



POLICY AND PROCEDURE	
SUBJECT/TITLE:	Customer Satisfaction Survey – Permitted Facilities
APPLICABILITY:	Air Pollution Control Staff
CONTACT PERSON & DIVISION:	Terri Dzienis, APC Director
ORIGINAL DATE ADOPTED:	03/06/2020
LATEST EFFECTIVE DATE:	05/21/2021
REVIEW FREQUENCY:	Every 5 years
BOARD APPROVAL DATE:	N/A
REFERENCE NUMBER:	300-102-P

A. PURPOSE

The purpose of this policy is to outline how feedback from permitted facilities, who are effectively customers of the Air Pollution Control Division, is requested.

B. POLICY

As part of routine operations, Air Pollution Control (APC) staff, through contract with Ohio EPA, prepare (write) facility air permits and conduct site visits for permitted facilities designated as an air pollution source within Stark County, Ohio. As part of an ongoing effort to provide excellent customer service to these permitted facilities, a customer satisfaction assessment/survey will be conducted pursuant to this policy. Information collected through this assessment will be used to improve the customer service provided to permitted facilities by APC staff.

C. BACKGROUND

This policy (300-102-P) supports the Canton City Public Health values “Quality – Excellence in all we do” and “Service – ask, listen, and respond to the needs of the community” as documented in Canton City Public Health Strategic Plan. This policy (300-102-P) also supports the Canton City Public Health Competencies F-1 (Customer Focus) and F-4 (Continuous Quality Improvement) as documented in policy 800-019-02-P.

This policy also fulfills the requirement from 800-034-P Organizational Strategic and Performance Management System policy (revision 11/7/2018) term E.7 and 800-015-P Quality Improvement Plan (revision 9/19/2018) goal for each division to collect customer satisfaction data for at least one of its program areas. It also supports PHAB accreditation standard 9.1.4 “Implementation of systematic process for assessing customer satisfaction with health department services”. (PHAB ver. 1.5)

D. GLOSSARY OF TERMS

Permitted facility or permittee – An entity located in Stark County that has received an air pollution control permit issued final by Ohio EPA DAPC and has a STARS2 facility profile. Permits included are PTIO, FEPTIO, PTI, TVPTO, and PBR.

NOC - Notice of Compliance letter

NOV – Notice of Violation letter

NOV/ROV – Notice of Violation and Resolution of Violation combination letter



E. PROCEDURES

The following procedures will be followed to assess customer satisfaction of permitted facilities with APC staff service.

1. Prior to providing the survey, Air Pollution Control staff will determine the permittee's preferred method of receiving and returning the survey (paper mail or electronic).
 - a. If the facility use's email as a method of communication, APC staff will provide the electronic survey via email.
 - b. If the permittee does not use email as a method of communication, the Air Pollution Control staff will provide the survey through the paper mail with a self-addressed and stamped envelope so it can be returned at no charge.
2. Air Pollution Control staff writing permits will provide the "Customer Satisfaction Survey - Permit Issuance" (form 300-102-01-F) within 5 business days following any new final permit issuance along with the courtesy email notifying the permittee of their permit issuance (if applicable).
 - a. The APC Director will review daily permit issuance emails from Ohio EPA (excludes PBR issuance) and email the Canton permit writer staff when a permit they wrote was issued. Alternatively, the permit writer staff can review STARS2 regularly to check when a permit they wrote has been issued final.
3. Air Pollution Control staff conducting site visits (FCE and emissions test), including virtual site visits, will provide the "Customer Satisfaction Survey - Site Visits Part 1" (form 300-102-02-F) within 5 business days of conducting the site visit.
 - a. Following emissions tests, the Engineer assigned as the facility's permit writer will send the survey.
 - b. Following an FCE, the APC staff assigned as the facility's permit writer will send the survey.
 - c. If a site visit was for a purpose other than an FCE or stack test, a survey may only be sent if the site visit lasted longer than one hour. The APC staff assigned as the facility's permit writer will send the survey in this case.
4. Air Pollution Control staff conducting site visits (FCE and emissions test), including virtual site visits, will provide the "Customer Satisfaction Survey - Site Visits Part 2" (form 300-102-03-F) along with the final follow-up correspondence for that site visit.
 - a. Following emissions tests, the Engineer assigned as the facility's permit writer will send the survey alongside Canton APC's response to the stack test report provided by the facility (Test Acceptance NOC, Conditional Acceptance, or NOV).
 - b. Following an FCE, the APC staff assigned as the facility's permit writer will send the survey with Canton APC's formal follow-up correspondence with the facility as a direct result of the FCE (NOC, NOV, or combined NOV/ROV).
 - c. If a site visit was for a purpose other than an FCE or stack test and a Part 1 survey was sent for it, the APC staff assigned as the facility's permit writer will send the Part 2 survey with Canton APC's formal follow-up correspondence to the facility as a direct result of the site visit. If no correspondence was sent, the Part 2 survey is not required.
5. Prior to sending the paper survey form (i.e. 300-102-01-F, 300-102-02-F, or 300-102-03-F Word Document versions) for paper mailed survey's, the sender must customize the survey as follows:
 - a. Must replace all red text with the permitted facility information the survey is for.
 - b. Make all text black color.
 - c. Note: The survey states it should be returned to the APC Director. This should not be changed.

6. When sending the electronic survey,
 - a. The electronic surveys are available in Microsoft O365 online, Forms app, under the DG-APC group. These surveys can be edited by any APC group member. Staff should not edit these forms.
 - b. The link for the survey is accessible by selecting the survey form in online Forms, then clicking the “share” button in the upper right. The links are also provided in the reference section of this policy.
 - c. The link to the survey should be provided in the email to the facility with a preceding statement similar to:
“Please complete this survey about your recent permit issuance”; or
“Please complete this survey about your recent site visit”
7. If the facility has been sent a survey less than 12 months ago, a survey should not be sent. Any site visits or permit issuances that occurred within 12 months of the most recent survey will be evaluated in the next survey if one is sent more than 12 months after the previous survey.
8. Copies of all sent surveys (either the email or the paper survey form) should be saved in the folder L:\APC\ADMIN\Customer Feedback\Customer Satisfaction Survey results\[year]-[Permits or Site Visits]\Surveys Sent This information is needed for the APC Director to compile the survey results.
9. The survey results are returned electronically or to the APC Director for paper mail. All paper survey results and a copy of the electronic survey results are saved in the folder: L:\APC\ADMIN\Customer Feedback\Survey results. If survey results are received directly by other APC staff, they should be saved in the folder and the APC Director notified of the receipt via email. The APC Director will review the results as they are received and compile and review the results at least once per quarter. The compiled results shall be saved in the same folder. The APC Director will share the compilation of the results at least once per quarter with APC staff. The APC Director will share the compilation annually with leadership staff as part of the performance management policy (800-034-P) requirements. The APC Director may also share the results with the Board of Health within APC board reports.

F. CITATIONS & REFERENCES

N/A

G. CONTRIBUTORS

The following staff contributed to the authorship of this document:

1. Andrew Molnar, APC Engineer
2. All APC staff that provided written comments (Jaclyn Hupp, Ron Jones, Terri Dzienis)

H. APPENDICES & ATTACHMENTS

N/A

I. REFERENCE FORMS

300-102-01-F Customer Satisfaction Survey - Permit Issuance

Electronic version:

<https://forms.office.com/Pages/ResponsePage.aspx?id=2vJsyYnET0Cq0UZvZCM8ujAZ1TaCYaNFhnnkhT3dKZVUMDFHUFhMR1FLVjNCSU1ZSkxESUpGT0FVWSQIQCN0PWcu>



300-102-02-F Customer Satisfaction Survey - Site Visits Part 1

Electronic version:

<https://forms.office.com/Pages/ResponsePage.aspx?id=2vJsyYnET0Cq0UZvZCM8ujAZ1TaCYaNFhnnkhT3dKZVUNzZMTjBUUDdVV1g4UFFOQkJHSDdENUtURiQIQCN0PWcu>

300-102-03-F Customer Satisfaction Survey - Site Visits Part 2

Electronic version:

<https://forms.office.com/Pages/ResponsePage.aspx?id=2vJsyYnET0Cq0UZvZCM8ujAZ1TaCYaNFhnnkhT3dKZVUQ0RTSk1NTUpONIE1TEdUWIFDUTFQQjhZUIQIQCN0PWcu>

J. REVISION & REVIEW HISTORY

Revision Date	Review Date	Author	Notes
3/6/2020		Andrew Molnar	Establish new policy and procedure
4/9/2020		Terri Dzienis	Update E.6. to reflect storage location.
12/3/2020		Terri Dzienis	Update E.3. to include virtual site visits. Inserted new paragraph E.6. related to copies of sent surveys. Updated E.7 (previously E.6) to reflect quarterly frequency.
5/21/2021		Terri Dzienis	Update to change to the use of the electronic survey forms and Part 1 & Part 2 Site Visit survey forms.

K. APPROVAL

This document has been approved in accordance with the “800-001-P Standards for Writing and Approving PPSOGFs” procedure as of the effective date listed above.