

# **Survey of MSW Landfill Owners and Consultants**

Sent by Waste & Materials  
Management in December 2012

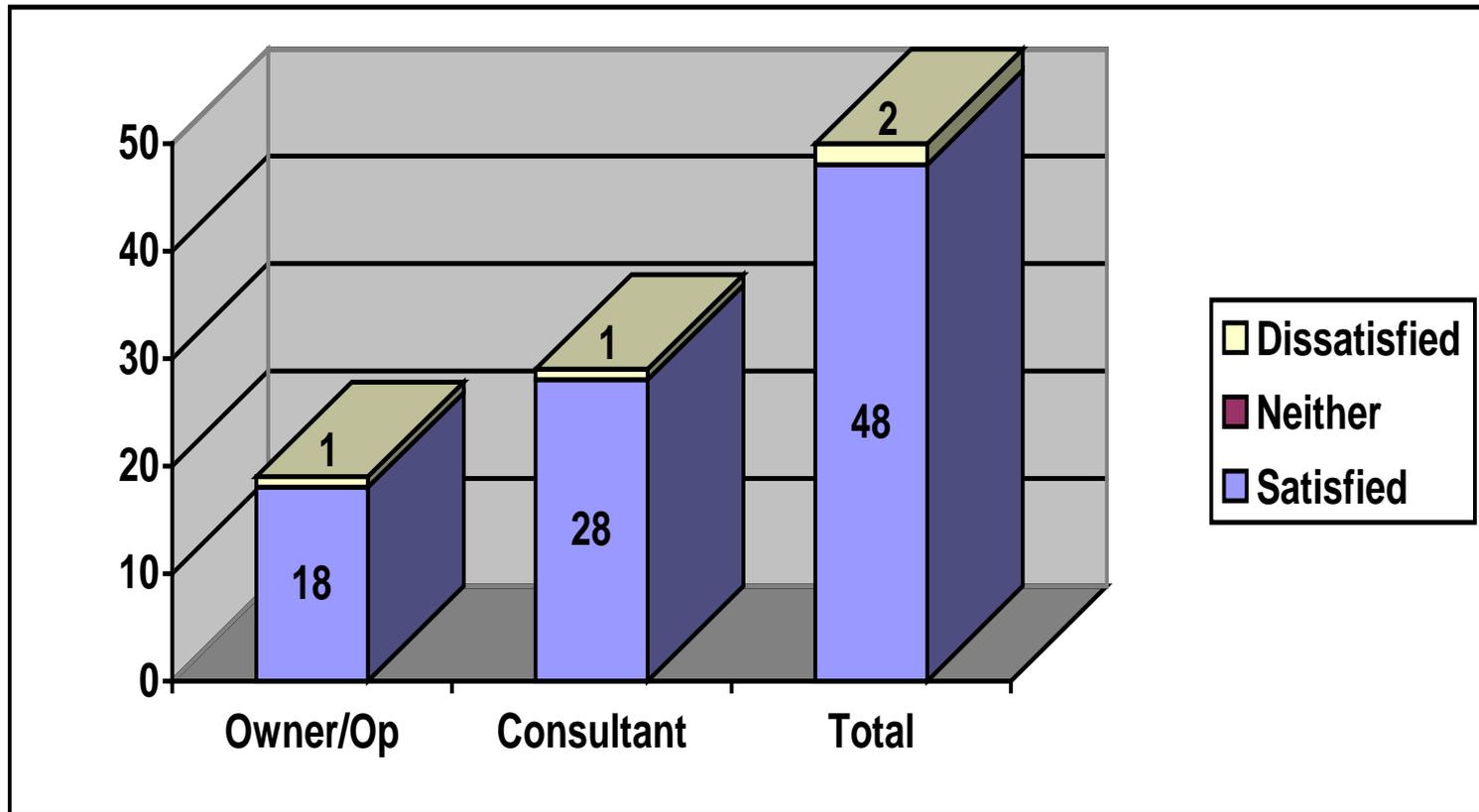
# Purpose of Survey

- Obtain feedback – how to improve our services to you
- Find out how we're doing
- And how to do better

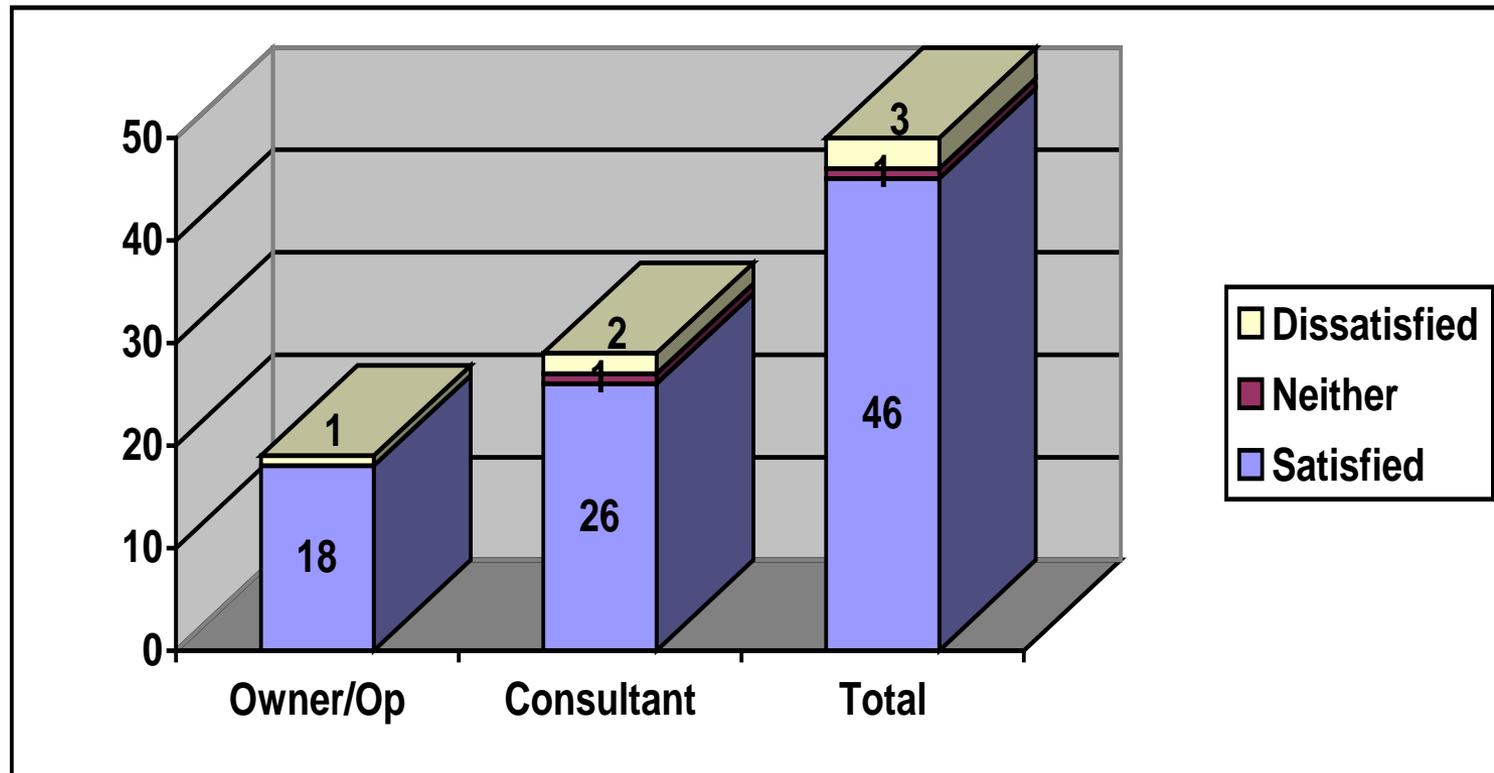
# Response Rate

- 86 - Total Surveyed
  - 31 Owner/Operators
  - 55 Consultants
- 58% Returned
  - 61% Owner/Operators
  - 56% Consultants
- Most should have received results on Mar. 21

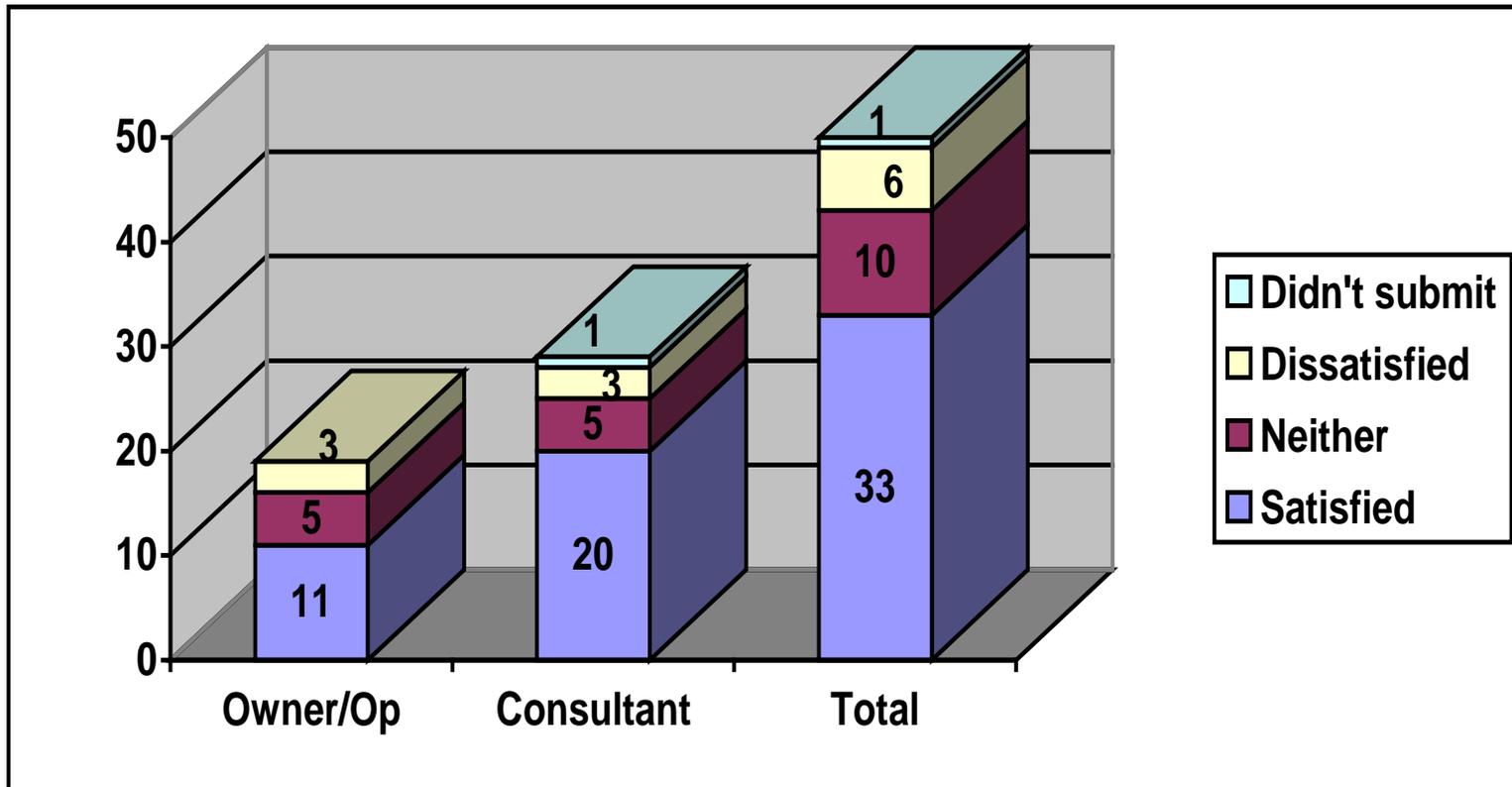
#### 4. How satisfied are you with the *availability* of DNR WMM staff when you've tried to contact them?



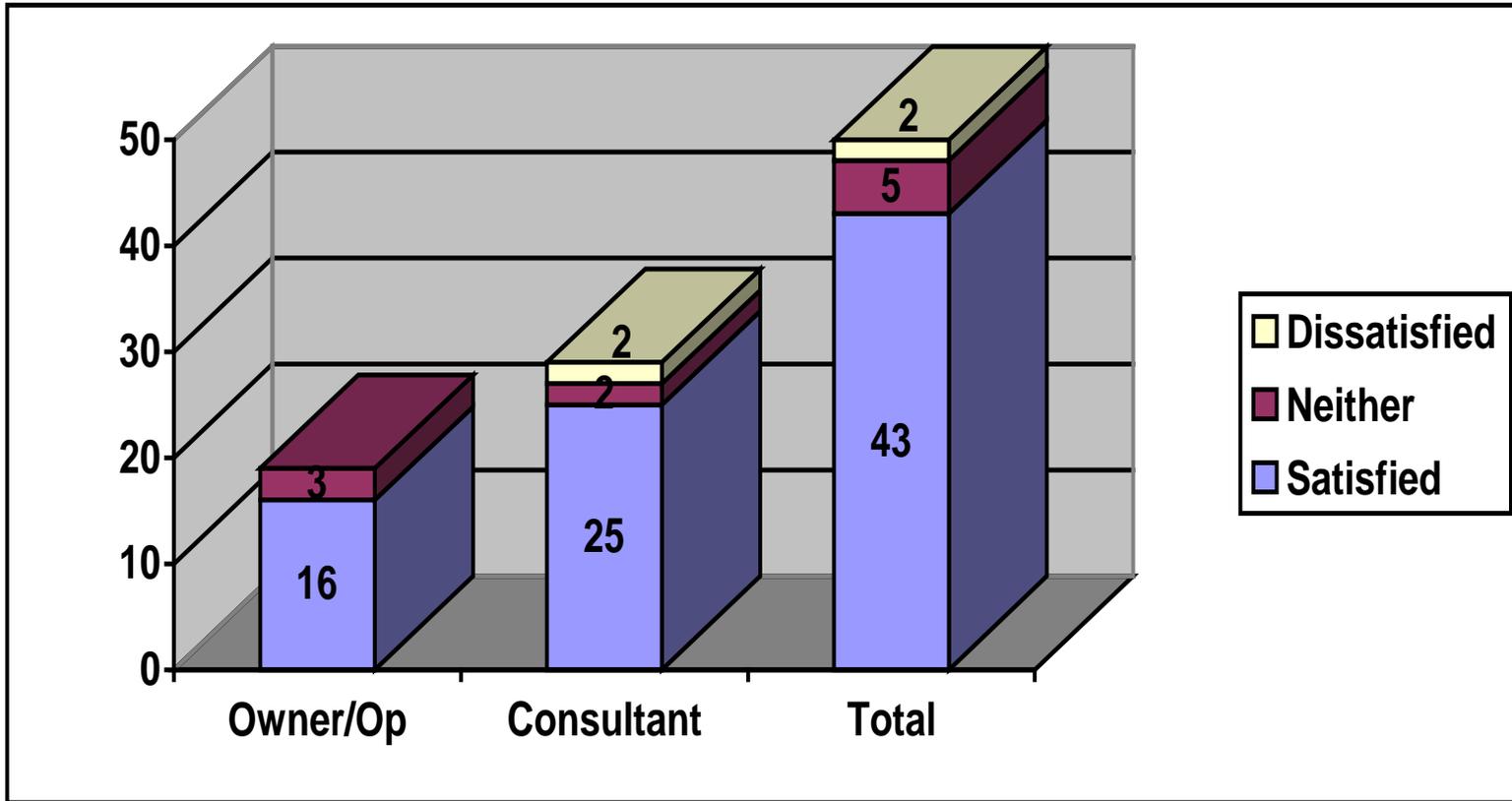
## 5. How satisfied are you with *responsiveness* (i.e. engagement, willingness to listen) of DNR staff when you've gotten through to them?



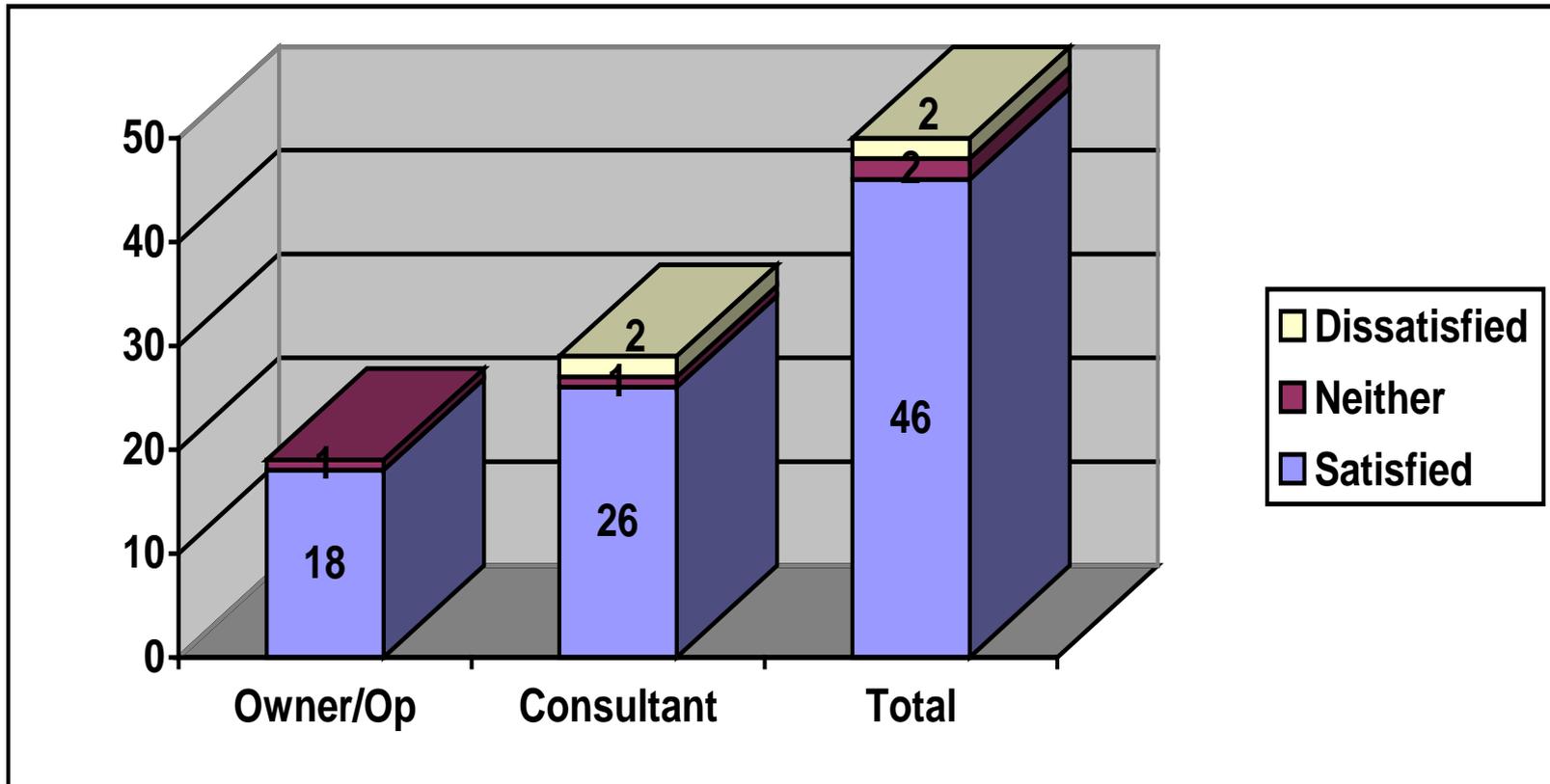
## 7. How satisfied are you with the *turnaround time* on any documents submitted to DNR WMM staff for review?



## 8. How satisfied have you been with *level of expertise* of the DNR WMM staff person(s) you deal with?



## 12. Overall, how satisfied are you with your interactions with WMM staff during 2012?



# Questions about anticipated dates

13. Were you provided with *anticipated dates* for completion of your project?

14. Was the date met?

## **20. Suggestions for improving the effectiveness of our program and protecting the environment and public health**

- Broad range of suggestions
  - Don't require annual reports
  - Hire more staff (allow overlap with those retiring)
  - Keep fees with Waste program
  - Enforce regulations consistently
  - Provide more flexibility in code interpretation