

CUSTOMER SATISFACTION - GENERAL

(Personal Interview)

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CUSTOMER SATISFACTION: GENERAL

In an effort to survey our customers, we have identified areas in the organization in which you interact on a regular basis. Please verify these areas by circling the corresponding number. (Circle one or more areas).

Do you work with the Corps on:

1. Contracting
2. Construction operations
3. Operation and maintenance
4. Floodplain management and flood control
5. Tribal issues
6. Project management
7. Permits
8. The NEPA process
9. River Basin studies

Please answer the survey questions that we related each of the areas you have identified above.

1. Please express your level of familiarity in the areas you identified at the beginning of the survey. For these areas, please rate yourself on your level of familiarity, where 1 represents little or no familiarity, 2 represents some familiarity, and 3 represents much familiarity. Using a scale from 1 to 3, how would you rate yourself on READ APPLICABLE AREAS BELOW?

	<u>Little or no Familiarity</u>	<u>Some Familiarity</u>	<u>Much Familiarity</u>
1. Construction operations matters	1	2	3
2. Operation & maintenance matters	1	2	3
3. Floodplain management	1	2	3
4. Tribal issues	1	2	3
5. Project management	1	2	3
6. Permits	1	2	3
7. The NEPA process	1	2	3
8. River basin studies	1	2	3

2. How often are you in contact with Corps employees on the following areas?

	<u>Never</u>	<u>Yearly</u>	<u>Monthly</u>	<u>Weekly</u>	<u>Daily</u>
1. Construction operations matters	1	2	3	4	5
2. Operation & maintenance matters	1	2	3	4	5
3. Floodplain management	1	2	3	4	5
4. Tribal issues	1	2	3	4	5
5. Project management	1	2	3	4	5
6. Permit process	1	2	3	4	5
7. The NEPA process	1	2	3	4	5
8. River basin studies	1	2	3	4	5

3a. For this next series of questions, please indicate your level of satisfaction with the areas you previously identified and specific activities within those areas. For this first area, please indicate your level of satisfaction with construction operations and answer the following questions in the context of the broader category.

	Highly Dissatisfied	Dissatisfied	No Opinion	Satisfied	Highly Satisfied
CONSTRUCTION					
a. Technical ability of Corps employees	1	2	3	4	5
b. Dependability of Corps employees	1	2	3	4	5
c. Corps employees knowledge of _____ issues	1	2	3	4	5
d. Coordination with the Corps on projects	1	2	3	4	5
e. Level of communication with technical specialists	1	2	3	4	5
f. Level of communication with project managers	1	2	3	4	5
g. Timely completion of Corps projects	1	2	3	4	5
h. Attention to cost effectiveness	1	2	3	4	5
i. Corps' compliance with dam safety regulations	1	2	3	4	5
j. Corps' compliance with reservoir regulations	1	2	3	4	5
k. Quality of bridge investigations	1	2	3	4	5
l. Quality of dredging on the _____ River	1	2	3	4	5
m. Timely completion of bridge investigations	1	2	3	4	5
n. Spillway design expertise of Corps engineers	1	2	3	4	5
o. Gives appropriate consideration to protection of fish & wildlife during construction	1	2	3	4	5
p. Protection of river shoreline during construction	1	2	3	4	5
q. Accuracy of historic project data & river profiles	1	2	3	4	5
r. Accuracy of survey operations for dredging	1	2	3	4	5

3b. For the next area, the procedure is the same. Please indicate your level of satisfaction with operation and maintenance and answer the following questions in the context of the broader category.

	Highly Dissatisfied	Dissatisfied	No Opinion	Satisfied	Highly Satisfied
<u>OPERATIONS AND MAINTENANCE</u>					
a. Technical ability of Corps employees	1	2	3	4	5
b. Dependability of Corps employees	1	2	3	4	5
c. Corps employees knowledge of issues	1	2	3	4	5
d. Coordination with the Corps on projects	1	2	3	4	5
e. Level of communication with dam operators	1	2	3	4	5
f. Level of communication with technical specialists	1	2	3	4	5
g. Timely completion of Corps projects	1	2	3	4	5
h. Attention to cost effectiveness	1	2	3	4	5
i. Quality of emergency assistance and service at the locks and dams	1	2	3	4	5
j. Accuracy of navigational aid positioning	1	2	3	4	5
k. Timely navigational aid positioning	1	2	3	4	5
l. Maintenance of the channel	1	2	3	4	5
m. Protection of the river shoreline when dredging	1	2	3	4	5
n. Frequency of channel and harbor dredging	1	2	3	4	5
o. Accurate data available on river conditions	1	2	3	4	5
p. Regulation of pools along the River	1	2	3	4	5
q. Efficiency of the locks and dams	1	2	3	4	5
r. Reliability of the locks and dams	1	2	3	4	5
s. Gives appropriate consideration to protection of fish & wildlife when dredging	1	2	3	4	5

3c. For the next area, the procedure is the same. Please indicate your level of satisfaction with floodplain management and answer the following questions in the context of the broader category.

	Highly Dissatisfied	Dissatisfied	No Opinion	Satisfied	Highly Satisfied
<u>FLOODPLAIN MANAGEMENT</u>					
a. Technical ability of Corps employees	1	2	3	4	5
b. Dependability of Corps employees	1	2	3	4	5
c. Corps employees knowledge of floodplain management issues	1	2	3	4	5
d. Coordination with the Corps on projects	1	2	3	4	5
e. Level of communication with technical specialists	1	2	3	4	5
f. Level of communication with project managers	1	2	3	4	5
g. Timely completion floodplain management studies	1	2	3	4	5
h. Attention to cost effectiveness of floodplain management surveys and/or studies	1	2	3	4	5
i. Corps compliance with Federal floodplain management regulations	1	2	3	4	5
j. Quality of floodplain management studies produced	1	2	3	4	5
k. Technical accuracy of the project/studies reports	1	2	3	4	5
l. Usefulness of floodplain projects or studies	1	2	3	4	5

3d. For the next area, the procedure is the same. Please indicate your level of satisfaction with tribal issues and answer the following questions in the context of the broader category.

	Highly Dissatisfied	Dissatisfied	No Opinion	Satisfied	Highly Satisfied
<u>TRIBAL ISSUES</u>					
a. Technical ability of Corps employees	1	2	3	4	5
b. Dependability of Corps employees	1	2	3	4	5
c. Corps employees knowledge of tribal issues	1	2	3	4	5
d. Coordination with the Corps on projects	1	2	3	4	5
e. Communication with technical specialists	1	2	3	4	5
f. Communication with project managers	1	2	3	4	5
g. Timely completion of Corps projects and studies	1	2	3	4	5
h. Attention to cost effectiveness	1	2	3	4	5
i. Corps compliance with the Federal Treaty laws	1	2	3	4	5
j. Quality of Corps projects and studies	1	2	3	4	5
k. Technical accuracy of the project reports	1	2	3	4	5
l. Usefulness of studies	1	2	3	4	5
m. Corps employees' ability to resolve issues and problems	1	2	3	4	5
n. Appropriate opportunity for public involvement in Corps projects	1	2	3	4	5

3e. For the next area, the procedure is the same. Please indicate your level of satisfaction with project management and answer the following questions in the context of the broader category.

	Highly Dissatisfied	Dissatisfied	No Opinion	Satisfied	Highly Satisfied
PROJECT MANAGEMENT					
a. Technical ability of Corps employees	1	2	3	4	5
b. Dependability of Corps employees	1	2	3	4	5
c. Corps employees knowledge of potential issues and problems of Corps projects	1	2	3	4	5
d. Coordination with the Corps on projects	1	2	3	4	5
e. Level of communication with technical specialists	1	2	3	4	5
f. Level of communication with project managers	1	2	3	4	5
g. Timely completion of Corps projects	1	2	3	4	5
h. Attention to cost effectiveness	1	2	3	4	5
i. Quality of environmental impact studies	1	2	3	4	5
j. Technical accuracy of the project reports	1	2	3	4	5
k. Usefulness of studies	1	2	3	4	5
l. Protection of historic and cultural sites	1	2	3	4	5
m. Appropriate opportunity for public involvement in Corps projects	1	2	3	4	5

3f. For the next area, the procedure is the same. Please indicate your level of satisfaction with the permit process and answer the following questions in the context of the broader category.

	Highly Dissatisfied	Dissatisfied	No Opinion	Satisfied	Highly Satisfied
PERMIT REGULATIONS					
a. Technical ability of Corps employees	1	2	3	4	5
b. Dependability of Corps employees	1	2	3	4	5
c. Corps employees knowledge of _____ issues	1	2	3	4	5
d. Coordination with the Corps on projects	1	2	3	4	5
e. Level of communication with technical specialists	1	2	3	4	5
f. Level of communication with project managers	1	2	3	4	5
g. Timely completion of permit processes	1	2	3	4	5
h. Attention to cost effectiveness of the permit application procedure	1	2	3	4	5
i. Corps compliance with permit regulation procedure of Section 106	1	2	3	4	5
j. Corps compliance with permit evaluation procedure of Section 404	1	2	3	4	5
k. Appropriate consideration for cultural and historic resources in various Corps projects	1	2	3	4	5
l. Procedure for obtaining a wetlands permit in _____	1	2	3	4	5
m. Delineation of a wetland	1	2	3	4	5
n. Type and amount of mitigation required in issuance of wetland permits	1	2	3	4	5

3g. For the next area, the procedure is the same. Please indicate your level of satisfaction with the Corps' environmental assessment and impact study process and answer the following questions in the context of the broader category.

	Highly Dissatisfied	Dissatisfied	No Opinion	Satisfied	Highly Satisfied
<u>THE National Environmental Policy Act (NEPA) PROCESS</u>					
a. Technical ability of Corps employees	1	2	3	4	5
b. Dependability of Corps employees	1	2	3	4	5
c. Corps employees knowledge of environmental issues associated with projects	1	2	3	4	5
d. Coordination with the Corps on projects	1	2	3	4	5
e. Level of communication with technical specialists	1	2	3	4	5
f. Level of communication with project managers	1	2	3	4	5
g. Timely completion of environmental assessment and impact studies	1	2	3	4	5
h. Appropriate attention to cost effectiveness in environmental studies	1	2	3	4	5
i. Corps consideration of historic preservation and archeological concerns	1	2	3	4	5
j. Quality of environmental impact studies	1	2	3	4	5
K. Usefulness of environmental assessments and impact studies	1	2	3	4	5
l. Corps' responsiveness to environmental concerns on projects	1	2	3	4	5
m. Technical accuracy of environmental assessments and impact reports	1	2	3	4	5
n. Appropriate opportunity for public involvement in environmental assessment and impact study process	1	2	3	4	5

3h. For the next area, the procedure is the same. Please indicate your level of satisfaction with river basin studies and answer the following questions in the context of the broader category.

	Highly Dissatisfied	Dissatisfied	No Opinion	Satisfied	Highly Satisfied
RIVER BASIN STUDIES					
a. Technical ability of Corps employees	1	2	3	4	5
b. Dependability of Corps employees	1	2	3	4	5
c. Corps employees knowledge of issues	1	2	3	4	5
d. Adequate coordination with other agencies and organizations	1	2	3	4	5
e. Level of communication with technical specialists	1	2	3	4	5
f. Level of communication with project managers	1	2	3	4	5
g. Timely completion of river mechanic studies	1	2	3	4	5
h. Attention to cost effectiveness of Corps projects or studies	1	2	3	4	5
i. Corps compliance with dam safety regulations	1	2	3	4	5
j. Quality of river mechanic studies	1	2	3	4	5
k. Technical accuracy of the river mechanic studies or reports	1	2	3	4	5
l. Accuracy of dam safety risk analysis	1	2	3	4	5
m. Usefulness of projects and/or river mechanic studies	1	2	3	4	5
n. Spillway design expertise of the Corps of Engineers	1	2	3	4	5

4. How would you rate the quality of the Corps' work?

Very Poor Quality	Poor Quality	Fair Quality	Good Quality	Very Good Quality
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5. How would your rate the cost effectiveness of the Corps' work?

Very Inefficient	Inefficient	Somewhat Cost Effective	Mostly Cost Effective	Very Cost Effective
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6. How consistently does he Corps complete studies/projects within the estimated time frame?

Never	Some of the Time	About Half the Time	More Often than Not	All of the Time
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7. How well does the Corps give appropriate consideration to environmental concerns?

Very Poorly	Poor	Fair	Good	Very Good
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8. How well do Corps employees understand the issues and/or potential problems of projects or studies?

Very Poorly	Poor	Fair	Good	Very Good
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9. How responsive to your organization's needs and concerns?

Not at All Responsive	Slightly Responsive	Somewhat Responsive	Quite Responsive	Extremely Responsive
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10. How innovative an agency is the Corps?

Not at All Innovative	Slightly Innovative	Somewhat Innovative	Quite Innovative	Extremely Innovative
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11. What problems have you encountered in your interactions with the Corps? Please describe them briefly.

12. In what ways can the Corps improve relations with your organization or agency? Please describe them briefly.

13. Is your organization or agency required by law or regulations to interact with the Corps of Engineers? Please answer yes or no.

1. Yes
2. No
3. Don't know

14. In what classification would you place your organization or agency?

1. Private for-profit organization
2. Private not-for-profit organization
3. Local government agency
4. State government agency
5. Federal government agency