

Appendix A – 1 (Generic)

**Draft Rhode Island Department of Environmental Management
Applicant Permitting Survey**

Introduction:

The attached survey is a follow-up to your recent environmental permit application with the RI DEM. We are interested in improving our permitting system, and to do so, we need your honest input. Your participation in this survey is voluntary and can be done anonymously, but we encourage you to take a few moments to help us improve the quality of our permitting processes.

Instructions:

Please complete this survey by placing a mark in the box that describes your experience with the DEM permitting program. Most of the questions in this survey ask that you rate some aspect of DEM's performance by indicating whether the service exceeded expectations, met expectations, or did not meet expectations. If a question does not apply to your interaction with DEM, please check it and go on to the next question.

This survey is estimated to take about 10 minutes to complete.

Rhode Island Department of Environmental Management's Applicant Permitting Survey

1) Permit Type Identification: Please identify the type of program your response to this survey applies, and identify the specific permit type by placing a mark in the box to the right of the permit type. You may mark more than one, as appropriate, or, if your responses will differ substantially for different program areas, please copy this form and submit one for each program area.

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____

2) Pre-application meeting/discussion: These questions cover the pre-application discussion or meeting (i.e., a phone call or meeting) with DEM to discuss the application process before you submitted the application.

a. How satisfied are you with the availability of DEM staff in responding to your pre-application questions?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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b. How satisfied are you with the assistance provided by DEM staff during the pre-application meeting /discussion?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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c. How satisfied are you with the usefulness of the information provided to you through the pre-application meeting/discussion?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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d. How satisfied are you that the DEM staff provided suggestions or information to help minimize the overall permitting burden (e.g., using pollution prevention opportunities to reduce emissions, or identifying future needs now to minimize the need for modifications later)?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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3) Permit Application Review and Determination: These questions cover the time period from the submission of your permit application to DEM's decision to either issue or deny the permit.

a. How satisfied are you with the clarity of the permit application forms?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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b. How satisfied are you with the clarity of the accompanying instructions or guidance?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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c. How satisfied are you with DEM's timeliness in notifying you that your application was complete?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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d. If you received any requests for supplemental information by DEM, how satisfied are you in the following areas?

i. Clarity of Request?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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ii. Timeliness of DEM's request?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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iii. Relevance of Request?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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e. How satisfied are you with DEM's timeliness in determining the issuance or denial of your permit?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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f. How satisfied are you with the clarity of the final permit decision?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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4) Overall satisfaction: These questions cover your overall level of satisfaction with the handling of the permit process by DEM.

a. Overall, how satisfied are you with the way the permitting process was managed?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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b. Overall, how satisfied are you that the DEM permitting staff treated you in a courteous manner?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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c. Overall, how satisfied are you with the quality and timeliness of the communications you have received from the DEM?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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d. Overall, how satisfied are you that the DEM permitting staff responded to your needs for guidance, information, or technical support under the permit process?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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e. Overall, how satisfied are you with the role of the permitting process in protecting the environment?

Exceeded expectations <input type="checkbox"/>	Met expectations <input type="checkbox"/>	Did not meet expectations <input type="checkbox"/>	Does not apply <input type="checkbox"/>
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5) This survey is being filled out by: __Consultant ___ non-Consultant __ Governmental Unit

6) Should DEM allow applications to be filed electronically? _____ Yes ___ No ___

7) If DEM allowed applications to be filed electronically, would you file your application in this manner? _____ Yes ___ No ___

8) Would you be willing to work with DEM in the event a stakeholder group is started to improve the permit process? (If yes, please complete question 9.) _____ Yes ___ No ___

If yes, please complete question 9. (If no, completion of question 9 is optional. Your responses will be used by DEM for informational purpose only.)

9) Please provide the following information:

Name: _____

Organization: _____

Address: _____

Town/City: _____ State: _____

Zip Code: _____

Telephone Number: (____) _____

10) Please provide any other comments you would like us to consider:

Thank you for taking the time to complete this survey.

When complete; please return the survey to:

Sandra Lopes
Department of Environmental Management
DEM Ombudsman
235 Promenade Street
Providence, RI 02908

If you have any questions about the survey, please contact Ms. Lopes at 222-4700 extension 2418 or Sandra.lopes@dem.ri.gov