

Customer Service Survey

**Ohio's SBEAP
Office of Compliance Assistance and Pollution Prevention**

Who receives Ohio's SBEAP survey?



- Every single customer we assist
- All businesses, communities, academia, and other organizations are sent the survey after each correspondence.

How does Ohio's SBEAP survey customers?



How does Ohio's SBEAP survey customers?

One main thing that is different, is I asked for limits on a few things that avoid the need for Air Toxics Modeling of certain chemicals. This may not mean much to you, but it will for TDES.

I also attached all the relevant EDSs to send to Matt as one file too.

Thanks again fo

v how I'm doing.

Regards,

Jeremy Scoles

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My management has asked for customer service feedback. Please complete our [customer service survey](#) and let my management know how I'm doing.



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Survey Monkey

TEAM ADVANTAGE

\$26.88 / user / month

Starting at 3 users, billed annually ?

YOUR PLAN

- Survey sharing with fine control over who can view and edit
- Gather comments all in one place
- Let team members analyze, filter, and export results
- Notify others when you get new


SAVE 35%


- **Ohio's SBEAP utilizes tool for:**
 - Customer service survey
 - 2023 SBEAP Annual Report Data Form
 - Conference attendee feedback

Why do we survey our customers?

- **Success stories / testimonials**
- **Outcomes vs outputs**
- **Metrics/reporting**
 - **SBEAP Annual Report (question 18 – testimonials)**
 - **Agency Annual Report**
 - **Weekly Briefings**

What information do we collect?

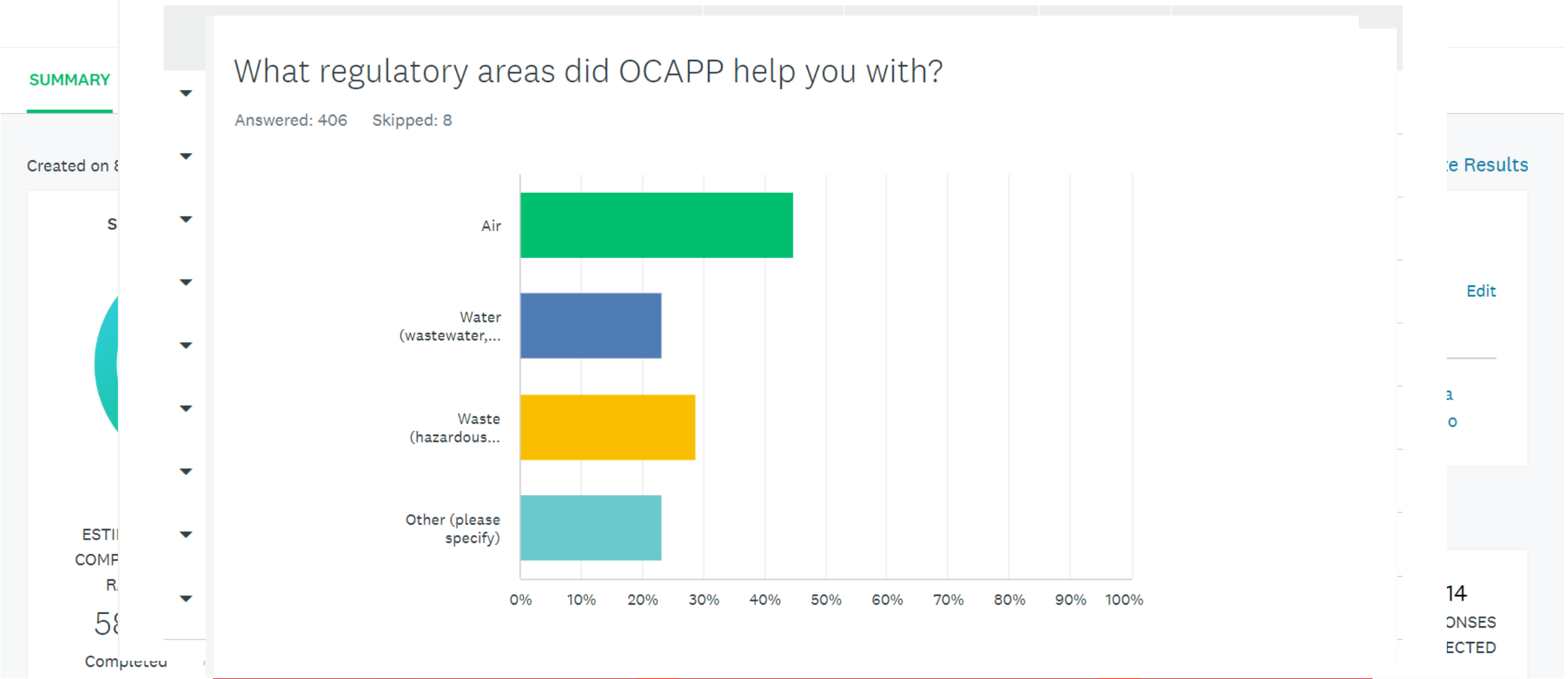
8. If you had a positive experience with Ohio EPA and would like to describe this in more detail, or acknowledge Agency staff who assisted in meeting your needs, feel free to provide us with your feedback. 

0 of 8 answered 



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How we utilize the survey feedback



Questions?



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