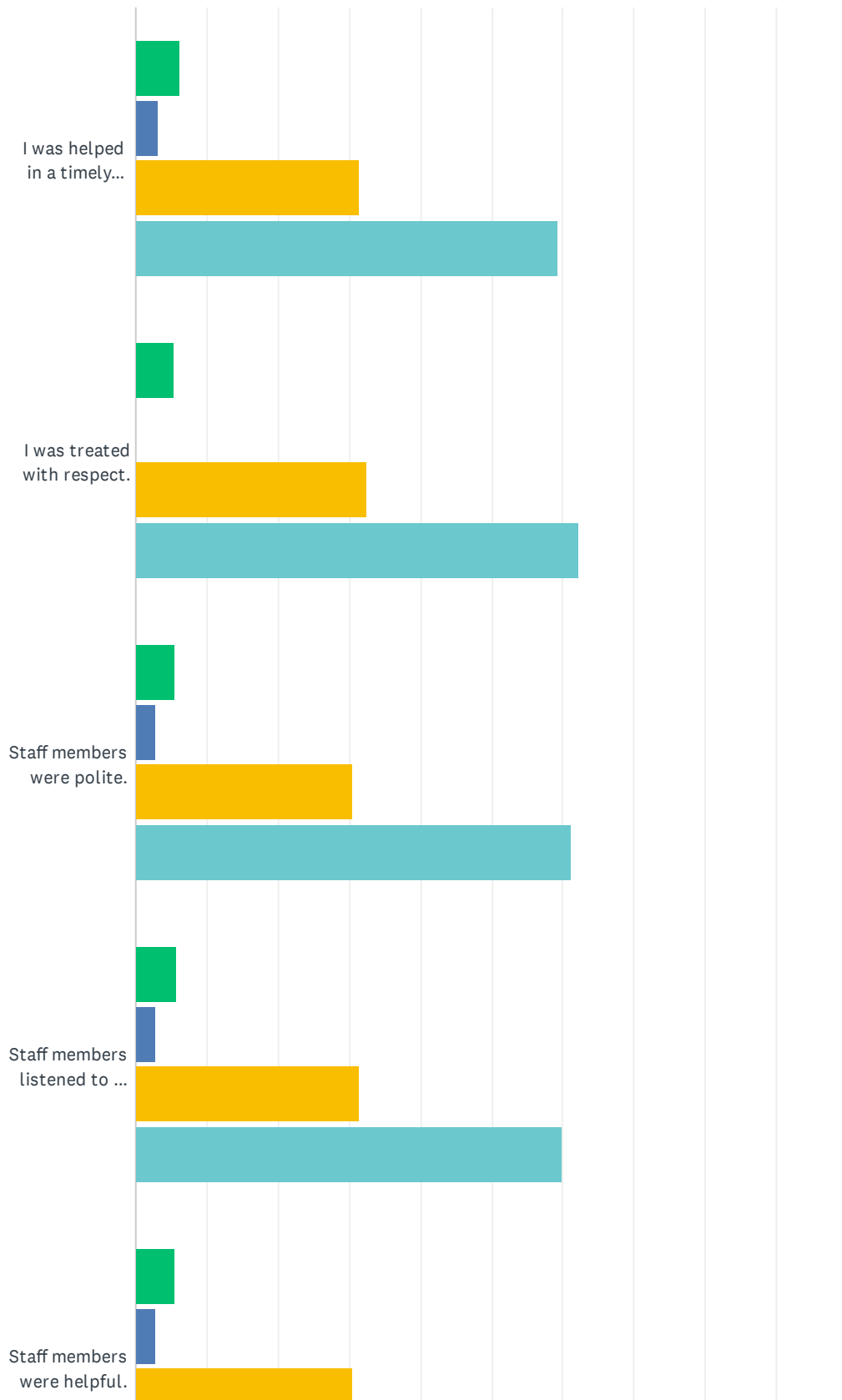
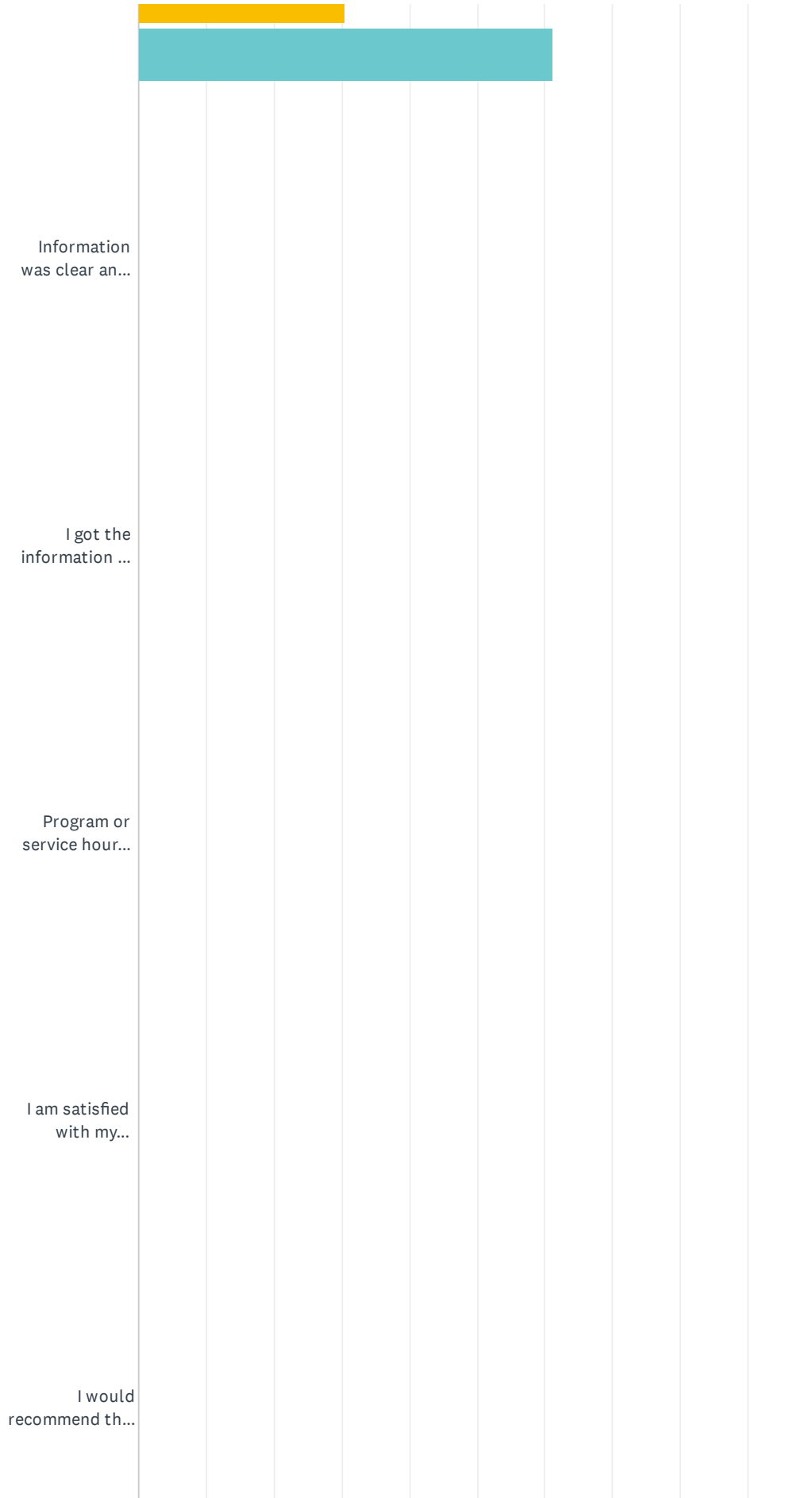


Q1 Please respond to the following statements about staff.

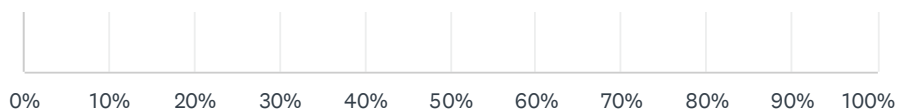
Answered: 49 Skipped: 6







Washtenaw County Pollution Prevention Program Survey



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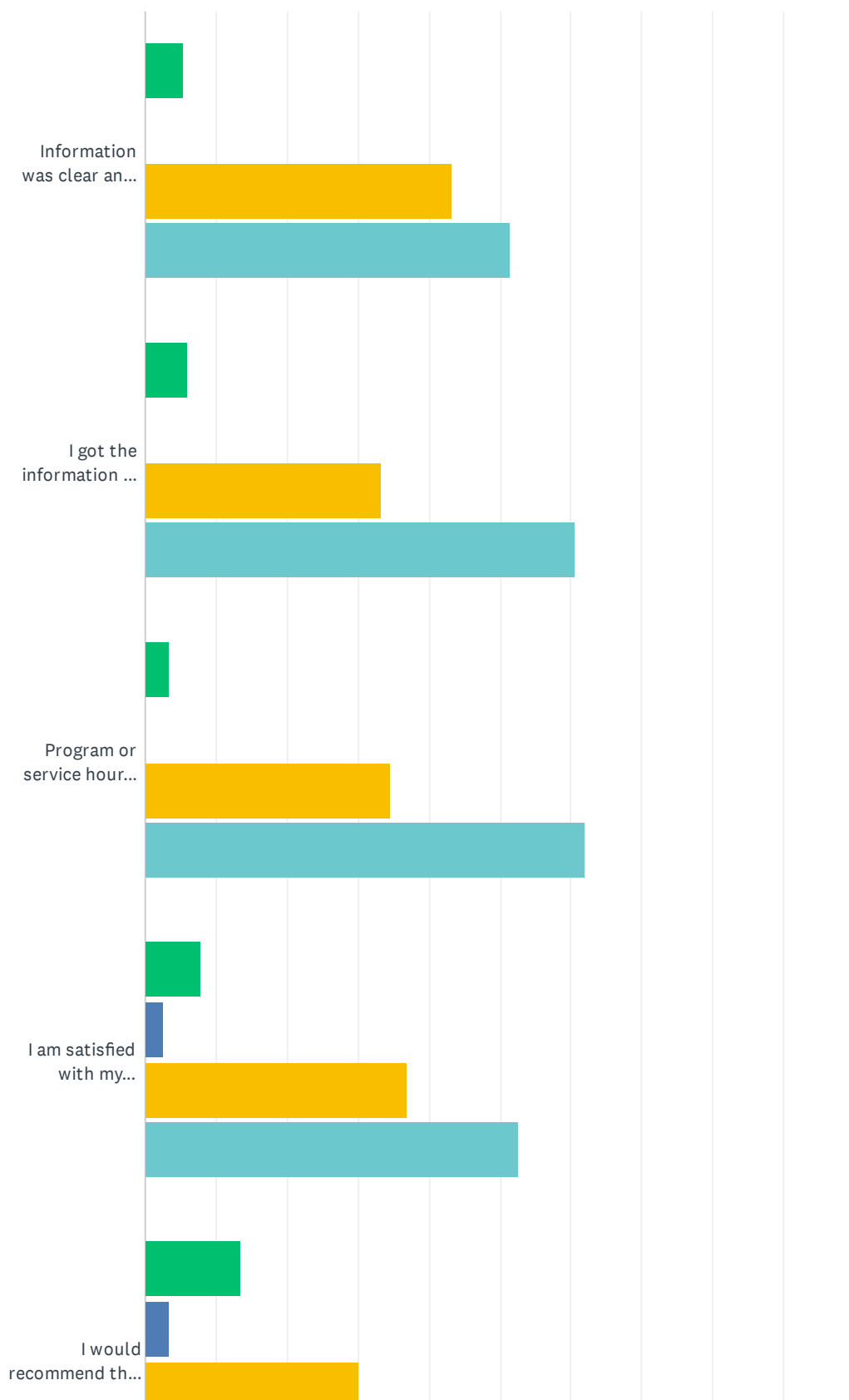


■ Strongly Di...
 ■ Disagree
 ■ Agree
 ■ Strongly Ag...

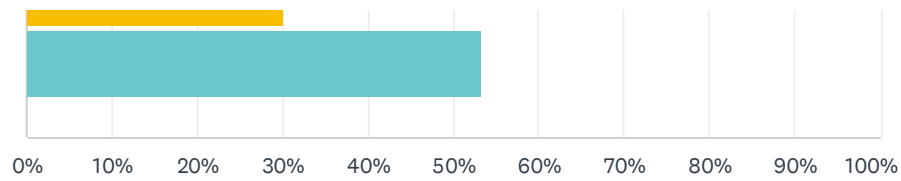
	 STRONGLY DISAGREE	 DISAGREE	 AGREE	 STRONGLY AGREE	TOTAL
I was helped in a timely manner.	6.25% 2	3.13% 1	31.25% 10	59.38% 19	32
I was treated with respect.	5.41% 2	0.00% 0	32.43% 12	62.16% 23	37
Staff members were polite.	5.56% 2	2.78% 1	30.56% 11	61.11% 22	36
Staff members listened to my questions or concerns.	5.71% 2	2.86% 1	31.43% 11	60.00% 21	35
Staff members were helpful.	5.56% 2	2.78% 1	30.56% 11	61.11% 22	36
Information was clear and easy to understand.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
I got the information or services I needed.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Program or service hours met my needs.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
I am satisfied with my experience.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
I would recommend this program or service to others.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

Q2 Please respond to the following statements about general quality.





Answered: 50 Skipped: 5



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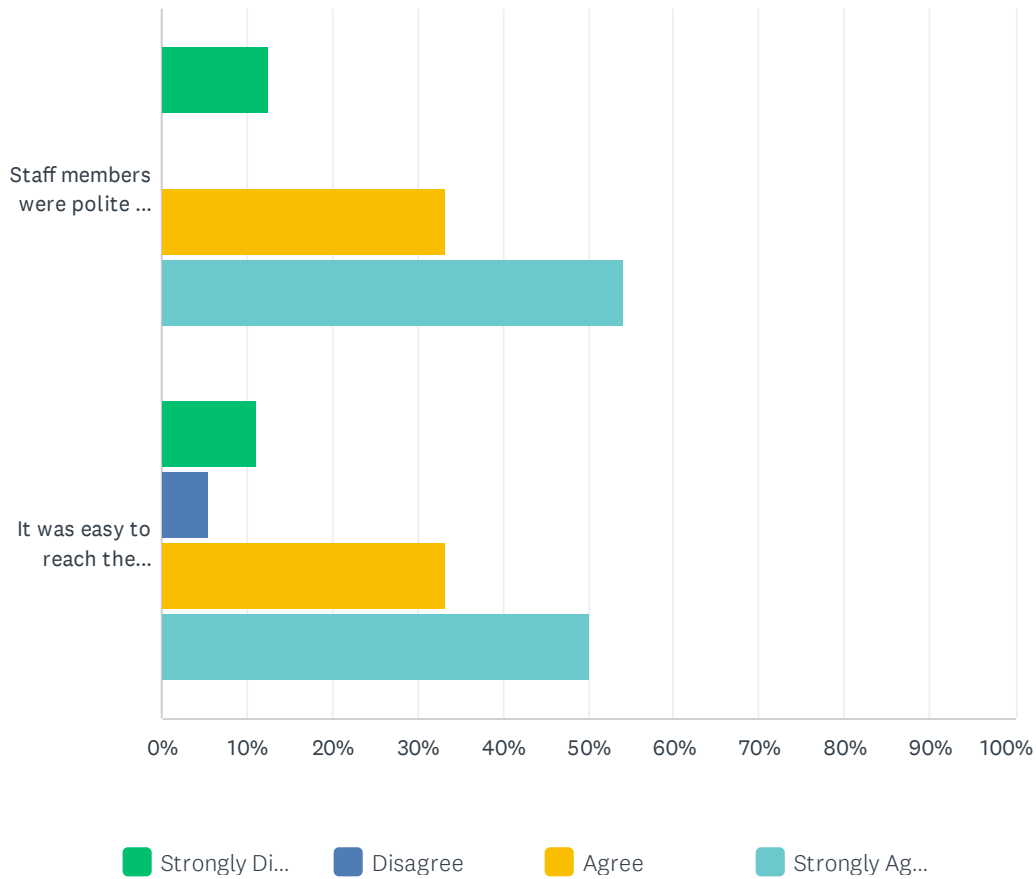






■ Strongly Di...
 ■ Disagree
 ■ Agree
 ■ Strongly Ag...

	 STRONGLY DISAGREE	 DISAGREE	 AGREE	 STRONGLY AGREE	TOTAL
Information was clear and easy to understand.	5.41% 2	0.00% 0	43.24% 16	51.35% 19	37
I got the information or services I needed.	6.06% 2	0.00% 0	33.33% 11	60.61% 20	33
Program or service hours met my needs.	3.45% 1	0.00% 0	34.48% 10	62.07% 18	29
I am satisfied with my experience.	7.89% 3	2.63% 1	36.84% 14	52.63% 20	38
I would recommend this program or service to others.	13.33% 4	3.33% 1	30.00% 9	53.33% 16	30

Q3 Please respond to the following statements about the phone.

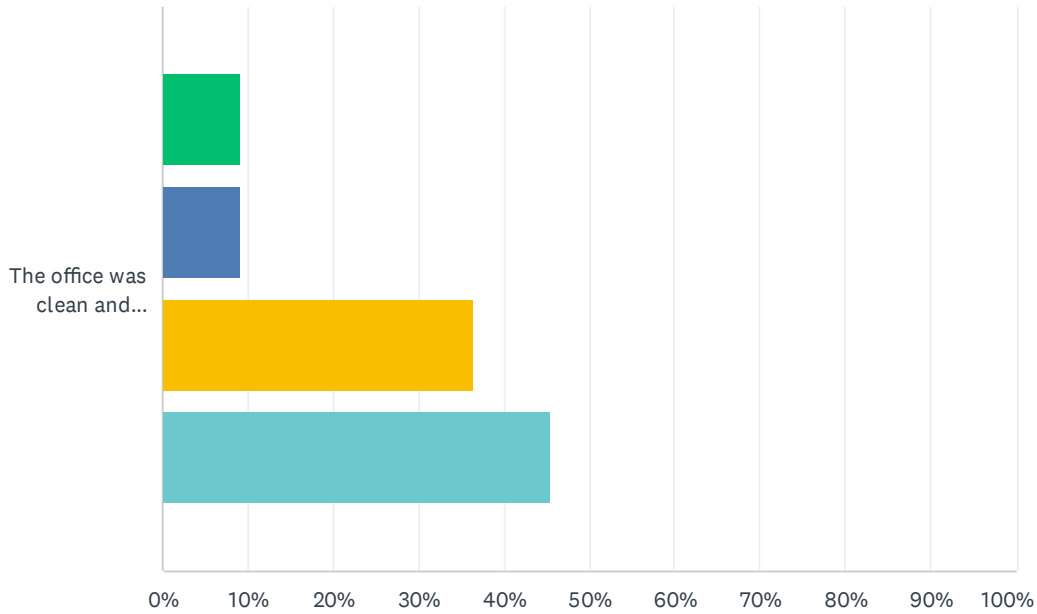
Answered: 44 Skipped: 11







	 STRONGLY DISAGREE	 DISAGREE	 AGREE	 STRONGLY AGREE	TOTAL
Staff members were polite on the phone.	12.50% 3	0.00% 0	33.33% 8	54.17% 13	24
It was easy to reach the person or program I needed by phone.	11.11% 2	5.56% 1	33.33% 6	50.00% 9	18

Q4 Please respond to the following statements about the office.

Answered: 40 Skipped: 15

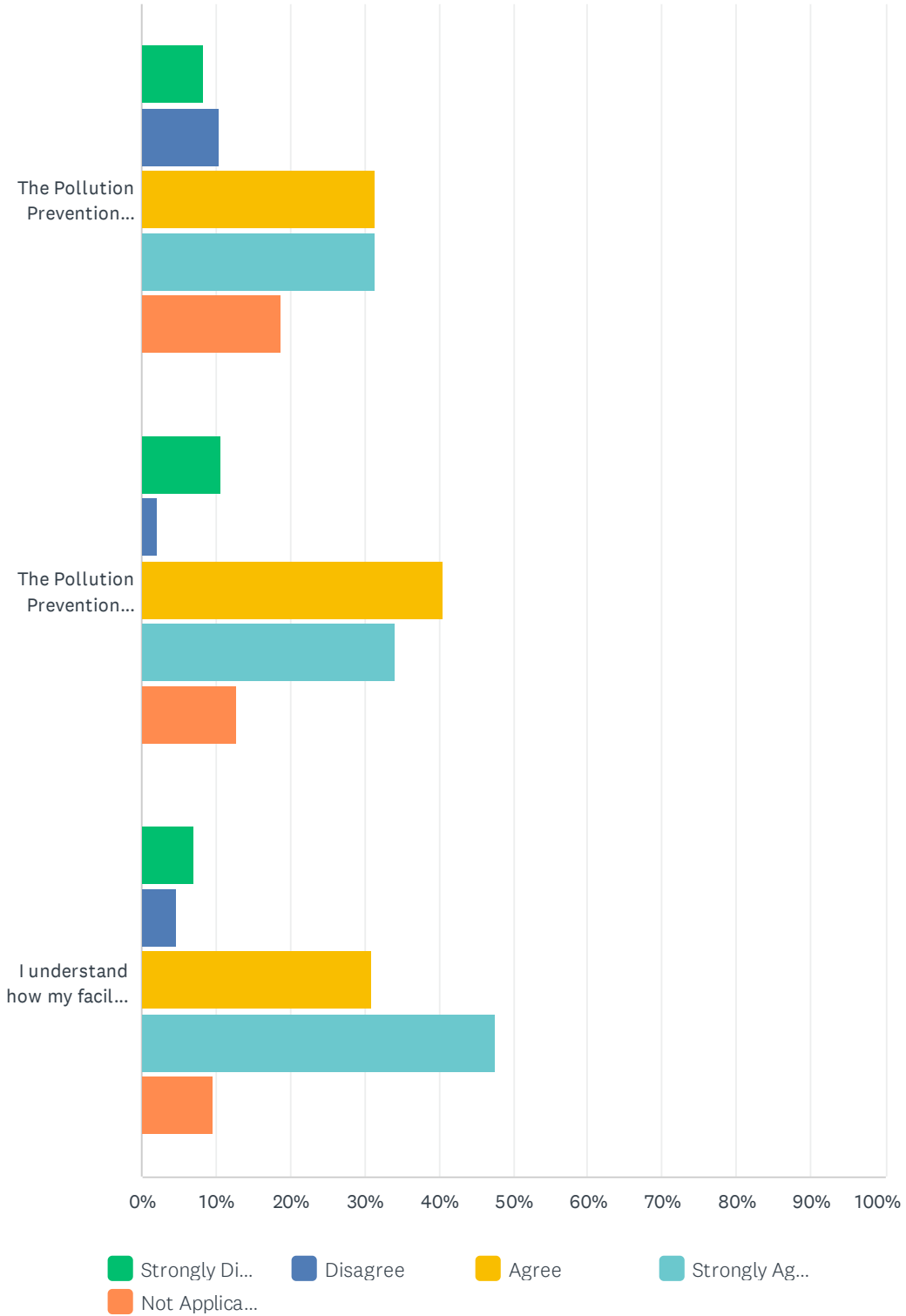


■ Strongly Di...
 ■ Disagree
 ■ Agree
 ■ Strongly Ag...





	 STRONGLY DISAGREE	 DISAGREE	 AGREE	 STRONGLY AGREE	TOTAL
The office was clean and comfortable.	9.09% 1	9.09% 1	36.36% 4	45.45% 5	11

Q5 Please respond to the following statements about the Pollution Prevention Program.

Answered: 48 Skipped: 7



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	 STRONGLY DISAGREE	 DISAGREE	 AGREE	 STRONGLY AGREE	NOT APPLICABLE	TOTAL
The Pollution Prevention Program has helped my company make positive changes in our practices.	8.33% 4	10.42% 5	31.25% 15	31.25% 15	18.75% 9	48
The Pollution Prevention Program is a valuable program.	10.64% 5	2.13% 1	40.43% 19	34.04% 16	12.77% 6	47
I understand how my facility can qualify for reduced inspection frequency.	7.14% 3	4.76% 2	30.95% 13	47.62% 20	9.52% 4	42

Q6 What is one positive change you have made in your facility because of the Pollution Prevention Program?

Answered: 30 Skipped: 25

#	RESPONSES	DATE
1	General awareness	9/22/2017 9:48 AM
2	None	9/22/2017 9:46 AM
3	Reduced volumes of oil & waste oil.	3/16/2017 11:57 AM
4	Better communication with employees regarding how important it is to be a good environmental citizen.	3/16/2017 11:54 AM
5	N/A	3/16/2017 11:50 AM
6	We keep chemicals in better place.	3/16/2017 11:48 AM
7	Got spill contain fuel tanks	3/16/2017 11:43 AM
8	None	3/16/2017 11:37 AM
9	Safer place to work	3/16/2017 10:49 AM
10	Overall awareness of issues concerning how any one thing we do can impact several things.	3/16/2017 10:44 AM
11	Take delivery of product when needed. Reduce fertility by using fertilizers over granules.	3/16/2017 10:36 AM
12	Organization	3/16/2017 10:14 AM
13	Enhanced awareness of MIOSHA compliance and best practices. Better understanding of polluting, toxic, hazardous chemicals and best practices over years. Protection of sewer waterways and good spill control.	3/16/2017 10:11 AM
14	It has helped us identify materials in our facility.	3/15/2017 5:15 PM
15	Protect the environment and had this program reinforce the practice.	3/15/2017 5:13 PM
16	Container for paint	3/15/2017 5:07 PM
17	Spill plan	3/15/2017 5:03 PM
18	We deal with MIOSHA. We already had many items in compliance.	3/15/2017 5:03 PM
19	Thank you!	3/15/2017 5:01 PM
20	Better/more compliant waste handling procedures implemented.	3/15/2017 5:00 PM
21	Reduced the amount of hazardous cleaning products.	3/15/2017 4:57 PM
22	There is no positive change this program does not pertain to other counties. This program is another way for government to get in small business pockets.	3/15/2017 4:55 PM
23	Safety	3/15/2017 4:50 PM
24	Increased awareness of the need to maintain full knowledge of what we have on hand and how it is stored.	2/23/2017 9:01 AM
25	None; have not made any changes	2/22/2017 12:02 PM
26	Unfortunately I've been in this position for 1 year and our company was run well by the last facility manager. Hopefully in the near future changes will come.	1/31/2017 3:00 PM
27	We were reassured that we are doing things right.	1/31/2017 2:38 PM
28	I disagreed with the question above "The Pollution Prevention Program has helped my	1/27/2017 11:31 AM

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company make positive changes in our practices" because AVL is an ISO 14001:2004 certified company. Our processes and practices were driven by this ISO stand more so than by the Washtenaw County pollution prevention program.

29	Smarter disposal of waste items	1/25/2017 9:48 AM
30	Has helped Scrap Masters Inc. to be more aware of pollution prevention.	1/23/2017 2:53 PM

Q7 If you could change one thing about the Pollution Prevention Program, what would it be?

Answered: 27 Skipped: 28

#	RESPONSES	DATE
1	The fees	9/22/2017 9:48 AM
2	Shut down	9/22/2017 9:46 AM
3	The staff and timing of invoices that are mailed	6/28/2017 9:44 AM
4	Paperwork	3/16/2017 11:57 AM
5	Recognition for high levels of compliance/leadership.	3/16/2017 11:54 AM
6	N/A	3/16/2017 11:50 AM
7	Inspections bi-yearly	3/16/2017 11:40 AM
8	Go away! We have been in business for 43 years. Your organization never reached out until 3 years ago. Seems like another poorly run government agency.	3/16/2017 11:37 AM
9	Inform the public (newspaper, TV, internet) how thorough and forward thinking the program is and the necessary steps to be on a reduced frequency inspection.	3/16/2017 10:36 AM
10	Nothing	3/16/2017 10:11 AM
11	Due date later than March 1st.	3/16/2017 10:05 AM
12	Perhaps allow some sort of online submittal. I don't know how many businesses are in the county, but the amount of paper adds up.	3/15/2017 5:15 PM
13	Such high fees for storing product required to stay in businesses that is not classified as hazardous, especially for a facility with an excellent track record.	3/15/2017 5:13 PM
14	Fewer fees and not have to report every year.	3/15/2017 5:05 PM
15	Cost	3/15/2017 5:03 PM
16	We are a small family owned company. Same process year in, year out. No real changes on our part.	3/15/2017 5:03 PM
17	Available electronic reporting forms that could be saved and edited from year to year rather than receiving hard copies each time. I generated my own, but it was a pain.	3/15/2017 5:00 PM
18	N/A	3/15/2017 4:57 PM
19	Eliminate it. The DEQ already has a pollution prevention program.	3/15/2017 4:55 PM
20	Nothing	3/15/2017 4:50 PM
21	Nothing.	2/23/2017 9:01 AM
22	I feel the fees are high and the program is redundant. We already report all of the info used by Washtenaw county at a State and Federal level.	2/22/2017 12:02 PM
23	Unfortunately I've been in this position for 1 year and our company was run well by the last facility manager. Hopefully in the near future changes will come.	1/31/2017 3:00 PM
24	Cheaper prices	1/31/2017 2:38 PM
25	It would be nice if we didn't need to supply the manufacture address and contact information every 4 years. AVL is an engine dyno testing facility and 90% of our chemicals do not change and are mostly different versions of oil, anti-freeze and gasoline or diesel fuels. I just don't see where having this information is value added to you. Gathering this info is very time	1/27/2017 11:31 AM

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consuming, al be it we only need to do it once every 4 years. I mean the big concern for you should merely be how much of each chemical we have on site. So if we could just report that we have "X" amount gallons on site this would be so much easier. It's your program and I respect the program and believe over all it is a valuable program and I will continue to report per your requirements, what ever they may be.

26	With the exception of the Business Info Form, the online forms are extremely clumsy and cumbersome to use. It seems with the number of businesses that likely use them, it would be wise to spend some time to make them more user friendly. It would also help to make the forms more uniform and consistent to read. I did not need to use any other form than the Business Info form this year so maybe they have been updated and I am not aware of it.	1/25/2017 9:48 AM
27	Nothing at this time	1/23/2017 2:53 PM

Q8 What did we do well?

Answered: 22 Skipped: 33

#	RESPONSES	DATE
1	None	9/22/2017 9:46 AM
2	Never felt as if I was defensive	3/16/2017 11:57 AM
3	Identify hazards and inform the appropriate agencies in case of incident.	3/16/2017 11:50 AM
4	Came out in timely manner	3/16/2017 11:40 AM
5	Nothing	3/16/2017 11:37 AM
6	Inform us on several issues.	3/16/2017 10:44 AM
7	Jacob Gerke provided great customer service during his visit to our facility. He was very polite, knowledgeable and took his time explaining things to our team.	3/16/2017 10:40 AM
8	Your site visits are excellent.	3/16/2017 10:36 AM
9	Proactive awareness and practices to prevent chemical spills and protect sewers/waterways. Understanding various chemicals and protective best practices in relations to MSDS. Providing added value with education, sharing valuable experience with each on-site visit over years.	3/16/2017 10:11 AM
10	Information is clear.	3/15/2017 5:15 PM
11	Consistency of the report process. Changing the forms would be a problem.	3/15/2017 5:13 PM
12	Jacob Gerke hands-on approach of looking at my inventory greatly reduced the amount of time needed to complete forms and was greatly appreciated!!	3/15/2017 5:10 PM
13	Understand cost concerns	3/15/2017 5:03 PM
14	Helpful suggestions during audit/inspection.	3/15/2017 5:00 PM
15	N/A	3/15/2017 4:57 PM
16	Nothing your staff has never been trained in chemicals hazardous waste. They have no clue about even how much oil a big truck holds.	3/15/2017 4:55 PM
17	Yes	3/15/2017 4:50 PM
18	Forms are easy to understand.	2/23/2017 9:01 AM
19	Communication and allowable time to complete and return forms to the city.	1/31/2017 3:00 PM
20	You hired the right person for the job Jacob Gerke	1/31/2017 2:38 PM
21	The employee who showed up during our last on site inspection was very polite and had an open dialog with me regarding our chemicals and what the pollution prevention programs intention was.	1/27/2017 11:31 AM
22	Tom was great to work with, he was professional, friendly and helped make the inspection less stressful.	1/23/2017 2:53 PM

Q9 What could we do better?

Answered: 19 Skipped: 36

#	RESPONSES	DATE
1	Lower fees	9/22/2017 9:48 AM
2	Never come	9/22/2017 9:46 AM
3	Answer the phone during your business hours.	6/28/2017 9:44 AM
4	Not sure	3/16/2017 11:57 AM
5	Public recognition of solid citizens!	3/16/2017 11:54 AM
6	N/A	3/16/2017 11:50 AM
7	We are monitored by the Michigan Agriculture Dept. Your division is useless to us. Stop billing us \$60!	3/16/2017 11:37 AM
8	Visibility to the community could be improved.	3/16/2017 10:36 AM
9	N/A	3/16/2017 10:11 AM
10	Understanding a small business and the fees charged.	3/15/2017 5:13 PM
11	Do all businesses participate? I have heard that due to staffing not all businesses have been required to participate and if this is so it is unfair.	3/15/2017 5:10 PM
12	N/A	3/15/2017 4:57 PM
13	Eliminate the program. Cut your staff. Cut the wages of your top staff. Does someone really need to cost the tax payers \$150,000 or more a year for one employee?	3/15/2017 4:55 PM
14	Nothing	3/15/2017 4:50 PM
15	Nothing.	2/23/2017 9:01 AM
16	na	1/31/2017 3:00 PM
17	Promote him!	1/31/2017 2:38 PM
18	See question 7.	1/27/2017 11:31 AM
19	Nothing at this time.	1/23/2017 2:53 PM

Q10 Did a staff member provide you with excellent service? Please explain (include their name, if known):

Answered: 20 Skipped: 35

#	RESPONSES	DATE
1	They always are.	9/22/2017 9:48 AM
2	No	9/22/2017 9:46 AM
3	No. Tangie needs help organizing	6/28/2017 9:44 AM
4	Yes, he found some things I could improve	3/16/2017 11:57 AM
5	Randy Spaller, R.E.H.S. Senior Sanitarian. Responded very politely and quickly to get me a copy of my records.	3/16/2017 11:50 AM
6	Yes he was very professional	3/16/2017 11:40 AM
7	Called to report that the online status report form was out of date (2016). Was quickly corrected.	3/16/2017 11:39 AM
8	Yes - Jacob Gerke	3/16/2017 11:34 AM
9	Yes	3/16/2017 10:49 AM
10	Steve Manville has always been very professional and always answered questions and made excellent suggestions.	3/16/2017 10:44 AM
11	Jacob Gerke	3/16/2017 10:40 AM
12	Todd Alcock does an outstanding job!	3/16/2017 10:36 AM
13	All staff members that visited us over the many years have been very educative and shared helpful information to keep our workplace safer. John Hofweber, Tom Winebrenner and Joel Underwood.	3/16/2017 10:11 AM
14	In the past your inspectors have been excellent to work with.	3/15/2017 5:13 PM
15	N/A	3/15/2017 4:57 PM
16	NA	2/23/2017 9:01 AM
17	Jennifer Conn - She is very organized and has already made improvements with eliminating frequencies of inspections of sites. A pleasure to work with.	2/22/2017 12:02 PM
18	Jacob Gerke has been to our facility and has been extremely informative and helpful to me being new in my position.	1/31/2017 3:00 PM
19	Yes!! Jacob Gerke was our inspector and he did a great job and explained things and was very knowledgeable about anything I asked and was very professional.	1/31/2017 2:38 PM
20	Yes.	1/27/2017 11:31 AM

Q11 Number of employees at your facility:

Answered: 40 Skipped: 15

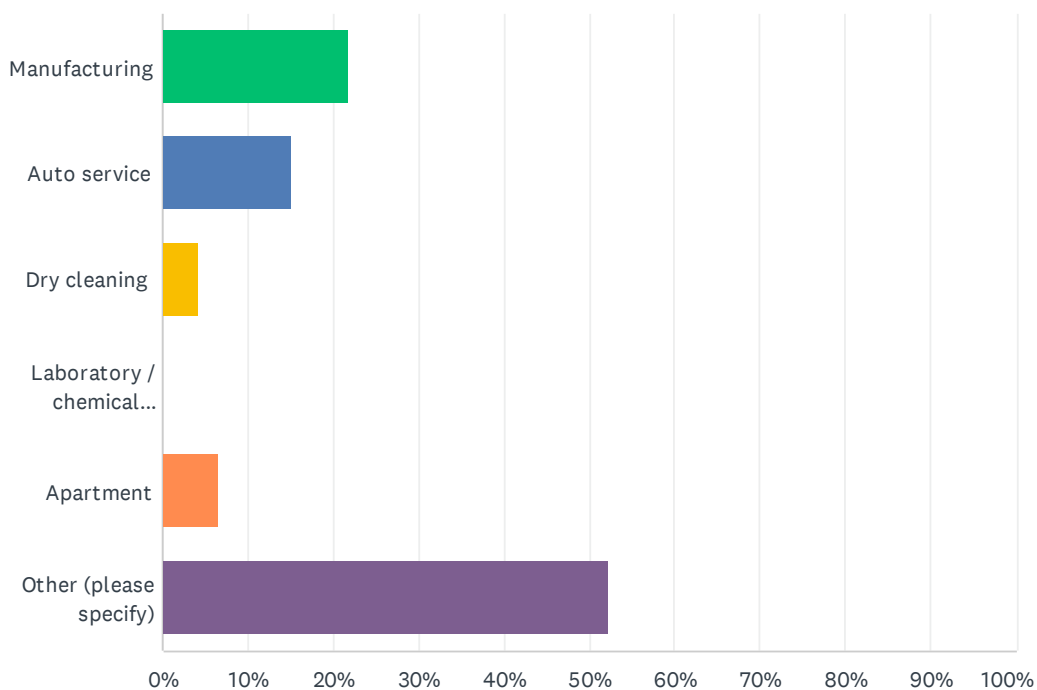
#	RESPONSES	DATE
1	100+	9/22/2017 9:48 AM
2	29	6/28/2017 9:44 AM
3	2	3/16/2017 11:57 AM
4	97	3/16/2017 11:52 AM
5	155	3/16/2017 11:50 AM
6	3	3/16/2017 11:48 AM
7	45	3/16/2017 11:46 AM
8	1	3/16/2017 11:44 AM
9	2	3/16/2017 11:43 AM
10	5	3/16/2017 11:41 AM
11	23	3/16/2017 11:39 AM
12	7	3/16/2017 11:36 AM
13	103	3/16/2017 11:33 AM
14	3	3/16/2017 11:08 AM
15	30	3/16/2017 10:55 AM
16	1	3/16/2017 10:50 AM
17	7+9=16	3/16/2017 10:48 AM
18	5	3/16/2017 10:44 AM
19	1 part time	3/16/2017 10:42 AM
20	500+	3/16/2017 10:40 AM
21	16	3/16/2017 10:36 AM
22	0	3/16/2017 10:14 AM
23	12	3/16/2017 10:11 AM
24	120	3/15/2017 5:15 PM
25	3 full time	3/15/2017 5:13 PM
26	8	3/15/2017 5:10 PM
27	28	3/15/2017 5:07 PM
28	4	3/15/2017 5:05 PM
29	23	3/15/2017 5:03 PM
30	5	3/15/2017 5:00 PM
31	15	3/15/2017 4:58 PM
32	2	3/15/2017 4:57 PM
33	6	3/15/2017 4:55 PM

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34	40	3/15/2017 4:50 PM
35	1200	2/23/2017 9:01 AM
36	15	1/31/2017 3:00 PM
37	It's a University, too many to count	1/31/2017 2:38 PM
38	25-35 on any given day.	1/27/2017 11:31 AM
39	25	1/25/2017 9:48 AM
40	Approx. 30 employees	1/23/2017 2:53 PM

Q12 Type of business:

Answered: 46 Skipped: 9



ANSWER CHOICES	RESPONSES	
Manufacturing	21.74%	10
Auto service	15.22%	7
Dry cleaning	4.35%	2
Laboratory / chemical processing	0.00%	0
Apartment	6.52%	3
Other (please specify)	52.17%	24
TOTAL		46

#	OTHER (PLEASE SPECIFY)	DATE
1	Customer Service	6/28/2017 9:44 AM
2	Repair for our small truck fleet	3/16/2017 11:57 AM
3	Nursing Home	3/16/2017 11:50 AM
4	Gas station with 1 bay car wash	3/16/2017 11:48 AM
5	Sailboat sales and repair	3/16/2017 11:43 AM
6	Sand and gravel	3/16/2017 11:41 AM
7	Neighborhood pool	3/16/2017 11:39 AM
8	Sand & Gravel Processing	3/16/2017 11:36 AM

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9	Sales/wholesale	3/16/2017 11:33 AM
10	Towing company	3/16/2017 10:55 AM
11	Rental (equipment)	3/16/2017 10:49 AM
12	Recycling	3/16/2017 10:44 AM
13	Golf course	3/16/2017 10:36 AM
14	Lawn spraying	3/16/2017 10:14 AM
15	Design, repair and manufacturing of individual hydraulic components and equipment	3/16/2017 10:11 AM
16	Retail store	3/16/2017 10:05 AM
17	Senior apartments	3/15/2017 5:07 PM
18	Retail wholesale	3/15/2017 4:58 PM
19	excavating	3/15/2017 4:55 PM
20	recycle co	3/15/2017 4:50 PM
21	health care facility	2/23/2017 9:01 AM
22	telco / data	2/22/2017 12:02 PM
23	University	1/31/2017 2:38 PM
24	Engine Testing	1/27/2017 11:31 AM