



## COMPLIANCE ASSISTANCE SERVICES PERFORMANCE SURVEY

In an effort to improve the service we provide to San Luis Obispo County residents and businesses, the District conducts ongoing surveys on our compliance program. Our goal is to provide a positive and constructive experience.

Our records indicate that you have recently had contact with the Compliance Division staff. To help us assure that we are providing the best possible service, please take a few minutes to answer the questions below. Your comments will help us serve you and others better.

**My contact with the Compliance Division staff involved** (check one or more):

- Permit Renewal                       Compliance Inspection                       Notice of Violation  
 Burn Application Process    Air Pollution Complaint                       Other \_\_\_\_\_  
 Asbestos NESHAP                       Naturally Occurring Asbestos

For the above contact, please check the appropriate box(es) for the service provided by the APCD	Strongly Agree	Agree	Disagree	Not Applicable
The inspector's attitude was courteous and professional.				
My questions were clearly answered.				
The inspector's knowledge about the equipment and/or process at my facility was good.				
The inspector's knowledge about the subject of my complaint was good.				
The inspector helped resolve problems or referred me to someone who could help.				
I use the downloadable burn application and would use an online payment option for my burn permit.				
My complaint problem is still occurring, please call.				
I need more information about my contact item, please call.				

<b>Overall, service was... (Please circle one)</b>	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>
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**Are there any comments or suggestions you would like to add?**

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**Would you like additional information?** (Check one or more):

- Obtaining a Permit to Operate    Settling a Notice of Violation                       Variances                       Permit Fees  
 Wood Burning Tips                       Clean Air Technologies                       Old Car Buyback Program  
 Air Quality Rules about \_\_\_\_\_  
 Compliance Assistance about \_\_\_\_\_                       Other \_\_\_\_\_

**Optional:** Name \_\_\_\_\_ Company \_\_\_\_\_ Phone \_\_\_\_\_

**THANK YOU FOR YOUR INPUT!**

*PLEASE FOLD, SEAL WITH TAPE ONLY, AND RETURN.*

**A STAMP IS PRE-AFFIXED FOR YOUR CONVENIENCE.**

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