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PLEASE DO NOT RETURN YOUR APPLICATION TO THE ABOVE ADDRESS. COMPLETED APPLICATION SHOULD BE SUBMITTED USING THE "SUBMIT" BUTTON AT THE BOTTOM OF THE SURVEY.

CUSTOMER SERVICE SURVEY - REGULATORY PROGRAM, US ARMY CORPS OF ENGINEERS

We at the U.S. Army Corps of Engineers Regulatory Branch are committed to improving service to our customers and would like to know how well we have been doing. Who are our customers? You are our customers if you submitted a permit application, requested a jurisdictional determination or wetland delineation, or scheduled a pre-application meeting with us. Other customers include those of you who receive our Public Notice and/or commented on a particular project or our work in general, because of your interest in the Regulatory Program. To identify how we can better serve you, we need your help. Please take the time to fill out this brief survey and submit it to us. Your honest opinions will help us determine areas in which we need to improve.

For each question, please indicate the level of service you received by marking the appropriate number on a scale from 1-5, with 1 being low (dissatisfied) and 5 being high (very satisfied). If the question does not apply to you, simply mark N/A.

Thank you for your time and comments! Response to this survey is VOLUNTARY. If you choose not to respond, it will not affect any current or future dealings you may have with the USACE in any way.

I. FOR APPLICANTS & OTHERS REQUIRING AUTHORIZATIONS	LOW SATISFACTION	HIGH SATISFACTION
1. Do you think you received your Corps permit decision in a reasonable amount of time?	<input type="radio"/> 1	<input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
2. Do you think you received your Corps jurisdictional determination in a reasonable amount of time?	<input type="radio"/> 1	<input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
3. If we recommended/required project changes/modifications to reduce impacts, did we clearly explain the reasons why?	<input type="radio"/> 1	<input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
4. If we recommended/required project changes/modifications to reduce impacts, did the changes seem reasonable to you?	<input type="radio"/> 1	<input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
5. If we denied your permit, did we clearly explain the reasons why?	<input type="radio"/> 1	<input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
6. For enforcement cases, did our office clearly and professionally explain the basis for the enforcement action (e.g., what work we believe you performed without authorization)?	<input type="radio"/> 1	<input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
7. For enforcement cases, did our office include options for resolution?	<input type="radio"/> 1	<input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
II. FOR "OTHER" CUSTOMERS	LOW SATISFACTION	HIGH SATISFACTION
1. For permitted actions, was the permit effective in achieving appropriate protection/mitigation for impacts to aquatic resources?	<input type="radio"/> 1	<input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
2. For enforcement actions, did the Corps require appropriate compensation/restoration for impacts to aquatic resources?	<input type="radio"/> 1	<input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
III. FOR APPLICANTS & "OTHER" CUSTOMERS	LOW SATISFACTION	HIGH SATISFACTION
1. Did the Corps representative act professionally or treat you with courtesy?	<input type="radio"/> 1	<input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
2. Did the Corps provide sufficient information to allow you to complete an application form, comment on public notice, or otherwise evaluate our work?	<input type="radio"/> 1	<input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
3. Did the Corps respond to your letters and telephone calls in a reasonable amount of time?	<input type="radio"/> 1	<input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
4. Did the Corps representative answer your questions clearly, giving you accurate information about our Regulatory Program?	<input type="radio"/> 1	<input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
5. What is your OVERALL rating of the level of service provided by the Corps of Engineers Regulatory Program?	<input type="radio"/> 1	<input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA

NOTE: Data from this questionnaire will be used by the district to improve service. Also, information will be tabulated nationally by service area. Respondents will not be identified by name or organization for any report derived from the survey.

PLEASE COMPLETE THE FOLLOWING QUESTIONS BY GIVING US ANY COMMENTS OR SUGGESTIONS FOR HOW WE CAN IMPROVE

Please indicate the nature of your business (if applicable, check more than one):

- Property Developer
- Flood/Water Control District
- Sand & Gravel
- Public Agency Applicant
- Consultant
- Law Office
- Civic or Trade Organization
- Farming/Ranching
- Silviculture
- Member of Legislature
- Public Agency
- Mining
- Federal/State/Local
- Personal/Private Project
- Media
- Conservation Organization
- Adjacent Property Owner
- Other
- Native American

What Service(s) Did You Seek From the Corps? (if applicable, check more than one):

- General Information
- Jurisdictional/Wetland Determination
- Pre-application Consultation
- Resolution of Violation/Non-compliance
- Nationwide General Permit
- Regulatory Program Presentation
- Regional or Programmatic Permit
- Commented on Public Notice/Permit Application
- Standard Individual Permit
- Other
- Letter of Permission

Which Corps office did you deal with? Select a Corps Office

Do you have any comments or suggestions on the Regulatory Program?

INFORMATION ABOUT YOU (optional)

May we contact you? YES NO

Name/Title:

Address:

Telephone (include area code):

Date Submitted: 16-JAN-2014 21:19

Authorities: The government Performance and Results Act of 1993 and Executive Order (EO) 12862, "Setting Customer Service Standards", dated September 11, 1993. Purpose: To determine the quality of services our customers expect, as well as their satisfaction with USACE's existing services. Information provided on this form will be used in evaluating the performance of the Corps Regulatory Program. Routine Uses: This information may be shared with the Office of Management and Budget, members of Congress, and other federal, state, and local government agencies. Disclosure: Providing requested information is voluntary. Failure to provide this information will not result in an adverse action. (Reverse of Eng Form 5065)