

HOW ARE WE DOING?

The Department of Natural Resources and Environmental Control, Solid and Hazardous Waste Management Branch (SHWMB) recently conducted a hazardous waste compliance assessment at your site.

Whereas service is an integral part of our responsibilities in protecting the health and safety of Delaware's citizens and in protecting our precious natural resources and environment, your opinion of our service performance is vitally important to us.

Therefore, we would very much appreciate your taking the time to complete and return this short questionnaire. You may also find a copy of this questionnaire at <http://www.awm.delaware.gov/SHWMB/Pages/FormsAndApplications.aspx> should you need another copy.

Name of SHWMB representative performing as your primary contact: _____

Your Name: _____ Telephone Number: _____

Your Site/Company Name: _____

On a scale of 1-5, with 5 being the highest, please rate the performance of the SHWMB representative serving as your primary contact in the following areas:

	POOR	1	2	3	4	5	EXCELLENT
1. Introduction of themselves and explanation of their purpose for being at the site.	1	2	3	4	5		
2. Courteousness to you and your staff.	1	2	3	4	5		
3. Answering your questions or directing you to an office or individual who could.	1	2	3	4	5		
4. Discussion of ways to reduce the amount of either solid or hazardous waste generation, including providing you with copies of the SHWMB's Fact Sheets.	1	2	3	4	5		
5. Providing follow-up information in a timely manner, if promised by the representative.	1	2	3	4	5		
6. Explanation of any violations and the actions necessary to correct the violations, if any were identified.	1	2	3	4	5	N/A	
7. Explanation of the type of enforcement action your site might receive, if any violations were identified.	1	2	3	4	5	N/A	
8. The overall service provided by the SHWMB representative.							

POOR FAIR GOOD EXCELLENT

9. Identify at least one thing the SHWMB representative did extremely well.

10. Identify at least one thing the SHWMB representative could improve upon.

11. Do you have any additional comments?

Your completion of this survey is very much appreciated.
Please fold, tape and mail with first class postage to the labeled add

Place
Postage
Here

**Department of Natural Resources and Environmental Control
Division of Air and Waste Management
Solid and Hazardous Waste Management Branch
89 Kings Highway
Dover, Delaware 19901**