

Office of Environmental Assistance Customer Service Survey  
April 1, 2015 - June 30, 2015

**Q1 What is the name of the staff person(s)  
that assisted you?**

Answered: 12 Skipped: 0

#	Responses	Date
1	Dave Drullinger	6/24/2015 9:00 AM
2	Christine Grossman	6/11/2015 10:38 AM
3	Christine Grossman	6/10/2015 11:46 AM
4	Jenifer Dixon	6/8/2015 8:30 AM
5	David Drullinger	5/26/2015 3:17 PM
6	Jenifer Dixon	5/22/2015 10:27 AM
7	Jenifer M. Dixon	5/13/2015 12:05 PM
8	Christine Grossman	4/30/2015 2:26 PM
9	I think it was Tracie	4/24/2015 11:59 AM
10	Dave Drullinger	4/23/2015 11:49 AM
11	Tonya	4/3/2015 11:21 AM
12	Drullinger dave	4/2/2015 8:28 PM

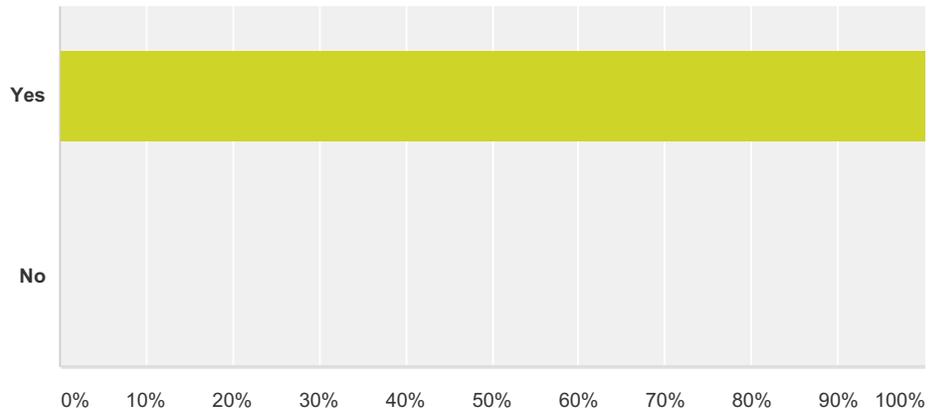
**Q2 Why did you contact us?**

Answered: 12 Skipped: 0

#	Responses	Date
1	Algae Concern in local canal	6/24/2015 9:00 AM
2	I'm a real estate appraiser appraising a somewhat unique property. I was inquiring about MDEQ's perspective of the environmental status of the property.	6/11/2015 10:38 AM
3	To seek clarification on regulations	6/10/2015 11:46 AM
4	PTI question	6/8/2015 8:30 AM
5	Guidance on how to verify a permit	5/26/2015 3:17 PM
6	Help with permits	5/22/2015 10:27 AM
7	VOC emission factors or data for adhesives manufacturing	5/13/2015 12:05 PM
8	Sending manifest copies	4/30/2015 2:26 PM
9	Because the Gratiot count Drain commissioner suggested it.	4/24/2015 11:59 AM
10	Issues regarding New St. County Park locations	4/23/2015 11:49 AM
11	Because I missed you guys	4/3/2015 11:21 AM
12	For info about a dock on Walled Lake	4/2/2015 8:28 PM

### Q3 Did our staff respond in a timely manner?

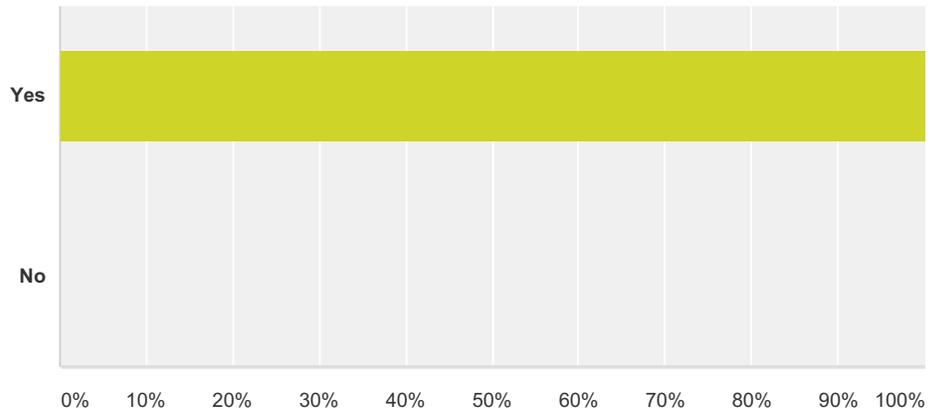
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
<b>Total</b>	<b>12</b>

**Q4 Did our staff answer any question(s) you had to your satisfaction?**

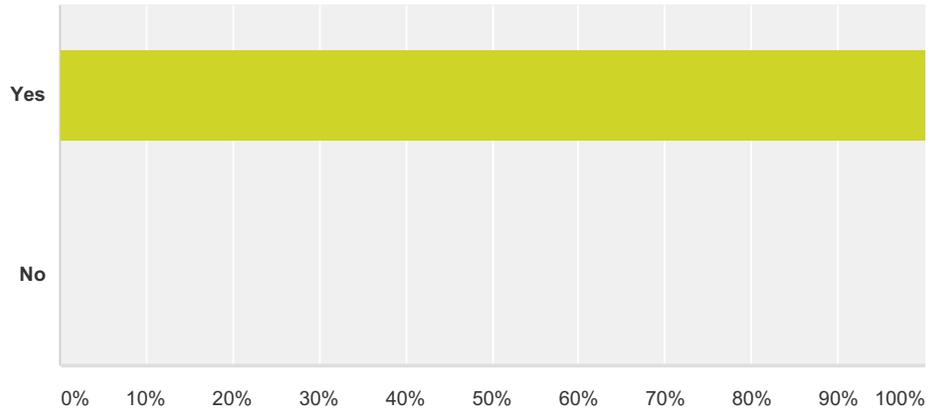
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
<b>Total</b>	<b>12</b>

### Q5 Was our staff professional?

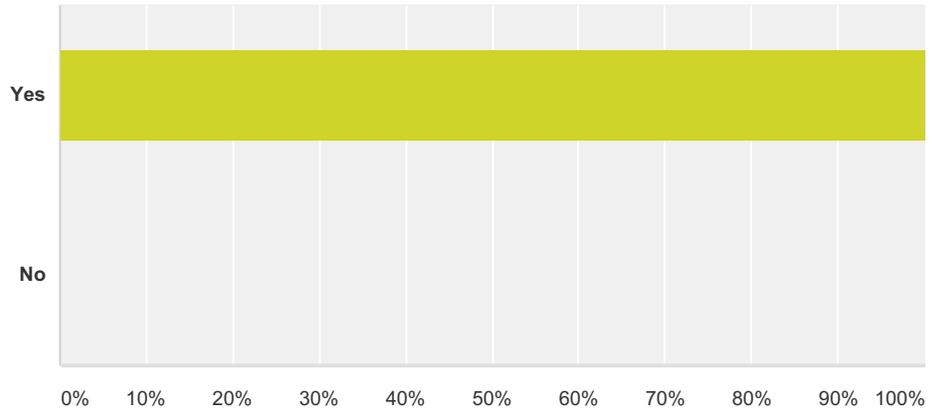
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
<b>Total</b>	<b>12</b>

### Q6 Was our staff courteous?

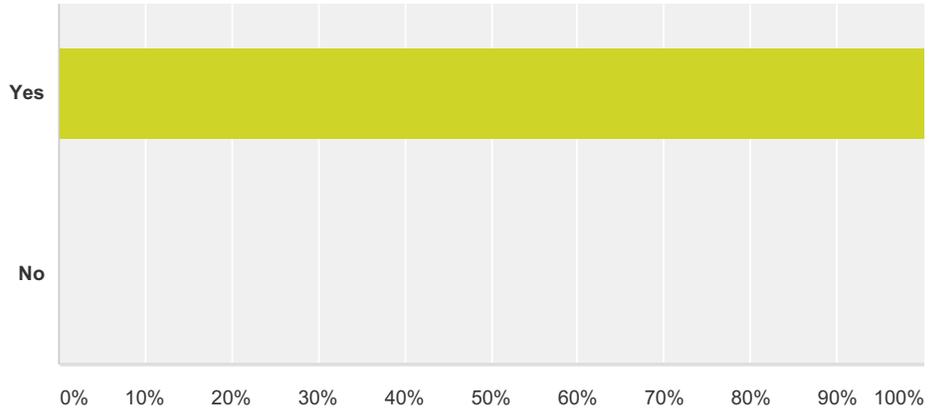
Answered: 12 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	12
No	0.00%	0
<b>Total</b>		<b>12</b>

**Q7 As a result of our assistance, do you anticipate taking action that will result in positive outcomes for you and the environment? Please explain if desired.**

Answered: 11 Skipped: 1



Answer Choices	Responses
Yes	100.00% 11
No	0.00% 0
<b>Total</b>	<b>11</b>

#	Other (please specify)	Date
1	Thank you, Dave!	6/24/2015 9:00 AM
2	Ms. Grossman increased my knowledge of the issue which allowed me to make a better analysis of the property and situation. She even followed up several weeks after my contacting her, sharing an article she had discovered that pertained to the property being discussed. She was very helpful!!!	6/11/2015 10:38 AM
3	We will make sure that the waste is disposed of properly.	6/10/2015 11:46 AM
4	I will try my best that I can considering the circumstances.	4/24/2015 11:59 AM
5	I will have the pleasure of helping Tonya celebrate!	4/3/2015 11:21 AM

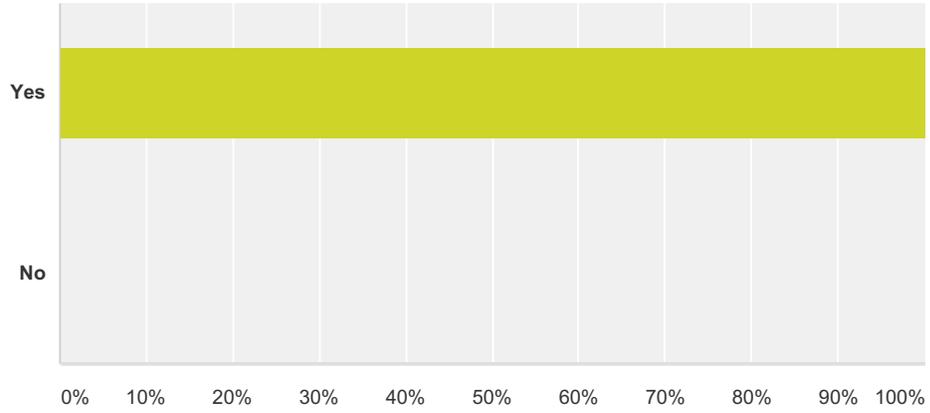
**Q8 Do you have specific suggestions on how we can improve our OEA services?**

Answered: 6 Skipped: 6

#	Responses	Date
1	No	6/10/2015 11:46 AM
2	An obvious link directing the public to 'verify a permit'	5/26/2015 3:17 PM
3	No.	5/13/2015 12:05 PM
4	No because I don't know very much about the services.	4/24/2015 11:59 AM
5	Not at this time	4/23/2015 11:49 AM
6	Hire another Tonya after she retires - that would be someone that takes pride in their work and provides only the best customer service, both internally and externally.	4/3/2015 11:21 AM

### Q9 Would you recommend our OEA services to others?

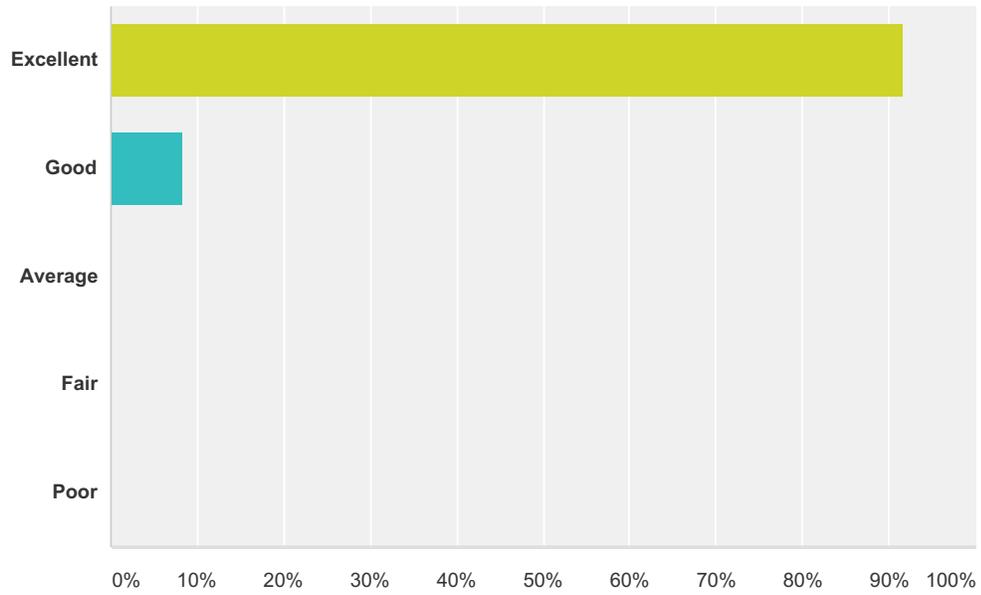
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
<b>Total</b>	<b>12</b>

### Q10 Overall, how would you rate the service provided by our staff?

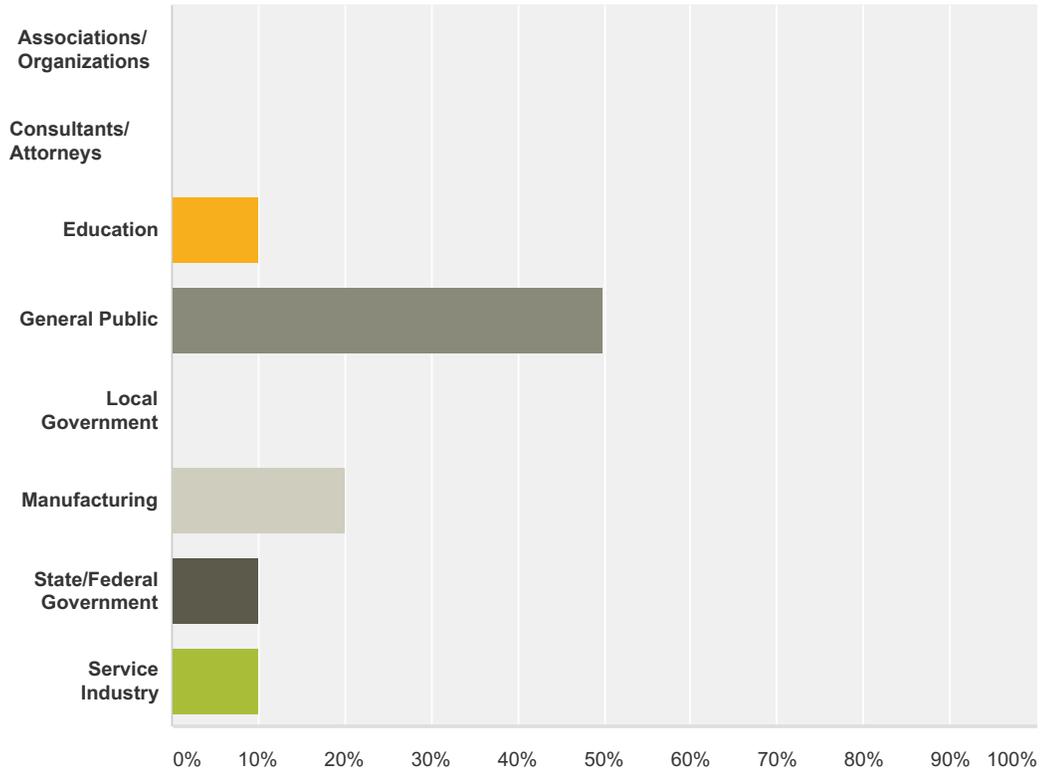
Answered: 12 Skipped: 0



Answer Choices	Responses
Excellent	91.67% 11
Good	8.33% 1
Average	0.00% 0
Fair	0.00% 0
Poor	0.00% 0
<b>Total</b>	<b>12</b>

### Q11 Which best describes your affiliation?

Answered: 10 Skipped: 2



Answer Choices	Responses
Associations/Organizations	0.00% 0
Consultants/Attorneys	0.00% 0
Education	10.00% 1
General Public	50.00% 5
Local Government	0.00% 0
Manufacturing	20.00% 2
State/Federal Government	10.00% 1
Service Industry	10.00% 1
<b>Total</b>	<b>10</b>

#	Other (please specify)	Date
1	Real Estate Appraiser	6/11/2015 10:38 AM
2	I'm not really affiliated with any of these that is suggested.	4/24/2015 11:59 AM

**Q12 Name, email, phone number (optional):**

Answered: 7 Skipped: 5

#	Responses	Date