



Environmental Cleanup Program: 2015 Customer Survey

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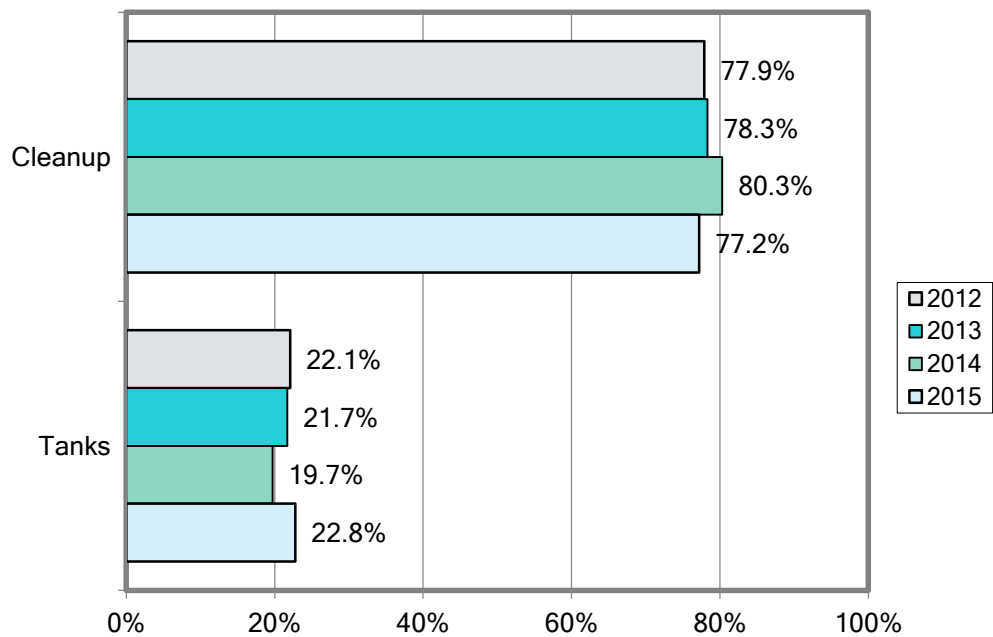
Executive Summary

DEQ conducted its fourth annual survey of Cleanup Program participants in January 2016. The survey assesses participant satisfaction with DEQ oversight of cleanup work, including releases from petroleum-leaking underground storage tanks and past releases of hazardous substances. The survey requested anonymous feedback on accessibility of information, communications, project planning and collaboration, decision-making and costs. DEQ uses the survey to identify areas for improvement and assess DEQ's internal efforts to improve participant satisfaction with cleanup work oversight. DEQ began issuing annual surveys with standard questions to Cleanup Program participants and their representatives in fall 2012.

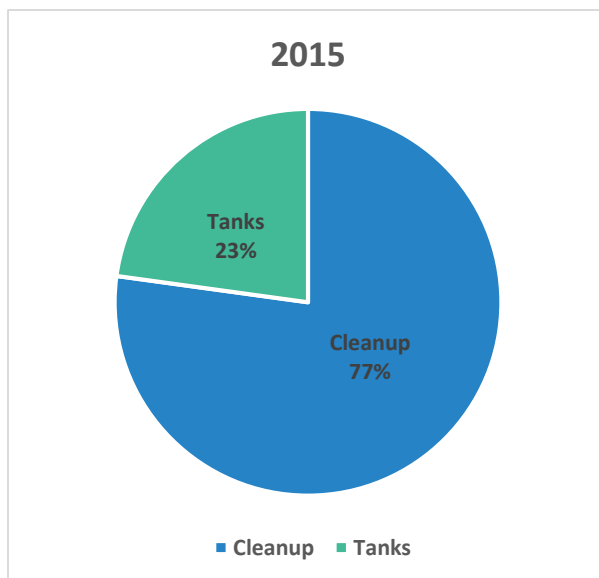
2015 brought several challenges for the Cleanup program and its service delivery. DEQ's Northwest Region office and the Salem office changed locations this year, resulting in the move of well over half of all DEQ regional cleanup staff. Several senior project managers also retired that required assigning of a number of their projects to other staff while we recruited new staff and reassigning work to new employees. This affected record availability and our ability to respond to requests from parties interested in project information.

DEQ sent the 2015 survey to more than 500 individuals with active projects or projects that ended in the past year. Approximately 20% responded, which is less than prior years where response rates were in the range of 25%. In general, more than 70 percent of respondents rated DEQ performance as acceptable or favorable in all of the above-listed areas except for DEQ project oversight costs, timeliness of service and efficiency of our decision making. Survey responses in 2015 indicated a lower level of satisfaction with the cleanup program compared to 2014 to levels comparable to our initial survey in 2012. DEQ project oversight costs, timeliness of our services and decision-making are key focus areas for future efforts.

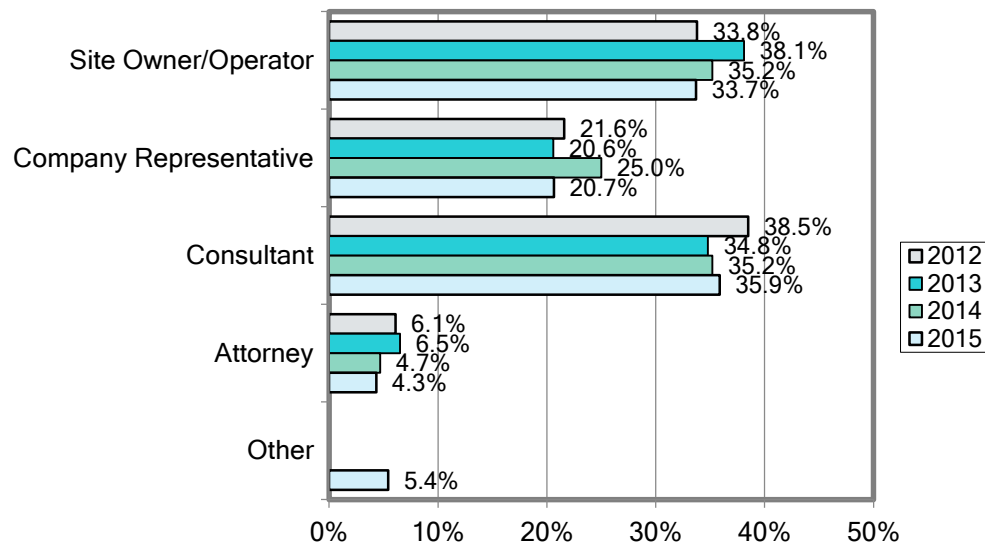
1) Which cleanup sub-program was or is your site in?



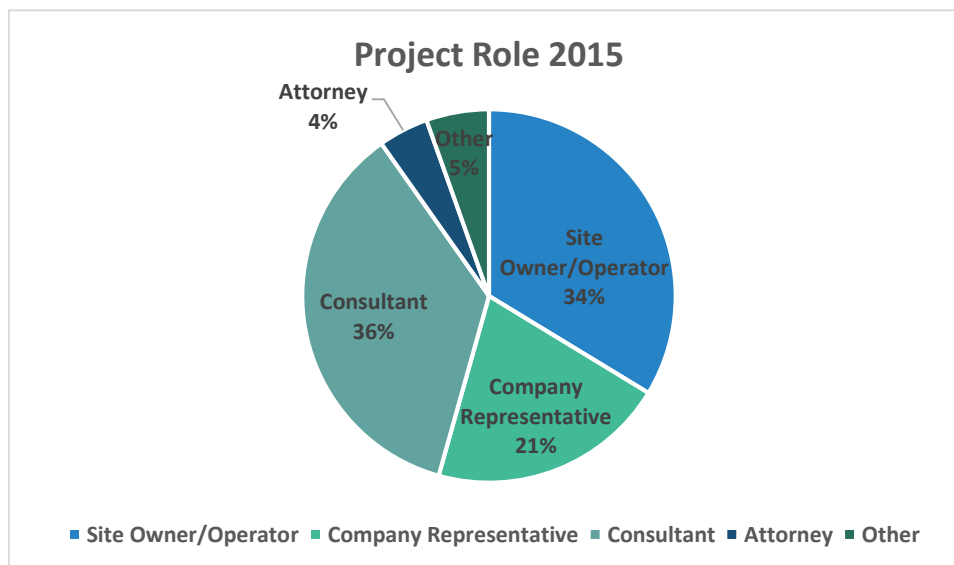
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
Cleanup	120	126	110	71
Tanks	34	35	27	21
Total Answered	156	161	137	92
Skipped Question	4	1	0	1



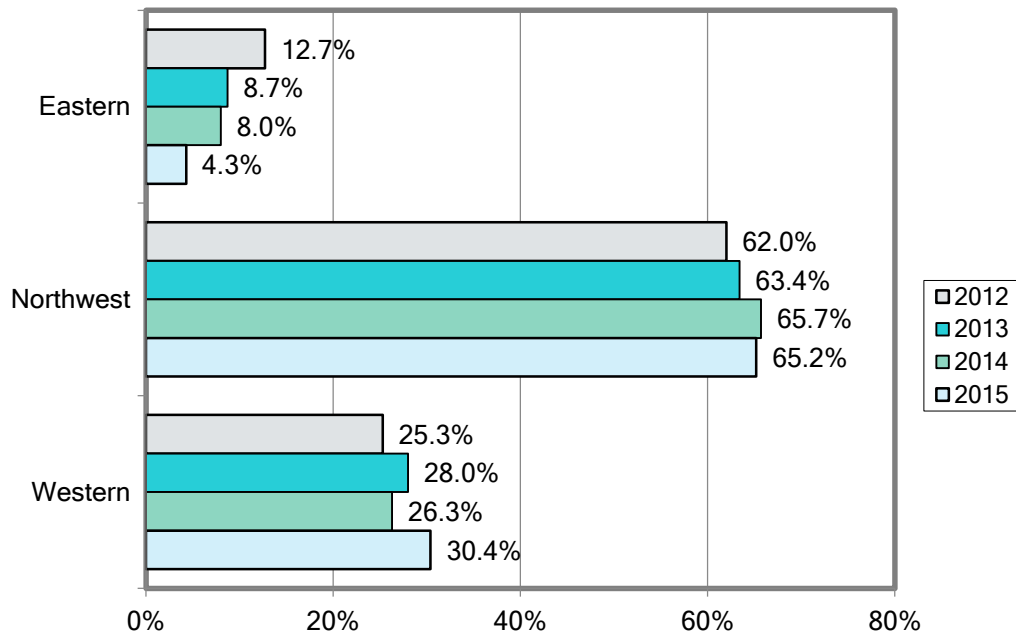
2) What was or is your role on the project?



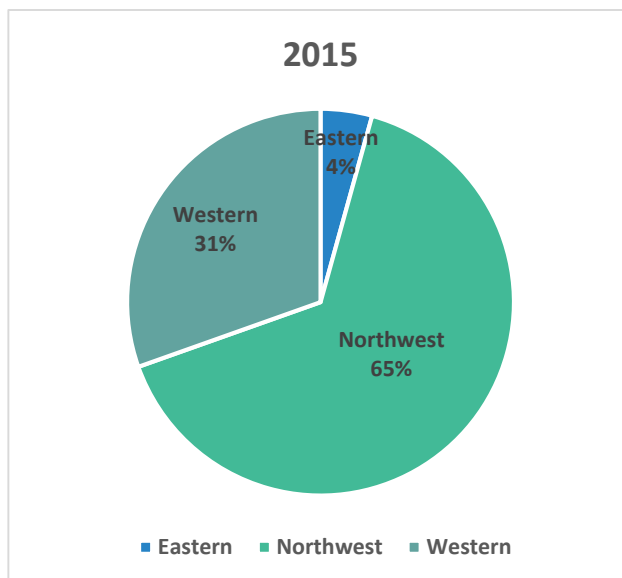
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
Site Owner/Operator	50	59	45	31
Company Representative	32	32	32	19
Consultant	57	54	45	33
Attorney	9	10	6	4
Other (please specify)	9	10	10	5
Total Answered	148	155	128	87
Skipped Question	12	7	9	6



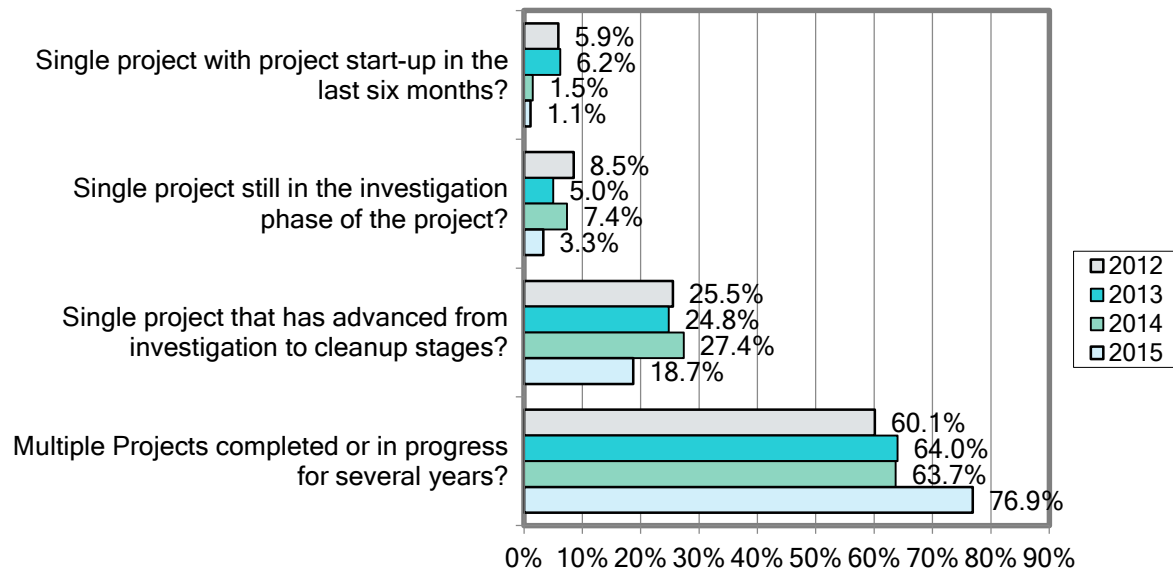
3) In which DEQ region was or is your project located?



Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
Eastern	19	14	11	4
Northwest	93	102	90	60
Western	38	45	36	28
Total Answered	150	161	137	92
Skipped Question	10	1	0	1

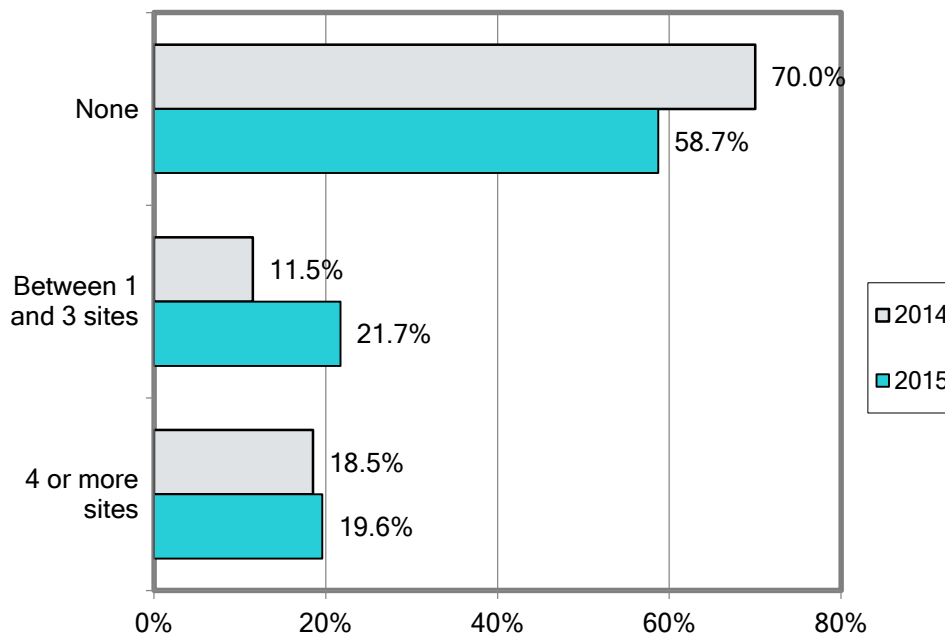


4) What level of experience do you have working with the DEQ Cleanup Program?



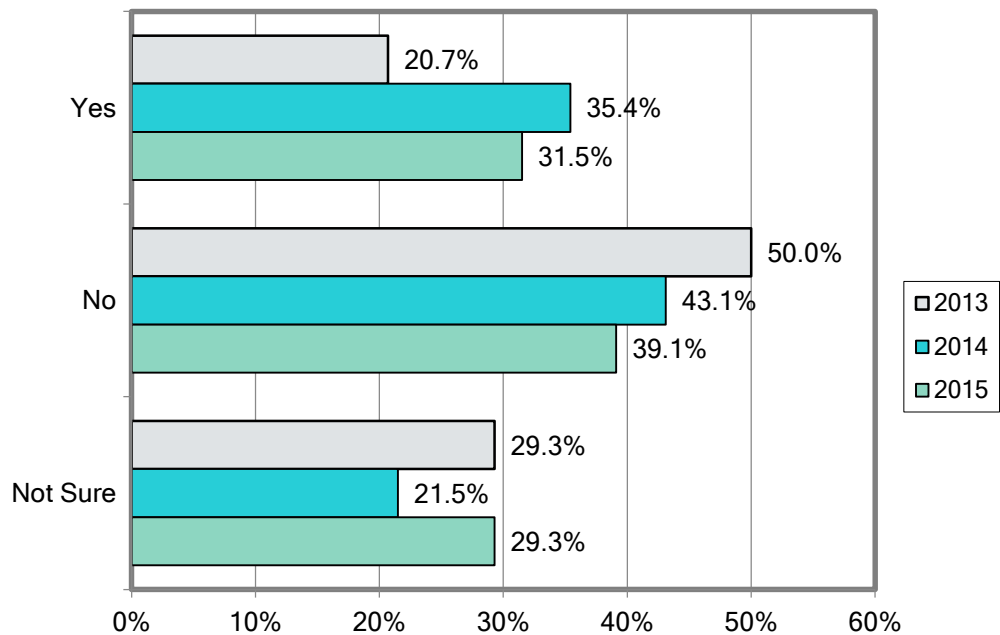
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
Single project with project start-up in the last six months?	9	10	2	1
Single project still in the investigation phase of the project?	13	8	10	3
Single project that has advanced from investigation to cleanup stages?	39	40	37	17
Multiple Projects completed or in progress for several years?	92	103	86	70
Total Answered	153	161	135	91
Skipped Question	7	1	2	2

5) How many sites have you worked on where you conducted a cleanup but did not seek DEQ review/approval?

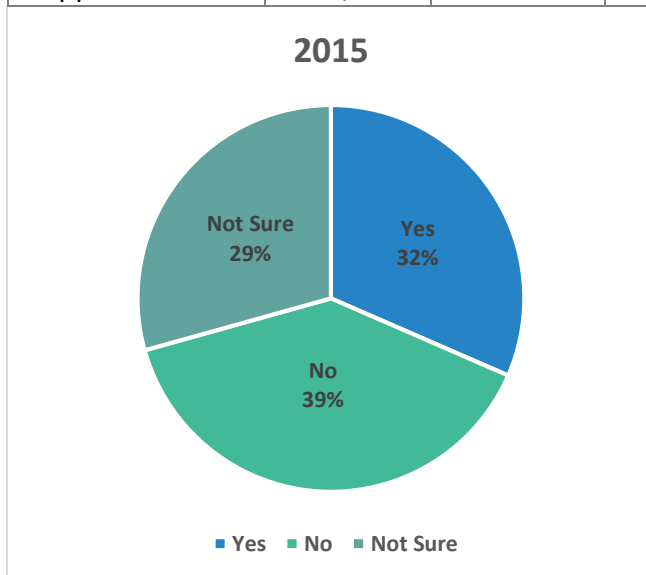


Answer Options	2014 Responses	2015 Responses
None	91	54
Between 1 and 3 sites	15	20
4 or more sites	24	18
Total Answered	130	92
Skipped Question	7	1

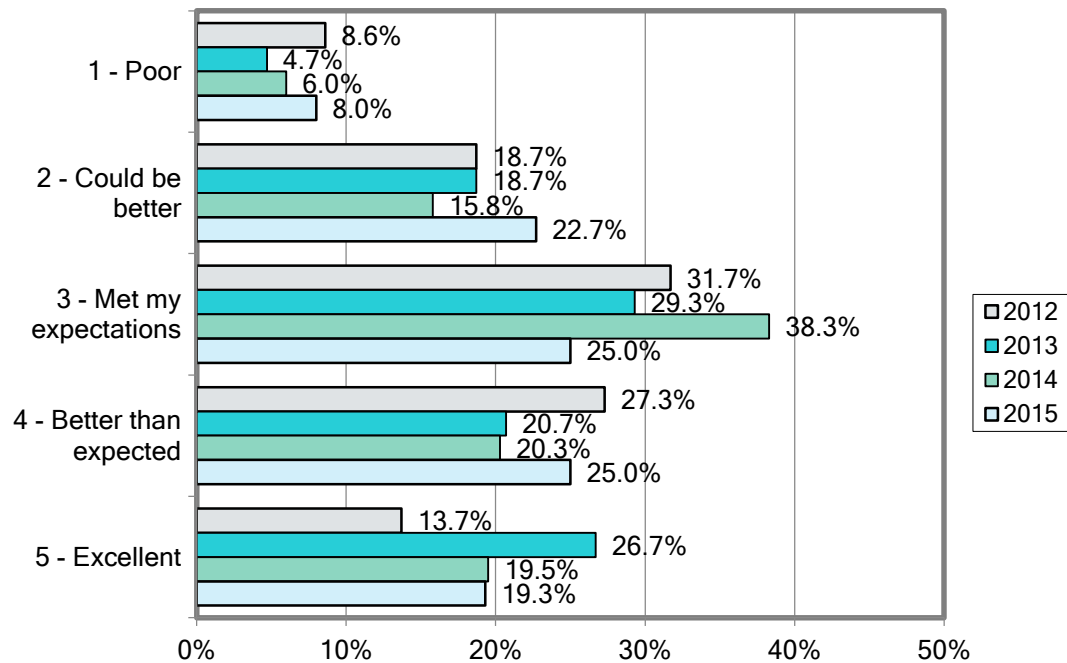
6) Did you complete the Cleanup Program Customer Survey last year?



Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
Yes	N/A	31	46	29
No	N/A	75	56	36
Not Sure	N/A	44	28	27
Total Answered	N/A	150	130	92
Skipped Question	N/A	12	7	1

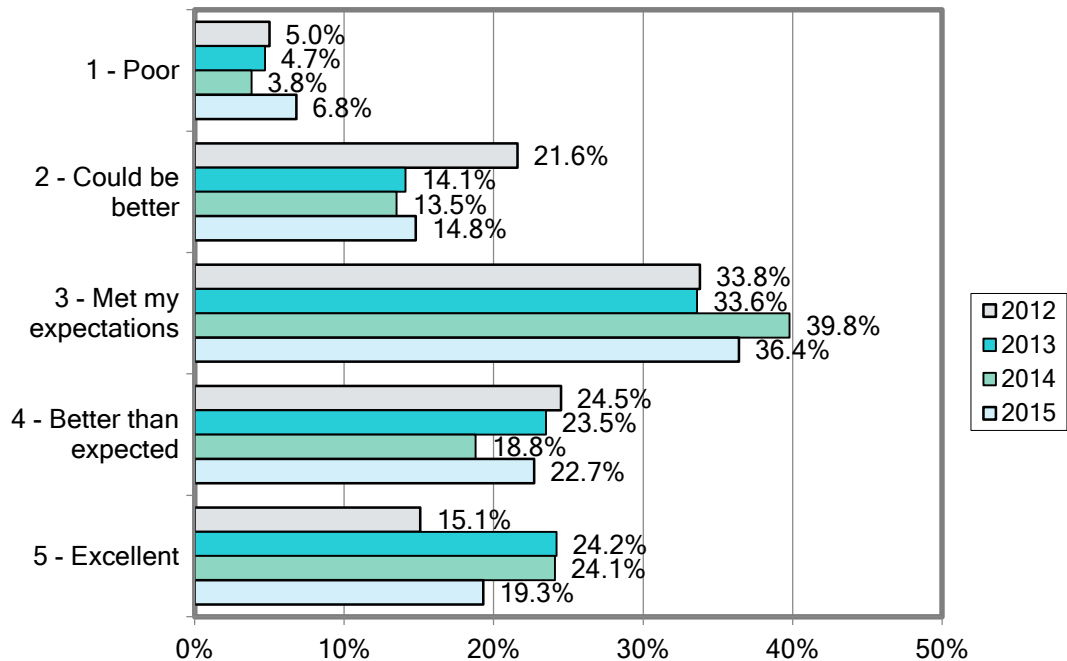


7) How would you rate the timeliness of services (returned calls, response to letters, consultation requests, etc) provided by the Cleanup Program?



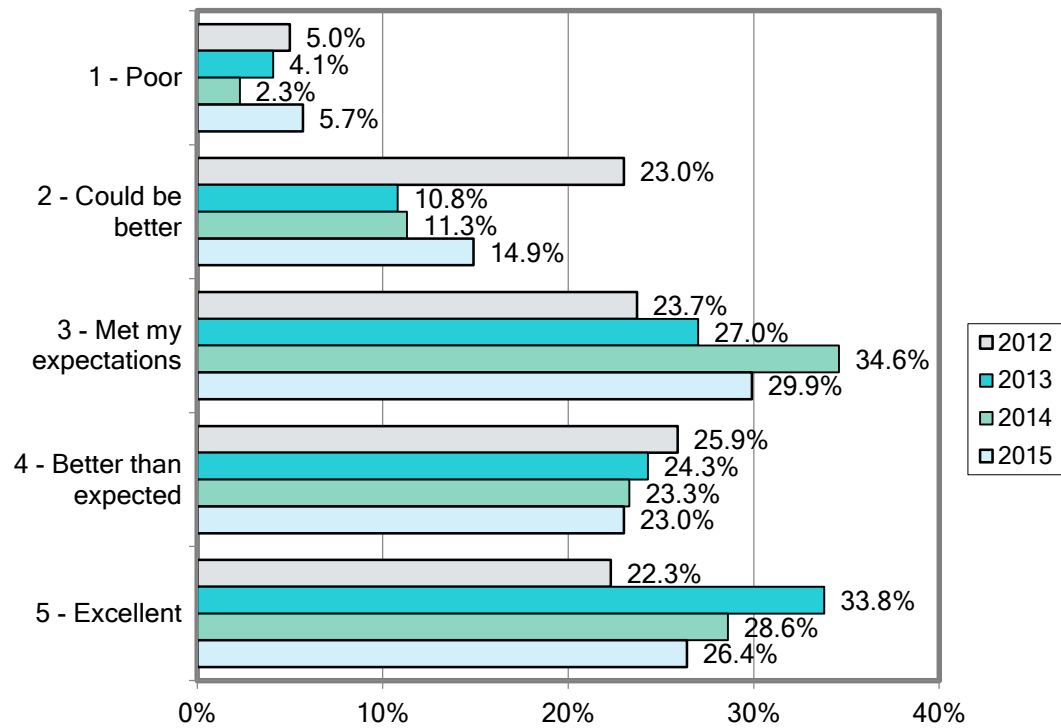
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
1 - Poor	12	7	8	7
2 - Could be better	26	28	21	20
3 - Met my expectations	44	44	51	22
4 - Better than expected	38	31	27	22
5 - Excellent	19	40	26	17
Total Answered	139	150	133	88
Skipped Question	21	12	4	5

8) How would you rate the ability of Cleanup Program staff to provide services correctly the first time?



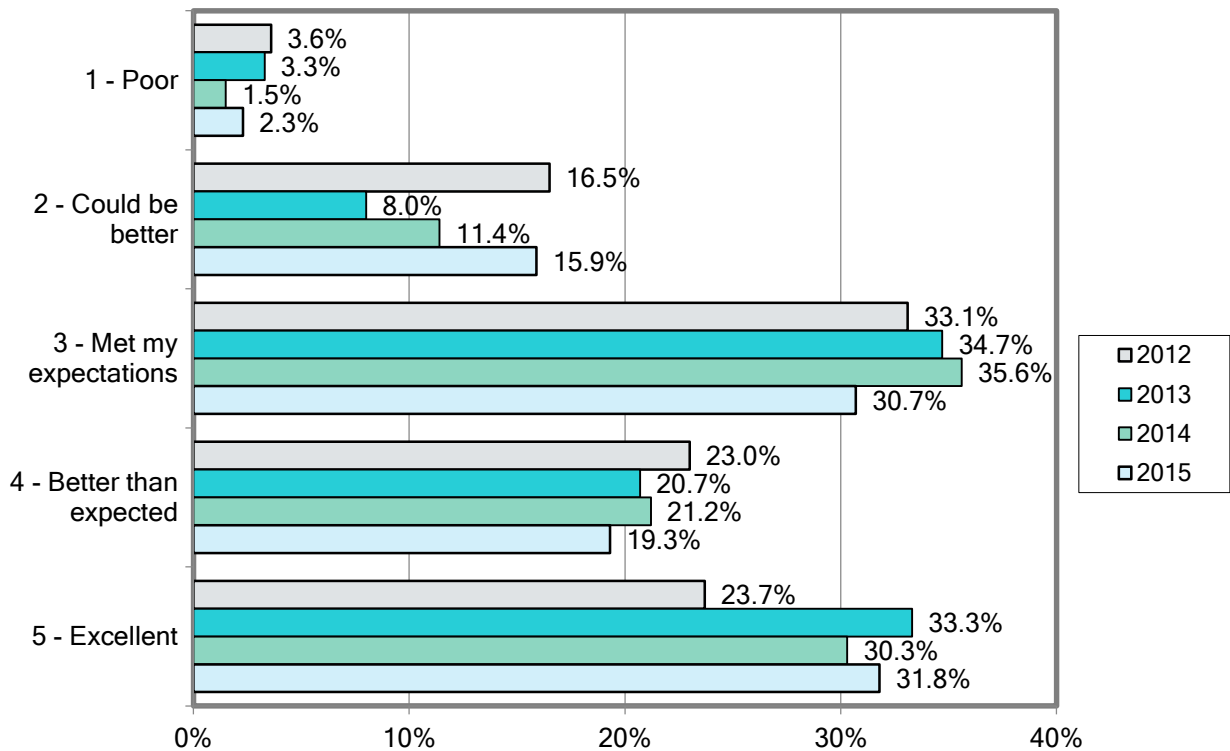
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
1 - Poor	7	7	5	6
2 - Could be better	30	21	18	13
3 - Met my expectations	47	50	53	32
4 - Better than expected	34	35	25	20
5 - Excellent	21	36	32	17
Total Answered	139	149	133	88
Skipped Question	21	13	4	5

9) How would you rate the helpfulness of Cleanup Program staff?



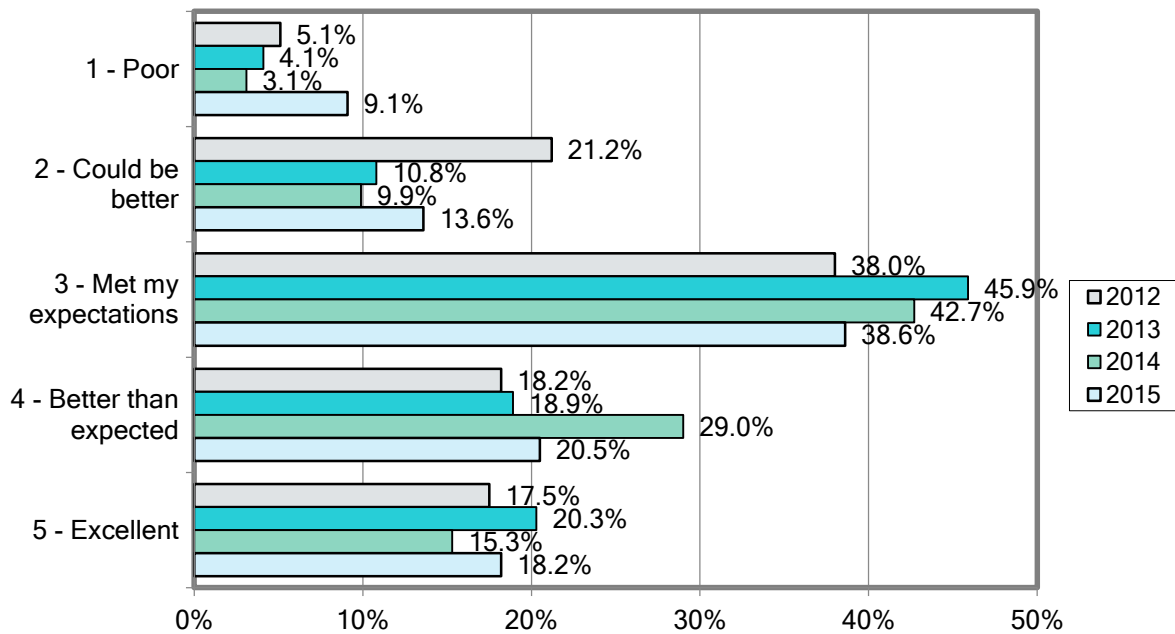
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
1 - Poor	7	6	3	5
2 - Could be better	32	16	15	13
3 - Met my expectations	33	40	46	26
4 - Better than expected	36	36	31	20
5 - Excellent	31	50	38	23
Total Answered	139	148	133	87
Skipped Question	21	14	4	6

10) How would you rate the knowledge and experience of Cleanup Program staff?



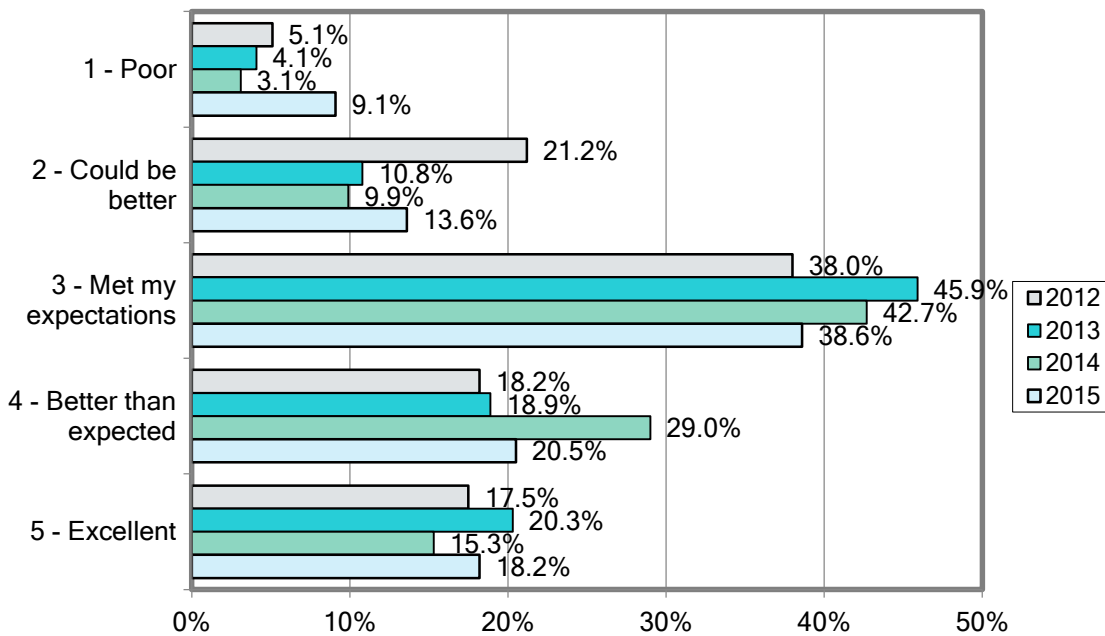
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
1 - Poor	5	5	2	2
2 - Could be better	23	12	15	14
3 - Met my expectations	46	52	47	27
4 - Better than expected	32	31	28	17
5 - Excellent	33	50	40	28
Total Answered	139	150	132	88
Skipped Question	21	12	5	5

11) How would you rate the availability or accessibility of information provided by the Cleanup Program?



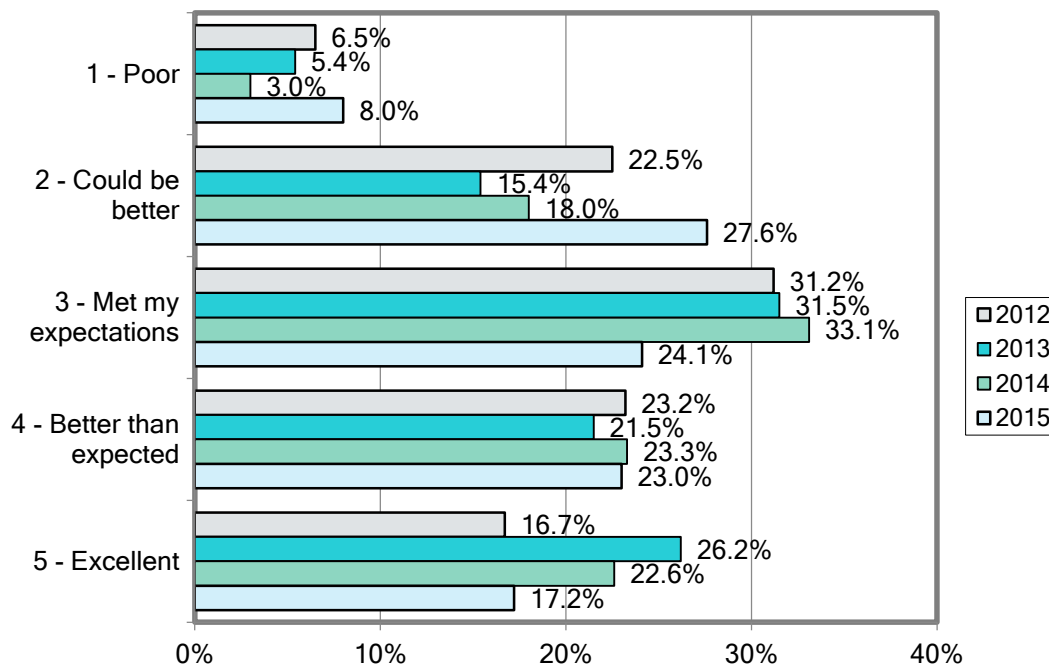
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
1 - Poor	7	6	4	8
2 - Could be better	29	16	13	12
3 - Met my expectations	52	68	56	34
4 - Better than expected	25	28	38	18
5 - Excellent	24	30	20	16
Total Answered	137	148	131	88
Skipped Question	23	14	6	5

12) How would you rate the overall quality of services provided by DEQ's Cleanup Program?



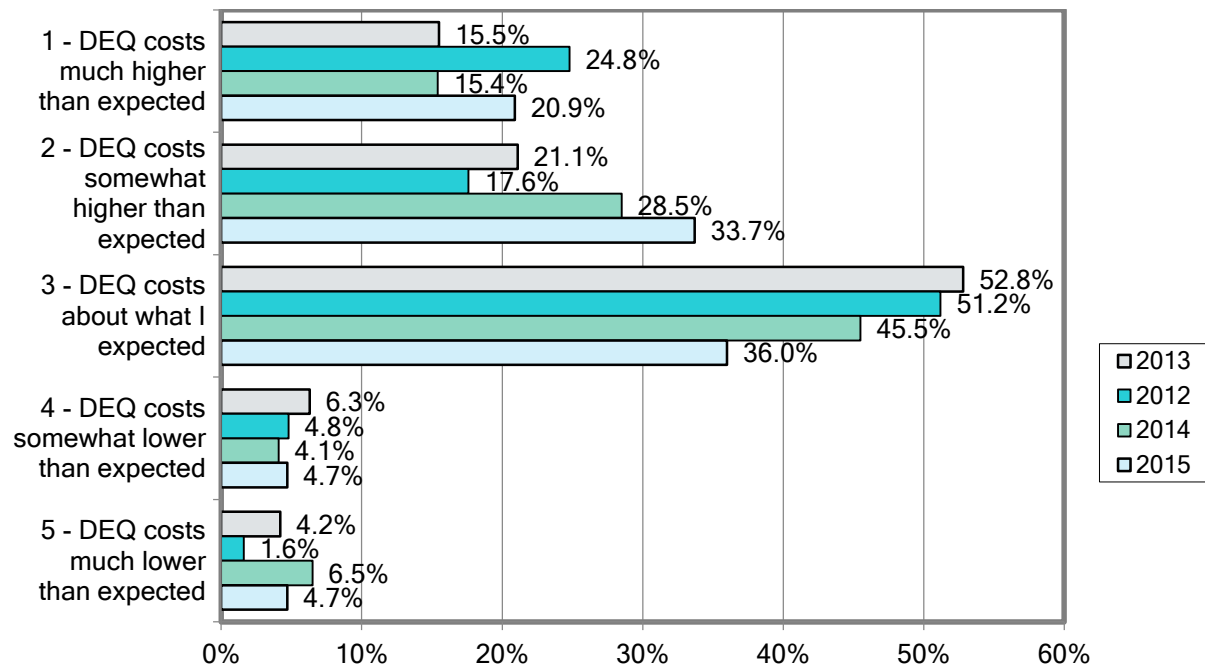
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
1 - Poor	9	8	4	7
2 - Could be better	31	23	24	16
3 - Met my expectations	43	47	44	26
4 - Better than expected	32	32	31	18
5 - Excellent	23	39	30	20
Total Answered	138	149	133	87
Skipped Question	22	13	4	6

13) How do you rate the efficiency of the Cleanup Program's decision-making process?



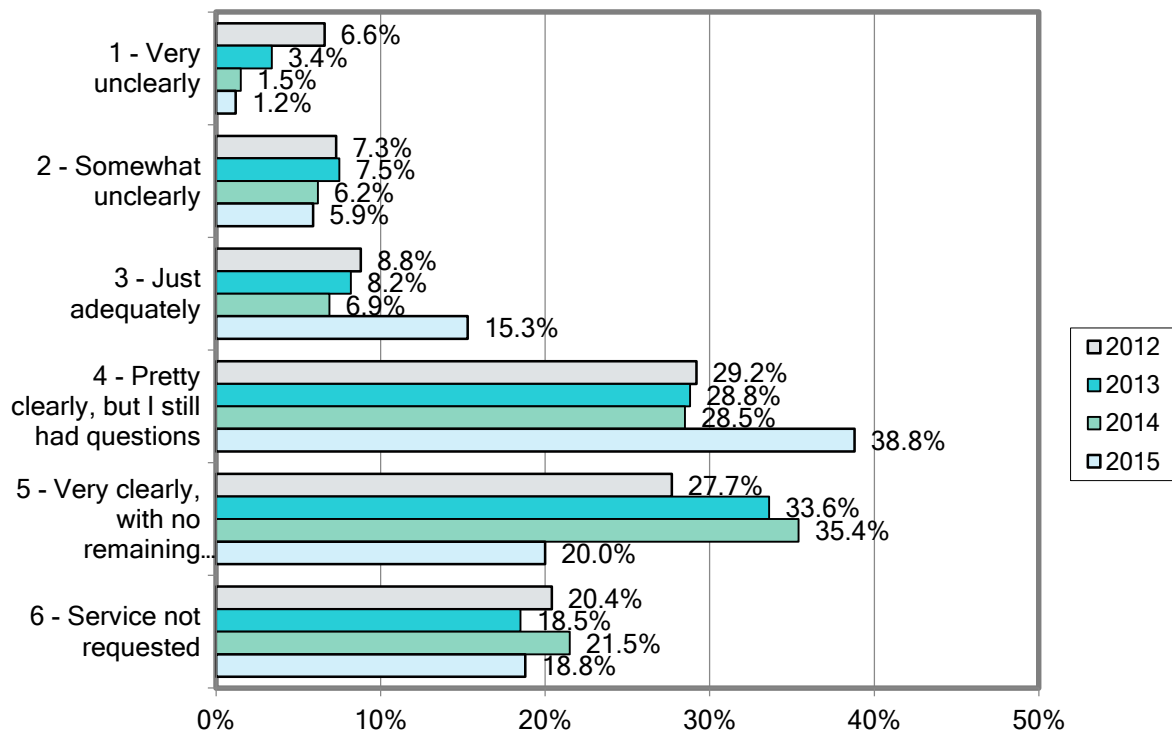
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
1 - Poor - DEQ did not or could not reach decisions	12	7	8	7
2 - Somewhat inefficient - DEQ decisions took too long or required excessive information	35	33	23	24
3 - About average	22	22	26	21
4 - Moderately efficient - Despite bumps in the road, I'm generally satisfied	43	43	38	20
5 - Very efficient - DEQ staff and managers made timely and appropriate decisions	23	45	35	15
Total Answered	135	150	130	87
Skipped Question	25	12	7	6

14) How well has the Cleanup Program met your expectations on oversight costs?



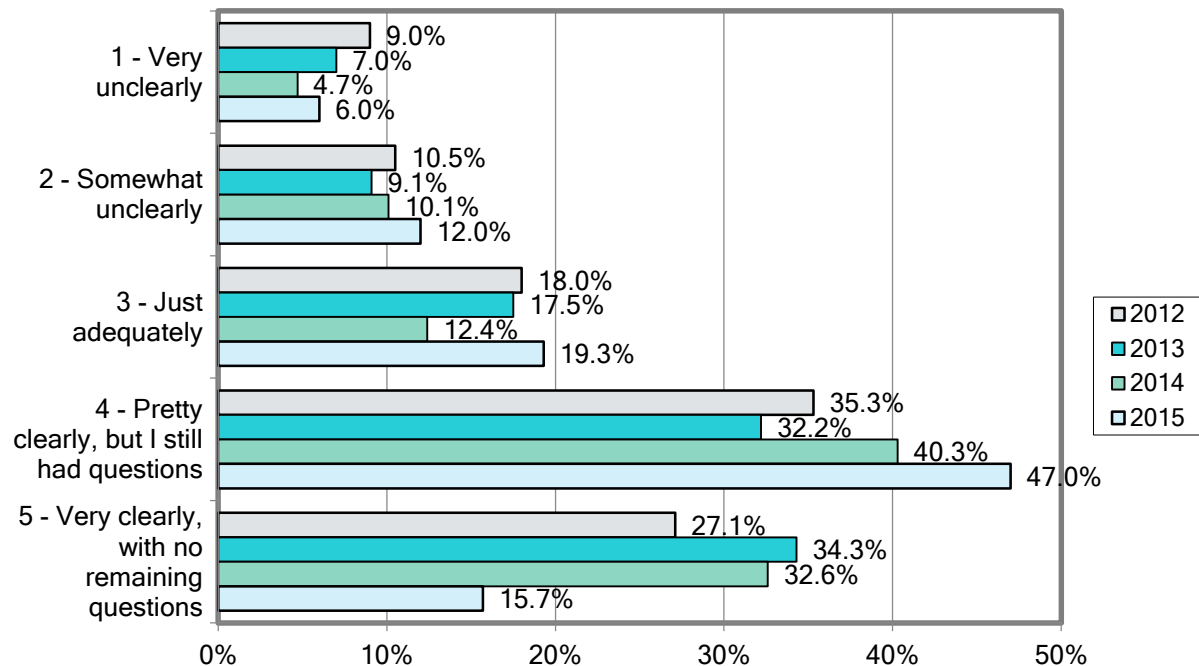
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
1 - DEQ costs much higher than expected	31	22	19	18
2 - DEQ costs somewhat higher than expected	22	30	35	29
3 - DEQ costs about what I expected	64	75	56	31
4 - DEQ costs somewhat lower than expected	6	9	5	4
5 - DEQ costs much lower than expected	2	6	8	4
Total Answered	125	142	123	86
Skipped Question	35	20	14	7

15) How clearly did the DEQ project manager explain the cleanup process to you during project start-up?



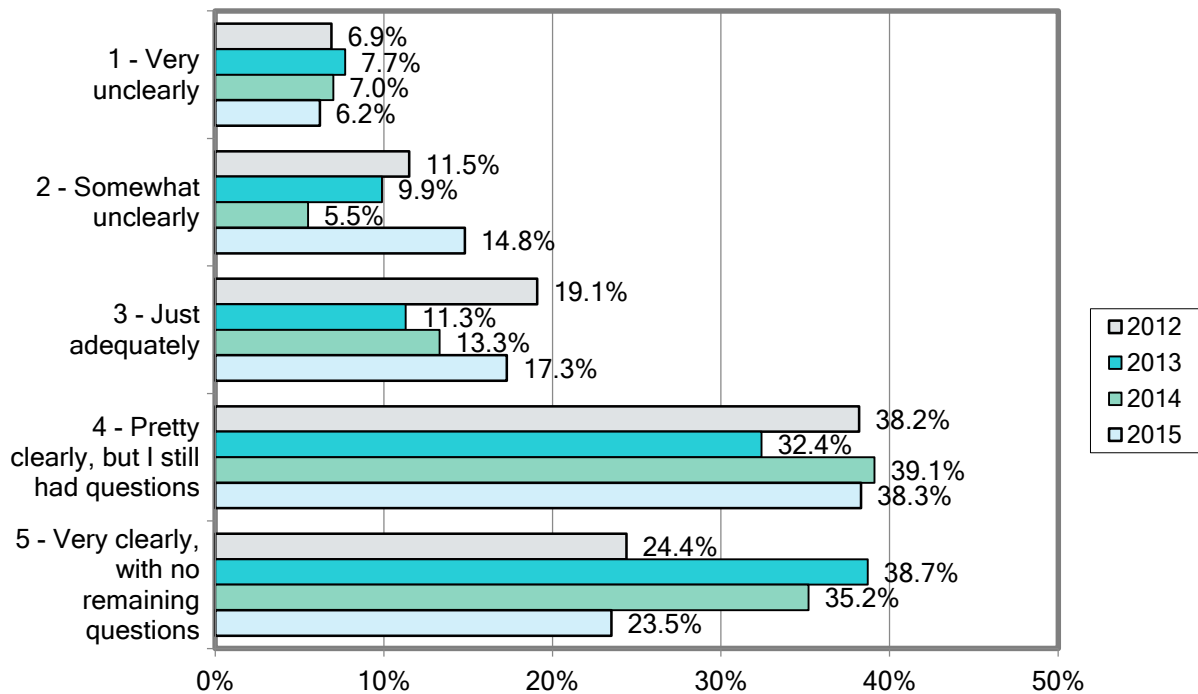
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
1 - Very unclear	9	5	2	1
2 - Somewhat unclear	10	11	8	5
3 - Just adequately	12	12	9	13
4 - Pretty clearly, but I still had questions	40	42	37	33
5 - Very clearly, with no remaining questions	38	49	46	17
6 - Service not requested	28	27	28	16
Total Answered	137	146	130	85
Skipped Question	23	16	7	8

16) How clearly did the DEQ project manager explain how DEQ determines the cleanup requirements at your site



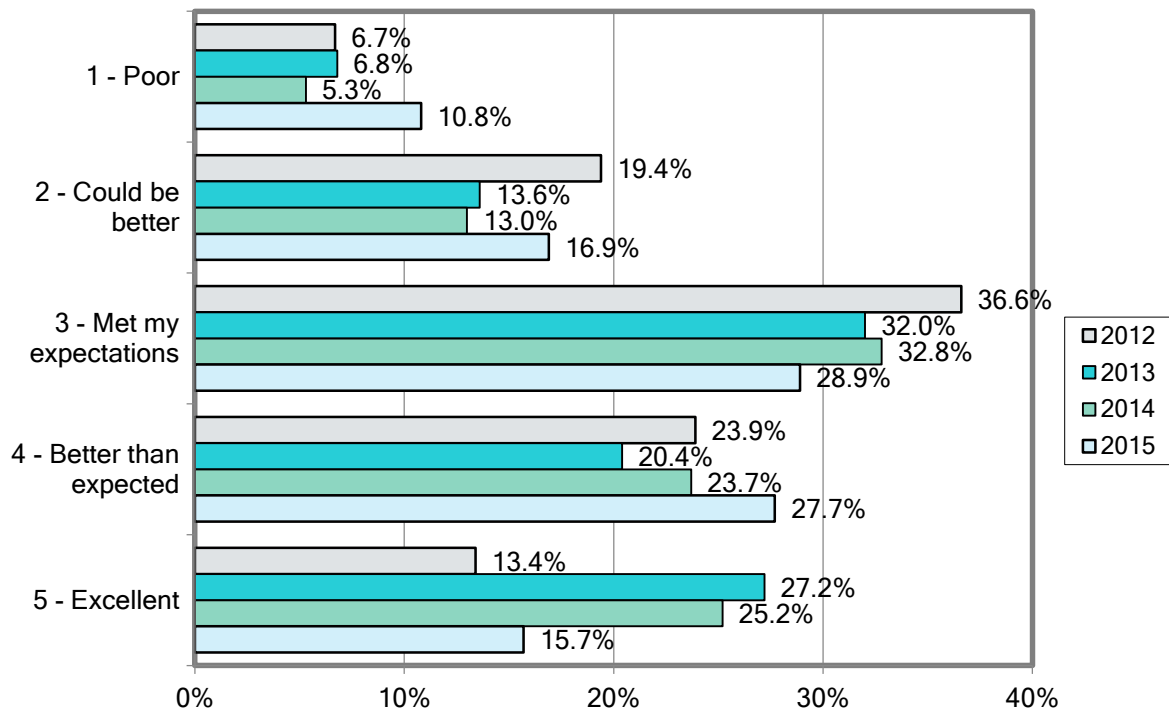
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
1 - Very unclear	12	10	6	5
2 - Somewhat unclear	14	13	13	10
3 - Just adequately	24	25	16	16
4 - Pretty clearly, but I still had questions	47	46	52	39
5 - Very clearly, with no remaining questions	36	49	42	13
Total Answered	133	143	129	83
Skipped Question	27	19	8	10

17) How clearly did the DEQ project manager explain why changes to work plans or reports were necessary?



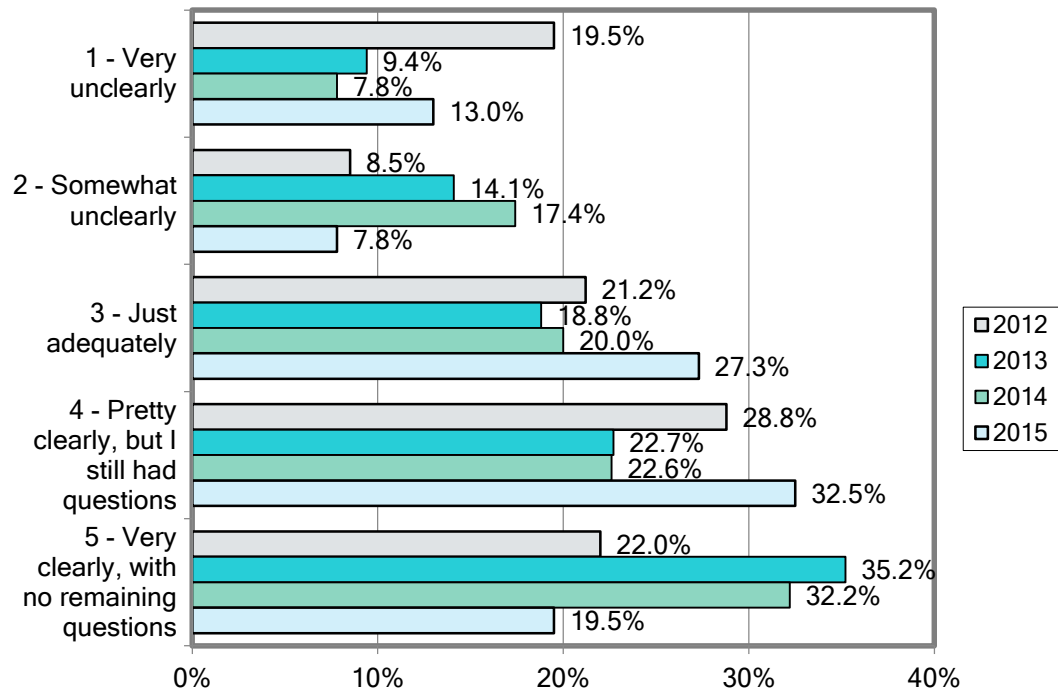
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
1 - Very unclear	9	11	9	5
2 - Somewhat unclear	15	14	7	12
3 - Just adequately	25	16	17	14
4 - Pretty clearly, but I still had questions	50	46	50	31
5 - Very clearly, with no remaining questions	32	55	45	19
Total Answered	131	142	128	81
Skipped Question	29	20	9	12

18) How well did the DEQ project manager work with you or your representative to resolve differences of opinion?



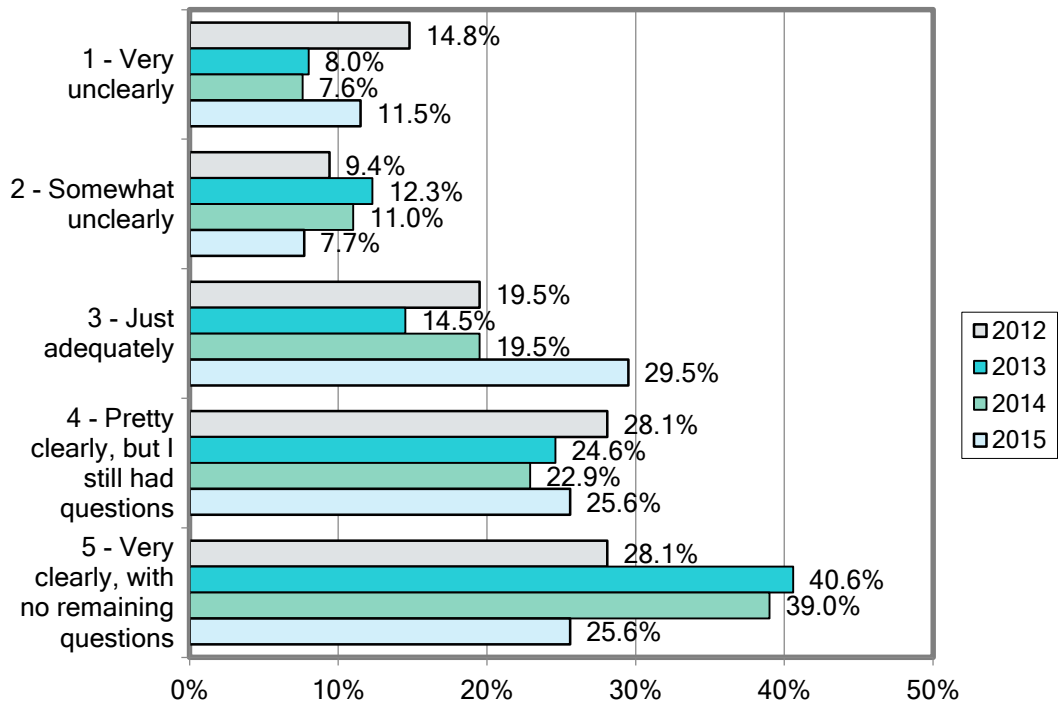
Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
1 - Poor	9	10	7	9
2 - Could be better	26	20	17	14
3 - Met my expectations	49	47	43	24
4 - Better than expected	32	30	31	23
5 - Excellent	18	40	33	13
Total Answered	134	147	131	83
Skipped Question	26	15	6	10

19) How clearly did the DEQ project manager explain any budget estimates she/he provided?



Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
1 - Very unclear	23	12	9	10
2 - Somewhat unclear	10	18	20	6
3 - Just adequately	25	24	23	21
4 - Pretty clearly, but I still had questions	34	29	26	25
5 - Very clearly, with no remaining questions	26	45	37	15
Total Answered	118	128	115	77
Skipped Question	42	34	22	16

20) How clearly did the DEQ project manager explain DEQ oversight costs?



Answer Options	2012 Responses	2013 Responses	2014 Responses	2015 Responses
1 - Very unclear	19	11	9	9
2 - Somewhat unclear	12	17	13	6
3 - Just adequately	25	20	23	23
4 - Pretty clearly, but I still had questions	36	34	27	20
5 - Very clearly, with no remaining questions	36	56	46	20
Total Answered	128	138	118	78
Skipped Question	32	24	19	15

21) If you have any additional comments about the survey or your experience with DEQ's Cleanup Program, please enter them below.

	2012 Responses	2013 Responses	2014 Responses	2015 Responses
Answered question	43	32	26	36
Skipped question	117	130	111	57

Eleven respondents indicated they were generally satisfied and some mentioned specific DEQ project managers they felt were doing an excellent job. Six comments emphasized the inconsistency between project managers or between regions.

Some comments from anonymous Cleanup Program participants:

- “There seems to be a lot of variation in how a project goes depending on who you work with.”
- “Investigations and cleanups generally don't go as planned. But DEQ project manager was very helpful and worked hard to serve us and make the project successful.”
- “Overall, I am satisfied with the process. I really appreciate the staff thinking from a business perspective regarding the costs we spend.”