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?

![Bar chart showing satisfaction levels for Owner/Op, Consultant, and Total.](chart.png)
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