

Arkansas Department of Environmental Quality Customer Satisfaction Survey: Survey Completion Requested



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The quarterly newsletter of the Office of Air Quality of the Arkansas Department of Environmental Quality ("ADEQ") issued a January 2019 Special Edition noting two items relevant to the overall agency. Those items include:

- ADEQ will be conducting a Customer Satisfaction Survey
- The 2019 ADEQ Environmental Awards applications are available

ADEQ in the last few years has conducted a Customer Satisfaction Survey.

The questions posed by this year's Customer Satisfaction Survey include:

1. Which office at ADEQ do you interact with most often?

- Office of Water Quality
- Office of Land Resources
- Office of Air Quality
- Director's Office
- Office of Law and Policy
- Office of Energy

2. How frequently do you contact ADEQ staff?

- Monthly
- Every six months
- Annually
- Every two years or longer
- Never

3. How would you rate the knowledge and responsiveness of our staff?

- Excellent
- Good
- Average
- Poor

4. Overall, how would you rate the quality of your experience with ADEQ?

- Very satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Very dissatisfied

5. Which of the following best describes you?

- Elected Official
- Concerned Citizen
- Attorney
- Environmental Specialist or Consultant
- Business Professional
- Journalist

The survey can be completed online by visiting <https://www.surveymonkey.com/r/ADEQCSS2018>.

A discussion of the ADEQ Environmental Awards will be posted tomorrow (Friday).