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# U.S. ARMY CORPS OF ENGINEERS
## CUSTOMER SERVICE SURVEY - REGULATORY PROGRAM

We at the U.S. Army Corps of Engineers Regulatory Branch are committed to improving service to our customers and would like to know how well we have been doing. Who are our customers? You are our ***customers*** if you submitted a permit application, requested a jurisdictional determination or wetland delineation, or scheduled a pre-application meeting with us. ***Other customers*** include those of you who receive our Public Notice and/or commented on a particular project or our work in general, because of your interest in the Regulatory Program. To identify how we can better serve you, we need your help. Please take the time to fill out this brief survey and mail it back to us. Your honest opinions will help us determine areas in which we need to improve. For each question, please indicate the level of service you received by marking the appropriate number on a scale from 1-5, with 1 being low (dissatisfied) and 5 being high (very satisfied). If the question does not apply to you, simply mark N/A. Thank you for your time and comments! Response to this survey is VOLUNTARY. If you choose not to respond, it will not affect any current or future dealings you may have with the USACE in any

| ***I. FOR APPLICANTS & OTHERS REQUIRING AUTHORIZATIONS*** | ***LOW SATISFACTION*** | | | ***HIGH SATISFACTION*** | | |
|---|---|---|---|---|---|---|
| 1. Do you think you received your Corps permit decision in a reasonable amount of time? | 1 | 2 | 3 | 4 | 5 | NA |
| 2. Do you think you received your Corps jurisdictional determination in a reasonable amount of time? | 1 | 2 | 3 | 4 | 5 | NA |
| 3. If we recommended/required project changes/modifications to reduce impacts, did we clearly explain the reasons why? | 1 | 2 | 3 | 4 | 5 | NA |
| 4. If we recommended/required project changes/modifications to reduce impacts, did the changes seem reasonable to you? | 1 | 2 | 3 | 4 | 5 | NA |
| 5. If we denied your permit, did we clearly explain the reasons why? | 1 | 2 | 3 | 4 | 5 | NA |
| 6. For enforcement cases, did our office clearly and professionally explain the basis for the enforcement action (e.g., what work we believe you performed without authorization? | 1 | 2 | 3 | 4 | 5 | NA |
| 7. For enforcement cases, did our office include options for resolution? | 1 | 2 | 3 | 4 | 5 | NA |
| ***II. FOR "OTHER" CUSTOMERS*** | | | | | | |
| 1. For permitted actions, was the permit effective in achieving appropriate protection/mitigation for impacts to aquatic resources? | 1 | 2 | 3 | 4 | 5 | NA |
| 2. For enforcement actions, did the Corps require appropriate compensation/restoration for impacts to aquatic resources? | 1 | 2 | 3 | 4 | 5 | NA |
| ***III. FOR APPLICANTS & "OTHER" CUSTOMERS*** | | | | | | |
| 1. Did the Corps representative act professionally and treat you with courtesy? | 1 | 2 | 3 | 4 | 5 | NA |
| 2. Did the Corps provide sufficient information to allow you to complete an application form, comment on a public notice, or otherwise evaluate our work? | 1 | 2 | 3 | 4 | 5 | NA |
| 3. Did we respond to your letters and telephone calls in a reasonable amount of time? | 1 | 2 | 3 | 4 | 5 | NA |
| 4. Did the Corps representative answer your questions clearly, giving you accurate information about our Regulatory Program? | 1 | 2 | 3 | 4 | 5 | NA |
| 5. What is your OVERALL rating of the level of service provided by the Corps of Engineers Regulatory Program? | 1 | 2 | 3 | 4 | 5 | NA |

*Note:* DATA FROM THIS QUESTIONNAIRE WILL BE USED BY THE DISTRICT TO IMPROVE SERVICE. ALSO, INFORMATION WILL BE TABULATED NATIONALLY BY SERVICE AREA. RESPONDENTS WILL NOT BE IDENTIFIED BY NAME OR ORGANIZATION FOR ANY REPORT DERIVED FROM THIS SURVEY.

**PLEASE COMPLETE THE FOLLOWING QUESTIONS BY GIVING US ANY COMMENTS OR SUGGESTIONS FOR HOW WE CAN IMPROVE.**

**Please indicate the nature of your business (If applicable, check more than one):**

- ___ Property developer
- ___ Public Agency Applicant
- ___ Civic or Trade Organization
- ___ Member of Legislature
- ___ Federal/State/Local Official
- ___ Conservation Organization
- ___ Flood/Water Control District
- ___ Consultant
- ___ Farming/Ranching
- ___ Public Agency
- ___ Personal/Private Project
- ___ Adjacent Property Owner
- ___ Sand & Gravel
- ___ Law Office
- ___ Silviculture
- ___ Mining
- ___ Media
- ___ Native American
- ___ Other *(describe)*: _____

**What Service(s) Did You Seek From the Corps?** ***(If applicable, check more than one):***

- ___ General Information
- ___ Pre-application Consultation
- ___ Nationwide general permit
- ___ Regional or programmatic general permit
- ___ Standard Individual permit
- ___ Letter of Permission
- ___ Jurisdictional/wetland determination
- ___ Resolution of violation/non-compliance
- ___ Regulatory Program presentation
- ___ Commented on Public Notice/permit application
- ___ Other *(describe)*: _____

**Which Corps office** ***(District, Division, Headquarters, other)*** **did you deal with?** _____

**Name of person you contacted in our office** ***(optional)*****:** _____

**Do you have any comments or suggestions on the Regulatory Program?**

**Information about you** ***(optional):***

**Name/Title:** _____

**Address:** _____

**Telephone** ***(include area code)*****:** _____

**May we contact you?** **YES** ___ **NO** ___

**PRIVACY ACT STATEMENT**

**Authorities: The government Performance and Results Act of 1993 and Executive Order (EO) 12862, "Setting Customer Service Standards", dated September 11, 1993. Purpose: To determine the quality of services our customers expect, as well as their satisfaction with USACE's existing services. Information provided on this form will be used in evaluating the performance of the Corps Regulatory Program. Routine Uses: This information may be shared with the Office of Management and Budget, members of Congress, and other federal, state, and local government**