



## 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):

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Permit Renewal                          | <input type="checkbox"/> Compliance Inspection   | <input type="checkbox"/> Notice of Violation (NOV)          |
| <input type="checkbox"/> Burn Permit                             | <input type="checkbox"/> Air Pollution Complaint | <input type="checkbox"/> Naturally Occurring Asbestos (NOA) |
| <input type="checkbox"/> Asbestos NESHAP (Asbestos in Buildings) | <input type="checkbox"/> Other _____             |   |

<b>For the above contact, please check the appropriate box(es) for the service provided by the APCD</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Not Applicable</b>
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 helped resolve problems or referred me to someone who could help.				
Are you aware the District accepts payment online or by phone? The District accepts Visa, MasterCard, American Express, and Discover.				
I need more information about my contact item, please call. (Add phone number below please.)				
<b>Overall, service was... (Please circle one)</b>	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>

**Are there any comments or suggestions you would like to add?**

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

- |  |   |  |                                      |
|--|---|--|--------------------------------------|
| <input type="checkbox"/> Obtaining a Permit to Operate     | <input type="checkbox"/> Settling a Notice of Violation | <input type="checkbox"/> Variances               | <input type="checkbox"/> Permit Fees |
| <input type="checkbox"/> Wood Burning Tips                 | <input type="checkbox"/> Clean Air Technologies         | <input type="checkbox"/> Old Car Buyback Program |                                      |
| <input type="checkbox"/> Air Quality Rules about _____     |   |  |                                      |
| <input type="checkbox"/> Compliance Assistance about _____ | <input type="checkbox"/> Other _____                    |  |                                      |

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

**THANK YOU FOR YOUR INPUT!**

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



Air Pollution Control District  
San Luis Obispo County

Affix  
Stamp  
Here

3433 Roberto Court  
San Luis Obispo, CA 93401

AIR POLLUTION CONTROL DISTRICT  
3433 ROBERTO COURT  
SAN LUIS OBISPO CA 93401

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Fold along lines with address showing.  
Seal with tape only, no staples, paper clips, etc.

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