

**STATE OF HAWAII  
DEPARTMENT OF HEALTH  
ENVIRONMENTAL MANAGEMENT DIVISION  
SOLID AND HAZARDOUS WASTE BRANCH**

**PERMIT APPLICATION FOR  
SOLID WASTE MANAGEMENT FACILITY  
(NOT FOR PERMIT BY RULE)**

This permit application was developed in accordance with the requirements of Hawaii Administrative Rules (HAR), Title 11, Chapter 58.1. **In order for this application to be considered complete, completed Attachments P-1 through P-6 and filing fee must accompany this application form.** Please read the general instructions before completing.

- I. Type of Application (check all that apply)
- A. \_\_\_\_\_ Permit to establish a new facility
  - B. \_\_\_\_\_ Permit to modify an existing facility
  - C. \_\_\_\_\_ Permit renewal with no modification
  - D. \_\_\_\_\_ Permit renewal with modification
  - E. \_\_\_\_\_ Change in ownership
  - F. \_\_\_\_\_ Other
- Describe \_\_\_\_\_

- II. Existing pollution control permits and/or variances issued to facility:
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

III. General Information

- A. Name and address of the owner of the solid waste facility:
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_ Telephone: \_\_\_\_\_

- B. Name and address of the operator of the solid waste facility:
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_ Telephone: \_\_\_\_\_

- C. Name and address of individual authorized to act for the owner and operator:
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_ Telephone: \_\_\_\_\_

- D. Name and address of landowner (If landowner is other than the owner/operator of the solid waste facility, include Attachment P-6):
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_ Telephone: \_\_\_\_\_

E. Name and address of lessee, if appropriate:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_

F. Facility Name and Location:

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

Tax Map Key: \_\_\_\_\_

(if appropriate)

Latitude: \_\_\_\_\_° \_\_\_\_\_', \_\_\_\_\_" N  
Longitude: \_\_\_\_\_° \_\_\_\_\_', \_\_\_\_\_" W  
UTM Coordinates: Zone \_\_\_\_\_ East \_\_\_\_\_ North \_\_\_\_\_

G. Type of Facility (check all that apply)

1. Landfill  
MSW (daily tonnage \_\_\_\_\_) \_\_\_\_\_  
C&D (daily tonnage \_\_\_\_\_) \_\_\_\_\_
2. Incinerator (daily tonnage \_\_\_\_\_) \_\_\_\_\_
3. Solid Waste Processing  
Transfer Station (daily tonnage \_\_\_\_\_) \_\_\_\_\_  
Recycling/materials recovery \_\_\_\_\_  
Salvage \_\_\_\_\_
4. Reclamation Facility  
Composting \_\_\_\_\_  
Remediation \_\_\_\_\_
5. Special Waste  
Special waste landfill \_\_\_\_\_  
Medical waste \_\_\_\_\_  
Foreign waste \_\_\_\_\_  
Other Non-Specified Technology \_\_\_\_\_  
Please briefly explain \_\_\_\_\_
6. Waste Treatment/Processing/Storage for Disposal \_\_\_\_\_

IV. Normal Operating Schedule

- A. Shifts Worked: HOURS OF DAY
1. From: \_\_\_\_\_ To: \_\_\_\_\_
  2. From: \_\_\_\_\_ To: \_\_\_\_\_
  3. From: \_\_\_\_\_ To: \_\_\_\_\_

B. Days per week: \_\_\_\_\_

C. Weeks per year: \_\_\_\_\_

D. Operation is seasonal or irregular, describe:  
\_\_\_\_\_





**ATTACHMENT P-1  
LOCATION DRAWING AND SITE PLAN  
LANDFILL FACILITIES  
SOLID WASTE PERMIT APPLICATION**

The following facility drawings shall be submitted, drawn to a reasonable scale and showing the following information (show north arrow and scale drawing):

**1. Location Drawing(s)**

Provide location drawing(s) indicating the property involved, topographic data, the zoning of the property, and the outline of all structures, access, and fences. Identify property lines plainly. Indicate the location of the property and equipment in relation to nearby streets and all adjacent properties. The location drawing should also identify the name, nature of business, and zoning of all properties adjacent to the applicant's property lines (Private residences may be identified as residences, unless they are also used as a place of business).

Using USGS Quadrangle Maps, identify all drainage systems and bodies of surface or marine waters, or other sensitive environmental areas within 500 feet of the property lines; and any active groundwater resources within 1000 feet of the facility.

**2. Site Plan**

Provide a site plan identifying property lines, all solid waste activities, structures and equipment on the property, ingress/egress to the solid waste operations, and vehicle queuing area. Locate waste screening, storage and disposal areas; environmental control systems (i.e. ditches, basins, monitoring systems); and maintenance area. Indicate limits of proposed permitted limit of waste disposal, limits of currently placed waste, and locations of special waste disposal areas (i.e. animal carcasses, asbestos). If the facility is a municipal solid waste management facility, also indicate the limits of waste placed prior to October 9, 1993. If the facility is a construction and demolition waste landfill, also indicate the limits of waste placed prior to January 13, 1994.

**ATTACHMENT P-2  
PUBLIC INTEREST  
SOLID WASTE PERMIT APPLICATION**

Hawaii Revised Statutes (HRS), Chapter 342H, Section 4(c), *Solid Waste Pollution*, requires that the Director of Health approve permits only for those facilities that are in the public interest. This is in addition to those conditions for permit approval as contained in Hawaii Administrative Rules Chapter 11-58.1, *Solid Waste Management Control*. Therefore, the applicant shall submit information regarding the environmental implications of the proposed action, which shall include all relevant and feasible consequences of that action. This information must be submitted by the applicant in the form of a written discussion addressing each of the following major topics:

1. **Environmental impact of the proposed action.** Explain why the facility is in the public interest in terms of the need for the service; the population and area to be served; the characteristics, quantity and source of materials to be processed; the use and distribution of the processed materials and the method of processed residue disposal. Include discussions of the current waste management system, the environmental cost/benefits of the proposed action and the impacts on current and future land use.
2. **Any adverse environmental effects, which cannot be avoided, should the proposed action be implemented.** Discuss any potential impacts the facility may have on public health and the environment from items such as air emissions, leachate, drainage, vector attraction, fires, waste storage and processed residue disposal. Discuss how and to what extent those impacts on public health and the environment will be mitigated through the design and operation of the facility. Discuss plans for emergency operating procedures to protect public health and the environment from unplanned releases.
3. **Alternatives to the proposed action.** Discuss other known alternatives that could feasibly attain the same objective. Explain why they were rejected. Explain why the proposed action represents the Best Practical Technology (BPT). Particular attention must be focused on alternative actions that would reduce or avoid adverse environmental risk and provide a greater cost/benefit to the community. The analysis shall represent a comparative evaluation of the environmental benefits, costs and risks of the proposed action and support the conclusion that it represents BPT.
4. **The relationship between local short-term uses of the environment and the maintenance and enhancement of long-term productivity.** Discuss the effect the operation will have on the site and on the environment on a long-term basis. Discuss the ultimate use of land and surrounding areas as indicated by local zoning codes. Discuss how plans for emergency procedures, final site closure or other steps may mitigate the long-term effects of pollutants. Discuss the long-term impacts the project may have on other waste management alternatives.
5. **Any irreversible and irretrievable commitments of resources which would be involved in the proposed action should it be implemented.** Identify unavoidable impacts and the extent to which the proposed action makes use of non-renewable resources.
6. **Optimum balance between economic development and environmental quality.** Discuss whether the proposed action promotes the optimum balance between economic development and environmental quality.

7. **Consistency with the State Integrated Solid Waste Management Act (HRS 342G) and the County's Approved Integrated Solid Waste Management (ISWM) Plan.** Address the project's conformance with the State waste diversion goals and hierarchy. Discuss the project's impact on the State's current or proposed waste diversion efforts, and the County's overall integrated solid waste management plan.
8. **Public input relating to the impact of the facility on public health and the environment.** Address any requirements for public comment period or hearing under HRS Chapter 343 (Environmental Impact Statement) or local land use ordinances. The applicant should solicit public input on the proposed project. Public input may be solicited through the use public hearings, public informational meetings coordinated with the appropriate community boards or associations or other approved mechanisms. The location of the meetings should be held in the district in which the project will be located. A copy of the meeting minutes should be submitted to the Department as part of this solid waste permit application.

For municipal solid waste management facilities, a minimum a 30-day public notice is required.

**ATTACHMENT P-3  
SITE ANALYSIS, FACILITY DESIGN, OPERATIONS PLAN  
AND GROUNDWATER MONITORING PLAN  
CONSTRUCTION & DEMOLITION WASTE LANDFILL FACILITIES  
SOLID WASTE PERMIT APPLICATION**

Submit a Site Analysis, Engineering Report, Operations Plan and Groundwater Monitoring Plan for the facility. Any information requested below that is not applicable should be justified.

1. **Site Analysis.** Submit a site analysis of the facility demonstrating that the landfill is not or will not be constructed in an environmentally inappropriate location. At a minimum the following topics shall be addressed: floodplains, wetlands, fault areas, unstable areas, and areas near potable water supplies.
2. **Facility Design (Engineering Report).** Submit an engineering report that describes the basis of design, with supporting engineering calculations, construction drawings and specifications. The engineering report, and construction plans and specifications shall be prepared under the supervision of a professional engineer licensed in the state of Hawaii. The engineering report should document that the facility design meets the requirements of HAR 11-58.1-19 and includes at a minimum discussions of the following:
  - a. A general description of the facility, including site description; site utilization; proposed size, capacity, estimate life, and disposal rate of the landfill; types of waste to be accepted; landfill user population; vehicle access, and other relevant design concepts.
  - b. Landfill grades. Discussion should include proposed side slopes, landfill stability, and fill sequencing.
  - c. Liner and leachate collection system, including subgrade preparation and operations layer design that meets the requirements of HAR 11-58.1-19(c). The liner and leachate collection system design shall be based on the hydrogeological and climatic conditions of the site. Provide detailed information regarding the hydrogeological and climatic conditions of the site, and leachate generation and liner performance modeling to support the proposed design. Please be aware that the department will require the collection of climatic data to validate leachate generation models.
  - d. Leachate and surface water management systems. Discussion should include how the collected leachate will be managed. Surface water management systems should be designed and constructed to prevent surface water flow onto the active portion of the landfill during the peak discharge from a 25-year storm, and to collect and control surface water from the active portion of the landfill from a minimum 24-hour, 25-year storm event.
3. **Operations Plan.** Submit an operations plan that provides detailed procedures for landfill operators that complies with the requirements outlined in HAR 11-58.1-19. At a minimum, the Operations Plan shall contain the following elements:
  - a. General site description and operation, which shall include information on the location, size, elevation and waste limits of the facility; types of and quantities of waste accepted and received per day; users of the facility; description on the overall utilization of the site; traffic flow, unloading procedures, and method of operation at the landfill; and discussions on the climate and site conditions.
  - b. Equipment and personnel requirements should be detailed to include the number and type of equipment and the personnel with their respective titles needed to operate the facility at nominal and peak disposal rates. The facility shall have a Site Manager and Environmental Compliance Officer who should be identified by name and their duties described. Describe the types of annual training provided to all employees.

- c. Hazardous and non-C&D waste exclusion and special waste screening program. The screening program shall identify procedures and personnel responsible for identifying hazardous waste, non-C&D waste and special waste, by testing or reviewing data submitted by waste generators, and/or visually at the workface. The screening procedures should discuss the use of signs, transporter notices, pre- and post-load receipt screening methods and management of detected unacceptable waste.

The hazardous waste exclusion program shall exclude and properly manage regulated hazardous waste (defined by 40 CFR Part 261, HAR 11-261), and regulated TSCA waste (defined by 40 CFR Part 761). The landfill shall also exclude the acceptance of waste that does not meet the definition of C&D waste as defined in HAR 11-58.1-03, but may accept friable asbestos containing material provided that it complies with the latest 40 CFR Part 61 regulations and non-hazardous/non-TSCA petroleum contaminated soil in accordance with HAR 11-58.1-19(d).

The program should also specify special handling procedures for identified special wastes, which include and are not limited to the following waste subgroups:

- (1) Asbestos (procedure should be in accordance with 40 CFR Part 61);
  - (2) Petroleum and other contaminated soils;
  - (3) Petroleum fuel contaminated debris;
  - (4) Sandblast grits;
  - (5) Paint waste from removal, construction and demolition;
  - (6) Treated poles and lumber;
  - (7) Empty containers;
  - (8) Other contaminated solid waste that are non-hazardous, non-TSCA regulated waste.
- d. Greenwaste diversion and exclusion program. Submit a plan to ban or require source separation of green waste from entering the landfill. If, based on data submitted, 75% of all commercially generated greenwaste and 50% of all residential green waste are not achieved, then all commercial and residential greenwaste shall be banned for the landfill.
- e. Liquids restrictions. In accordance with HAR 11-58.1-19(d), liquid wastes are restricted from disposal. Liquid waste is waste that contain free liquids as defined by Method 9095, Paint Filter Liquids Test, described in EPA publication SW-846. Explain the procedures that will be taken to ensure liquid wastes are not accepted.
- f. Temporary storage and final disposition of unacceptable items may be provided at the facility. Discuss whether temporary storage will be provided, for what types of waste, the maximum capacity and duration of the storage, how the waste will be stored, and the final disposition of each type of waste stream.
- g. Cover material requirements of HAR 11-58.1-19(d) requires the placement of a minimum six inches of earthen material as interim cover. The department currently requires the placement of interim cover whenever the surface area of the workface is approximately one acre in size or once a week, whichever comes first. Explain the source of interim cover material, and the means to ensure adequate quantity and placement of interim cover material.

- h. Disease vector control. The landfill shall provide measure to evaluate, prevent or control on-site populations of disease vectors and minimize nuisance conditions. Identify the equipment and methods to be used.
- i. Access control shall be provided to control public access, prevent unauthorized vehicular traffic and illegal dumping of wastes. Explain how facility access will be controlled.
- j. Stormwater management systems should be maintained to prevent surface water flow onto the active portion of the landfill during the peak discharge from a 25-year storm, and to collect and control surface water from the active portion of the landfill from a minimum 24-hour, 25-year storm event. Provide designs drawings, a waste sequencing plan, and written procedures to ensure these control systems are properly designed, constructed and maintained. The applicant is responsible for obtaining permits and maintaining compliance with any state or federal clean water regulations. Explain whether the landfill is required to meet any requirements of state or federal clean water regulations and generally what procedures and/or structures will be utilized to ensure compliance with these requirements.
- k. Leachate collection systems should be monitored and maintained to ensure proper operation. Explain the monitoring and maintenance procedures, including frequency, that will be utilized. Discuss the testing, handling and disposal of any collected leachate.
- l. Litter control mechanisms shall be designed and implemented to minimize free litter in the landfill and prevent its occurrence beyond the property line of the facility. Identify methods and equipment to be utilized. At a minimum, explain the:
  - 1. Design and use of any litter containments and collection system, and
  - 2. Procedures for litter prevention and cleanup during the course of a normal workday, and in the event of a major windstorm or other incident in which litter escapes the litter containment systems.
- m. Mud and dust prevention program that minimizes the tracking of mud onto public roads, and the generation of dust from vehicular traffic and landfill operations, shall be developed. The program should contain measures related to on-site road maintenance and cleaning, wet-weather disposal area, and truck washdown or truck wheel cleaning area to remove mud prior to leaving the site. Possible methods include rumble strips, drive-through tire wash, trash clean-out pad or wash pad. Describe the method(s), equipment and procedures that will be utilized to prevent off-site tracking of mud and the generation of dust.
- n. Odor control program that details procedures for monitoring, documenting, and mitigating odors at the landfill should be developed. Explain the procedures and equipment that will be used to prevent and mitigate odors at the landfill.
- o. Emergency operating procedures should be prepared for the following minimum situations:
  - 1. Above ground fires,
  - 2. Below ground fires,
  - 3. Rain and inclement weather, and
  - 4. Hazardous material spills.

Explain the procedures that will be followed to prevent and respond to these situations, including emergency contact names and numbers. If these procedures requires the use of equipment or supplies, discuss the availability of these equipment/supplies and

maintenance of such equipment to ensure its proper function. Discuss how explosive gases will be monitored and controlled.

- r. Recordkeeping requirements. The facility is required to maintain daily operating records. At a minimum, these records shall include the volume or weight of each type of waste received, rejected, and/or disposed; the source of waste; the number of vehicles disposing of waste; the name of the transporter; the management of the accepted waste if required special handling; quantities of leachate generated and how it was disposed; and major incidents, such as fires, explosions or heavy rain conditions, and procedures taken. Discuss how this information will be collected and maintained. An annual report summarizing this information will be required to be submitted to the department. In addition, quarterly reporting with solid waste disposal surcharge payments in accordance with HRS 11-342G-62, is required.
4. **Groundwater Monitoring Plan.** Submit a groundwater monitoring plan that provides detailed procedures that complies with the requirements outlined in HAR 11-58.1-19 and the *Hawaii Landfill Groundwater Monitoring Guidance Document*, dated September 2002. The guidance document may be found at <http://www.state.hi.us/health/environmental/waste/sw/index.html>. The groundwater monitoring plan should be prepared by a qualified groundwater scientist. The plan shall clearly describe and justify the validity of the monitoring well network, including the number of wells, locations and depths; monitoring well construction; boring log for each monitoring well; provisions for well head protection and security; and the basis for justifying that the system is representative of groundwater quality.

The plan shall also describe the monitoring programs and corrective action steps. The monitoring programs shall include specific procedures to be followed, including but not limited to, sample collection, sample preservation and shipment, list of analytes, analytical procedures, chain of custody control, quality assurance and quality control, sample frequency, result validation, result evaluation and statistical assessment. The corrective action plan shall include but is not limited to procedures relating to notification, selection of remedy, schedule, and financial assurance mechanisms for corrective action.

**ATTACHMENT P-4  
CLOSURE AND POST-CLOSURE PLAN  
LANDFILL FACILITIES  
SOLID WASTE PERMIT APPLICATION**

All landfill facilities are required to prepare and maintain a closure and post-closure plan. Municipal solid waste (MSW) and construction/demolition (C&D) landfills and ash monofills shall meet the requirements of Hawaii Administrative Rules (HAR) Section 11-58.1-17, and are also required to have financial assurance in accordance with HAR Section 11-58.1-18. **The closure plan** shall include, but is not limited to, the following information:

1. A description of the steps necessary to close all landfill units at any point during its active life.
2. A description of the final cover design and the methods/procedures for cover installation. For MSW and C&D landfills, the design shall be in accordance with Hawaii Administrative Rules (HAR) Section 11-58.1-17(a). For special waste landfills, the final cover system shall provide protection to human health and the environment, based on the risks associated with the disposed waste.
3. An estimate of the largest area of the landfill unit ever requiring a final cover, at any time during its active life.
4. An estimate of the maximum inventory of wastes (in weight and volume) ever on-site over the active life of the landfill facility.
5. A contaminant release log during the life of the site and results of any environmental sampling at the site should be included as part of the closure planning. The Director of Health may require complete and detailed plans or reports (i.e. site assessment, remediation plans) on solid waste facilities in the event of any releases and/or incidences at the facility.
6. A schedule for completing all activities necessary to satisfy the closure plan. The facility must comply with the scheduling requirements provided in HAR 11-58.1-17(a) for MSW and C&D landfills.

**The post-closure plan** shall include, but is not limited, to the following information:

1. A description and frequency of the monitoring and maintenance activities associated with integrity and effectiveness of the final cover system, operation of the leachate collection and surface water systems, and monitoring of groundwater and landfill gas.
2. Name, address, and telephone number of the person or office to contact about the facility during the post-closure period.
3. A description of the planned uses of the property during the post-closure periods. The post-closure use shall not impact the integrity of the cover system and any of the monitoring systems.

Copies of **financial assurance documents** demonstrating compliance with HAR 11-58.1-18 shall be submitted for all MSW and C&D landfills, and ash monofills, except those owned and operated by the state or federal government. The documents shall include the cost estimates, in current dollars, of the cost of hiring a third party to close the largest area of all the landfill units at any time of its active life; the cost of hiring a third party to conduct post-closure care activities throughout the post-closure care period; and a demonstration that the funds necessary to meet the costs of closure and post-closure care will be available whenever needed. The demonstration provided is limited to the allowable mechanisms listed in HAR 11-58.1-18.

**ATTACHMENT P-5  
ZONING CLEARANCE FORM  
SOLID WASTE PERMIT APPLICATION**

**TO THE APPLICANT:**

Please be advised that a requirement for the issuance of a solid waste management permit in Hawaii is that the facility meets local ordinances and zoning requirements, including the recording of its disposal facility with the Bureau of Conveyances.

In order that the SHWB may determine whether the facility is in compliance with local land use policy, **we require that this attachment be completed and signed by the appropriate county land use/planning agency** (on Oahu, contact the Department of Planning and Permitting). No permit will be issued unless this form has been properly completed and returned. If a Use Permit or SMA Permit is required, submit a copy of said permit with this form.

Name of Applicant: \_\_\_\_\_

Name and phone number of primary contact for applicant:

\_\_\_\_\_

\_\_\_\_\_

Address of proposed facility:

\_\_\_\_\_

\_\_\_\_\_

Tax Map Key: \_\_\_\_\_

Description of proposed facility [e.g., waste processing, waste storage (indoor or outdoor), recycling, composting, waste disposal, etc.): \_\_\_\_\_

\_\_\_\_\_

**COUNTY AGENCY APPROVAL:**

The Current Zoning of the Proposed site for the Proposed Activity / Facility / Operation is:

\_\_\_\_\_ Allowed      Identify Approved Use Permit/SMA, other Restrictions/Limitations: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Not Allowed      Reason (ex: Use Permit/SMA required, application pending, etc.): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**ATTACHMENT P-6  
PROPERTY OWNER APPROVAL FORM  
SOLID WASTE PERMIT APPLICATION**

**TO THE APPLICANT:**

In order that the SHWB may determine whether the property owner and/or master lessee is knowingly allowing the proposed solid waste activity, we require that this attachment be completed and signed by the property owner and the master lessee, if appropriate. **No permit will be issued unless this form has been properly completed and returned.**

Name of Applicant: \_\_\_\_\_

Name and phone number of primary contact for applicant:

\_\_\_\_\_

\_\_\_\_\_

Address of proposed facility:

\_\_\_\_\_

\_\_\_\_\_

Tax Map Key: \_\_\_\_\_

Description of proposed facility [e.g., waste processing, waste storage (indoor or outdoor), recycling, composting, waste disposal, etc.): \_\_\_\_\_

\_\_\_\_\_

**PROPERTY OWNER / MASTER LESSEE APPROVAL:**

I/We certify that I/we have knowledge and approve of the applicant's proposed solid waste management facility for the subject location. I/We further certify that I/we fully understand the requirements under HAR Chapter 11-58.1, Subchapter 6, such that I/we am/are also responsible for the aesthetic, nonhazardous, sanitary storage, and removal of solid waste to approved solid waste management facilities.

If the property owner/master lessee is a partnership or group other than a corporation, a county, or state entity, one individual who is a member of the group shall sign this form. If the property owner/master lessee is a corporation, a county, or a state entity, an officer of the corporation, or an authorized representative of the county or state shall sign this form.

Property Owner:

Name of Authorized Representative: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_ Telephone: \_\_\_\_\_

Company Name: \_\_\_\_\_ Termination date of

Address: \_\_\_\_\_ lease/approval: \_\_\_\_\_

Master Lessee:

Name of Authorized Representative: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_ Telephone: \_\_\_\_\_

Company Name: \_\_\_\_\_ Termination date of

Address: \_\_\_\_\_ lease/approval: \_\_\_\_\_



# Hawaii Department of Health Customer Satisfaction Survey

To assist the Compliance Assistance Office (CAO) in addressing the environmental permitting needs of small businesses, please complete this brief survey regarding your experience applying for each environmental permit. This survey can also be found online at <http://www.hawaii.gov/health/environmental/compliance/index.html>. For each question, please clearly mark the most appropriate number, from 1 (strongly disagree) to 5 (strongly agree) and provide any additional comments in the spaces provided. After completing this survey, please fold and mail it to the address on page two or fax to 808-586-7236. Or, save paper and postage by pressing the "Submit by Email" button at the bottom of page two (if available). **Your name/alias and email address will not be kept or shared.**

Permit type: \_\_\_\_\_  Please keep my survey confidential \*

I am the:  owner/manager  consultant.

	Strongly Disagree			Strongly Agree		
--	-------------------	--	--	----------------	--	--

1) Information requests on the permit application were easy to understand.  
*Please specify which items, if any, were particularly unclear:*

	1	2	3	4	5	N/A
	<input type="checkbox"/>					

2) Explanations with the permit application form were helpful.  
*Please specify which items, if any, were not helpful:*

	1	2	3	4	5	N/A
	<input type="checkbox"/>					

3) Information on the DOH internet site was helpful.  
*Please specify which items, if any, you were unable to find on the DOH's internet site (<http://www.hawaii.gov/health/environmental/>):*

	1	2	3	4	5	N/A
	<input type="checkbox"/>					

4) When I needed assistance, staff were helpful.  
*Please specify the name(s) of any staff you spoke with, including how prompt and helpful they were:*

	1	2	3	4	5	N/A
	<input type="checkbox"/>					

\* Surveys are collected and secured by the Department of Health Compliance Assistance Office, a non-regulatory office that assists businesses in complying with environmental regulations. Surveys requesting confidentiality will not be shown to the permitting authority; however, a summary of the comments and scores may be shown. Contact CAO at 808-586-4528 with any questions.

5) I was able to provide all the information requested on the permit application form before submitting it.

1	2	3	4	5	N/A
<input type="checkbox"/>					

Please specify which items, if any, you could not answer on the form:

6) If permit applications were on the internet or available via other electronic means, I would apply online.

1	2	3	4	5	N/A
<input type="checkbox"/>					

7) I would like to attend training on how to properly complete this type of permit application and to insure that I comply with regulations.

1	2	3	4	5	N/A
<input type="checkbox"/>					

Please contact the Compliance Assistance Office for training opportunities.

8) Which aspects of environmental permits are most important to you? (check the top three)

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Easy application forms | <input type="checkbox"/> Internet resources | <input type="checkbox"/> Easy permit conditions |
| <input type="checkbox"/> Clear instructions     | <input type="checkbox"/> Training           | <input type="checkbox"/> Quick approval         |
| <input type="checkbox"/> Personal assistance    | <input type="checkbox"/> Low fees           | <input type="checkbox"/> Low cost of compliance |

9) Other comments/suggestions on this permit application process:

**Thank you very much for your cooperation!**

-----Fold here to mail-----

State of Hawaii  
Department of Health  
EHA/CAO  
P.O. Box 3378  
Honolulu, HI 96801

Place  
Stamp  
Here

State of Hawaii  
Department of Health  
Compliance Assistance Office  
919 Ala Moana Blvd., Ste. 219  
Honolulu, HI 96814