

ENVIRO-ACCESS Client Satisfaction Survey for 2004/05

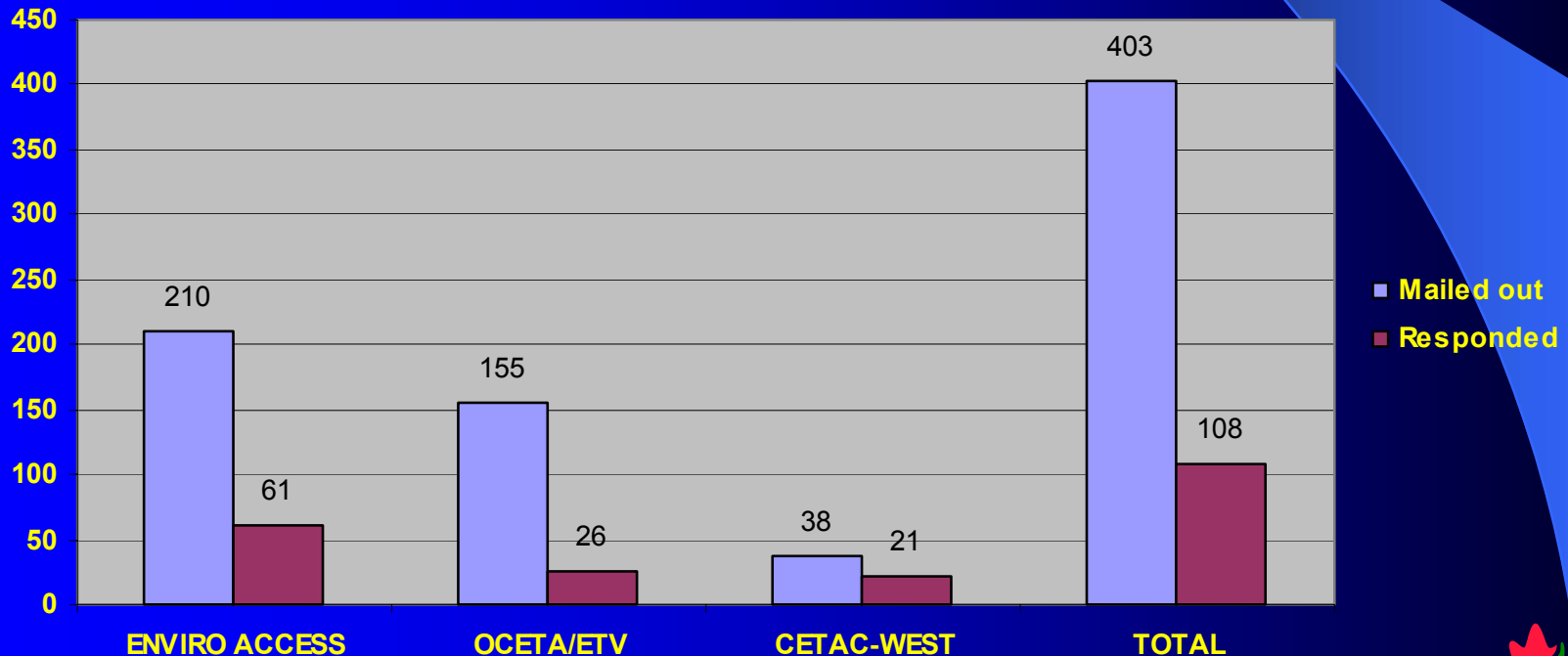
NOTE: These data
were drawn from
the survey made
for the 3 CETACs



Prepared by the Environmental Technology
Advancement Directorate
Innovative Solutions Section (ISS)
Technology Strategies Division
February 9, 2006

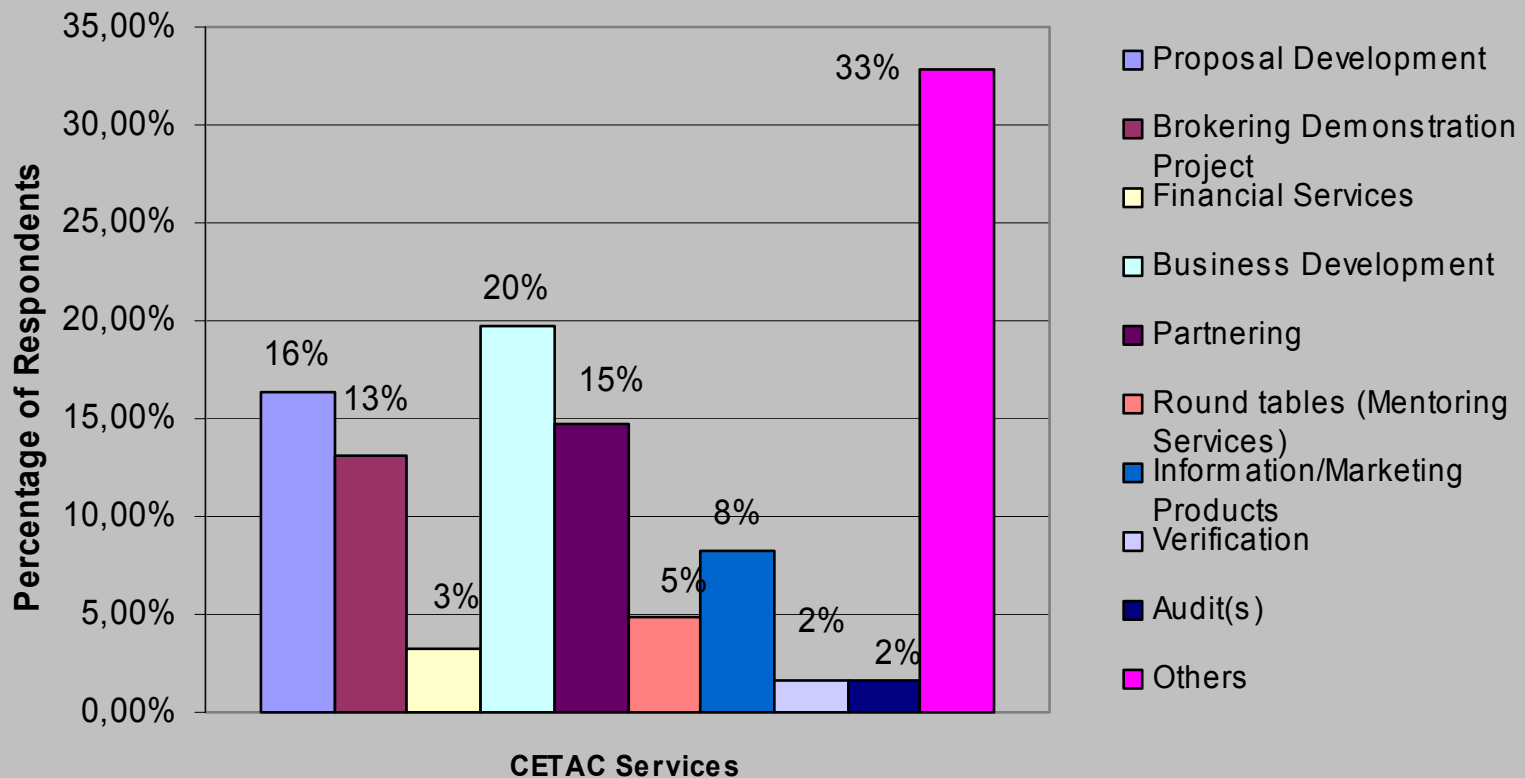
CETAC Client Response

- 59 Surveys mailed out in September to CETAC-WEST, 181 to OCETA, **and 271 to Enviro-Access clients**
- Follow Up mailed out in November
- 108 Surveys were returned with adequate information to compile, **61 from Enviro-Access clients**



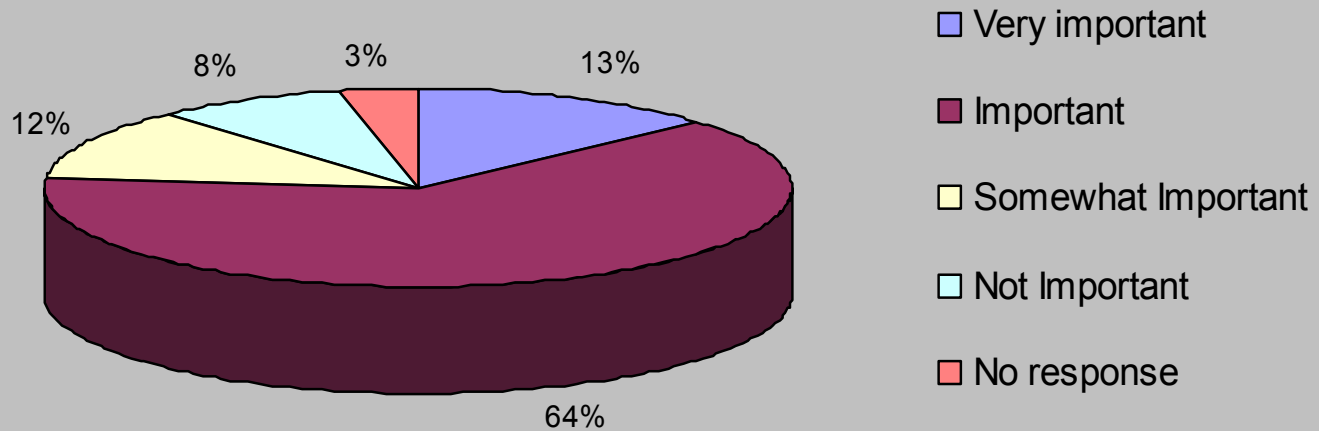
ENVIRO-ACCESS Services Received

Types of Services Received - Enviro Access

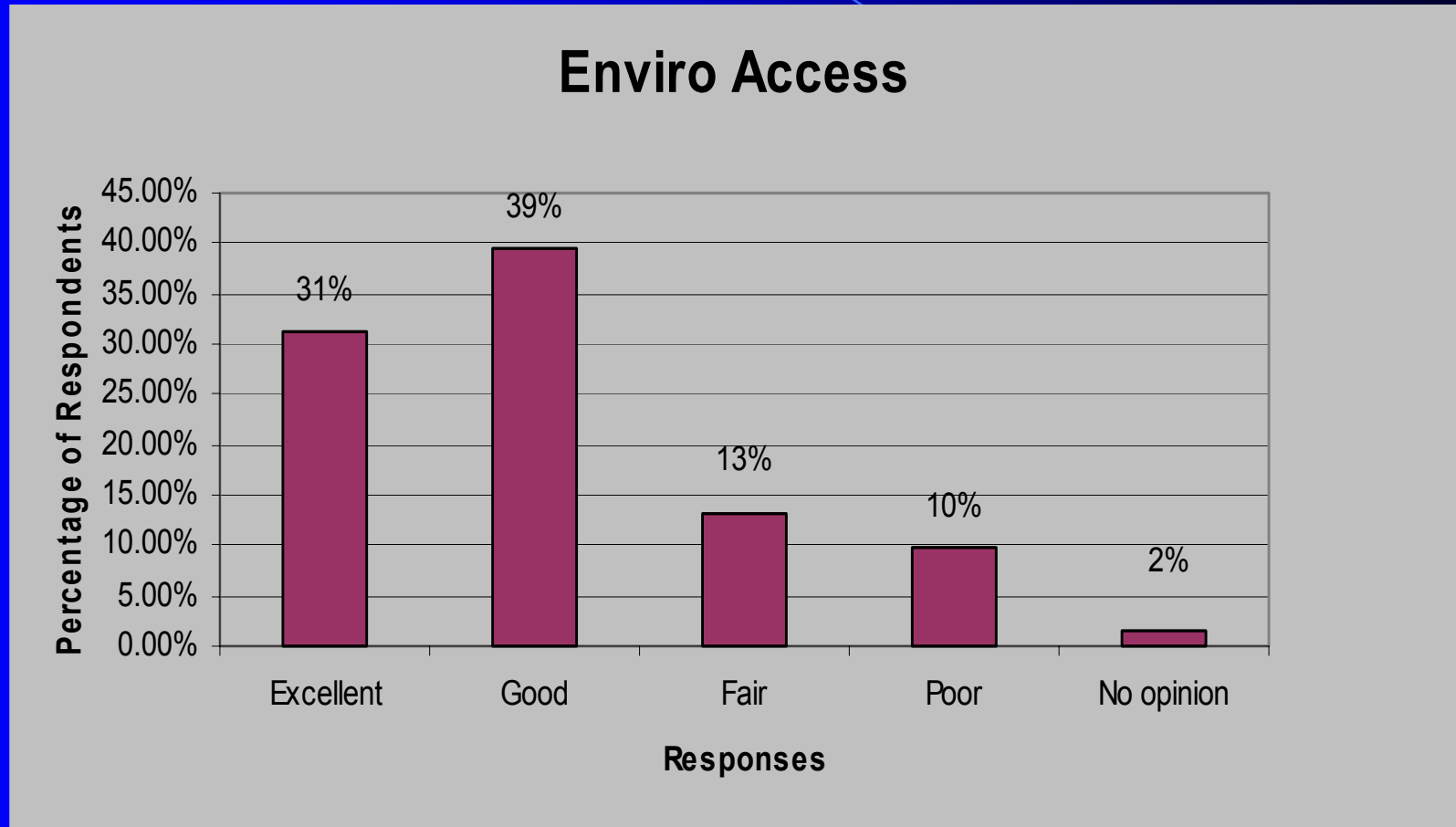


Importance of ENVIRO-ACCESS Services to Project Success

Enviro Access

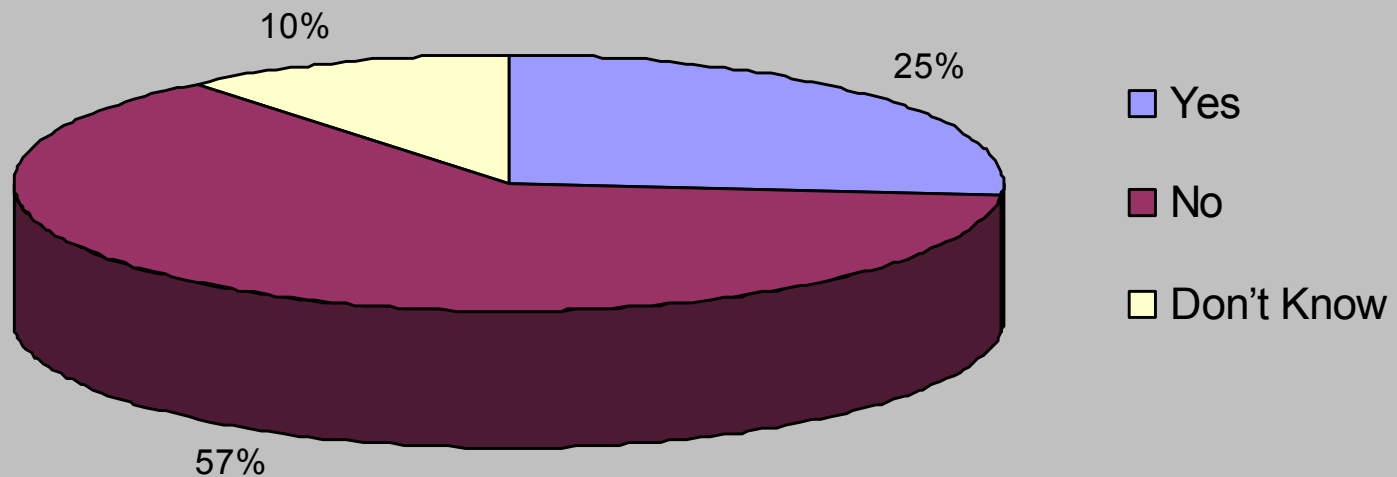


Quality of Services Received from ENVIRO-ACCESS



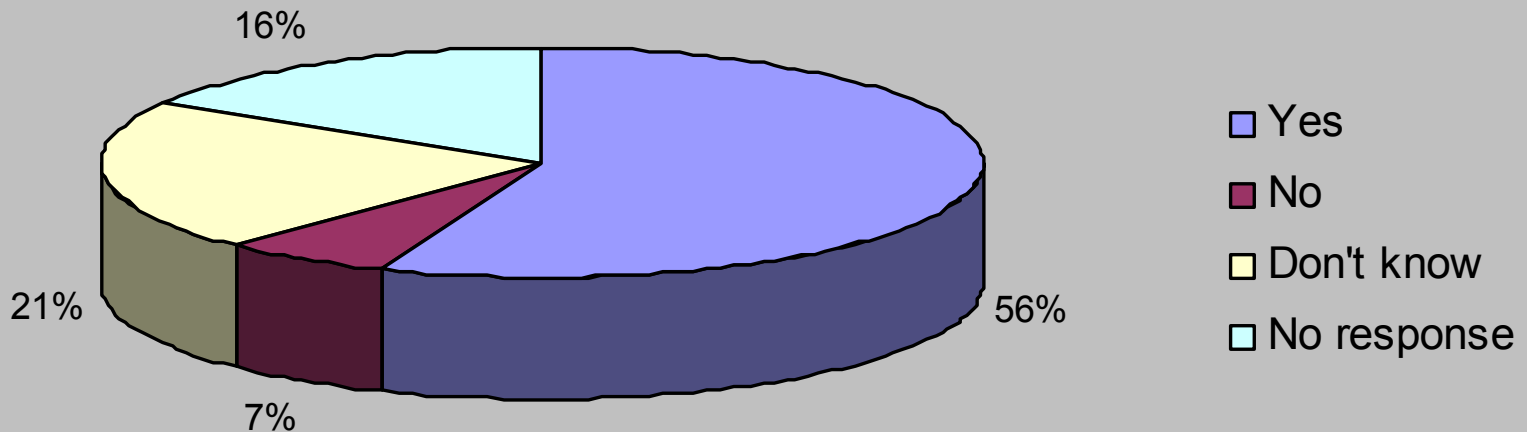
Use of ENVIRO-ACCESS Services in Previous Years

Enviro Access



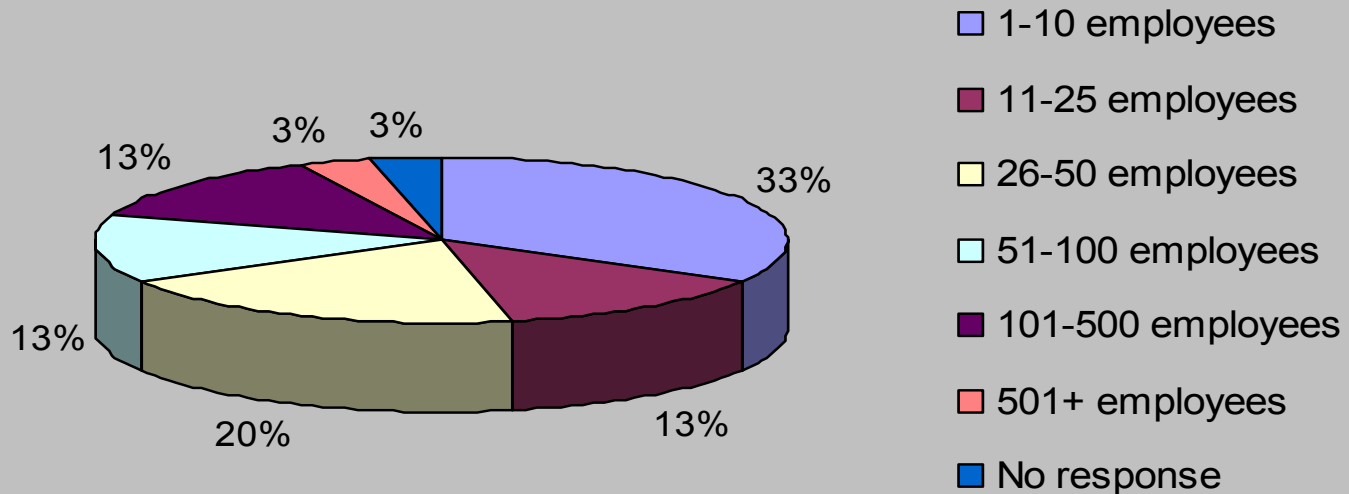
Future Use of ENVIRO-ACCESS Services

Enviro Access

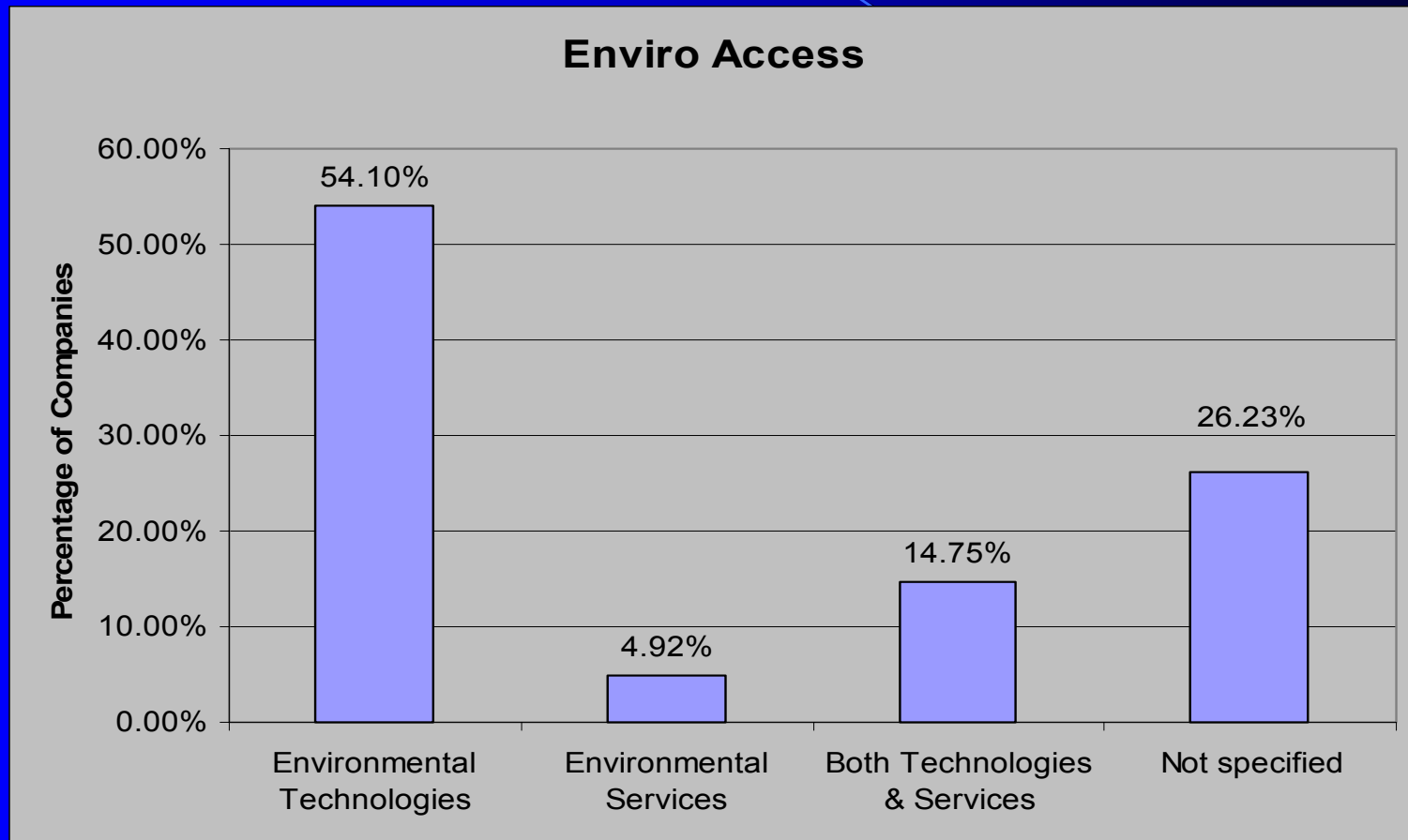


Client Profile: Company Size

Enviro Access



Client Profile: Technologies – vs – Services



Environmental Technologies

- Water, wastewater, sewage, and sludge treatment
- Solid waste, liquid manure, odor and gas treatment
- Composting
- Air quality improvement
- GHG reduction technologies for vehicles, manufacturing and power plants
- Bio-based products
- Alternative Energy (Solar, wind, district heating, recyclable energy, bio-diesel)
- Energy efficient lighting
- Remediation technologies

Environmental Services

- Env. consulting engineering
- Waste, wastewater, sewage treatment and management
- Water resources management
- Recycling
- Industrial air quality
- Geomatics

How Clients Discovered ENVIRO-ACCESS Services

- Referred by contacts in federal (NRCan and EC) and provincial (Quebec) government
- Through Industry contacts
- Through granting agencies (IRAP)
- Funding Programs (SDTC)
- Regional development Agency (DEC)
- Board Members
- Environmental Associations (Réseau Environnement)
- Business communities Internet
- Workshops and conferences
- Trade Shows (Americana)
- Business meetings
- Previous dealings
- Enviro-Access outreach
- GoC directory

Conclusions

- **Close to 80% of respondents were pleased with CETAC services**
- **More than 60% of respondents would re- use CETAC services**
- **Majority of respondents (85%) were small SME's (1-50 employees) working with Environmental Technologies**
- **52% of respondents were first time CETAC clients**
- **Noteworthy client recommendations:**
 - **Create CETAC in Atlantic**
 - **Provide more funding for CETACs**
 - **CETACs to increase marketing services**