

**Customer Service Survey Questionnaire
 New England Marinas Initiative
 Environmental Protection Agency Region I**

1. How many years of experience do you have with the following environmental practices at your marina?

	No Experience	Less than 3 years	Between 3 and 6 years	More than 6 years
Spill prevention procedures or devices (e.g. overfill alarms)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of closed receptacles for disposal or recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear labeling and secure storage of fluids (e.g. fuels and paints)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Structural changes to minimize surface water runoff (e.g. berming, filters and riprap)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of alternative practices or materials to reduce toxicity or other hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Installation of a sewage pump-out system (onshore or on-boat)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Since 2001, have you attended any workshops or training sessions on marina environmental issues that were either sponsored or co-sponsored by EPA?

- Yes
- No.....[Go to Question 8]

3. How did you learn about the workshop(s) or training session(s) that you attended?

- EPA web site
- Mailings
- E-mail announcement
- Word of mouth
- Advertisement in trade publication (or other material)
- Other EPA-sponsored events/training
- Other (please specify) _____

4. What would be your most satisfactory way to learn about workshops and/or training(s)?

- EPA web site
- Mailings
- E-mail announcement

- Word of mouth
- Advertisement in trade publication (or other material)
- Other EPA-sponsored events/training
- Other (please specify) _____

5. On a scale of 1 to 4 (with 1 being “Very Dissatisfied” and 4 being “Very Satisfied”), how satisfied were you with the content of the workshop(s) and/or training with respect to each of the following practices:

	1	2	3	4	Did not cover/Do not recall
Spill prevention procedures or devices (e.g. overfill alarms)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of closed receptacles for disposal or recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear labeling and secure storage of fluids (e.g. fuels and paints)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Structural changes to minimize surface water runoff (e.g. berming, filters and riprap)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of alternative practices or materials to reduce toxicity or other hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Installation of a sewage pump-out system (onshore or on-boat)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. On the whole, how satisfied were you with the content of those workshops or training sessions?

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

7. Do you have any additional comments about your satisfaction with the workshops and/or training sessions (e.g. content, location, instructors)?

8. Over the last three years, have you ever visited the EPA New England Marinas web site to obtain information that would assist you in dealing with environmental issues at your marina?

- Yes, very often
- Yes, somewhat often
- Yes, but only rarely
- No.....[Go to Question 15]

9. How did you learn about the EPA New England Marinas web site?

- EPA web site
- Mailings
- E-mail announcement
- Word of mouth
- Advertisement in trade publication (or other material)
- Other EPA-sponsored events/training
- Other (please specify) _____

10. What would be your most satisfactory way to learn about EPA New England Marinas web site?

- EPA web site
- Mailings
- E-mail announcement
- Word of mouth
- Advertisement in trade publication (or other material)
- Other EPA-sponsored events/training
- Other (please specify) _____

11. How satisfied were you with the design of the site [i.e., how easy was it to locate the materials that you were looking for on the web site]?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- I was unable to locate the materials I was looking for..... [Go to Question 15]

12. On a scale of 1 to 4 (with 1 being “Very Dissatisfied” and 4 being “Very Satisfied”), how satisfied were you with content of the web site with respect to the following practices:

	1	2	3	4	Did not cover/Do not recall
Spill prevention procedures or devices (e.g. overfill alarms)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of closed receptacles for disposal or recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear labeling and secure storage of fluids (e.g. fuels and paints)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Structural changes to minimize surface water runoff (e.g. berming, filters and riprap)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of alternative practices or materials to reduce toxicity or other hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Installation of a sewage pump-out system (onshore or on-boat)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. On the whole, how satisfied were you with the content of the web site?

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

14. Do you have any additional comments about your satisfaction with the web site (e.g. content, technical complexity, additional resources, format)?

15. Since 2001, have you used any EPA or state guidance documents or fact sheets to assist with the marina's environmental compliance or suggestions about best environmental practices?

- Yes
- No.....[Go to Question 21]

16. How did you learn about the guidance documents or fact sheets?

- EPA web site
- Mailings
- E-mail announcement
- Word of mouth
- Advertisement in trade publication (or other material)
- Other EPA-sponsored events/training
- Other (please specify) _____

17. What would be your most satisfactory way to learn about guidance documents or fact sheets?

- EPA web site
- Mailings
- E-mail announcement
- Word of mouth
- Advertisement in trade publication (or other material)
- Other EPA-sponsored events/training
- Other (please specify) _____

18. On a scale of 1 to 4 (with 1 being "Very Dissatisfied" and 4 being "Very Satisfied") how satisfied were you with the content of the guidance materials with respect to the following practices:

	1	2	3	4	Did not cover/Do not recall
Spill prevention procedures or devices (e.g. overfill alarms)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of closed receptacles for disposal or recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear labeling and secure storage of fluids (e.g. fuels and paints)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Structural changes to minimize surface water runoff (e.g. berming, filters and riprap)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of alternative practices or materials to reduce toxicity or other hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Installation of a sewage pump-out system (onshore or on-boat)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. On the whole, how satisfied were you with the content of the guidance materials?

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

20. Do you have any additional comments about your satisfaction with the guidance materials (e.g. content, technical complexity, additional resources, format)?

Finally, in order to understand which facilities are most satisfied with which products and services and to improve the products and services available to your facility, we have a few more questions.

21. How many full- and part-time employees work at your facility?

- _____ Full time employees
- _____ Part time employees

22. How many boats are moored, docked, or stored on land at your facility?

- _____ Boats Moored
- _____ Boats Docked
- _____ Boats stored on land

23. Are maintenance or repair operations performed at the facility?

- Yes, they are primarily do-it-yourself activities performed by boat owners
- Yes, but they are not primarily do-it-yourself activities performed by boat owners
- No

Thank you for your participation in the survey! If we may contact you to clarify your responses, please provide an e-mail address: _____

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