|  |  |  |
| --- | --- | --- |
| Date |  |  |
|  |  |  |
| Addressee | **Re:** | Facility/Site ID |
| Facility/Company Name |  | Site Visit ID# |
| Address |  |  |
| City, State ZIP |  |  |

**Subject: Customer Satisfaction Survey - Site Visits (Part 1)**

Please take a few minutes to fill out this survey about your recent site visit from Canton Air Pollution Control. To provide you and other facilities with the best service possible, we appreciate your honest feedback. We will use this to plan and improve our site visit process. This survey is voluntary and will not affect your facility’s compliance status. Please complete this form within two weeks and return to Canton Air Pollution Control with the self-addressed envelope provided. If no response is received within two weeks, we will assume that you prefer not to fill out the survey.

This survey will be provided in two parts: Part 1 is related to the day of and prior to the site visit and is provided shortly after the day of the site visit. Part 2 is related to the information provided by Canton APC following the site visit, which could be several weeks later, and is provided shortly after that information is shared.

**Please select the type(s) of site visit that Canton APC performed. Check all that apply:**

[ ]  Full Compliance Evaluation (FCE) in-person [ ]  Full Compliance Evaluation (FCE) virtual [ ]  Don’t know

[ ]  Emission Test in-person [ ]  Emission Test virtual [ ]  Other (specify):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please assess the following statements:** *(Check one box on each line)*

|  |  |
| --- | --- |
|  | *Level of Satisfaction (Highest to Lowest)* |
|  | *Strongly Agree* | *Agree* | *Disagree* | *Strongly Disagree* | *Does Not Apply* | *Prefer Not to Answer* |
| The inspector was focused on the scope of the site visit. | [ ]  | [ ]  | [ ]  | [ ]  |  | [ ]  |
| Correspondence given by Canton APC prior to the site visit was understandable. | [ ]  | [ ]  | [ ]  | [ ]  |  | [ ]  |
| The site visit was well organized. | [ ]  | [ ]  | [ ]  | [ ]  |  | [ ]  |
| The inspector was respectful to me and all other staff at the facility. | [ ]  | [ ]  | [ ]  | [ ]  |  | [ ]  |
| The site visit was conducted in a timely manner. | [ ]  | [ ]  | [ ]  | [ ]  |  | [ ]  |
| The explanations throughout the site visit helped me understand air pollution regulations more clearly. | [ ]  | [ ]  | [ ]  | [ ]  |  | [ ]  |
| Overall, I am satisfied with the site visit conducted by Canton APC staff. | [ ]  | [ ]  | [ ]  | [ ]  |  | [ ]  |

**Please share any additional comments you have.** If you need more room, you may continue your comments on the back of this form: