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

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

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 ORGANIZATIONN 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
- _ 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** __

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 agencies. Disclosure: Providing requested information is voluntary. Failure to provide this information will not result in an adverse action.

(Reverse of Eng Form 5065)