

# Customer Service Survey

One of Cal/EPA's objectives is to provide superior levels of customer service. Your feedback telling us what is going and what needs improvement is essential to our success in our efforts to better serve you. Please take a moment to complete this survey. Thank you for your feedback. — Agency Secretary

**Circle the service provider:**

Office of the Secretary

Department of Pesticide Regulation

Air Resources Board

Department of Toxic Substances Control

Environmental Health Hazard Assessment

Regional Water Quality Control Boards: R1 R2 R3 R4 R5 R6 R7 R8 R9

State Water Resources Control Board

Subunit (Optional): \_\_\_\_\_

Date Submitted: \_\_\_\_\_

**What was the nature of your contact with us? (Please check only one box)**

General Information

Problem Resolution

Technical Assistance

Permitting/Licensing Assistance

Other: \_\_\_\_\_

**Check (✓) As Appropriate**

Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	No Comment
Staff was courteous and helpful.					
Staff provided complete, accurate information to you.					
A timely response was provided.					
My overall experience was positive.					
<b>Please complete the section below if your contact with permitting/licensing/registration assistance.</b>					
The regulations were understandable.					
The application instructions were understandable.					
The permit/license/registration terms and conditions were understandable.					

**Please indicate the name(s) of any staff person you would like to commend:** \_\_\_\_\_

**Comments:** \_\_\_\_\_