

**Environmental Protection & Waste Services Division (EP&WSD)
Customer Satisfaction Survey for Environmental Protection Services (EPS)**

The Environmental Protection Services (EPS) group provides a wide range of services that facilitate UT-Battelle compliance with:

- **Federal and State environmental regulations,**
- **U.S. Department of Energy (DOE) Orders contained in the UT-Battelle Work Smart Standards, and**
- **agreements between DOE and/or UT-Battelle and the regulators.**

Instructions:

1. Save the form to your desktop.
2. Use the hand tool in Adobe Acrobat to fill out this form. Position the pointer inside a form field, and click. The I-beam pointer allows you to type text. After entering text or making a selection, do one of the following:
 - Press Tab or Shift+Tab to accept the form field change and go to the next or previous field.
 - Press Enter (Windows) or Return (Mac OS) to accept the text form field change and deselect the current field.
 - If the current field is a check box, left clicking your mouse, or pressing Enter or Return turns the check box on or off. In a multiline text form field, pressing Enter or Return creates a paragraph return in the same form field. You can use Enter on the keypad to accept the change.
 - Press Escape to reject the form field change and deselect the current form field. If you are in Full Screen mode, pressing Escape a second time causes you to exit Full Screen mode.

Once you have filled in the appropriate form fields save the file and email the file to Denise Saunders at: xan@ornl.gov. If you wish to remain anonymous, you can print the form and put it into plant mail. Address the form to: Denise Saunders, Building 4500N, Room C-36, Mail Stop 6198.

Name (optional): _____ Building (optional): _____

Division (required): _____

<p>1. How often do you use EPS?</p> <p>Never Annually Quarterly Monthly Weekly</p>	<p>2. Do you know how to access EPS support?</p> <p>Fully Mostly Not sure Not at all (rely totally on the Environmental Compliance Representative {ECR}) Not applicable</p>
<p>3. How satisfied were you with EPS overall work?</p> <p>Very Satisfied Satisfied Average Dissatisfied Very Dissatisfied Not applicable</p>	<p>4. How satisfied were you with the technical performance of the EPS personnel?</p> <p>Very Satisfied Satisfied Average Dissatisfied Very Dissatisfied Not applicable</p>
<p>5. How satisfied were you with the professionalism (i.e., attitude, respect, fairness, trust, understanding the problem, providing a solution to the problem) of the EPS personnel?</p> <p>Very Satisfied Satisfied Average Dissatisfied Very Dissatisfied Not applicable</p>	<p>6. How satisfied were you with EPS response time to the task(s)?</p> <p>Very Satisfied Satisfied Average Dissatisfied Very Dissatisfied Not applicable</p>

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<p>7. How satisfied were you to EPS value added to the task(s)?</p> <p style="margin-left: 40px;">Very Satisfied Satisfied Average Dissatisfied Very Dissatisfied Not applicable</p>	<p>8. How satisfied were you with EPS cost to perform the tasks(s)?</p> <p style="margin-left: 40px;">Very Satisfied Satisfied Average Dissatisfied Very Dissatisfied Not applicable</p>
<p>9. How satisfied were you with your ECR?</p> <p style="margin-left: 40px;">Very Satisfied Satisfied Average Dissatisfied Very Dissatisfied Not applicable</p>	<p>10. Did you receive adequate feedback on the status of work being performed?</p> <p style="margin-left: 40px;">Always Frequently Sometimes Infrequently Never</p>

11. Which environmental programs/policies have you utilized within the last year and how satisfied were you with the services provided? Please check each applicable program/policy used and rate as: Very Satisfied (VS), Satisfied (S), Average (A), Dissatisfied (D), Very Dissatisfied (VD).

check if utilized	Rating				
	VS	S	A	D	VD
Air Quality					
CERCLA					
Clean Air Act					
Clean Water Act					
DOE Compliance					
EPCRA 313 Reporting					
Environmental Protection Officer Program					
Groundwater					
Hazardous and Mixed Waste					
Hold-for Decay					
Medical Waste					
National Environmental Policy Act					
National Historic Preservation Act					
NPDES Monitoring					
Oak Ridge Reservation Surveillance Monitoring					
PCBs/TSCA					
Rad NESHAPs					
RCRA					
Safe Drinking Water Act					
Sanitary/Industrial Waste					
Sink and Drain Survey					
Special Waste Approvals					
Spill Prevention, Control, and Countermeasures Plan					
Stack and Vent Survey					
Storm Waster Pollution Prevention Plan					
Tennessee Oversight Agreement					
Treatability Studies					
Underground Injection Control					
Underground Storage Tanks					
USDA Quarantined Soils					
Used Oil					

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12. Which EPS functions have you interacted with within the last year and how satisfied were you with the service provided? Please rate each one as applicable: Very Satisfied (VS), Satisfied (S), Average (A), Dissatisfied (D), Very Dissatisfied (VD).

Check if utilized	Rating				
	VS	S	A	D	VD
<input type="checkbox"/> Assisting with regulatory negotiations					
<input type="checkbox"/> Data evaluation					
<input type="checkbox"/> Development of sampling and analysis plans					
<input type="checkbox"/> Dose assessment					
<input type="checkbox"/> Environmental Compliance Representatives					
<input type="checkbox"/> EPO Program waste characterization					
<input type="checkbox"/> Excavation/penetration permits					
<input type="checkbox"/> Permit and report preparation					
<input type="checkbox"/> Policy and Guidance preparation and dissemination					
<input type="checkbox"/> Regulator inspections					
<input type="checkbox"/> Regulatory review					
<input type="checkbox"/> Reporting analytical results					
<input type="checkbox"/> Self assessment of organizations					
<input type="checkbox"/> Statistical analysis of data					
<input type="checkbox"/> Training					
<input type="checkbox"/> USDA permits/agreements/subject area development					
<input type="checkbox"/> Vendor approvals for waste/recyclables					
<input type="checkbox"/> Wastewater variance approvals					
<input type="checkbox"/> Other (describe below)					

13. If there was one change you could make to improve EPS operations to better serve you as a customer, what change would you make?

14. Would you use EPS again?
 Yes No Not applicable

15. Would you like to discuss any issues?
 Yes No
 If yes, please contact David Skipper (576-5748).

16. Additional comments (e.g., positive observations or specific problem/areas of weakness):