

AGENCY DISCLOSURE NOTICE

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The Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

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

PRIVACY ACT STATEMENT

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. System of Record Notice (SORN). The information received is entered into our permit tracking database and a SORN has been completed (SORN #A1145b) and may be accessed at the following website: <http://dpcl.dod.mil/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570115/a1145b-ce.aspx>

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. Survey participation is voluntary. You can skip questions you choose not to answer, and you can stop participating at any time

For each of the following items, please indicate your level of agreement (from strongly disagree to strongly agree) . If the item does not apply to you, please mark N/A.

	Strongly disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree	Not Applicable
1. I received a Corps decision in a reasonable amount of time.	0	1	2	3	4	5	NA
2. The Corps kept me informed about the status of my application.	0	1	2	3	4	5	NA
3. The reasons for recommended or required project changes or modifications to reduce impacts were clearly explained.	0	1	2	3	4	5	NA
4. The Corps staff provided information	0	1	2	3	4	5	NA

that was clear and understandable.							
5. The Corps representative acted professionally and treated me with courtesy.	0	1	2	3	4	5	NA
6. The Corps responded to my letters and telephone calls in a reasonable amount of time.	0	1	2	3	4	5	NA
7. The Corps representative provided clear information about the Regulatory Program.	0	1	2	3	4	5	NA
8. My visit/call to the office was pleasant.	0	1	2	3	4	5	NA

9. What is your OVERALL satisfaction with the level of service provided by the Corps of Engineers Regulatory Program?

Very dissatisfied	Dissatisfied	Slightly Dissatisfied	Slightly Satisfied	Satisfied
10. Additional Comments: <i>(Please do not include any personally identifiable information)</i>				
148651801220973				
11. How can we improve our service? <i>(Please do not include any personally identifiable information)</i>				
148652001072973				

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.

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

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

- 148644627243972 General Information
- 148642619110972 Jurisdictional/Wetland Determination
- 148645213332972 Pre-application Consultation
- 148642215559972 Resolution of Violation/Non-compliance
- 148640418062972 Nationwide General Permit
- 148641612713972 Regional or Programmatic Permit
- 148640014955972 Standard Individual Permit
- 148640223259972 Letter of Permission
- Other (describe): 148640616270972

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

Which Corps office did you work with?

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

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

<input type="checkbox"/> 148641022970972	<input type="checkbox"/> 148639812128972	<input type="checkbox"/> 148642031412972
Property Developer	Flood/Water Control District	Sand & Gravel
<input type="checkbox"/> 148644819499972	<input type="checkbox"/> 148641818813972	<input type="checkbox"/> 148643806699972
Public Agency Applicant	Public Consultant	Law Office
<input type="checkbox"/> 148644005904972	<input type="checkbox"/> 148641230681972	<input type="checkbox"/> 148642403002972
Federal/State/Local	Mining	Other

INFORMATION ABOUT YOU (optional)

May we contact you?	<input type="checkbox"/> 148639209760972	May we contact you?
	<input type="radio"/> YES <input type="radio"/> NO	(If yes, please complete the section below)
Name/Title:	<input type="text" value="148639404849972"/>	
Address:	<input type="text" value="148638406523972"/>	

INFORMATION ABOUT YOU (optional)

148638608995972

148638808358972

Telephone (include area code):

148639027634972