timelines that were established due to the Federal Consent Decree.	5/7/2015 8:44 AM

**Q8 Was the AQD action taken completed in accordance with the AQD established timelines?**

Answered: 17 Skipped: 0

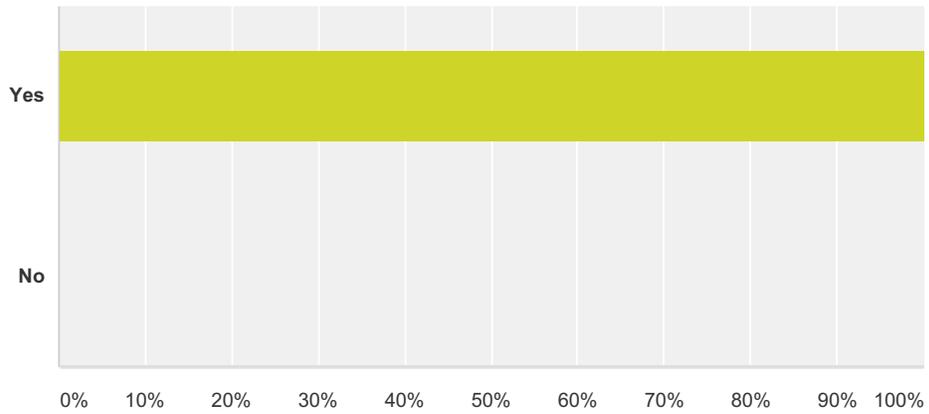


Answer Choices	Responses
Yes	100.00% 17
No	0.00% 0
<b>Total</b>	<b>17</b>

#	Other (please specify)	Date
	There are no responses.	

**Q9 Was the AQD action taken completed in accordance with your business needs?**

Answered: 15 Skipped: 2

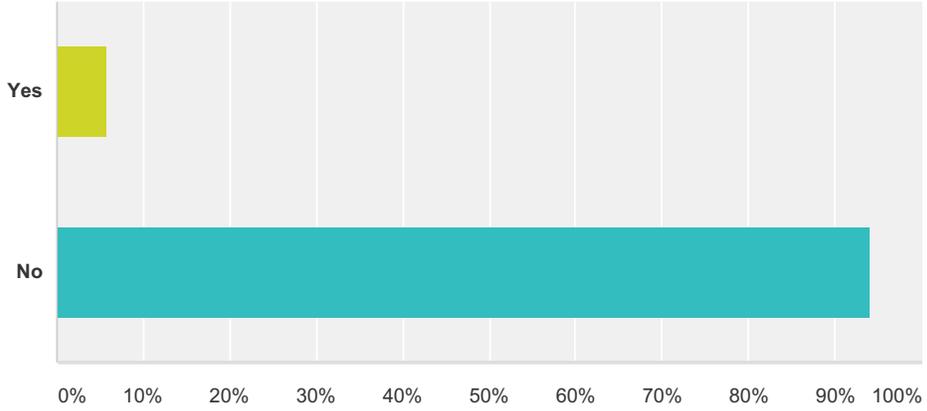


Answer Choices	Responses
Yes	100.00% 15
No	0.00% 0
<b>Total</b>	<b>15</b>

#	Other (please specify)	Date
1	See #7. The PTI is a good product, timing may have been a little better managed but the result is what we needed.	5/7/2015 8:49 AM

**Q10 Do you have specific suggestions for changes or improvements to AQD customer service or AQD processes themselves as a result of this project or any others?**

Answered: 17 Skipped: 0

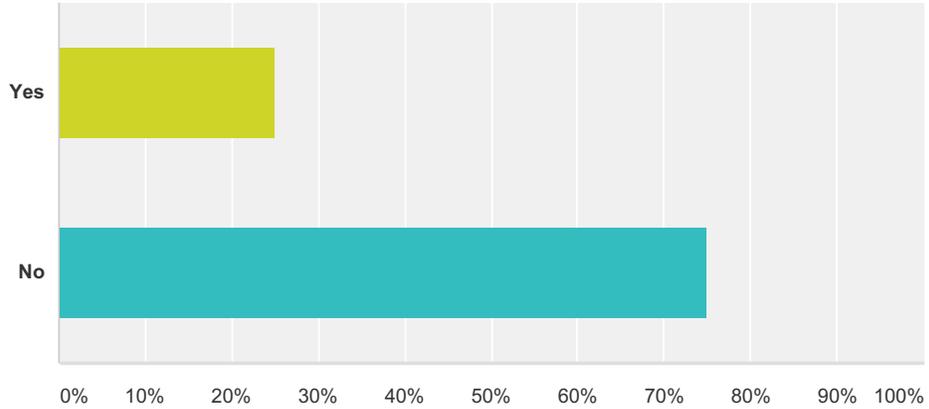


Answer Choices	Responses
Yes	5.88% 1
No	94.12% 16
<b>Total</b>	<b>17</b>

#	Other (please specify)	Date
1	The AQD seems very easy to work with, and they communicate their needs very well.	6/1/2015 2:43 PM

**Q11 Do you have experience with other department programs that you would like to share?**

Answered: 16 Skipped: 1

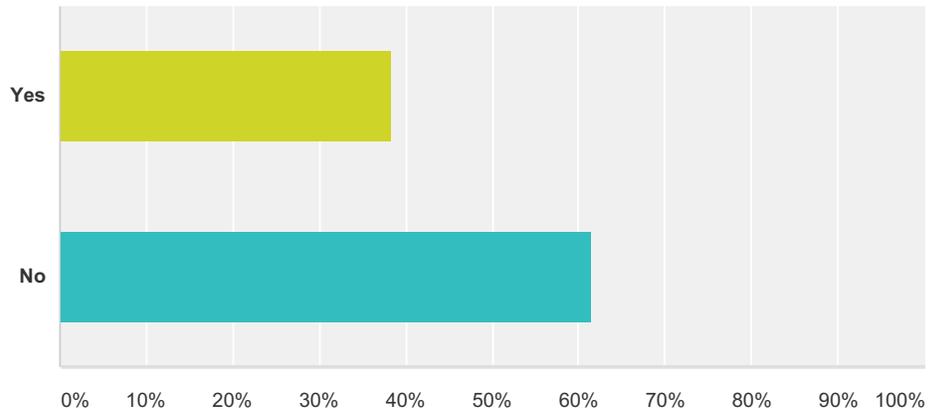


Answer Choices	Responses
Yes	25.00% 4
No	75.00% 12
<b>Total</b>	<b>16</b>

#	Other (please specify)	Date
1	Jeff Rathbun and Joyce Zhu where great to work with and extremely helpful in my getting air permit.	6/25/2015 2:35 PM
2	Consumers Energy is generally happy with the services provided by AQD.	5/7/2015 8:49 AM
3	As a general rule, Consumer Energy is happy with services provided by AQD.	5/7/2015 8:44 AM
4	It seems all areas of DEQ have improved in customer service and response time.	4/23/2015 1:23 PM

### Q12 Is there anything else you would like to tell us?

Answered: 13 Skipped: 4



Answer Choices	Responses
Yes	38.46% 5
No	61.54% 8
<b>Total</b>	<b>13</b>

#	Other (please specify)	Date
1	I am not sure where to leave this information, but the East Michigan AWMA recently sponsored a workshop on some new boiler requirements. We were fortunate to get Steve Lachance and Jenifer Dixon to attend and provide very helpful information. Christine Grossman helped us to get the "right people in the right place". They were very friendly, honest about things they could not provide information on and showed our workshop attendees the website for even more information. We greatly appreciate their participation.	6/2/2015 2:15 PM
2	We appreciated all of the hard work and the great communication that went into processing our permit application. We really appreciated the two way communication that allowed the process to move as efficiently as possible.	5/28/2015 7:20 PM
3	Paul worked very hard to make sure that the permit application kept moving. In a couple cases he requested additional information, but made sure we knew he would continue working on other areas of the permit while we gathered the information needed. He also kept everyone in the loop by providing periodic updates on what information was still needed, due dates, etc. This was a very pleasant permitting experience!	5/19/2015 3:11 PM
4	Ms. Byrnes was wonderful!! We had comments on some testing conditions and she worked hard to make sure our concerns were addressed while still ensuring that the proper testing was being performed. In addition, we explained the timeline for the project and she made sure it was met!	5/19/2015 3:08 PM
5	Ms. Byrnes was wonderful!! We had comments on some testing conditions and she worked hard to make sure our concerns were addressed while still ensuring that the proper testing was being performed. In addition, we explained the timeline for the project and she made sure it was met!	5/19/2015 3:08 PM
6	Every step of this process went well. The AQD staff were very helpful and accommodating. Thanks to all	4/23/2015 1:23 PM
7	The Engineer was very knowledgeable and made the process very easy to complete.	4/16/2015 3:22 PM
8	The only negative I have is that all of the rules involved are too complicated for a smaller company. We would have been lost if we hadn't hired a consultant for \$3,000.	4/7/2015 7:09 AM