



## Improving Customer Service through Regulatory Reform at DEM: Permitting Forum

### FEEDBACK SURVEY

(Please feel free to continue on back if limited for space)

<p>DEM is interested in developing a system to get regular feedback about customer experiences with the agency. Do you have any recommendations or suggestions on what an effective system for this purpose would look like?</p>		
<p>Do you have any specific recommendations on how DEM can improve customer service?</p>		
<p>Can you explain any negative experience you have had with DEM within the past five years?</p>		
<p>Can you explain any positive experience you have had with DEM within the past five years?</p>		
<p>Performance based regulation can be defined as setting standards and requirements which must be met without prior application, review, and decision by DEM. It is subject to compliance monitoring and, if necessary, enforcement. Are there any specific program areas within DEM that you believe should be converted from a “traditional” permitting model to a performance based system?</p>		
<p>DEM has limited ability to invest in Information Technology and would like to target those limited resources to achieve the highest benefit to customers. Please rank the following investments areas from highest priority (#1) to lowest (#5)</p>	<b>IT Investment</b>	<b>Rank</b>
	Online Permit Status Tracking	
	Electronic Submission of Permit Applications	
	On-line records reviews	
	Electronic submission of environmental (lab) monitoring/compliance data	
Other (please specify)		
<p>Are you interested in participating in additional dialogs with DEM? If so, on what topics?</p>		
<p>Name, Phone, &amp; E-Mail (OPTIONAL)</p>		