

ENFORCEMENT APPEALS SURVEY

Please make your ratings by drawing a circle around the number corresponding to your response.

	Strongly Agree	Agree	Not applicable/ No opinion	Disagree	Strongly Disagree
AAD staff was polite and courteous.	+2	+1	0	-1	-2
Telephone calls were returned in a timely manner.	+2	+1	0	-1	-2
AAD staff provided me with well-informed answers to my questions.	+2	+1	0	-1	-2
AAD staff was helpful in clarifying rules of practice and procedure.	+2	+1	0	-1	-2
During AAD proceedings, the parties were treated with respect.	+2	+1	0	-1	-2
The Status Conference was helpful.	+2	+1	0	-1	-2
The Prehearing Order was clear.	+2	+1	0	-1	-2
The Prehearing helped to clarify the issues.	+2	+1	0	-1	-2
The parties were informed as to what would be expected of them during the administrative hearing.	+2	+1	0	-1	-2
During the Prehearing and Hearing, I was provided with comprehensible answers to my questions.	+2	+1	0	-1	-2
The Prehearing assisted in preparing me for the administrative hearing.	+2	+1	0	-1	-2
The AAD process provided adequate time for settlement prior to hearing.	+2	+1	0	-1	-2
The Notice of Administrative Hearing informed me of my responsibilities at the administrative hearing.	+2	+1	0	-1	-2
Hearings and conferences were conducted in a timely and efficient manner.	+2	+1	0	-1	-2
AAD proceedings were conducted in an impartial manner devoid of any bias.	+2	+1	0	-1	-2
AAD procedures eliminated unnecessary appearances.	+2	+1	0	-1	-2
Overall, I feel the AAD process is efficient.	+2	+1	0	-1	-2

Please circle the AAD Hearing Officers that you have appeared before:

Kathleen M. Lanphear

Joseph F. Baffoni

Mary F. McMahon

Open-ended Comments...

If you participated in conference calls, did you find that process helpful and/or efficient?

Do you feel AAD's procedures eliminate unnecessary appearances, why or why not?

Did you feel the administrative hearing was conducted in an impartial manner? Please explain.

Please provide any suggestions you would like to be considered.

Additional Comments

If you are an attorney, please complete the following section.

AAD procedures were cost effective for my client.	+2	+1	0	-1	-2
Throughout my experiences with AAD, appeals were handled in an impartial manner.	+2	+1	0	-1	-2
The decision of the Hearing Officer clearly set forth the findings of fact and conclusions of law on which it was based.	+2	+1	0	-1	-2

Thank you for taking the time to complete this survey. When complete, please return the survey in the envelope provided or hand deliver the survey to:

DEM Ombudsman – Survey
Department of Environmental Management
235 Promenade Street, 4th Floor
Providence, RI 02908