

## **Permit Applicants Satisfaction Survey**

### **General Information for Telephone Surveys**

- The telephone surveys will be conducted during normal business hours and early evening.
- Callers will identify themselves and the purpose of the call.
- Individuals will be asked if they wish to participate in the survey, if they decline another randomly selected participant will be contacted until the target number of responses is received.

### **Respondent Instructions:**

The respondent will be asked to rate the level of their satisfaction on a scale from 1 to 10, with 10 representing the highest satisfaction.

## Permit Applicants Satisfaction Survey

(WHEN RESPONDENT COMES ON LINE, REPEAT INTRODUCTION IF NECESSARY)

I am calling about the permitting process requiring authorization to construct docks and other structures, or undertake other work, that will impact waterways in the TVA region.

**Note: “Don’t know” and “Refused” will be added as categories to all questions.**

1. First, just to confirm, have you filed a permit application with TVA within the past few years to construct a dock or other structure or undertake other work that impacts a waterway in the TVA region such as shoreline stabilization?

- 1. Yes
- 2. No (**Thank and Terminate**)

2. How easy was it to understand the following aspects of the permitting process? Please use a scale of 1 to 10, where 1 means “very difficult to understand” and 10 means “very easy to understand.”

**Very difficult to understand**    1    2    3    4    5    6    7    8    9    10    **Very easy to understand**

- a. Overall permitting process
- b. Fee structure
- c. Completion of the permit application

3. How would you rate the TVA staff member(s) with whom you spoke on the following? Please use a scale of 1 to 10, where 1 means “very poor” and 10 means “excellent.” If an item does not apply, please let me know.

**Very poor**    1    2    3    4    5    6    7    8    9    10    **Excellent**

- a. Professionalism?
- b. Courtesy?
- c. Respectfulness?
- d. Knowledge of the permitting process?
- e. Answering your questions?
- f. Accuracy of information provided?
- g. Flexibility?
- h. Timeliness in responding to your issue?

4. How satisfied were you with the time it took to process your permit application? Please use a scale of 1 to 10, where 1 means “very dissatisfied” and 10 means “very satisfied.”

**Very dissatisfied**    1    2    3    4    5    6    7    8    9    10    **Very satisfied**

5. Overall, how satisfied were you with the permitting process? Please use a scale of 1 to 10, where 1 means “very dissatisfied” and 10 means “very satisfied.”

**Very dissatisfied**    1    2    3    4    5    6    7    8    9    10    **Very satisfied**

6. (IF Q5 = 1 to 4 THEN ASK) Why were you dissatisfied?  
(RECORD RESPONSE)

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7. Thinking about the overall permitting process rather than just the outcome of your request, are there any suggestions that you can make to improve the overall permitting process? (RECORD RESPONSE)

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8. (IF PERMIT WAS DENIED (READ-IN FROM SAMPLE)) Was the reason for the denial of your permit application explained to you by a TVA staff member?

1. Yes
2. No

9. Did you use the appeal process?

1. Yes
2. No

10. (IF Q9 = YES) Could you please rate your satisfaction with the following aspects of the appeal process? Please use a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied."

**Very dissatisfied      1      2      3      4      5      6      7      8      9      10      Very satisfied**

- a. The ease of understanding the appeal process
- b. The ease of using the appeal process
- c. The timeliness of the appeal process
- d. The outcome of the appeal process

11. (IF Q9 = NO) Why did you decide not to use the appeal process?  
(RECORD RESPONSE)

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12. If you had to reimburse TVA for the cost of processing your application, did you experience any difficulties with receiving an invoice for your permit?

1. Yes
2. No (**Skip to Q14**)

13. (IF Q12 = YES) What difficulties did you have with the invoicing process?  
(RECORD RESPONSE)

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14. Which of the following best describes your status as an applicant for a permit:

1. Homeowner/residential
2. Public/government
3. Non-profit
4. Commercial
5. Industrial
6. Other

15. Was your permit application prepared by:

1. Yourself
  2. A paid agent
  3. An in-house department of your company that prepares permit applications
  4. A private individual other than yourself, or
  5. Someone else (describe)\_\_\_\_\_
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16. (IF Q14=1) Was your permit application for your primary residence or for a second home?

1. Primary residence
2. Second home

17. Finally, do you have any other comments about the permitting process that you would like to share?  
(RECORD RESPONSE)

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#### BURDEN ESTIMATE STATEMENT

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden to Agency Clearance Officer, Tennessee Valley Authority, 1101 Market Street (MP 3C), Chattanooga, Tennessee 37402; and to the Office of Management and Budget, Paperwork Reduction Project (3316-01\_\_), Washington, DC 20503