



ATS Trust Program Customer Satisfaction Survey

Mail back to us in the postage paid envelope and be entered to win \$300!

Name: Robert & Linda B

Address: _____

City: Denville State: NJ Zip: _____

Phone: _____ Email: _____

Please rate the following: 5 = Excellent, 3 = Average, 1 = Poor

- 1. Overall TRUST Program Experience (5) 4 3 2 1
- 2. Experience with the ATS Staff (5) 4 3 2 1
- 3. Experience with the Contractor (5) 4 3 2 1

Please Rate the following: 5 = Strongly Agree, 3 = Somewhat Agree, 1 = Strongly Disagree

- 1. I was pleased with the entire process (5) 4 3 2 1
- 2. ATS made the process very easy for me (5) 4 3 2 1
- 3. I would recommend the program to others (5) 4 3 2 1

1. Why did you decide to have your underground tank removed? _____

Selling house; buyers' request

2. How did you find out about the ATS Trust Program? _____

Through our realtor () =

3. Did you speak to any other company about the program? If so, what made you choose ATS?

No

4. Why did you decide to use ATS rather than apply for the grant funding on your own?

Didn't want the hassle of dealing with the bureaucracy.

5. If you gave a "3" or less on any question above, please explain why. _____

n/a

Thank you for your time. Mail back this survey and you'll be entered to win \$300!

ATS Trust Program Customer Satisfaction Survey

Mail back to us in the postage paid envelope and be entered to win \$300!

Name: Michael W _____

Address: 1 _____

City: Hewitt State: NJ Zip: _____

Phone: _____ Email: _____

Please rate the following: 5 = Excellent, 3 = Average, 1 = Poor

- | | | | | | |
|-------------------------------------|-----|---|---|---|---|
| 1. Overall TRUST Program Experience | (5) | 4 | 3 | 2 | 1 |
| 2. Experience with the ATS Staff | (5) | 4 | 3 | 2 | 1 |
| 3. Experience with the Contractor | (5) | 4 | 3 | 2 | 1 |

Please Rate the following: 5 = Strongly Agree, 3 = Somewhat Agree, 1 = Strongly Disagree

- | | | | | | |
|--|-----|---|---|---|---|
| 1. I was pleased with the entire process | (5) | 4 | 3 | 2 | 1 |
| 2. ATS made the process very easy for me | (5) | 4 | 3 | 2 | 1 |
| 3. I would recommend the program to others | (5) | 4 | 3 | 2 | 1 |

1. Why did you decide to have your underground tank removed? I may sell the house

2. How did you find out about the ATS Trust Program? Remax referral

3. Did you speak to any other company about the program? If so, what made you choose ATS?
no

4. Why did you decide to use ATS rather than apply for the grant funding on your own?
Recommended by Remax

5. If you gave a "3" or less on any question above, please explain why. _____

Thank you for your time. Mail back this survey and you'll be entered to win \$300!



ATS Trust Program Customer Satisfaction Survey

Mail back to us in the postage paid envelope and be entered to win \$300!

Name: FRANCES R

Address: _____

City: Franklin State: NJ Zip: _____

Phone: _____ Email: _____

Please rate the following: 5 = Excellent, 3 = Average, 1 = Poor

- | | | | | | |
|-------------------------------------|----------|----------|---|---|---|
| 1. Overall TRUST Program Experience | <u>5</u> | 4 | 3 | 2 | 1 |
| 2. Experience with the ATS Staff | <u>5</u> | 4 | 3 | 2 | 1 |
| 3. Experience with the Contractor | 5 | <u>4</u> | 3 | 2 | 1 |

Please Rate the following: 5 = Strongly Agree, 3 = Somewhat Agree, 1 = Strongly Disagree

- | | | | | | |
|--|----------|---|---|---|---|
| 1. I was pleased with the entire process | <u>5</u> | 4 | 3 | 2 | 1 |
| 2. ATS made the process very easy for me | <u>5</u> | 4 | 3 | 2 | 1 |
| 3. I would recommend the program to others | <u>5</u> | 4 | 3 | 2 | 1 |

1. Why did you decide to have your underground tank removed? RE SALE OF PROPERTY. ALSO SMALL LEAK WAS FOUND AND CORRECTED

2. How did you find out about the ATS Trust Program? YOUR INITIAL LETTER TO ASSIST WITH PROGRAM

3. Did you speak to any other company about the program? If so, what made you choose ATS? NO

4. Why did you decide to use ATS rather than apply for the grant funding on your own? THE OVERWHELMING VOLUME OF PAPERWORK - TIME AND YOUR FEE TO DO ALL THIS!

5. If you gave a "3" or less on any question above, please explain why. _____

Thank you for your time. Mail back this survey and you'll be entered to win \$300!

'over!

ATS Trust Program Customer Satisfaction Survey

Mail back to us in the postage paid envelope and be entered to win \$300!

Name: Catalina C

Address: _____

City: Lambertville State: NJ Zip: _____

Phone: _____ Email: _____

Please rate the following: 5 = Excellent, 3 = Average, 1 = Poor

- | | | | | | |
|-------------------------------------|-----|---|---|---|---|
| 1. Overall TRUST Program Experience | (5) | 4 | 3 | 2 | 1 |
| 2. Experience with the ATS Staff | (5) | 4 | 3 | 2 | 1 |
| 3. Experience with the Contractor | (5) | 4 | 3 | 2 | 1 |

Please Rate the following: 5 = Strongly Agree, 3 = Somewhat Agree, 1 = Strongly Disagree

- | | | | | | |
|--|-----|---|---|---|---|
| 1. I was pleased with the entire process | (5) | 4 | 3 | 2 | 1 |
| 2. ATS made the process very easy for me | (5) | 4 | 3 | 2 | 1 |
| 3. I would recommend the program to others | (5) | 4 | 3 | 2 | 1 |

1. Why did you decide to have your underground tank removed? _____

I'm selling my house

2. How did you find out about the ATS Trust Program? _____

Online search

3. Did you speak to any other company about the program? If so, what made you choose ATS?

No.

4. Why did you decide to use ATS rather than apply for the grant funding on your own?

Simplicity

5. If you gave a "3" or less on any question above, please explain why. _____

Thank you for your time. Mail back this survey and you'll be entered to win \$300!

ATS Trust Program Customer Satisfaction Survey

Mail back to us in the postage paid envelope and be entered to win \$300!

Name: ROBERT D.

Address: _____

City: NEWFOUNDLAND State: _____ Zip: _____

Phone: _____ Email: _____

Please rate the following: 5 = Excellent, 3 = Average, 1 = Poor

1. Overall TRUST Program Experience	5	④	3	2	1
2. Experience with the ATS Staff	⑤	4	3	2	1
3. Experience with the Contractor	⑤	4	3	2	1

Please Rate the following: 5 = Strongly Agree, 3 = Somewhat Agree, 1 = Strongly Disagree

1. I was pleased with the entire process	5	④	3	2	1
2. ATS made the process very easy for me	⑤	4	3	2	1
3. I would recommend the program to others	⑤	4	3	2	1

1. Why did you decide to have your underground tank removed? SELLING THE HOUSE

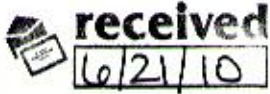
2. How did you find out about the ATS Trust Program? MARK WERNER / WERNER REALTY

3. Did you speak to any other company about the program? If so, what made you choose ATS?
NO

4. Why did you decide to use ATS rather than apply for the grant funding on your own?
MADE PROCESS EASIER, WERE ABLE TO DO JOB QUICKLY

5. If you gave a "3" or less on any question above, please explain why.

Thank you for your time. Mail back this survey and you'll be entered to win \$300!



ATS Trust Program Customer Satisfaction Survey

Mail back to us in the postage paid envelope and be entered to win \$300!

Name: ERMENEO D

Address: _____

City: WAYNE State: _____ Zip: _____

Phone: _____ Email: _____

Please rate the following: 5 = Excellent, 3 = Average, 1 = Poor

- 1. Overall TRUST Program Experience 5 4 3 2 1
- 2. Experience with the ATS Staff 5 4 3 2 1
- 3. Experience with the Contractor 5 4 3 2 1

Please Rate the following: 5 = Strongly Agree, 3 = Somewhat Agree, 1 = Strongly Disagree

- 1. I was pleased with the entire process 5 4 3 2 1
- 2. ATS made the process very easy for me 5 4 3 2 1
- 3. I would recommend the program to others 5 4 3 2 1

1. Why did you decide to have your underground tank removed? PAST AGE

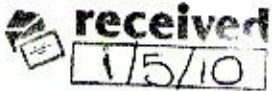
2. How did you find out about the ATS Trust Program? RESEARCHED - PICKED BETWEEN 3 OTHER COMPANIES

3. Did you speak to any other company about the program? If so, what made you choose ATS? YES - MORE HELPFUL AND WALKED ME THROUGH PROCESS

4. Why did you decide to use ATS rather than apply for the grant funding on your own? LESS COMPLICATED

5. If you gave a "3" or less on any question above, please explain why. 5 RATING ALL THE WAY THROUGH

Thank you for your time. Mail back this survey and you'll be entered to win \$300!



ATS Trust Program Customer Satisfaction Survey

Mail back to us in the postage paid envelope and be entered to win \$300!

Name: Kelly L

Address: _____

City: W. Milford State: NJ Zip: _____

Phone: _____ Email: _____

Please rate the following: 5 = Excellent, 3 = Average, 1 = Poor

1. Overall TRUST Program Experience	5	(4)	3	2	1
2. Experience with the ATS Staff	5	(4)	3	2	1
3. Experience with the Contractor	5	(4)	3	2	1

Please Rate the following: 5 = Strongly Agree, 3 = Somewhat Agree, 1 = Strongly Disagree

1. I was pleased with the entire process	(5)	4	3	2	1
2. ATS made the process very easy for me	(5)	4	3	2	1
3. I would recommend the program to others	(5)	4	3	2	1

1. Why did you decide to have your underground tank removed? It was old and I was concerned about it being underground

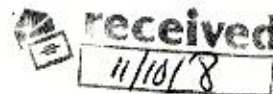
2. How did you find out about the ATS Trust Program? a friend told me

3. Did you speak to any other company about the program? If so, what made you choose ATS? no a friend strongly recommended ATS

4. Why did you decide to use ATS rather than apply for the grant funding on your own? a friend who used ATS said they handled all the paperwork & were very professional.

5. If you gave a "3" or less on any question above, please explain why. _____

Thank you for your time. Mail back this survey and you'll be entered to win \$300!



ATS Trust Program Customer Satisfaction Survey

Mail back to us in the postage paid envelope and be entered to win \$300!

Name: SUSAN W.

Address: _____

City: Rockaway State: NJ Zip: _____

Phone: _____ Email: _____

Please rate the following: 5 = Excellent, 3 = Average, 1 = Poor

- | | | | | | |
|-------------------------------------|-----------------------|---|---|---|---|
| 1. Overall TRUST Program Experience | <u>5</u> | 4 | 3 | 2 | 1 |
| 2. Experience with the ATS Staff | <u>5</u> 4 | 4 | 3 | 2 | 1 |
| 3. Experience with the Contractor | <u>5</u> | 4 | 3 | 2 | 1 |

Please Rate the following: 5 = Strongly Agree, 3 = Somewhat Agree, 1 = Strongly Disagree

- | | | | | | |
|--|-----------------------|---|---|---|---|
| 1. I was pleased with the entire process | <u>5</u> | 4 | 3 | 2 | 1 |
| 2. ATS made the process very easy for me | <u>5</u> | 4 | 3 | 2 | 1 |
| 3. I would recommend the program to others | <u>5</u> 4 | 4 | 3 | 2 | 1 |

1. Why did you decide to have your underground tank removed? THE UNKNOWN

2. How did you find out about the ATS Trust Program? I AM A REALTOR

3. Did you speak to any other company about the program? If so, what made you choose ATS?

NO ATS CAME RECOMMENDED

4. Why did you decide to use ATS rather than apply for the grant funding on your own?

THOUGHT IT SEEMED LIKE A CONFUSING PROCESS.

5. If you gave a "3" or less on any question above, please explain why. _____

Thank you for your time. Mail back this survey and you'll be entered to win \$300!

I would just like to add that Mary Johnson was a pleasure to work with. Phone call →

received
9/20/10

TRUST

TOTAL RESOLUTION FOR UNDERGROUND STORAGE TANKS

ATS Trust Program Customer Satisfaction Survey

Mail back to us in the postage paid envelope and be entered to win \$300!

Name: _____  Paul C _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Please rate the following: 5 = Excellent, 3 = Average, 1 = Poor

- | | | | | | |
|-------------------------------------|-----|---|---|---|---|
| 1. Overall TRUST Program Experience | (5) | 4 | 3 | 2 | 1 |
| 2. Experience with the ATS Staff | (5) | 4 | 3 | 2 | 1 |
| 3. Experience with the Contractor | (5) | 4 | 3 | 2 | 1 |

Please Rate the following: 5 = Strongly Agree, 3 = Somewhat Agree, 1 = Strongly Disagree

- | | | | | | |
|--|-----|---|---|---|---|
| 1. I was pleased with the entire process | (5) | 4 | 3 | 2 | 1 |
| 2. ATS made the process very easy for me | (5) | 4 | 3 | 2 | 1 |
| 3. I would recommend the program to others | (5) | 4 | 3 | 2 | 1 |

1. Why did you decide to have your underground tank removed? TAKE ADVANTAGE of

STATE GRANT, while still available

2. How did you find out about the ATS Trust Program? Internet search

3. Did you speak to any other company about the program? If so, what made you choose ATS?

no

4. Why did you decide to use ATS rather than apply for the grant funding on your own?

ATS's experience dealing w/ STATE

5. If you gave a "3" or less on any question above, please explain why.

Thank you for your time. Mail back this survey and you'll be entered to win \$300!



ATS Trust Program Customer Satisfaction Survey

Mail back to us in the postage paid envelope and be entered to win \$300!

Name: ROBERT V. R.

Address: _____

City: PISCATAWAY State: NO Zip: _____

Phone: _____ Email: _____

Please rate the following: 5 = Excellent, 3 = Average, 1 = Poor

- | | | | | | |
|-------------------------------------|----------|---|---|---|---|
| 1. Overall TRUST Program Experience | <u>5</u> | 4 | 3 | 2 | 1 |
| 2. Experience with the ATS Staff | <u>5</u> | 4 | 3 | 2 | 1 |
| 3. Experience with the Contractor | <u>5</u> | 4 | 3 | 2 | 1 |

Please Rate the following: 5 = Strongly Agree, 3 = Somewhat Agree, 1 = Strongly Disagree

- | | | | | | |
|--|----------|---|---|---|---|
| 1. I was pleased with the entire process | <u>5</u> | 4 | 3 | 2 | 1 |
| 2. ATS made the process very easy for me | <u>5</u> | 4 | 3 | 2 | 1 |
| 3. I would recommend the program to others | <u>5</u> | 4 | 3 | 2 | 1 |

1. Why did you decide to have your underground tank removed? To AVOID CONTAMINATION TO SOIL.

2. How did you find out about the ATS Trust Program? INTERNET RESEARCH

3. Did you speak to any other company about the program? If so, what made you choose ATS? YES. ATS SAID THAT THEIR CONTRACTOR WOULD DO A SITE VISIT; OTHER CO. WOULD NOT

4. Why did you decide to use ATS rather than apply for the grant funding on your own? FILLING OUT GOVERNMENT FORMS IS DIFFICULT AND ATS HELPED

5. If you gave a "3" or less on any question above, please explain why. _____

Thank you for your time. Mail back this survey and you'll be entered to win \$300!