



# **DEM Permitting Program**

## **Customer Satisfaction**

### **Survey Results 2003**



Prepared by: Thomas Getz  
Ombudsman  
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## **Acknowledgements**

The Department of Environmental Management conducted a survey of some of its permitting programs in August and September 2003. Almost 1200 surveys were sent out to businesses, municipalities and citizens who applied for permits in the July 2002 to June 2003 time period. One hundred eighty-nine people took the time to fill out these surveys and provided DEM with valuable information about these permitting programs. DEM would like to express its appreciation to everyone who provided the department with both positive comments and constructive criticism.

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Author

Thomas D. Getz

Ombudsman

Rhode Island Department of  
Environmental Management

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## I. Executive Summary

This summer, DEM completed its second customer satisfaction survey of its major permitting programs. Approximately 1200 individuals, consultants, municipalities and individuals who applied for permits in FY 2003 were surveyed. The results of this survey showed that DEM was providing a good level of customer service with respect to its conduct in pre-application meetings, permit application review and overall effectiveness of the permit program. Table 1 below is a compilation of the survey results.

<b>Table 1</b>			
<b>Permitting Program Survey Results</b>			
<b>Program</b>	<b>Pre-application Meetings</b>	<b>Permit Application Review and Determinations</b>	<b>Overall Satisfaction</b>
Air	Very Good Service	Good Service	Very Good Service
ISDS	Average Service	Average Service	Average Service
Pesticides	N/A	Excellent Service	Excellent Service
Waste	Excellent Service	Excellent Service	Excellent Service
Water	Good Service	Average Service	Average Service
Wetlands	Average Service	Average Service	Average Service
<b>Average of all Programs</b>	<b>Good Service</b>	<b>Good Service</b>	<b>Good Service</b>

As can be seen above, customer satisfaction varied by program and DEM provided an average to excellent level of service in all programs. Although not all the program surveys represented a statistically valid sample, the survey results in 2003 show a general improvement trend. The most typical negative response indicated that the timeliness of permit decisions some of the DEM permit programs could be improved. Even though concerns were raised about timeliness issues with the permitting programs, there was strong support for the function of these programs. Responses from five of the six programs rated the role of the permitting process in protecting the environment at the excellent to good service level.

## II. Background

The Department of Environmental Management issues approximately ten thousand environmental permits during the course of a year. The Ombudsman conducted a survey in August and September of 2003 to assess the customer satisfaction of these permitting programs. This survey was based on a protocol developed by the U.S. Environmental Protection Agency for evaluating permitting programs.

The target of the survey was individuals or businesses that applied for permits in the last fiscal year. Not all permit types were surveyed. Appendix A lists the permit programs that were surveyed. The survey was designed to have a return rate that would represent a statistical sample. Appendix B outlines the rationale for selecting the survey return targets. A survey protocol was developed prior to the mailing and is available for review.

The surveys were sent to over 1100 businesses / municipalities / individuals who applied for environmental permits in 2003. Appendix C is an example of the survey instrument used. The survey was designed to collect information in a manner that would allow statistical analysis of the data concerning DEM permits. We were not successful in collecting a statistically valid sample in some

cases because of the low number of permits processed and or the low response rate. 189 surveys were returned. This is an overall response rate of 16%. Table 2 is a breakdown of the responses received by program.

<b>Programs Surveyed</b>	<b>Total Surveys Sent</b>	<b>Total Surveys Returned</b>	<b>Return Rate</b>
Air	43	16	37%
ISDS	155	40	26%
Pesticides	177	39	22%
Waste	382	45	12%
Water	252	20	8%
Wetlands	155	29	19%
<b>Totals</b>	<b>1164</b>	<b>189</b>	<b>16%</b>

The survey elicited responses from customers in three main areas of the permitting process, i.e., Pre-application Meetings, Permit Application Review and Determinations, and Overall Satisfaction. The survey requested the applicants to rate DEM’s effort as “exceeding expectations”, “meeting expectations” or “not meeting expectations”. Some individuals had no contact with DEM and used consultants to apply for permits. Because of this, some responses fell into the “does not apply” category.

Responses were aggregated by program area because there were insufficient surveys returned to analyze data in a statistical sense by individual sub-programs. For example, all ISDS application types were grouped together in the ISDS response. The same was true for the Wetlands and the Office of Waste Management programs. By aggregating the responses together, we were able to provide observations on customer satisfaction by these programs.

In order to simplify the analysis of the data the “exceeded expectations” and “met expectations” responses were combined or collapsed into one category and called this the positive response. The “did not meet expectations” response was considered a negative response. Appendix D is a compilation of the collapsed responses. An open-ended question was included in the survey that allowed the survey respondent to discuss other issues. The comments of the open-ended questions will be discussed in Section V.

In order to analyze the results of this survey it would have been useful to compare the responses in Rhode Island with a national database that measures customer satisfaction. This was an EPA survey instrument, but information was not available that would set a benchmark for analyzing the survey results. In addition, information on customer satisfaction of governmental agency permitting processes was not available. A comparison of the results from the 2002 and 2003 surveys will be discussed in Section IV (Trends).

The evaluation system in Table 3 was used to rate the programs. This evaluation system is similar to numerical values that were used in the 2002 survey. Customer satisfaction is an important issue at DEM. As a result, this evaluation system is rigorous and the standard for meeting customer satisfaction is set high. It is the goal of DEM to provide customer service at the very good to excellent level for all programs. This survey will allow DEM to conduct an evaluation of its permitting programs and to continue the process of continuous improvement in its service to the public.

<b>Table 3 Proposed Program Evaluation System</b>	
<b>Positive Response Rate</b>	<b>Service Provided</b>
96-100%	Excellent Service
91-95%	Very Good Service
86-90%	Good Service
80-85%	Average Service
Less than 80%	Service needs improvement

### III. General Observations on DEM's Permitting Programs

Table 1 is a compilation of the results of all surveys aggregated by category. In 2003, there are no obvious statements that can be made about the permitting process. The results varied in the three categories from fair to excellent service. In general DEM provided an average level of service in its permitting programs. Specific comments will now be discussed in the individual program permitting programs.

<b>Table 1 Permitting Program Survey Results</b>			
<b>Program</b>	<b>Pre-application Meetings</b>	<b>Permit Application Review and Determinations</b>	<b>Overall Satisfaction</b>
Air	Very Good Service	Good Service	Very Good Service
ISDS	Average Service	Average Service	Average Service
Pesticides	N/A	Excellent Service	Excellent Service
Waste	Excellent Service	Excellent Service	Excellent Service
Water	Good Service	Average Service	Average Service
Wetlands	Average Service	Average Service	Average Service
<b>Average of all Programs</b>	<b>Good Service</b>	<b>Good Service</b>	<b>Good Service</b>

#### A. Air Program Survey Results

The air survey requested responses from three program areas, i.e., the operating, pre-construction and air toxics operating permit programs. We received 16 responses from the 94 surveys sent out. Ten responses were from operating permit sources, 5 from the pre-construction permitting program, 2 from the air toxics operating program and 2 miscellaneous. (The number adds up to greater than 16 because more than one category was checked on a number of surveys.) Table 4 tabulates the survey results, including the collapsed response. Due to the small sample size, the responses are not considered as statistically valid, but we will be able to make some observations of the program nevertheless. The permitting process was judged in the very good to good range in all categories. The program should look at the forms and guidance it provides to applicants to determine if there can be ways to improve on the service provided.

**Table 4**

**Air Permitting Program Customer Survey Results**

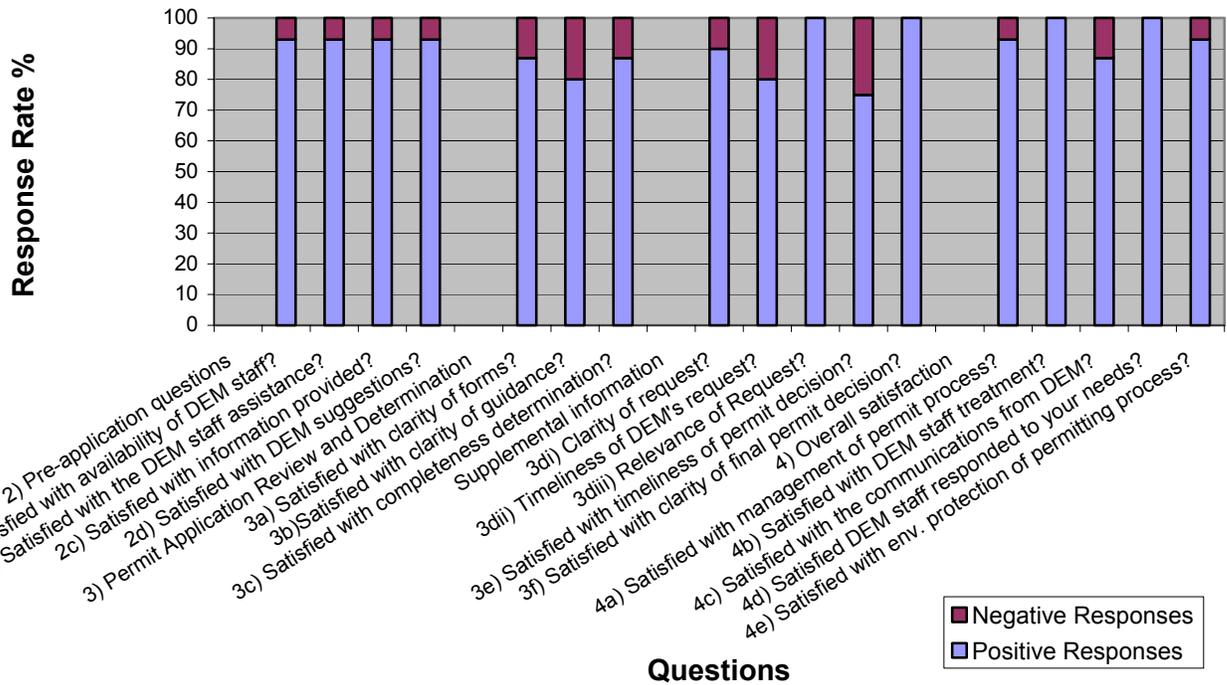


Table 5 is a tabulation of the results for the three categories covered by the survey, i.e. pre-application meetings, permit application review and determinations and over-all satisfaction of the permitting process. According to this survey, the air-permitting program is providing a very good level of service to permit applicants returning the surveys.

Survey General Topics	Positive Response Rate	Service Provided
Pre-application Meetings	93%	Very Good Service
Permit Application Review and Determinations	87%	Good Service
Overall Satisfaction	95%	Very Good Service
Average Satisfaction	92%	Very Good Service

The most positive responses of the permitting program are noted in Table 6 below. According to the survey responders, DEM program staff provided excellent service. In addition the survey indicated support for the pre-application process.

<b>Table 6 Air Permitting Program Strengths</b>		
Question #	Question	Positive Response Rate
3f	How satisfied are you with the relevance of DEM's request for supplemental information?	100%
4b	Overall, how satisfied are you that the DEM permitting staff treated you in a courteous manner?	100%
4d	Overall, how satisfied are you that the DEM permitting staff responded to your needs for guidance, information, or technical support under the permit process?	100%
2a-d	All questions about the pre-application process.	93%
4e	Overall, how satisfied are you with the role of the permitting process in protecting the environment?	93%

The one responses with a high negative responses concerned DEM's timeliness in determining the issuance or denial of the permit. Twenty-five percent of the responses indicated that DEM did not meet their expectation.

There were a number of general comments made about the program and include the following:

- Doug McVay was singled out as responding promptly to calls and was a pleasure to work with.
- Staff was helpful and possessed a positive attitude.
- Staff was competent and the technical support that was provided was outstanding.
- A survey responder did not receive a Title V reporting form in a timely manner and had to submit this information twice to DEM.

## **B. ISDS Program**

The ISDS program has the responsibility of permitting wastewater treatment systems for individuals and commercial facilities. This program has the most contact with the public and regulated community than any other DEM program. Permitting activities are divided into three main stages: site-suitability, design review, and construction inspection. Site-suitability is a preliminary stage that assesses the suitability of a parcel of property for on-site wastewater disposal. Design review entails a review to determine a design's compliance with state standards, rules and regulations including maintenance of setbacks to drinking water wells, water supplies, and sensitive water bodies. Proper design and installation is essential to protect public health and avert the potential adverse impacts of ISDS on water resources. Inspections are conducted during installation and are normally required for each system.

Annually, the program undertakes approximately 2,300 suitability assessments, 5,000 permit reviews, and 11,600 inspections. Additionally, the program has developed a process for approving innovative septic system technology. As a result of the 1997 revisions to the ISDS legislation, a licensing program (including training and examination) for private-sector professional designers and installers has been implemented.

Table 7 is the compilation of the results of the forty surveys. The information collected from the survey would constitute a statistically valid sample. The surveys represented responses from the following

categories of permits: New Building Construction (20), Repairs (9), Alterations (4), Variances (2), Soil Evaluations (7) and others (4). The responses totaled greater than forty because multiple permit categories were checked off in a number of surveys.

**Table 7**

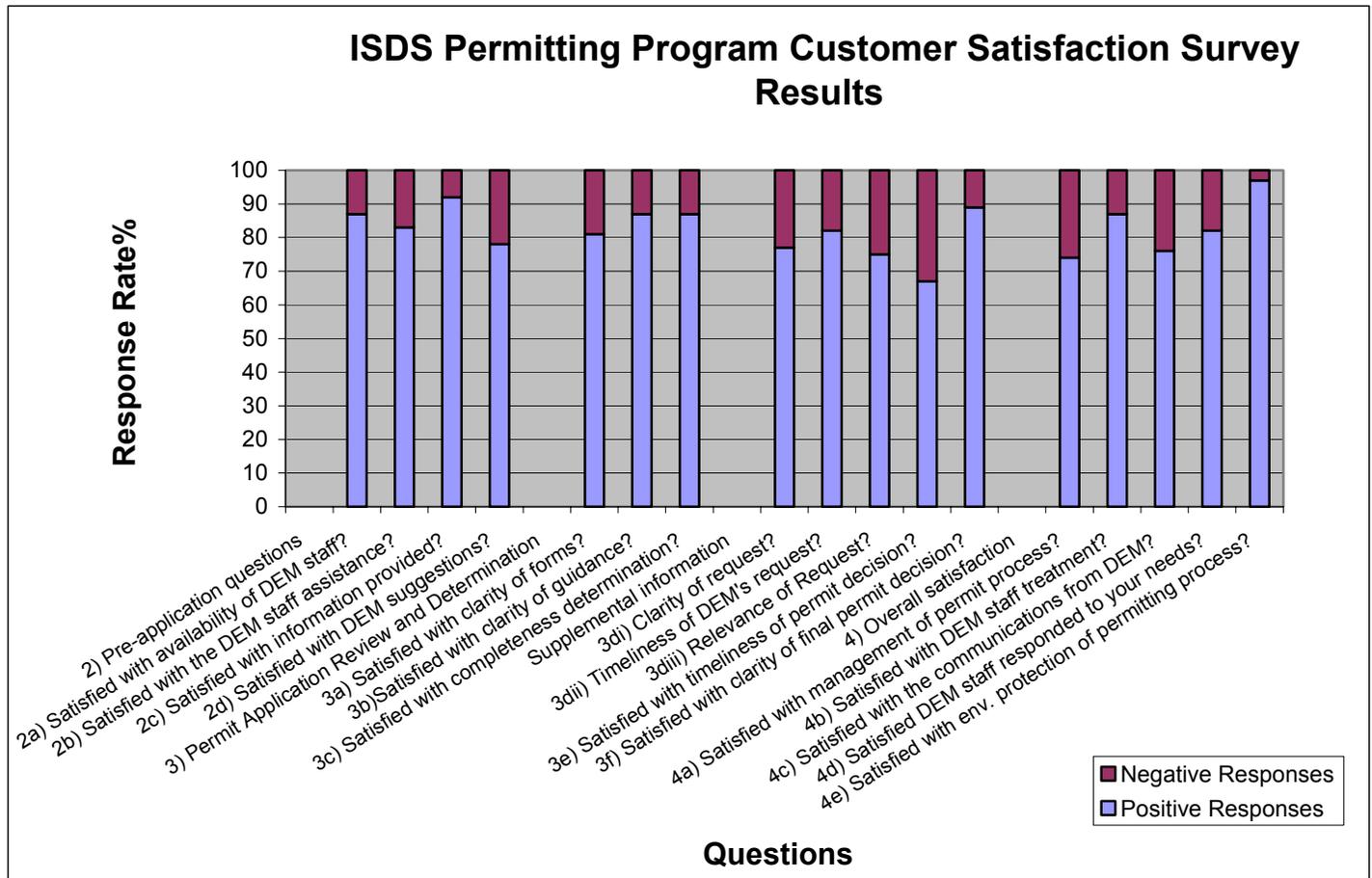


Table 8 is a tabulation of the results for the three categories covered by the survey, i.e. pre-application meetings, permit application review and determinations and over-all satisfaction of the permitting process. The ISDS permitting program is providing an overall average level of customer service.

ISDS Permitting Program Summary Results		
Survey General Topics	Positive Response Rate	Service Provided
Pre-application Meetings	85%	Average Service
Permit Application Review and Determinations	81%	Average Service
Overall Satisfaction	83%	Average Service
Average Satisfaction	83%	Average Service

The ISDS program scored high on two questions. Responses indicated that people were satisfied the program was protecting the environment and also thought DEM staff treated the public in a courteous manner.

Table 9 is a compilation of the questions that had the highest negative response rates. People expressed their dissatisfaction with the timeliness of the decision-making and communication from the permitting program, the management of the program and relevance and clarity of supplemental information requests from the program.

<b>Table 9</b>		
<b>ISDS Permitting Program Improvement Opportunities</b>		
<b>Question #</b>	<b>Question</b>	<b>Negative Response Rate</b>
3g	How satisfied are you with DEM's timeliness in determining the issuance or denial of your permit?	33%
4a	Overall, how satisfied are you with the way the permitting process was managed?	26%
3f	How satisfied are you with the relevance of DEM's request for supplemental information?	25%
4c	Overall, how satisfied are you with the quality and timeliness of the communications you have received from the DEM?	24%
3d	Clarity of DEM's request for supplemental information?	23%

The open-ended comments were contradictory, in many instances. People thought the staff in some instances were professional and provided good services and others thought the opposite. The same kind of extremes was noted on the ability of the program to protect the environment. The general comments fell into the following categories:

- The permit process took too long.
- DEM line staff was helpful, motivated and professional.
- Management personnel could be difficult to reach; did not return phone calls.
- The process was useful in protecting the environment.
- Soil evaluation and percolation tests of a particular site were observed 10 years apart. The results of the test were considerably different. DEM should grandfather old percolation tests.

### **C. Pesticide Program**

This Pesticides Section is part of the Agriculture Division. This Division reports to the Bureau of Natural Resources. All other programs identified in the survey are part of the Bureau of Environmental Protection (The DEM organizational chart is listed in Appendix E). This unit is responsible for enforcing state laws and regulations developed to protect people from poisonings and to prevent environmental degradation that might result from improper use of pesticides on farms, in yards, and inside homes. Through this program, commercial pesticide applicators are trained, tested, and licensed to achieve a level of competence in the pesticide application industry. Without diligent enforcement of these regulations, there would be an increased incidence of pesticide poisonings and environmental damage.

Table 10 is the compilation of the results of the forty-two surveys. The information collected from the survey would constitute a statistically valid sample. The surveys represented responses from the following categories of permits: Private Applicators (29), Licensed Commercial Applicators (7),

Certified Commercial Applicators (11) and section 18 (1). The responses totaled greater than forty-two because multiple permit categories were checked off in a number of surveys.

**Table 10**

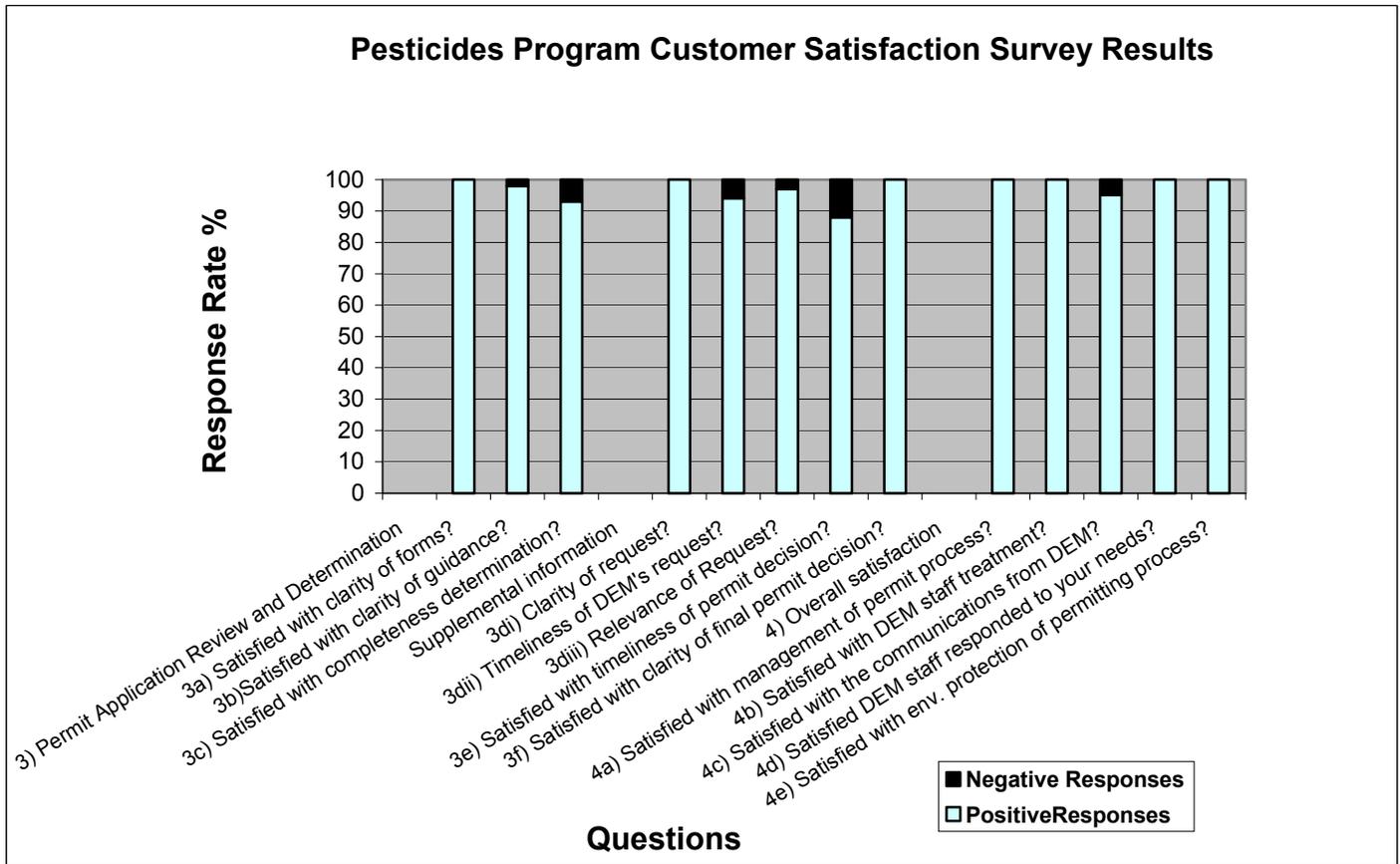


Table 11 summarizes the results when all the response rates are tabulated by the two categories covered by the survey, i.e., permit application review and determinations and over-all satisfaction of the permitting process. Unlike other programs, the pesticides program does not conduct pre-application meetings and the survey was modified to reflect this fact. The Pesticides permitting program is providing an overall excellent level of service to permit applicants.

<b>Survey General Topics</b>	<b>Positive Response Rate</b>	<b>Service Provided</b>
Pre-application Meetings	N/A	N/A
Permit Application Review and Determinations	96%	Excellent Service
Overall Satisfaction	99%	Excellent Service
Average Satisfaction	97%	Excellent Service

There were a number of general comments made about the program and include the following:

- The process works, so don't fix it.
- Staff is great.
- Increase training opportunities to earn credits towards licensing.

- Provide additional training other than the basic training needed to receive a permit.
- Develop a simpler process for renewal applications. Most of the information in the re-licensing application is the same as the information provided for licensing.
- It would be helpful if DEM could publish a list of chemical dealers and their location.

#### D. Waste Program

The Office of Waste Management is responsible for regulating sources that generate, dispose and treat hazardous, solid and medical waste products. The program is also responsible for implementing programs that clean up sites that are contaminated with hazardous waste. Table 12 is a compilation of the forty-five surveys that were returned. The information collected from the survey would constitute a statistically valid sample and would represent an Office of Waste Management permit program evaluation. The surveys represented responses from the following categories of permits: Waste Transporters (29), Underground Storage Tank – New (1), Underground Storage Tank – Renewal (6), Underground Storage Tank Leak Tightness Testing (1), Site Remediation (5), Solid Waste (3), Medical Waste (4), and Transport, Storage and Disposal Facilities (1). The responses totaled greater than forty-five because multiple permit categories were checked off in a number of surveys.

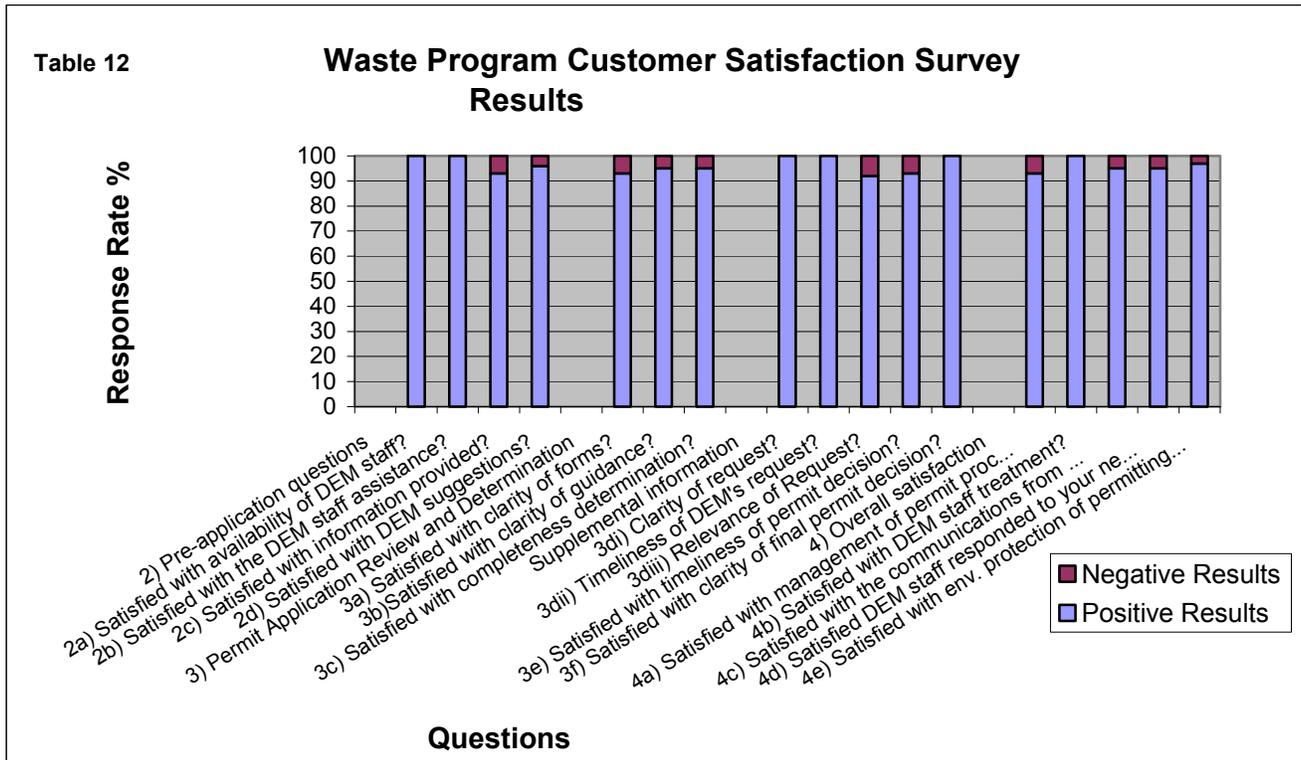


Table 13 is a tabulation of the results for the three categories covered by the survey, i.e. pre-application meetings, permit application review and determinations and over-all satisfaction of the permitting process. The waste-permitting program is providing an overall excellent level of service to permit applicants.

Table 13 Waste Program Summary Evaluation Results		
Survey General Topics	Positive Response Rate	Service Provided
Pre-application Meetings	97%	Excellent Service
Permit Application Review and Determinations	96%	Excellent Service
Overall Satisfaction	96%	Excellent Service
Average Satisfaction	96%	Excellent Service

A number of comments were provided in the open-ended question and included the following:

- There were a number of positive comments made concerning staff. Leslie Gerundio and Alan Burns were mentioned with respect to the Tanks/ Air program; Jan Angell of the transporter program, and Mark Dennen and Tom Brant for their work in the medical waste program.
- The transporter program should consider a multi-year permit. Renew information does not significantly change on a yearly basis.
- The waste transporter forms are the simplest in the 17 states that one responder works with.
- The criminal background checks, finger printing are tedious and are not consistent with the requirements in other states.
- The site remediation process was lengthy and there was often a long time between submissions and responses.

#### **E. Water Resources**

There are many programs within the Office of Water Resources. The mission of this office is to ensure that rivers, lakes, and coastal waters will support healthy communities of fish, plants, and other aquatic life, and will support uses such as fishing, swimming, and drinking water quality. It also is responsible for protecting groundwater. Table 14 is a compilation of the twenty surveys that were returned. The information collected from the survey would not constitute a statistically valid sample. The observations taken from the survey may not be attributed to the program as a whole. The surveys represented responses from the following categories of permits: Water Quality Certifications (7), Underground Injection Controls (7), Well-drilling (2), RIPDES (4) Waste water treatment operators (3) and other (2) The responses totaled greater than twenty because multiple permit categories were checked off in a number of surveys.

**Table14**

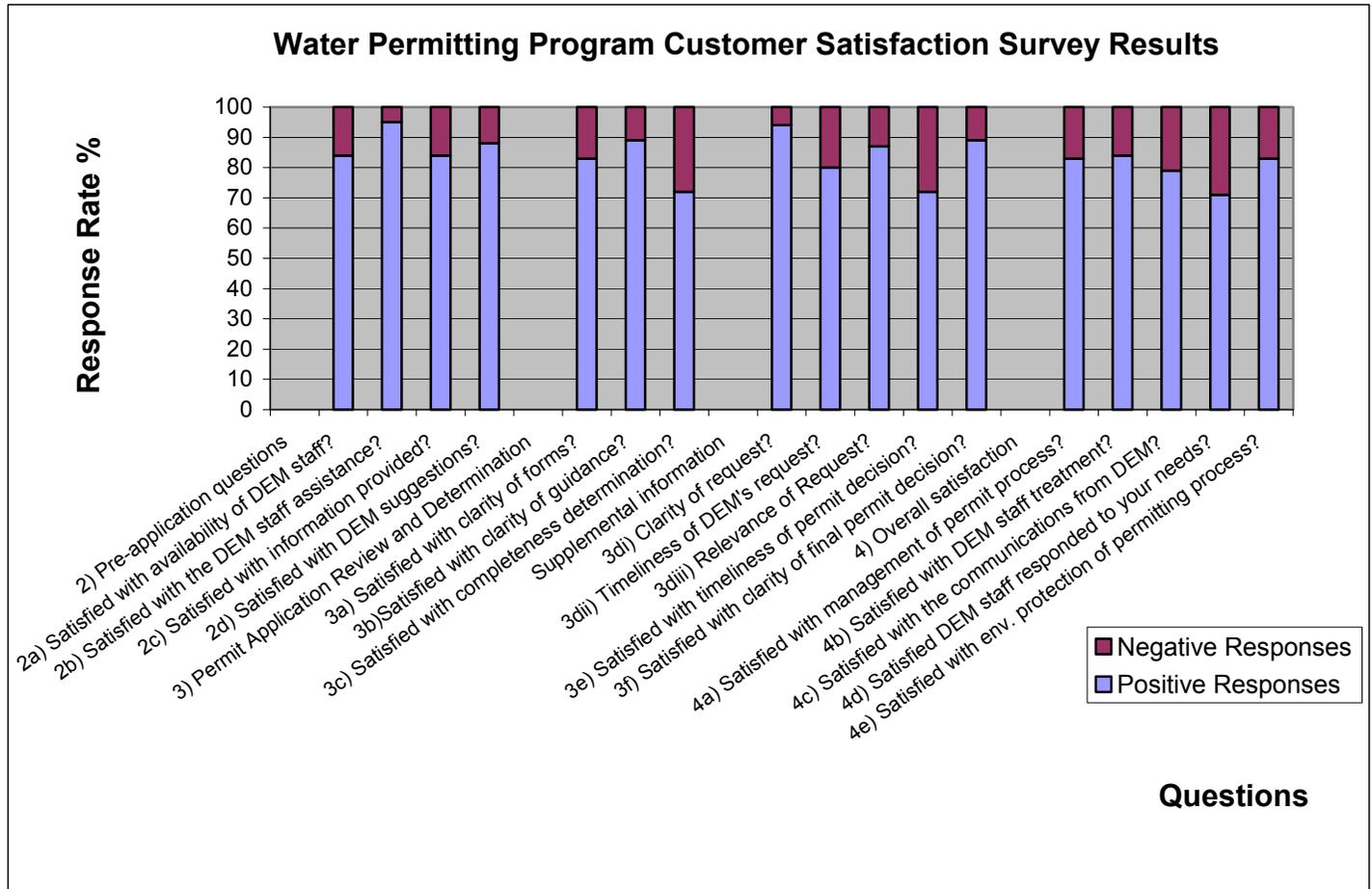


Table 15 is a tabulation of the results for the three categories covered by the survey, i.e. pre-application meetings, permit application review and determinations and over-all satisfaction of the permitting process. The water resources permitting program is providing an overall average level of service to permit applicants who responded to the survey.

Table 15 Water Resources Permitting Summary Results		
Survey General Topics	Positive Response Rate	Service Provided
Pre-application Meetings	88%	Good Service
Permit Application Review and Determinations	83%	Average Service
Overall Satisfaction	80%	Average Service
Average Satisfaction	84%	Average Service

The surveys suggested that there could be room for improvements in the administration of the program. Table 16 is a compilation of these concerns. Although there were not sufficient responses that would allow for a statistical evaluation of the program, most of these concerns did fall into the needs improvement category and the program should look into these issues. Four of the five areas concerned timeliness issues and the last one was staff’s response to guidance or technical support.

Table 16 Water Resources Permitting Program Improvement Opportunities		
Question #	Question	Negative Response Rate
4d	Overall, how satisfied are you that the DEM permitting staff responded to your needs for guidance, information, or technical support under the permit process?	29%
3g	How satisfied are you with DEM's timeliness in determining the issuance or denial of your permit?	28%
3c	How satisfied are you with DEM's timeliness in notifying you that your application was complete?	28%
4c	Overall, how satisfied are you with the quality and timeliness of the communications you have received from the DEM?	21%
3e	How satisfied are you with the timeliness of DEM's request for supplemental information?	20%

A number of comments were provided in the open-ended question and included the following:

- Staff was commended a number of times as being helpful, pleasant and knowledgeable. Craig Roy was singled out for his work.
- One wastewater treatment facility operator wanted DEM to offer hepatitis A shots.
- One person was concerned that he had to pay three times for a well-drilling variance. He was promised that he would get a refund for one of the fees, but it never happened. (It should be noted that there are no fees charged for well-drilling variances.)
- One person thought the RIPDES process could be improved by providing applicants more information in the pre-application meeting, providing better guidance in specific permit testing and disposal parameters and allowing applicants to review recently approved permits in the vicinity of their facility.

## F. Wetlands Program

The Wetlands program is responsible for regulating alterations of Rhode Island's freshwater wetlands. The application process verifies delineated wetland edges and determines the presence of wetlands. The program reviews proposed projects in and adjacent to freshwater wetlands for any applicant who is the owner of the property. The program reviews approximately 500-600 applications per year.

Table 17 is a compilation of the twenty-nine surveys that were returned. The information collected from the survey would not constitute a statistically valid sample. The observations from the survey cannot be attributed to the program as a whole. The surveys represented responses from the following categories of permits: Edge Determinations (10), Predeterminations (9), Alterations (12) and Insignificant Alterations (1). The responses totaled greater than twenty-nine because multiple permit categories were checked off in a number of surveys.

Table 17

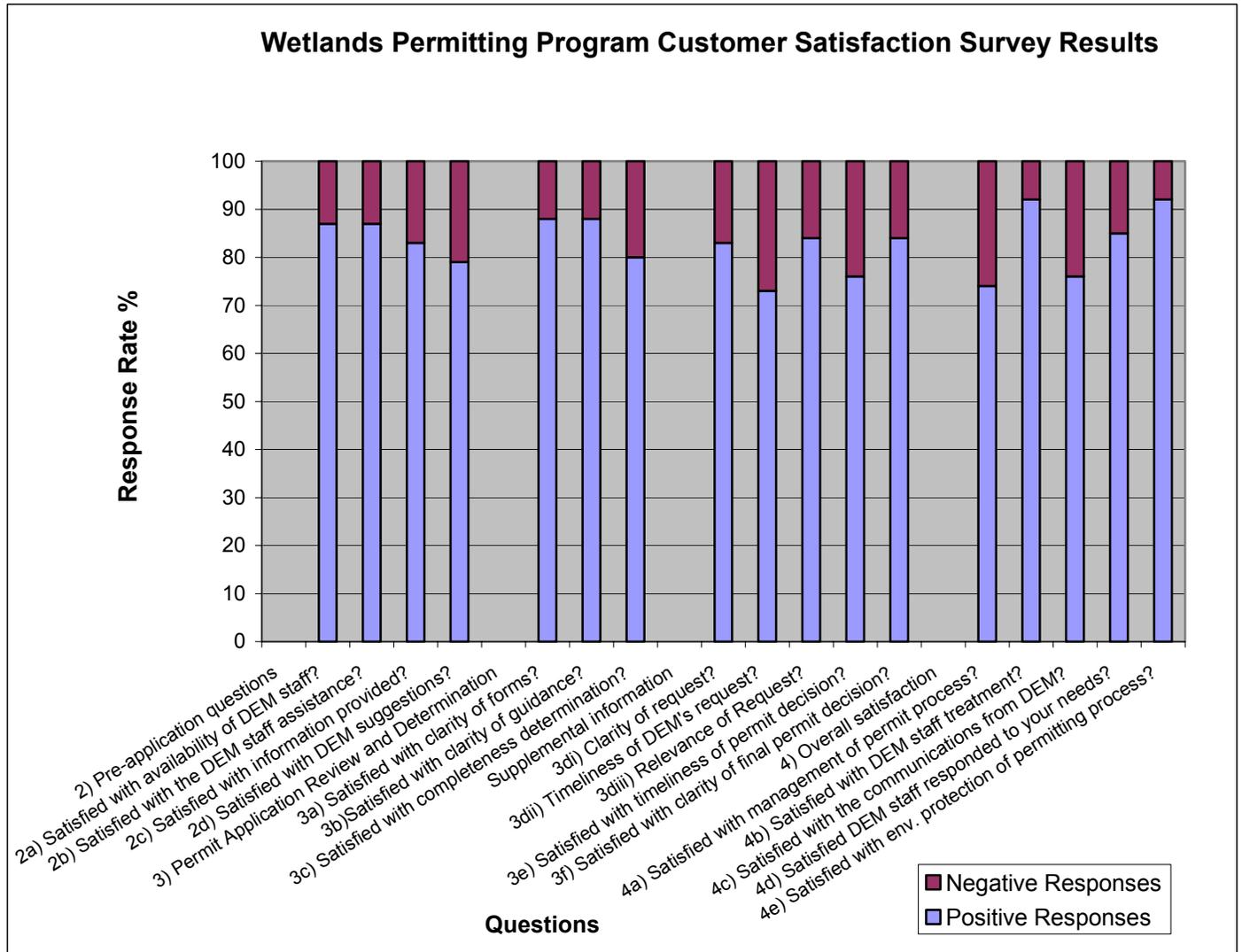


Table 18 is a tabulation of the results for the three categories covered by the survey, i.e. pre-application meetings, permit application review and determinations and over-all satisfaction of the permitting process. The wetlands permitting program is providing an overall average level of service to permit applicants who responded to the survey.

Table 18 Wetlands Permitting Program Summary Results		
Survey General Topics	Positive Response Rate	Service Provided
Pre-application Meetings	84%	Average Service
Permit Application Review and Determinations	82%	Average Service
Overall Satisfaction	84%	Average Service
Average Satisfaction	83%	Average Service

The surveys suggested that there could be room for improvements in the administration of the program. Table 19 is a compilation of these concerns. Although there were not enough responses to allow for a

statistical evaluation of the program, most of these concerns did fall into the needs improvement category and the program should look into these issues. Three of the five areas concerned timeliness issues.

Question #	Question	Negative Response Rate
3e	Timeliness of request for supplemental information?	27%
4a	Overall, how satisfied are you with the way the permitting process was managed?	26%
4c	Overall, how satisfied are you with the quality and timeliness of the communications you have received from the DEM?	24%
3g	How satisfied are you with DEM's timeliness in determining the issuance or denial of your permit?	24%
2d	How satisfied are you that the DEM staff provided suggestions or information to help minimize the overall permitting burden?	21%

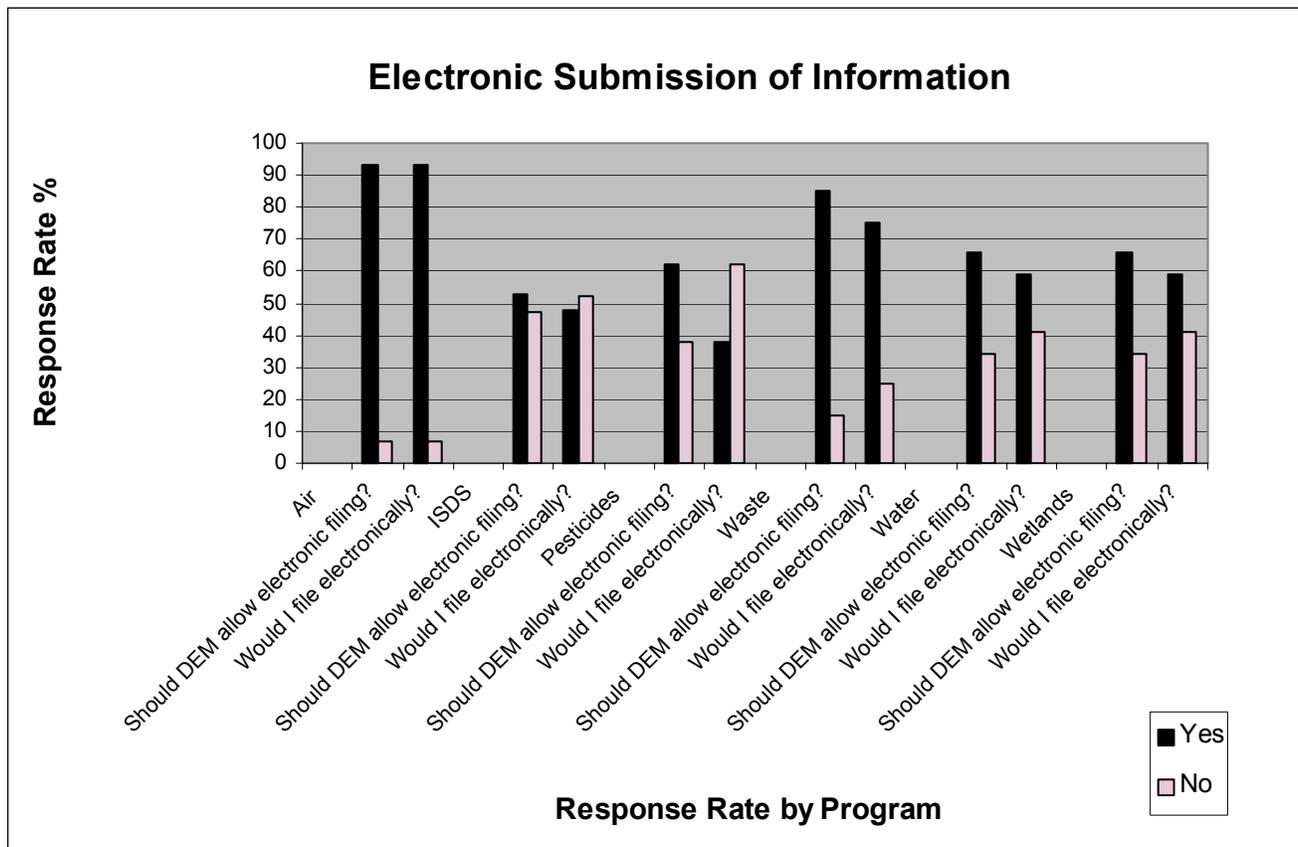
A number of comments were provided in the open-ended question. A number of the comments were contradictory and included the following:

- A number of positive comments were made concerning the staff. They thought the personnel were competent, pleasant and helpful. Ron Gagnon, who works in another program, and Joe Casey and Kyle Ferreira were singled out for their good work. There was also a negative comment mentioned concerning staff.
- The process is too long and there should be a different process set up to review corporate and residential applications. – The process is fine.
- The process for small subdivisions takes too long. There should be a separate process for 2-3 lot subdivisions.
- DEM should provide town-building inspectors with wetlands checklist, since many homeowners are not familiar with the process.

### **G. Electronic Filing of Submissions**

There were two questions on the survey that requested responses concerning the submission of applications electronically. Table 20 is a compilation of the results of the survey questions. The responders from the Air and Waste programs both thought it was a good idea to allow the submission in this format and over 85% indicated they would use this option if it were allowed. Approximately 60% of the responses from the Wetlands and Water Programs also indicated their willingness to submit information in electronic format. There was less support in the Pesticides and ISDS Programs for this option. In both cases less than 50% of the responses indicated support for electronic submission and in the Pesticides Program only 38% indicated a willingness to use the format.

**Table 20 – Electronic Submission of Information Survey Results**



**V. Trends**

This is the second year that DEM has conducted a permit program customer satisfaction survey. Table 21 is a summary of responses to the questions in each of the surveys by program. The solid lines represent the 2002 survey results and the striped lines are from the 2003 survey. It would appear that there were improvements in customer satisfaction in the ISDS, Pesticides and Wetlands Programs. The Air and water programs had lower positive response rates and the Waste Program had a slightly higher positive response rate in 2003.

Table 21

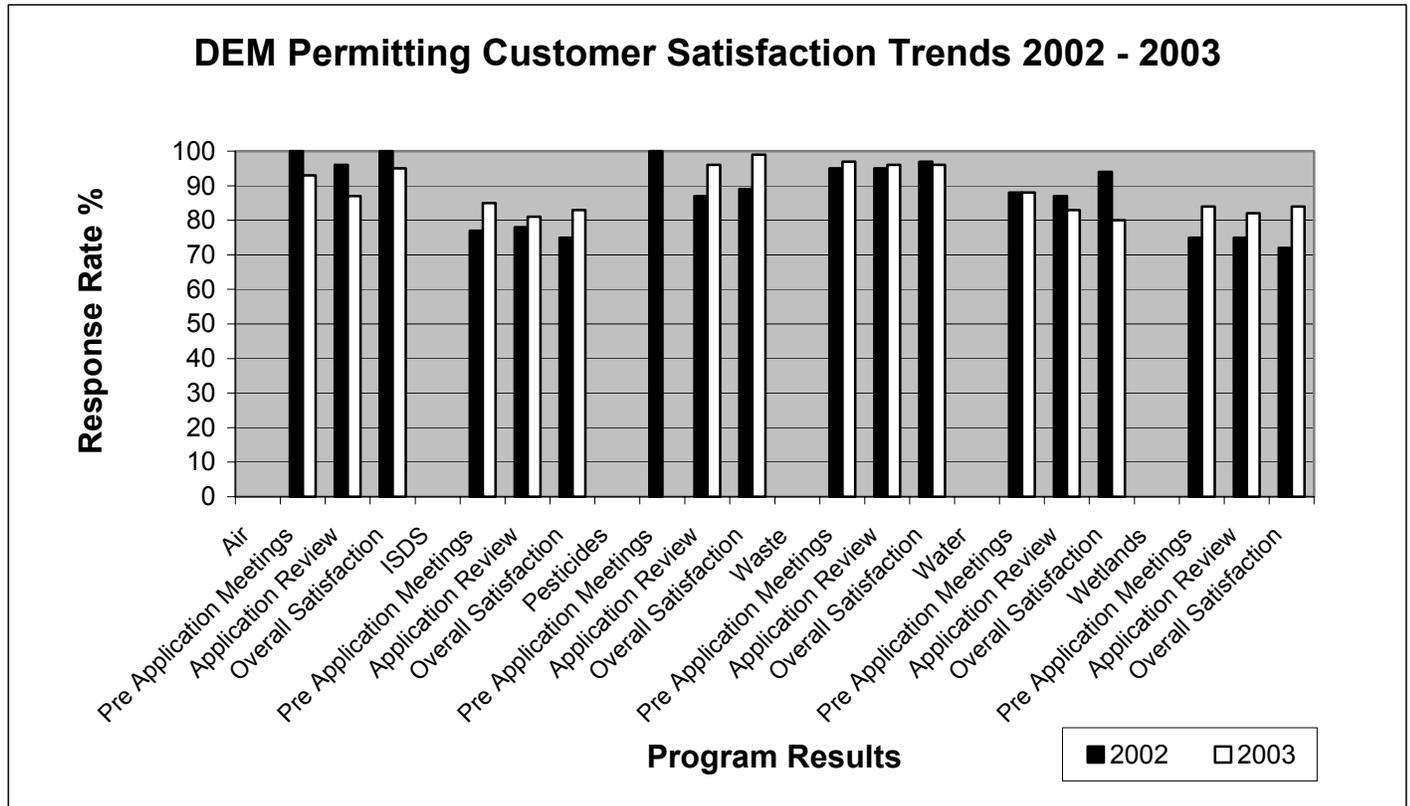
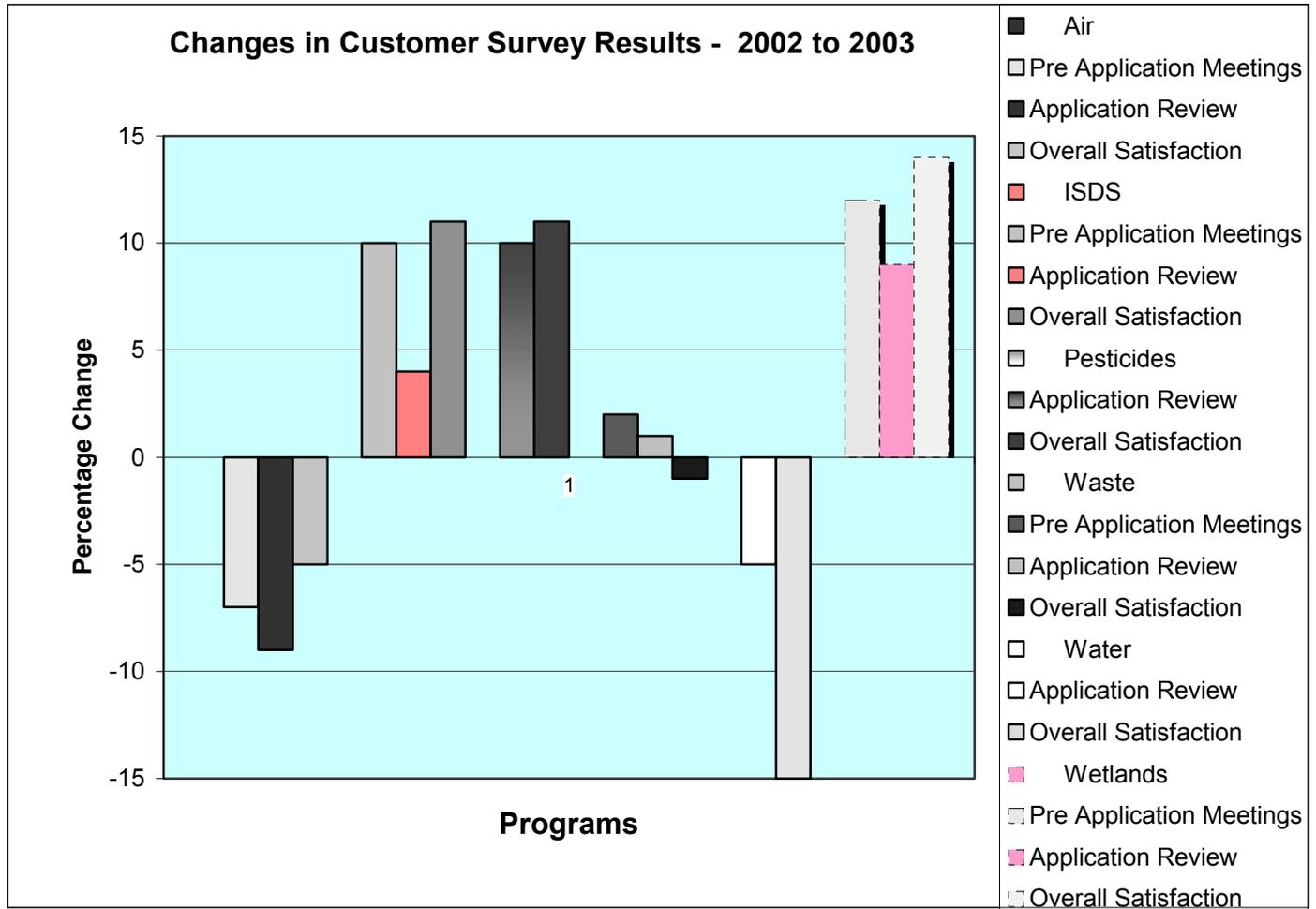


Table 22 is another way to look at the changes from the two years. We need to be cautious when we interpret these results. The survey design had an 80% confidence level and a sampling error of  $\pm 10\%$ . In addition, not all programs had a response rates that would be considered to be a statistical sample. The air program and water program had additional sub-programs added to the survey so the results may not be able to be compared in the two study years.

It is encouraging, though, that there were improvements in the ISDS and Wetlands Program survey results. In 2002, both programs were rated as needing improvement in all three program areas, i.e. pre-application meetings, permit application review and determinations and over-all satisfaction of the permitting process. The programs have improved to an average rating level. There was a significant improvement in the Pesticides program and the Waste Program maintained its excellent level of service rating.

Table 22



**V. Survey Comment Review**

The survey indicated that there are opportunities to improve customer service in some of the permitting programs. The survey was analyzed by question and also reviewed to discuss specific comments made by individuals. This part of the report will provide DEM responses / recommendations to questions where the response rate fell below 80%. It will also address comments made by individual respondents. There will be more emphasis placed on questions where responses to questions received positive response rates lower than 80%. Nevertheless, a response will be provided to all significant comments. Appendix G is a compilation of these recommendations.

**A. Air Program**

- The air program survey was not a statistical survey, so the comments may not be indicative of how the program is actually perceived by all applicants. Nevertheless, the survey did raise a question about the program’s timeliness in making permit application decisions.

**Response:**

A Task Force was formed in 2001/2002 to look at issues in the pre-construction permit program. Overall processing time for permits, including the permit review time and the permit backlog, was a major topic of discussion in the Task Force meetings. The Task Force identified the permitting backlog as the major problem that needs to be addressed. They concluded that there is a need for additional staff in the program if the goal to substantially reduce processing timelines is to be achieved.

Since budget constraints prevent the hiring of additional staff, several recommendations were made that were specifically targeted to backlog reduction. The major recommendations include:

- Allowing applicants to submit more comprehensive permit applications and in exchange these applications would be assigned to the first available staff person for review following their submission. Since the applicant will have conducted some analyses typically performed by DEM, this should reduce DEM's review time.
- Develop general permits for small degreasers, drycleaners, emergency generators and temporary sources such as rental boilers and generators. This should reduce the number of permits processed by the permitting staff.

These major recommendations are expected to be implemented in calendar year 2004. Additional recommendations are being considered for future implementation. For more information, see the Air Preconstruction Permit Streamlining Task Force Report at <http://www.state.ri.us/dem/programs/ombuds/pstream/air/pdfs/airpsrep.pdf>.

- The survey response to a question on electronic submission of information indicated support for providing material in this format.

**Response:**

DEM, as an agency, is reviewing the issue of electronic submission of applications. The agency has identified a number of permits that will be targeted for electronic submission. Permits that have been identified are high volume permits that do not have a lot of complexity. The air permits are low volume and are complex permits and do not fit in the profile of applications that will be modified for electronic submission. The program should encourage the submission of electronic information that supports the applications.

**B. ISDS Program**

- The survey indicated five questions had positive response rates below 80%. Two of the questions dealt with timeliness of the decision-making process and communication with DEM staff. The program has made some improvements in this area. New Building Construction permits, in the last quarter of the year for example, were taking an average of 7 days to approve, if the application is not deficient. Tracking and reporting of permit statistics would be a valuable tool in program management.

**Response:**

A stakeholder permit streamlining task force reviewed the ISDS program. The purpose of this Task Force was to make recommendations that would improve the program. The ISDS program should

report to the Director by May 3, 2004 on the status of task force recommendations that impact permit decision-making.

- The survey response also raised concerns on the manner and the way the permitting program is managed. There were a number of general comments made concerning the need for DEM staff to return telephone calls.

**Response:**

This has been a chronic problem of the program and is partly attributed to the large volume of permits, the need to finalize permits, especially repairs and the small staff that is processing the applications. Some of these issues are related to timeliness, and the concerns may be reduced if permitting decision times continue to be reduced. The program should report permit decision times to the Director on a monthly basis, to allow the monitoring of this issue.

**A. Pesticides Program**

The Pesticides program received an excellent rating for all aspects of its program. There were no question response rates that fell below the 80% positive rate.

- The following comments were received from survey responders:
  - Increase training opportunities to earn credits towards licensing.
  - Provide additional training other than the basic training needed to receive a permit.

**Response:**

Both comments relate to training issues. Funding to expand the pesticide applicator training both for first time applicators as well as training to obtain continuing education is an issue. URI and DEM jointly handle training. (Attachment H is a list of training opportunities) EPA provides some funding for training to URI but is not nearly enough to cover initial training. URI also charges a registration fee to help cover the costs. The additional training would require hiring outside speakers specialized in various aspects of pest control. DEM tries to inform applicators of training being offered by outside industry organizations or in other states so that they can obtain the necessary credit to maintain their applicators certification. DEM does at times, sponsor a training program for applicators to receive the required credits, but this does not occur on a frequent basis. DEM has supported legislation to set aside some of the licensing fees collected by our office to support training, but have been unsuccessful to date.

- Develop a simpler process for renewal applications. Most of the information in the re-licensing application is the same as the information provided for licensing.

**Response:**

The renewal applications are pre-printed with the company and home address. The program is only asking the individuals to provide any changes to their business or home information and provide current insurance information. The only other information requested is records on pesticide usage and that will change every year. There is a need to collect use information yearly. Therefore, going to a multi-year renewal form will not significantly streamline operations.

- It would be helpful if DEM could publish a list of chemical dealers and their location.

**Response**

The Pesticides program will post the list of companies holding a Rhode Island Dealers License on the website by April 2, 2004. However, DEM can only provide the list of companies that have a Dealers license in Rhode Island. It would not include companies that are only selling non regulated pesticides on a commercial basis.

**B. Waste Program**

The Waste Program received an excellent rating for all aspect of its program. There were no questions where response rates fell below the 80% positive rate. The following comments were received from survey responders:

- DEM should consider issuing multi-year transporter permits. In addition the reporting requirements for hazardous waste transporters is considerably more complicated than other states.

**Response:**

The Office of Waste Management will report to the Director by May 7<sup>th</sup> on the possibility of issuing multi-year permits. The hazardous waste transporter permits are complicated, but the program is following the requirements spelled out in statute. The program attempts to be flexible in interpreting the statute, but there are limits to this flexibility.

- The site remediation process is lengthy and there is often a lag time between submissions and responses. The program should evaluate the expansion of the Marginal Risk Policy to help in reducing the project load and hence shorten the time from initial submission to responses.

**Response**

The Office is working with the RI Society of Environmental Professionals (RISEP) on this issue. RISEP has prepared a draft revision to the policy and DEM will work with the group to determine if changes can be made to the policy to allow additional sites to be covered by this policy. The Office will report back to the Director by June 1, 2004 on the status of this effort.

- The survey indicated that electronic submission of documents would be well received by this constituency.

**Response:**

DEM, as an agency, is looking at the issue of electronic submission of applications. The agency has identified a number of permits that will be formatted for electronic submission. Permits that have been identified are high volume permits that do not have a lot of complexity. The transporter permit is a high volume permit but also requires a lot of background information, so this permit may not go forward in the electronic format. The office is recommending that the Underground Storage Tank permits be electronic.

## **E. Water Program**

The water program survey was not a statistical survey, so the comments may not be indicative of how the program is actually perceived by all applicants. Nevertheless, the survey did bring up some issues that should be evaluated.

- The majority of the negative responses revolved around timeliness issues of notification of complete applications; final decisions; communication with staff and requests for supplemental information for applications. In addition, there was a concern that the DEM permitting staff may not have responded to applicants needs for the Water Quality Certification and Underground Injection Control programs. The majority of responses were from the Water Quality Certification and Underground Injection Control programs.

### **Response:**

The Office is currently developing a reporting format of permit statistics for the Director for both the ISDS and Wetlands programs, and will follow-up with the Water Quality and UIC programs once automated reporting in those data-bases becomes functional.

- Determine if there is a need to develop improved guidance, information, or application technical support.

### **Response:**

The response from the survey was small and applied to a number of programs. The UIC and Water Quality Certification programs should look for opportunities to improve guidance, information, or application technical support wherever possible and report back to the Director on their findings by May 3, 2004.

## **F. Wetlands**

The Wetlands program survey was not a statistical survey, so the comments may not be indicative of how the program is actually perceived by all applicants. Nevertheless, the survey did bring up some issues that should be evaluated.

- The majority of the negative responses revolved around timeliness issues concerning the request for supplemental information, final permit decisions, of communications with staff.

### **Response:**

The Wetlands Program has undergone evaluation through the Wetlands Task Force process that was completed in 2001. The program has been working to implement the recommendations of this Task Force. In addition, the program has provided two updates of the progress of implementing these recommendations. Additional information on these updates can be found at the following web address: <http://www.state.ri.us/DEM/programs/ombuds/pstream/wetlands/index.htm>

- A general comment was made for the program to set up to review process differently for corporate and residential applications.

### **Response:**

In the Wetlands Program, the need to handle residential applications in a streamlined process is being addressed in several ways. In the last couple of years, staff has produced many new guidance fact

sheets for applicants, several outreach pamphlets such as “What’s the Scoop” to educate potential applicants, and sample application plans, all available on the website. A BMP manual is due in a few months to provide further guidance, especially for hard-to-avoid impacts. Under the 3rd phase of the wetland rules, staff is slated to investigate reducing requirements for single-family home lots and incorporating recommended changes into rules.

- A general comment was made that DEM should use a separate process for 2-3 lot subdivisions.

**Response:**

The Office is currently proposing revisions to the ISDS regulations to change the process of 2-3 lot subdivisions. The Wetlands program is in the second phase of revisions to this regulation. This issue can be reviewed in the next phase of regulation revisions.

- A general comment was made for the wetlands program to develop a checklist for town-building inspectors to be used as guidance for homeowners that are not familiar with the process.

**Response:**

The program has developed a checklist for building officials. These materials can be resent to Building Officials who would be willing to disseminate them

**G. Electronic Submission of Documents**

- There was support for DEM allowing the electronic submission of applications / documents in the Air and Waste Programs.

**Response:**

DEM as an agency should review any policies concerning the submission of electronic documents to allow this as an option. In the event there is no policy, the department should consider developing one to encourage the submission of electronic documents.

## Appendix A – Program Survey Information

Appendix A Program Survey Information				
No	Program	Permits Applied 7/1/02 - 6/30/03	Surveys Sent	Survey Size to Collect a Statistical Sample
1	<i>Air Program</i>	(43)	(43)	Sample size too small to collect a statistical sample
	Pre-construction	23	23	
	Operating	8	8	
	Air Toxics Operating Permit	12	12	
2	<i>ISDS</i>	5145	155	39
3	<i>OTCA*</i>	26	26	Sample size too small to collect a statistical sample
4	<i>Pesticides Applicators</i>	1000+	177	39
5	<i>Waste Programs</i>	(3125)	(382)	39
	Hazardous Waste/ Medical Waste / Septage Transporters	2900	157	
	UST / LUST	151	151	
	Site Remediation	65	65	
	Tank Tightness Testers	9	9	
6	<i>Water Programs</i>	(416)	(252)	37
	Design, Construction, Operations & Maintenance	9	9	
	RIPDES	211	58	
	Water Quality Certification	91	80	
	Well Drilling Setback Variance Requests	57	57	
	Underground Injection Control	48	48	
7	<i>Wetlands</i>	750	155	39
	Totals	10505	1164	

\* There were no responses from the people who received the OTCA survey. Therefore there is no mention of the program in this report.

## Appendix B - Survey Sample Size Determination\*

The chart below will determine the survey sample size used in the 2003 DEM Permitting Customer Satisfaction Survey. According to EPA the below chart can be used in developing a simple Customer Survey and is based on the fact that we are servicing a small customer base and decisions that will be made as a result of the survey will not be far-reaching or long-lasting. The primary purpose of the survey is to determine the overall trend in customer satisfaction. The results of the survey will allow DEM to make process improvements when problems are identified.

Number in Target Group	Sampling Error	Confidence Level	Sample Size
1000	±10	80	39
500	±10	80	38
200	±10	80	34
100	±10	80	29
50	±10	80	23

The target group will be the permit applicants who have applied for permits / certifications / submissions in the July 1, 2002 to June 30, 2003 time period. The sampling error is the true value of a given response if we are to apply the result of a question to the population as a whole. In the case of our survey, if 85% respond to a question in a particular manner, the size of our survey would indicate a true response to vary between 75 and 95%.

This assumes that the people who responded to the survey truly represent the overall population. This may not be true. The characteristics of the customers in the sample may occasionally be very different from the characteristics of the customers not in the sample. In these circumstances, the true value for all customers will be very different from the value obtained from the customers surveyed. The only way to get around this statistical fact is to specify “how certain we want to be” that the true value does, in fact, fall within a specific range. This degree of certainty is known as the confidence level.

The above chart will not be able to statistically interpret small sample sizes. Therefore in instances where the numbers of permits that are submitted are less than 50, all applicants will be surveyed.

\*Information in this appendix has been taken from an EPA guidance document entitled “Customer Service in Permitting”.

**Appendix C – (Water Programs)**

**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) Water Quality Certifications \_\_\_\_\_
- b) Underground Injection Control \_\_\_\_\_
- c) Well-Drilling Variance \_\_\_\_\_
- d) ISDS (Septic Systems) \_\_\_\_\_
- e) Wetlands \_\_\_\_\_
- f) RIPDES \_\_\_\_\_
- g) Other, please specify \_\_\_\_\_

**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"/>
--	---	--	---

**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"/>
--	---	--	---

**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"/>
--	---	--	---

**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"/>
--	---	--	---

**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"/>
--	---	--	---

**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"/>
--	---	--	---

**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"/>
--	---	--	---

**If you received any requests for supplemental information by DEM, how satisfied are you in the following areas?**

**d. 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"/>
--	---	--	---

**e. 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"/>
--	---	--	---

**f. 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"/>
--	---	--	---

**g. 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"/>
--	---	--	---

**h. 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"/>
--	---	--	---

**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"/>
--	---	--	---

**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"/>
--	---	--	---

**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"/>
--	---	--	---

**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"/>
--	---	--	---

**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"/>
--	---	--	---

5) Should DEM allow applications to be filed electronically? \_\_\_\_\_ Yes\_\_\_ No\_\_\_

6) If DEM allowed applications to be filed electronically, would you file your application in this manner?  
\_\_\_\_\_ Yes\_\_\_ No\_\_\_

7) Would you like someone with the DEM to contact you regarding this survey? \_\_\_ 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.)

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\_\_\_

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:

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Thank you for taking the time to complete this survey.

When complete; please return the survey to:

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

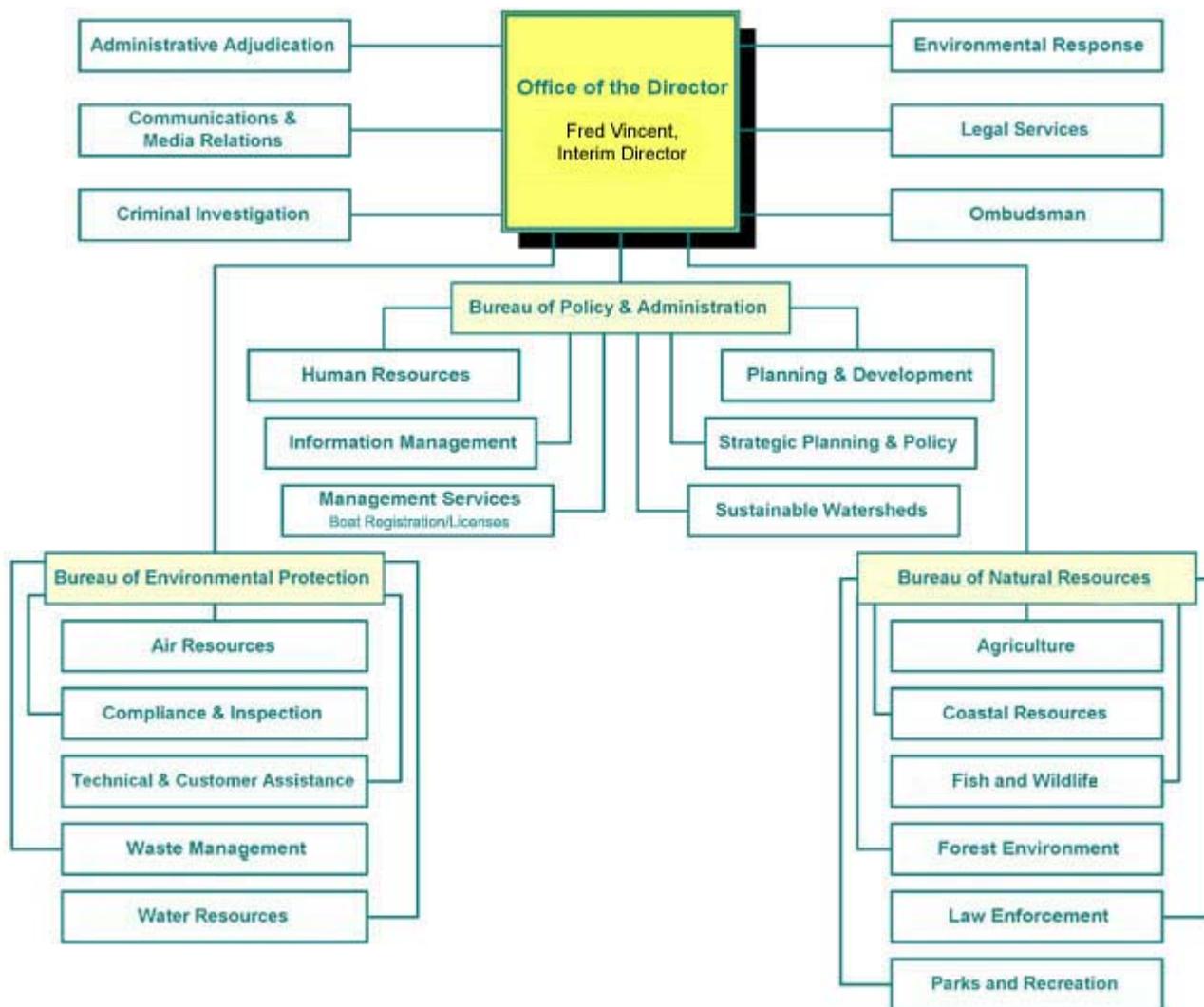
## Appendix D – Collapsed Survey Results

Appendix D		Collapsed Survey Data											
Question No.	Question	Air		ISDS		Pesticide		Waste		Water		Wetlands	
1	Number of Responses	19		40		42		45		20		29	
		+	-	+	-	+	-	+	-	+	-	+	-
2a Pre-Application Meetings	How satisfied are you with the availability of DEM staff in responding to your pre-application questions?	93%	7%	87%	13%	N/A	N/A	100%	0%	84%	16%	87%	13%
2b	How satisfied are you with the assistance provided by DEM staff during the pre-application meeting /discussion?	93%	7%	83%	17%	N/A	N/A	100%	0%	95%	5%	87%	13%
2c	How satisfied are you with the usefulness of the information provided to you through the pre-application meeting/discussion?	93%	7%	92%	8%	N/A	N/A	93%	7%	84%	16%	83%	17%
2d	How satisfied are you that the DEM staff provided suggestions or information to help minimize the overall permitting burden)?	93%	7%	72%	22%	N/A	N/A	96%	4%	88%	12%	79%	21%
<b>Category Average</b>		<b>93%</b>	<b>7%</b>	<b>85%</b>	<b>15%</b>	<b>N/A</b>	<b>N/A</b>	<b>97%</b>	<b>3%</b>	<b>88%</b>	<b>12%</b>	<b>84%</b>	<b>16%</b>
3a Permit Application Review	How satisfied are you with the clarity of the permit application forms?	92%	13%	81%	19%	100%	0%	93%	7%	83%	17%	88%	12%
3b	How satisfied are you with the clarity of the accompanying instructions or guidance?	80%	20%	87%	13%	98%	2%	95%	5%	89%	11%	88%	12%
3c	How satisfied are you with DEM's timeliness in notifying you that your application was complete?	87%	13%	87%	13%	93%	7%	95%	5%	72%	28%	80%	20%
	If you received any requests for supplemental information by DEM, how satisfied are you in the following areas?												
3d	Clarity of request?	90%	10%	77%	23%	100%	0%	100%	0%	94%	6%	83%	17%
3e	Timeliness of request?	80%	20%	82%	18%	94%	6%	100%	0%	80%	20%	73%	27%
3f	Relevance of request?	100%	0%	75%	25%	97%	3%	92%	8%	87%	13%	84%	16%
3g	How satisfied are you with DEM's timeliness in determining the issuance or denial of your permit?	75%	25%	67%	33%	88%	12%	93%	7%	72%	28%	76%	24%
3h	How satisfied are you with the clarity of the final permit decision?	100%	0%	89%	11%	100%	0%	100%	0%	89%	11%	84%	16%
<b>Category Average</b>		<b>87%</b>	<b>13%</b>	<b>81%</b>	<b>19%</b>	<b>96%</b>	<b>4%</b>	<b>96%</b>	<b>4%</b>	<b>83%</b>	<b>17%</b>	<b>79%</b>	<b>21%</b>

Question No.	Question	Air		ISDS		Pesticide		Waste		Water		Wetlands	
4a Overall Satisfaction	Overall, how satisfied are you with the way the permitting process was managed?	93%	7%	74%	26%	100%	0%	93%	7%	83%	17%	74%	26%
4b	Overall, how satisfied are you that the DEM permitting staff treated you in a courteous manner?	100%	0%	87%	13%	100%	0%	100%	0%	84%	16%	92%	8%
4c	Overall, how satisfied are you with the quality and timeliness of the communications you have received from the DEM?	87%	13%	76%	24%	95%	5%	95%	5%	79%	21%	76%	24%
4d	Overall, how satisfied are you that the DEM permitting staff responded to your needs for guidance, information, or technical support under the permit process?	100%	0%	82%	18%	100%	0%	95%	5%	71%	29%	85%	15%
4e	Overall, how satisfied are you with the role of the permitting process in protecting the environment?	93%	7%	97%	3%	100%	0%	97%	3%	83%	17%	92%	8%
<b>Category Average</b>		<b>95%</b>	<b>5%</b>	<b>83%</b>	<b>17%</b>	<b>99%</b>	<b>1%</b>	<b>96%</b>	<b>4%</b>	<b>80%</b>	<b>20%</b>	<b>84%</b>	<b>16%</b>

Question No.	Question	Air		ISDS		Pesticide		Waste		Water		Wetlands	
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
5	DEM should allow applicants to file electronically?												
	Yes	13	93	17	53	23	62	33	85	16	66	18	66
	No	1	7	15	47	14	38	6	15	8	34	8	34
6	I would file electronically.												
	Yes	13	93	16	48	15	38	31	75	13	59	13	59
	No	1	7	17	52	24	62	10	25	9	41	9	41
7	DEM to contact you?												
	Yes	0	0	5	14	1	3	1	2	3	15	3	15
	No	16	100	30	84	40	97	40	98	18	85	18	85
8	Participate in a stakeholder group?												
	Yes	4	33	7	24	9	28	10	32	8	42	8	42
	No	8	67	22	76	23	72	21	68	11	58	11	58

## Appendix E- DEM Organizational Chart



## Appendix F Survey Comment Tracking Form

No.	Program	Comment	Assigned to	Project Report Date	Project Status
<b>ISDS</b>					
1		The ISDS program should report to the Director by May 3, 2004 on the status of task force recommendations that impact permit decision-making..	R. Chateauneuf	May 3, 2004	
2		The program should report permit decision times to the Director on a monthly basis, to allow the monitoring of this issue.	R. Chateauneuf	Monthly	
<b>Pesticides</b>					
1		The Pesticides program will post the list of companies holding a Rhode Island Dealers License on the website by April 2, 2004.	L. Lopes-Duguay	April 2, 2004	
No.	Program	Recommendation	Assigned to	Project Completion Date	Project Status
<b>Waste</b>					
1		The Office of Waste Management will report to the Director by May 7 <sup>th</sup> on the possibility of issuing multi-year hazardous waste transporter permits.	L. Hellested	May 7 <sup>th</sup>	
2		The Office is working with the RI Society of Environmental Professionals (RISEP) on this issue. RISEP has prepared a draft revision to the policy and DEM will work with the group to determine if changes can be made to the policy to allow additional sites to be covered by this policy. The Office will report back to the Director by June 1, 2004 on the status of this effort.	L. Hellested	June 1, 2004	
<b>Water</b>					
1		The Office is currently developing a reporting format of permit statistics for the Director for both the ISDS and Wetlands programs, and will follow-up with the Water Quality and UIC programs once automated reporting in those data-bases becomes functional.	R. Chateauneuf	Monthly, after completion of automation of databases.	
2		The response from the survey was small and applied to a number of programs. The UIC and Water Quality Certification programs should look for opportunities to improve guidance, information, or application technical support wherever possible and report back to the Director on their findings by May 3, 2004.	R. Chateauneuf	May 3, 2004	
<b>Wetlands</b>					
1		The Office should continue to provide yearly updates of the progress of the Wetlands Task Force recommendations, especially in areas that relate to reducing permit decision times.	R. Chateauneuf	January 2005	
2		The Office is currently proposing revisions to the ISDS regulations to change the process of 2-3 lot subdivisions. The Wetlands program is in the second phase of revisions to this regulation. This issue can be reviewed in the next phase of regulation revisions.	R. Chateauneuf	January 2005	
<b>IMU</b>					
1		Review any policies concerning the submission of electronic documents. In the event there is no policy, the unit should develop one to encourage the submission of electronic documents	W. Angell	January 2005	

**Appendix G – Pesticides Program Training Opportunities  
Pesticide Safety & IPM Training  
Winter-Spring Schedule 2004**

**Private Certification:** if you produce an agricultural commodity such as vegetable, fruit, turf or nursery and apply “restricted use” pesticides to control pests.

**Commercial License:** if you work for hire applying “general use” pesticides to control pests.

**Commercial Certification:** if you work for hire and apply “restricted use” pesticides to control pests.

**Pesticide Dealer:** if you sell “restricted use” pesticides.

**IPM/ Integrated Pest Management Training:** if you wish more knowledge in specific category areas

**Training Requirements:** In order to receive the above licenses/certifications, all applicants are required to attend the core training that consists of 2 days with an exam in the afternoon of the second day. Individuals that would like to become commercially certified are required to attend category training in their specialty area. Core Sessions are all identical training sessions. Attendance on both days is required before examination can be taken. It is recommended that you attend one session in full, but substitutions can be arranged.

*Pre-registration is required by mail. Use the registration form. Call Margaret Siligato if you need a confirmation.*

**CORE SCHEDULES**

Core I	Day 1	Jan 30 Fri/ URI Kingston-East Farm	8am-4pm
	Day 2	Feb 12 Thurs/ URI Kingston-East Farm	8am-4pm
Core II	Day 1	Mar 5 Fri/ URI Kingston-East Farm	8am-4pm
	Day 2	Mar 18 Thur./ URI Kingston-East Farm	8am-4pm
Core III	Day 1	Mar 24 Wed/ URI Kingston-East Farm	8am-4pm
	Day 2	April 8 Thur./ URI Kingston-East Farm	8am-4pm
Core IV	Day 1	May 5 Wed/URI Kingston-East Farm	8am-4pm
	Day 2	May 19 Wed/URI Kingston-East Farm	8am-4pm
Core V	Day 1	July 15 Thurs/URI Kingston-East Farm	8am-4pm
	Day 2	July 22 Thurs/ URI Kingston-East Farm	8am-4pm

**COMMERCIAL CATEGORY & IPM TRAINING SESSIONS:** These sessions fulfill the requirements for “RUP” certification and also qualifies for Integrated Pest Management Training.

Category 6 Right of Way	Mon Mar 15/ URI Kingston-East Farm	8am-4pm
Category 7B Termite	Fri Mar 26 /URI Kingston-East Farm	8am-4pm
Category 2 Forestry	Wed Feb 25/URI Kingston-with Greenshare	8am-4pm
Category 3A Shade Tree	Wed Feb 25/URI Kingston-with Greenshare	8am-4pm
Category 3B Turf & Orn	Wed Feb 25/URI Kingston-with Greenshare	8am-4pm
Category 7A Household	Thurs. Apr 22/URI Kingston-East Farm	8am-4pm
Category 7D Vertebrate	Thurs. Apr 22/URI Kingston-East Farm	8am-4pm
Category 7E Mosquito	Fri Apr. 30/URI Kingston-East Farm	8am-4pm
Category 8 Public Health	Fri Apr 30/URI Kingston-East Farm	8am-4pm

## URI's East Farm Location for all Classes

**Location:** see Map Quest 2095 Kingstown Rd. Wakefield, RI 02879 for directions.

**Building 75 East Farm.** We are located 1 mile south of the Rt. 108 and Rt. 138 Intersection

Re-certification Reminder: Every 5 years you need to re-certify by attending an *Approved Course*.

Our category classes offer credit in your category area. Use the registration form and indicate you are re-certifying. Private applicators can attend day 2 of core sessions for re-certification credit.

**Information:** Margaret Siligato at URI 874-5997 or Robin Mooney at DEM 222-2781 x 4513

### Pesticide Safety and IPM Training Registration Form

**A.** Check which session you will attend. Core Training fees includes registration and manuals. Core manuals are distributed on Day 1 of Core Sessions, Category Manuals must be ordered in advance and mailed before sessions.

Type		Date/Location	Time	
_____	Core I	Day 1	Fri Jan 30 East Farm/ Kingston	8am-4pm
		Day 2	Thurs Feb 12/East Farm/ Kingston	8am-4pm
_____	Core II	Day 1	Fri Mar. 5 East Farm/ Kingston	8am-4pm
		Day 2	Thurs Mar 18 East Farm/ Kingston	8am-4pm
_____	Core III	Day 1	Wed Mar24 East Farm/ Kingston	8am-4pm
		Day 2	Thurs April 8 East Farm/ Kingston	8am-4pm
_____	Core IV	Day 1	Wed May 5 East Farm/ Kingston	8am-4pm
		Day 2	Wed May 19 East Farm/ Kingston	8am-4pm
_____	Core V	Day 1	Thurs July 15 East Farm/ Kingston	8am-4pm
		Day 2	Thurs July 22 East Farm/ Kingston	8am-4pm

### **B. Fees for Core Training Sessions**

\_\_\_\_\_ **Commercial Applicators \$ 150.00 Registration** includes manuals.

\_\_\_\_\_ **Private Applicator \$90.00 Registration** includes manuals. Circle the Ag commodity you produce  
Vegetable Fruit Nursery Livestock Christmas Trees Greenhouse Turf

\_\_\_\_\_ **Dealers License \$ 140.00 Registration** includes manuals.

\_\_\_\_\_ **Private Re-certification \$ 75.00 Registration.** Day 2 of Core.

**Category Training Fees Please indicate if you are recertifying or taking initial exam.**

**(R) Re-certifying or (I) Initial Candidate**

**C. Order Manual and Enclose Payment** (if received 1 month before training date, books will be mailed).

_____	Regist \$80.00	<b>Category 6 Right of Way</b>	Mon Mar 15	8:00am-4:00pm
_____	Manual \$20.00	R-of-Way Training Manual (not needed for re-certification candidates)		<b>(R) (I)</b>
_____	Regist \$80.00	<b>Category 7B Termite &amp; Wood Destroying</b>	Fri Mar 26	8:00am-4:00pm
_____	Manual \$20.00	Termite Manual (not needed for recertification candidates)		<b>(R) (I)</b>
_____	Regist \$80.00	<b>Category 3A,3B,2 Tree, Turf &amp; Forestry</b>	Wed Feb 25	8:00am-4:00pm
_____	Manual \$20.00	2 Forestry Manual		<b>(R) (I)</b>
_____	Manual \$20.00	3A Shade Tree & 3BTurf and Ornamentals (not needed for re-certification candidates)		
_____	Regist \$80.00	<b>Category 7A&amp;D Household &amp; Vertebrate</b>	Thurs April 22	8:30am-4:00pm
_____	Manual \$20.00	7A & 7D (not needed for re-certification candidates)		<b>(R) (I)</b>
_____	Regist \$80.00	<b>Category 7E &amp; 8 Mosquito &amp; Biting Flies</b>	Fri April 30	8:00am-4:00pm
_____	Manual \$20.00	Public Health and Mosquito (not needed for re-certification candidates)		<b>(R) (I)</b>

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**Registration Form**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip code \_\_\_\_\_

Telephone: \_\_\_\_\_

\_\_\_\_\_ Total Enclosed *Make Checks Payable to **URI***. Call 874-5997 for late registrations.

**Mail To:**     **Margaret Siligato/ University of Rhode Island/  
CE Education Center 3 East Alumni Ave. Kingston, RI 02881**

-----Other Educational Opportunities in Rhode Island-----

**RI Nursery & Landscape Association Meeting:     Newport Jan 28 & 29 2003**

**New England Regional Turf Show:                     Providence March 1-4, 2003**

**RI Greenshare Winter School                             February 24 ,25 & 26 2004**