

2003 Ohio EPA Customer Service Survey

The customer survey subgroup (CSS) of Ohio EPA's Strategic Action Team was tasked with seeking feedback from Ohio EPA's external customers on how well Ohio EPA is serving them. This involved identifying Ohio EPA's customers (or customer groups), designing and distributing a customer service survey, compiling and analyzing the survey results, and making recommendations to respond to the issues identified in the survey.

Below are links to each of the external survey results.

- * **Other Government**. These results include specific governmental organizations with whom Ohio EPA interacts. Of these groups, local and county health departments, Ohio Emergency Management Agency, Ohio Department of Health, and city and village governments were included. A total of 82 organizations were surveyed. There were 34 surveys completed from health departments (12), city and village governments (14), other state agencies (7).
- * **Regulated Community and Public**. The survey of the regulated community targeted 50 specific facilities (10 per district) that Ohio EPA has multi-media involvement with, 25 consultants (5 per district), 13 attorney contacts, and 29 industry or trade groups.
- * **Environmental Groups**. There were 30 surveys sent out to a variety of environmental groups. Four groups responded to the survey.

**Ohio EPA Customer Service Survey
Other Government**

1. I am or have been involved with the following Ohio EPA divisions and programs. Please check all that apply.

	Response Percent	Response Total
Director's Office	38.2%	13
Division of Air Pollution Control	35.3%	12
Division of Drinking & Ground Waters	58.8%	20
Division of Emergency & Remedial Response	50.0%	17
Division of Environmental & Financial Assistance	44.1%	15
Division of Hazardous Waste Management	38.2%	13
Division of Solid & Infectious Waste Management	47.1%	16
Division of Surface Water	82.4%	28
Legal Services	20.6%	7
Office of Pollution Prevention	8.8%	3
Office of Environmental Education	17.6%	6
Office of Federal Facilities Oversight	0.0%	0
Public Interest Center	14.7%	5
Small Business Assistance Office	5.9%	2
Fiscal Administration	11.8%	4
Other (please specify)	14.7%	5
	Total Respondents	34
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Other Government**

2. During the past 12 months, I have been in contact with the Agency via phone, meetings, or e-mail: Please check only one.

	Response Percent	Response Total
0 times	2.9%	1
1-3 times	2.9%	1
4-6 times	14.7%	5
7-10 times	5.9%	2
10 or more	73.5%	25
	Total Respondents	34
	(skipped this question)	0

3. I am located in the following Ohio EPA district (geographic area).

	Response Percent	Response Total
Central District Office - Columbus	33.3%	11
Northeast District Office - Twinsburg	24.2%	8
Northwest District Office - Bowling Green	9.1%	3
Southeast District Office - Logan	27.3%	9
Southwest District Office - Dayton	3.0%	1
More Than One	3.0%	1
I'm Not Sure	0.0%	0
	Total Respondents	33
	(skipped this question)	1

**Ohio EPA Customer Service Survey
Other Government**

4. Ohio EPA staff listen to me.

	Response Percent	Response Total
Strongly Agree	23.5%	8
Agree	64.7%	22
Neutral	2.9%	1
Disagree	8.8%	3
Strongly Disagree	0.0%	0
	Total Respondents	34
	(skipped this question)	0

5. Ohio EPA staff understand my needs

	Response Percent	Response Total
Strongly Agree	11.8%	4
Agree	67.6%	23
Neutral	14.7%	5
Disagree	5.9%	2
Strongly Disagree	0.0%	0
	Total Respondents	34
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Other Government**

6. Ohio EPA staff ask for my feedback.

	Response Percent	Response Total
Strongly Agree	11.8%	4
Agree	50.0%	17
Neutral	26.5%	9
Disagree	11.8%	4
Strongly Disagree	0.0%	0
	Total Respondents	34
	(skipped this question)	0

7. When I contact Ohio EPA I am directed to a person who can assist me.

	Response Percent	Response Total
Strongly Agree	26.5%	9
Agree	58.8%	20
Neutral	11.8%	4
Disagree	2.9%	1
Strongly Disagree	0.0%	0
	Total Respondents	34
	(skipped this question)	1

**Ohio EPA Customer Service Survey
Other Government**

8. Ohio EPA staff are available to address my needs.

	Response Percent	Response Total
Strongly Agree	20.6%	7
Agree	44.1%	15
Neutral	26.5%	9
Disagree	8.8%	3
Strongly Disagree	0.0%	0
	Total Respondents	34
	(skipped this question)	0

9. Ohio EPA employees are willing to work with me.

	Response Percent	Response Total
Strongly Agree	11.8%	4
Agree	64.7%	22
Neutral	20.6%	7
Disagree	2.9%	1
Strongly Disagree	0.0%	0
	Total Respondents	34
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Other Government**

10. Ohio EPA staff provide timely responses to my requests.

	Response Percent	Response Total
Strongly Agree	2.9%	1
Agree	64.7%	22
Neutral	14.7%	5
Disagree	17.6%	6
Strongly Disagree	0.0%	0
	Total Respondents	34
	(skipped this question)	0

11. The responses I receive from Ohio EPA staff are understandable.

	Response Percent	Response Total
Strongly Agree	5.9%	2
Agree	70.6%	24
Neutral	17.6%	6
Disagree	5.9%	2
Strongly Disagree	0.0%	0
	Total Respondents	34
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Other Government**

12. Ohio EPA provides resources that address my needs.

	Response Percent	Response Total
Strongly Agree	8.8%	3
Agree	55.9%	19
Neutral	29.4%	10
Disagree	5.9%	2
Strongly Disagree	0.0%	0
	Total Respondents	34
	(skipped this question)	0

13. I am aware of the following Ohio EPA resources to obtain information.

	Response Percent	Response Total
Staff	97.1%	33
Web Site	94.1%	32
Rules	73.5%	25
Guidance Documents	67.6%	23
Publications	76.5%	26
Other (please specify)	11.8%	4
	Total Respondents	34
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Other Government**

14. The resources in question 13 meet my needs.

	Response Percent	Response Total
Strongly Agree	5.9%	2
Agree	76.5%	26
Neutral	17.6%	6
Disagree	0.0%	0
Strongly Disagree	0.0%	0
	Total Respondents	34
	(skipped this question)	0

15. Ohio EPA resources provide clear and understandable information.

	Response Percent	Response Total
Strongly Agree	6.1%	2
Agree	48.5%	16
Neutral	39.4%	13
Disagree	6.1%	2
Strongly Disagree	0.0%	0
	Total Respondents	33
	(skipped this question)	1

**Ohio EPA Customer Service Survey
Other Government**

16. Ohio EPA resources provide accurate information.

	Response Percent	Response Total
Strongly Agree	5.9%	2
Agree	70.6%	24
Neutral	20.6%	7
Disagree	2.9%	1
Strongly Disagree	0.0%	0
	Total Respondents	34
	(skipped this question)	0

17. The information I need from Ohio EPA is easy to access.

	Response Percent	Response Total
Strongly Agree	8.8%	3
Agree	55.9%	19
Neutral	29.4%	10
Disagree	5.9%	2
Strongly Disagree	0.0%	0
	Total Respondents	34
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Other Government**

18. I am informed of rules and policy decisions that affect me.

	Response Percent	Response Total
Strongly Agree	8.8%	3
Agree	55.9%	19
Neutral	20.6%	7
Disagree	14.7%	5
Strongly Disagree	0.0%	0
	Total Respondents	34
	(skipped this question)	0

19. Opportunities exist for me to provide input regarding decisions that affect me.

	Response Percent	Response Total
Strongly Agree	2.9%	1
Agree	61.8%	21
Neutral	23.5%	8
Disagree	11.8%	4
Strongly Disagree	0.0%	0
	Total Respondents	34
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Regulated Community and Public**

1. I am or have been involved with the following Ohio EPA divisions and programs. Please check all that apply.

	Response Percent	Response Total
Director's Office	44.3%	31
Division of Air Pollution Control	71.4%	50
Division of Drinking & Ground Waters	48.6%	34
Division of Emergency & Remedial Response	44.3%	31
Division of Environmental & Financial Assistance	4.3%	3
Division of Hazardous Waste Management	54.3%	38
Division of Solid & Infectious Waste Management	40.0%	28
Division of Surface Water	70.0%	49
Legal Services	24.3%	17
Office of Pollution Prevention	17.1%	12
Office of Environmental Education	1.4%	1
Office of Federal Facilities Oversight	1.4%	1
Public Interest Center	10.0%	7
Small Business Assistance Office	1.4%	1
Fiscal Administration	2.9%	2
Other (please specify)	4.3%	3
	Total Respondents	70
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Regulated Community and Public**

2. During the past 12 months, I have been in contact with the Agency via phone, meetings, or e-mail: Please check only one.

	Response Percent	Response Total
0 times	0.0%	0
1-3 times	1.4%	1
4-6 times	4.3%	3
7-10 times	10.0%	7
10 or more	84.3%	59
	Total Respondents	70
	(skipped this question)	0

3. I am located in the following Ohio EPA district (geographic area).

	Response Percent	Response Total
Central District Office - Columbus	28.6%	20
Northeast District Office - Twinsburg	15.7%	11
Northwest District Office - Bowling Green	24.3%	17
Southeast District Office - Logan	15.7%	11
Southwest District Office - Dayton	18.6%	13
More Than One	18.6%	13
I'm Not Sure	0.0%	0
	Total Respondents	70
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Regulated Community and Public**

4. Ohio EPA staff listen to me.

	Response Percent	Response Total
Strongly Agree	20.3%	14
Agree	59.4%	41
Neutral	11.6%	8
Disagree	2.9%	2
Strongly Disagree	5.8%	4
	Total Respondents	69
	(skipped this question)	1

5. Ohio EPA staff understand my needs

	Response Percent	Response Total
Strongly Agree	11.6%	8
Agree	43.5%	30
Neutral	29.0%	20
Disagree	11.6%	8
Strongly Disagree	4.3%	3
	Total Respondents	69
	(skipped this question)	1

**Ohio EPA Customer Service Survey
Regulated Community and Public**

6. Ohio EPA staff ask for my feedback.

	Response Percent	Response Total
Strongly Agree	11.8%	8
Agree	39.7%	27
Neutral	22.1%	15
Disagree	19.1%	13
Strongly Disagree	7.4%	5
	Total Respondents	68
	(skipped this question)	2

7. When I contact Ohio EPA I am directed to a person who can assist me.

	Response Percent	Response Total
Strongly Agree	17.4%	12
Agree	52.2%	36
Neutral	29.0%	20
Disagree	1.4%	1
Strongly Disagree	0.0%	0
	Total Respondents	69
	(skipped this question)	1

**Ohio EPA Customer Service Survey
Regulated Community and Public**

8. Ohio EPA staff are available to address my needs.

	Response Percent	Response Total
Strongly Agree	8.7%	6
Agree	52.2%	36
Neutral	24.6%	17
Disagree	14.5%	10
Strongly Disagree	0.0%	0
	Total Respondents	69
	(skipped this question)	1

9. Ohio EPA employees are willing to work with me.

	Response Percent	Response Total
Strongly Agree	18.8%	13
Agree	36.2%	25
Neutral	29.0%	20
Disagree	8.7%	6
Strongly Disagree	7.2%	5
	Total Respondents	69
	(skipped this question)	1

**Ohio EPA Customer Service Survey
Regulated Community and Public**

10. Ohio EPA staff provide timely responses to my requests.

	Response Percent	Response Total
Strongly Agree	17.4%	12
Agree	23.2%	16
Neutral	24.6%	17
Disagree	20.3%	14
Strongly Disagree	14.5%	10
	Total Respondents	69
	(skipped this question)	1

11. The responses I receive from Ohio EPA staff are understandable.

	Response Percent	Response Total
Strongly Agree	10.1%	7
Agree	31.9%	22
Neutral	42.0%	29
Disagree	13.0%	9
Strongly Disagree	2.9%	2
	Total Respondents	69
	(skipped this question)	1

**Ohio EPA Customer Service Survey
Regulated Community and Public**

12. Ohio EPA provides resources that address my needs.

	Response Percent	Response Total
Strongly Agree	4.3%	3
Agree	43.5%	30
Neutral	33.3%	23
Disagree	14.5%	10
Strongly Disagree	4.3%	3
	Total Respondents	69
	(skipped this question)	1

13. I am aware of the following Ohio EPA resources to obtain information.

	Response Percent	Response Total
Staff	97.1%	68
Web Site	98.6%	69
Rules	95.7%	67
Guidance Documents	91.4%	64
Publications	78.6%	55
Other (please specify)	2.9%	2
	Total Respondents	70
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Regulated Community and Public**

14. The resources in question 13 meet my needs.

	Response Percent	Response Total
Strongly Agree	5.7%	4
Agree	61.4%	43
Neutral	24.3%	17
Disagree	8.6%	6
Strongly Disagree	0.0%	0
	Total Respondents	70
	(skipped this question)	0

15. Ohio EPA resources provide clear and understandable information.

	Response Percent	Response Total
Strongly Agree	2.9%	2
Agree	42.0%	29
Neutral	37.7%	26
Disagree	14.5%	10
Strongly Disagree	2.9%	2
	Total Respondents	69
	(skipped this question)	1

**Ohio EPA Customer Service Survey
Regulated Community and Public**

16. Ohio EPA resources provide accurate information.

	Response Percent	Response Total
Strongly Agree	5.9%	4
Agree	51.5%	35
Neutral	29.4%	20
Disagree	13.2%	9
Strongly Disagree	0.0%	0
	Total Respondents	68
	(skipped this question)	2

17. The information I need from Ohio EPA is easy to access.

	Response Percent	Response Total
Strongly Agree	4.4%	3
Agree	58.8%	40
Neutral	22.1%	15
Disagree	13.2%	9
Strongly Disagree	1.5%	1
	Total Respondents	68
	(skipped this question)	2

**Ohio EPA Customer Service Survey
Regulated Community and Public**

18. I am informed of rules and policy decisions that affect me.

	Response Percent	Response Total
Strongly Agree	2.9%	2
Agree	37.7%	26
Neutral	36.2%	25
Disagree	21.7%	15
Strongly Disagree	1.4%	1
	Total Respondents	69
	(skipped this question)	1

19. Opportunities exist for me to provide input regarding decisions that affect me.

	Response Percent	Response Total
Strongly Agree	1.5%	1
Agree	51.5%	35
Neutral	25.0%	17
Disagree	17.6%	12
Strongly Disagree	4.4%	3
	Total Respondents	68
	(skipped this question)	2

**Ohio EPA Customer Service Survey
Environmental Groups**

1. I am or have been involved with the following Ohio EPA divisions and programs. Please check all that apply.

	Response Percent	Response Total
Director's Office	50.0%	2
Division of Air Pollution Control	25.0%	1
Division of Drinking & Ground Waters	50.0%	2
Division of Emergency & Remedial Response	25.0%	1
Division of Environmental & Financial Assistance	0.0%	0
Division of Hazardous Waste Management	25.0%	1
Division of Solid & Infectious Waste Management	50.0%	2
Division of Surface Water	100.0%	4
Legal Services	50.0%	2
Office of Pollution Prevention	50.0%	2
Office of Environmental Education	50.0%	2
Office of Federal Facilities Oversight	0.0%	0
Public Interest Center	75.0%	3
Small Business Assistance Office	0.0%	0
Fiscal Administration	0.0%	0
Other (please specify)	0.0%	0
	Total Respondents	4
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Environmental Groups**

2. During the past 12 months, I have been in contact with the Agency via phone, meetings, or e-mail: Please check only one.

	Response Percent	Response Total
0 times	0.0%	0
1-3 times	0.0%	0
4-6 times	0.0%	0
7-10 times	25.0%	1
10 or more	75.0%	3
	Total Respondents	4
	(skipped this question)	0

3. I am located in the following Ohio EPA district (geographic area).

	Response Percent	Response Total
Central District Office - Columbus	0.0%	0
Northeast District Office - Twinsburg	50.0%	2
Northwest District Office - Bowling Green	0.0%	0
Southeast District Office - Logan	0.0%	0
Southwest District Office - Dayton	25.0%	1
More Than One	25.0%	1
I'm Not Sure	0.0%	0
	Total Respondents	4
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Environmental Groups**

4. Ohio EPA staff listen to me.

	Response Percent	Response Total
Strongly Agree	25.0%	1
Agree	50.0%	2
Neutral	25.0%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
	Total Respondents	4
	(skipped this question)	0

5. Ohio EPA staff understand my needs

	Response Percent	Response Total
Strongly Agree	25.0%	1
Agree	50.0%	2
Neutral	25.0%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
	Total Respondents	4
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Environmental Groups**

6. Ohio EPA staff ask for my feedback.

	Response Percent	Response Total
Strongly Agree	25.0%	1
Agree	25.0%	1
Neutral	0.0%	0
Disagree	50.0%	2
Strongly Disagree	0.0%	0
	Total Respondents	4
	(skipped this question)	0

7. When I contact Ohio EPA I am directed to a person who can assist me.

	Response Percent	Response Total
Strongly Agree	0.0%	0
Agree	66.7%	2
Neutral	33.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
	Total Respondents	3
	(skipped this question)	1

**Ohio EPA Customer Service Survey
Environmental Groups**

8. Ohio EPA staff are available to address my needs.

	Response Percent	Response Total
Strongly Agree	0.0%	0
Agree	100.0%	3
Neutral	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
	Total Respondents	3
	(skipped this question)	1

9. Ohio EPA employees are willing to work with me.

	Response Percent	Response Total
Strongly Agree	66.7%	2
Agree	0.0%	0
Neutral	33.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
	Total Respondents	3
	(skipped this question)	1

**Ohio EPA Customer Service Survey
Environmental Groups**

10. Ohio EPA staff provide timely responses to my requests.

	Response Percent	Response Total
Strongly Agree	0.0%	0
Agree	50.0%	2
Neutral	25.0%	1
Disagree	25.0%	1
Strongly Disagree	0.0%	0
	Total Respondents	4
	(skipped this question)	0

11. The responses I receive from Ohio EPA staff are understandable.

	Response Percent	Response Total
Strongly Agree	0.0%	0
Agree	66.7%	2
Neutral	33.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
	Total Respondents	3
	(skipped this question)	1

**Ohio EPA Customer Service Survey
Environmental Groups**

12. Ohio EPA provides resources that address my needs.

	Response Percent	Response Total
Strongly Agree	0.0%	0
Agree	66.7%	2
Neutral	33.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
	Total Respondents	3
	(skipped this question)	1

13. I am aware of the following Ohio EPA resources to obtain information.

	Response Percent	Response Total
Staff	100.0%	4
Web Site	75.0%	3
Rules	50.0%	2
Guidance Documents	50.0%	2
Publications	75.0%	3
Other (please specify)	0.0%	0
	Total Respondents	4
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Environmental Groups**

14. The resources in question 13 meet my needs.

	Response Percent	Response Total
Strongly Agree	0.0%	0
Agree	66.7%	2
Neutral	33.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
	Total Respondents	3
	(skipped this question)	1

15. Ohio EPA resources provide clear and understandable information.

	Response Percent	Response Total
Strongly Agree	0.0%	0
Agree	50.0%	2
Neutral	25.0%	1
Disagree	0.0%	0
Strongly Disagree	25.0%	1
	Total Respondents	4
	(skipped this question)	0

**Ohio EPA Customer Service Survey
Environmental Groups**

16. Ohio EPA resources provide accurate information.

	Response Percent	Response Total
Strongly Agree	0.0%	0
Agree	66.7%	2
Neutral	33.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
	Total Respondents	3
	(skipped this question)	1

17. The information I need from Ohio EPA is easy to access.

	Response Percent	Response Total
Strongly Agree	0.0%	0
Agree	66.7%	2
Neutral	0.0%	0
Disagree	33.3%	1
Strongly Disagree	0.0%	0
	Total Respondents	3
	(skipped this question)	1

**Ohio EPA Customer Service Survey
Environmental Groups**

18. I am informed of rules and policy decisions that affect me.

	Response Percent	Response Total
Strongly Agree	0.0%	0
Agree	66.7%	2
Neutral	33.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
	Total Respondents	3
	(skipped this question)	1

19. Opportunities exist for me to provide input regarding decisions that affect me.

	Response Percent	Response Total
Strongly Agree	0.0%	0
Agree	66.7%	2
Neutral	33.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
	Total Respondents	3
	(skipped this question)	1