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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF ENVIRONMENTAL QUALITY
LANSING



DAN WYANT
DIRECTOR

VIA E-MAIL

TO: Senate Appropriations Subcommittee on Environmental Quality Members
House Appropriations Subcommittee on Environmental Quality Members
Ellen Jeffries, Director, Senate Fiscal Agency
Mary Ann Cleary, Director, House Fiscal Agency

FROM:  James M. Kasprzak, Chief, Administration Division

DATE: June 20, 2014

SUBJECT: Report on Customer Satisfaction Evaluation Program

As required in Section 228 of Part 2, Article VII, of 2013 PA 59, attached is the Department of Environmental Quality's (DEQ) report on the customer satisfaction evaluation program for fiscal year 2014.

If you have any questions, please contact Amy Epkey, Assistant Chief, Administration Division, at 517-284-5002.

Attachment

cc/att: John Roberts, Director, State Budget Office
Dick Posthumus, Governor's Office
Valerie Brader, Governor's Office
Jacques McNeely, State Budget Office
Jennifer Harrison, State Budget Office
Josh Sefton, Senate Fiscal Agency
Viola Wild, House Fiscal Agency
Dan Wyant, Director, DEQ
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Maggie Datema, Director of Legislative Affairs, DEQ
Sarah M. Howes, Legislative Liaison, DEQ
Amy Epkey, DEQ

Department of Environmental Quality
Customer Satisfaction Evaluation Program Report

June 20, 2014

Since October 1, 2010, the Department of Environmental Quality (DEQ) has offered customers an opportunity to provide feedback via 175 different customer service surveys. Of the 175 surveys, 20 are ongoing. Surveys are one element of a continuous process improvement initiative that is informed by metrics, workload analyses, and customer service survey results.

New surveys continue to be developed to help identify programmatic and process improvement needs. Surveys may be in response to receiving a permit, attending a training session, or other interaction with DEQ staff. These surveys gather input on such things as professionalism, timeliness, and environmental benefits, as well as specific program improvement ideas.

DEQ inspectors provide brochures to facilities prior to conducting inspections. The brochures describe the inspection process and the facility's rights and responsibilities. The inspector also encourages the facility to complete a customer service survey when the inspection is complete utilizing a link contained in the brochure. Consistent surveys have been developed for the DEQ inspection programs so the results of these inspection surveys can be compared across programs.

Survey results are updated quarterly, reviewed by program managers, and available online at www.michigan.gov/deqsurveys. The DEQ is committed to being Michigan's top environmental stewards, full partners in the state's economic development, and an agency that provides great customer service. We will continue this survey work to measure and meet our goals.