



WASHINGTON STATE
DEPARTMENT OF
E C O L O G Y

2006

Department of Ecology

Permit Applicant Survey

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2006 Department of Ecology Permit Applicant Survey

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Department of Ecology

Summary: Permit Applicant Survey

History

The Department of Ecology has been working to improve the agency's permitting processes and customer interactions around the following vision:

The citizens of Washington trust that our employees will support and assist them in promoting the sustainable environmental and economic well-being of the state.

We have conducted three permit applicant surveys, in 2002, 2004 and 2006. We want to know what our customers think about our efforts to:

- Improve the timeliness and predictability of our permitting services, and
- Cultivate a supportive and problem-solving culture.

Summary of 2002 survey results

In the fall of 2002, we conducted a baseline opinion survey on our permitting services. The survey targeted 1,193 past permit applicants, and received a **51% response rate**.

As the charts on the following pages indicate, the 2002 results were not bad. Most importantly, the results helped us identify where we needed to focus our attention.

Summary of 2004 survey results

After two years of working to improve our permit services, we ran the survey again in the fall of 2004. We targeted people and businesses that had applied for a permit since the 2002 survey was taken. Of 1,835 people contacted to participate in the 2004 survey, 1,431 completed the survey, for a **78% response rate**.

The results showed significant improvement in all categories that were surveyed in 2002 – ranging from 80% to 98% positive.

Summary of 2006 survey results

After two additional years of implementing improvement efforts, we ran the survey again in the summer of 2006. We targeted people and businesses that had applied for permits since the 2004 survey was taken. Of 1,858 people contacted to participate in the 2006 survey, 1,567 completed the survey, for an **84% response rate**.

The results show continuing improvement in many categories. The survey was taken in a way that provides results for specific permits and for individual geographic regions. This will enable us to precisely target further efforts to make environmental permit processes clear, predictable and timely.

Promptness in Response

Survey respondents were asked their level of satisfaction in Ecology's response time to their phone calls, e-mail messages, letters and request for materials. The following table shows the percent of respondents that were satisfied with response time compared with the same questions asked in the 2002 and 2004 survey.

Satisfaction with Response Time to:	2002	2004	2006
Phone calls	82%	95%	94%
Emails	83%	95%	96%
Letters	70%	93%	90%
Requests for materials	85%	95%	95%

Use of Web Site for Permit Information

Survey respondents were asked if they used Ecology's Web site for permit application information. If they answered yes, they were asked if the Web site is easy to use and helpful.

	2002	2004	2006	
Was the Ecology website used to find permit information	Not Asked	32%	45%	Yes
If yes, was it easy to find the information on the Ecology website	Not Asked	83%	83%	Yes
Was the permit information helpful	Not Asked	98%	92%	Yes

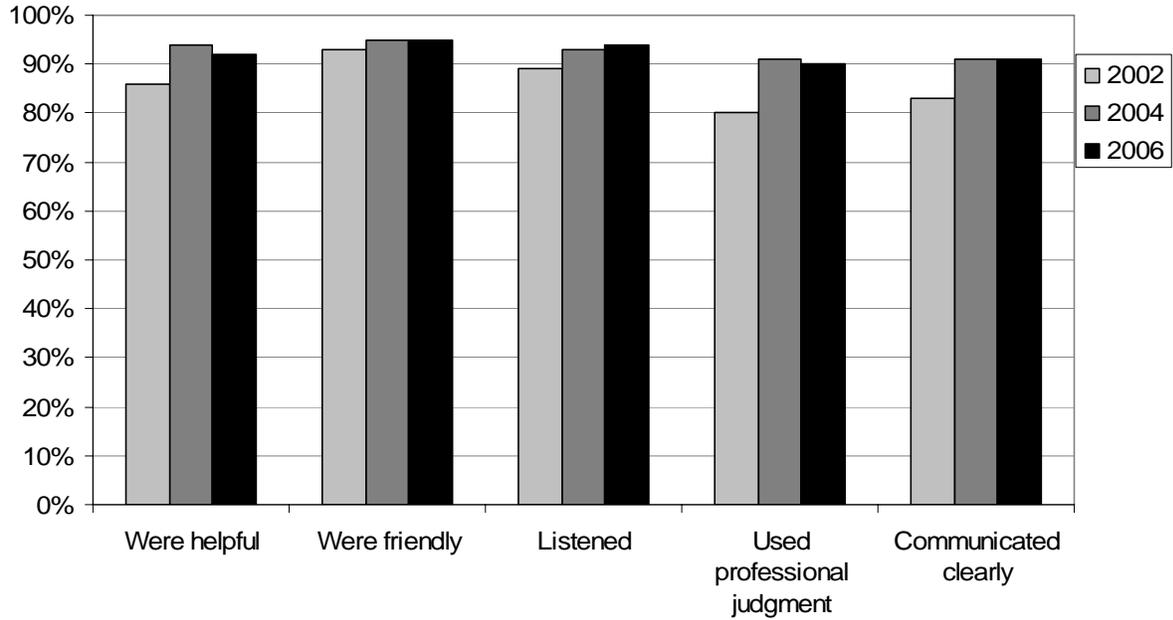
Environmental Permits Required from Multiple Agencies

In 2006, survey respondents were asked if their project required environmental permits from multiple agencies. If they answered yes, they were asked how well coordinated the permitting agencies were and if they used the Office of Regulatory Assistance.

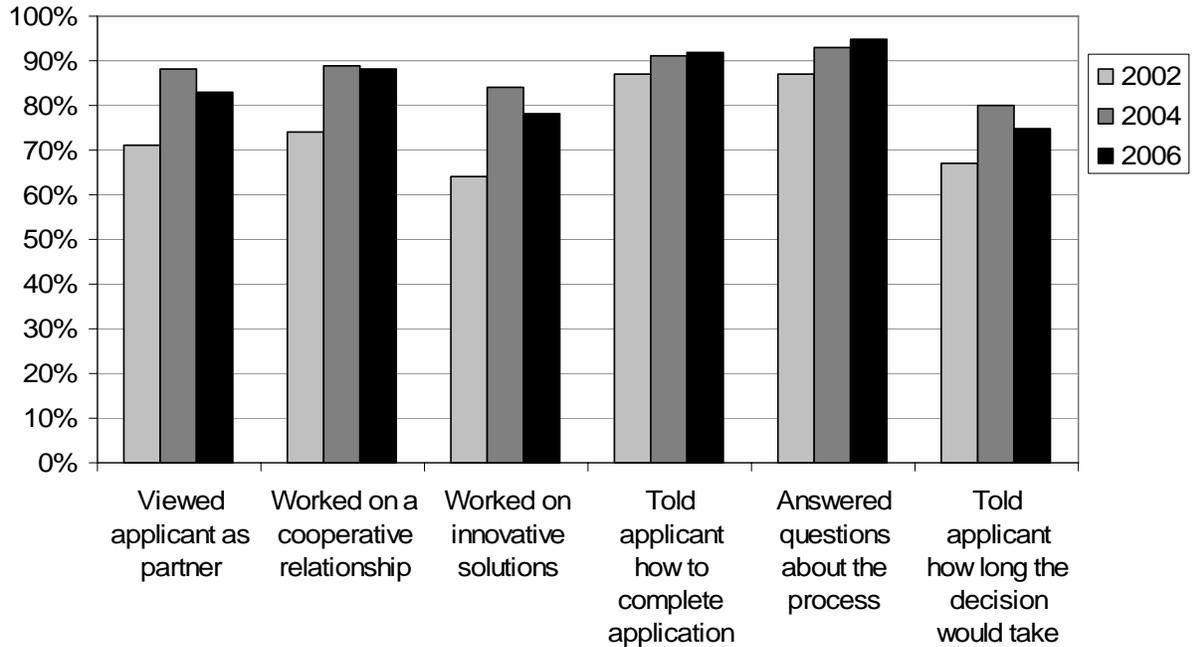
	2006	
Did your project require environmental permits from other agencies	37%	Yes
If yes, were the environmental permitting agencies involved well coordinated	55%	Yes
Did you work with the Office of Regulatory Assistance on your project	9%	Yes
If yes, was their assistance helpful in applying for permits from multiple agencies	83%	Yes

Statewide Survey Results

Percent Satisfaction with Ecology Employees

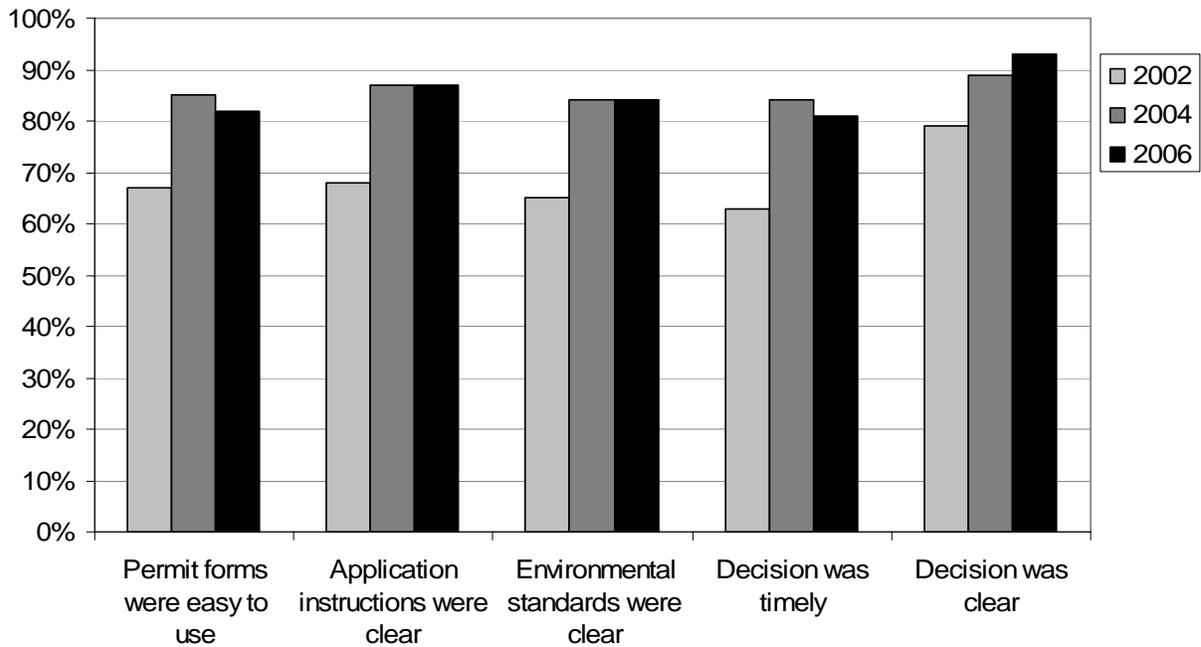


Percent Satisfaction with Business Interactions

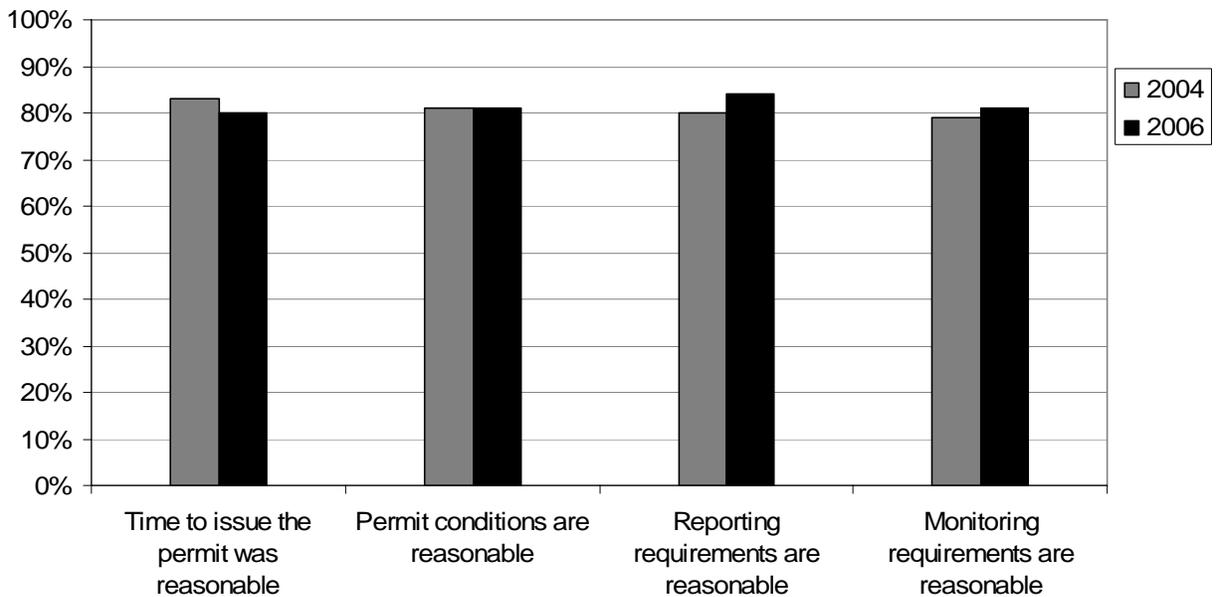


Statewide Survey Results

Percent Satisfaction with Permit Process



Percent Satisfaction with Permit Requirements



These questions were not asked in 2002

Department of Ecology

2006 Permit Applicant Survey

Introduction

The Washington State Department of Ecology (Ecology) is committed to improving the agency's environmental permit processes and interactions with applicants. Our vision:

The citizens of Washington trust that our employees will support and assist them in promoting the sustainable environmental and economic well-being of the state.

Predictable and clear permit and regulatory processes are very important to us and our permit customers. How our employees work with permit customers is also important. Over the past four years, we have promoted a work force that is supportive, eager to solve problems, helpful, responsive, and knowledgeable. We have done this without lowering environmental standards to protect air, land, and water.

We have two objectives:

1. Improve business practices to achieve a predictable, clear, and timely permit process. Since 2002, we have:
 - Established and tracked permit timeliness targets.
 - Developed permit flow charts and guidance materials.
 - Made it easier to find permit information on the Internet.
 - Established pre-application conferences in our Regional Offices.
 - Improved permit processes.
 - Streamlined transportation permitting.
2. Promote a problem-solving work force to achieve helpful, responsive, and knowledgeable service. Since 2002, we have:
 - Established a Code of Conduct
 - Held regular meetings with external Business Advisors.
 - Developed permit and regulatory improvements and measures.
 - Surveyed our customers for feedback.

The Ecology managers and employees who work with the specific permit processes covered by the survey have analyzed the survey results. They are using the results to target actions that will further improve our permit processes and customer service.

Survey Background

In the fall of 2002 and 2004, we contracted with the U.S. Department of Agriculture, National Agricultural Statistics Services (NASS) office in Washington State to conduct a survey of our permit applicants. The 2002 survey established a baseline for customer opinion about our permit services, the permit process, and customer service from our permit employees. In the summer of 2006, we used NASS again to survey our permit customers to find out how well we are doing to improve in these areas.

Survey Scope

The Department of Ecology is Washington State's primary environmental management and protection agency. We issue environmental permits to individuals, businesses, and corporations. These permits spell out how the regulated person or company must comply with environmental laws:

- To control pollution discharges into the air and water.
- To ensure safe management of toxic and solid wastes.
- To protect natural resources and habitat.

Many people have their first contact with us through the environmental permit process. How we work with our permit customer to provide clarity and a predictable process is important. In an ongoing effort to improve our services, we asked permit applicants their opinion of:

- Satisfaction with our customer service.
- The clarity, timeliness, and predictability of our permit processes.
- How reasonable are the permit requirements.

Survey Method

The U.S.D.A. National Agricultural Statistics Services (NASS), Washington Field Office, provided an independent, neutral administration of the survey, and collection, validation, and compilation of the data. NASS gave us technical support and assistance to develop the survey questionnaire.

Twelve different permit types were the focus of the survey. We gave NASS a list of 3,100 people and businesses that applied for a permit from us between May 2004 and April 2006. For applicant numbers over 150 in any given permit type, NASS performed standard random-sampling methods to get a representative sample to survey. For permit applicant numbers under 150, the entire population was surveyed.

In July 2006, NASS mailed a letter to the sample group to tell them they had been chosen to take part in a telephone survey on behalf of Ecology. In August 2006, NASS-trained phone surveyors did the survey. NASS used Statistical Analysis Software to enter the response data, and gave us the tabulated data in September 2006.

The following chart shows the number of responses by permit type (refer to Appendix A for a description of each permit type).

Permit	Number of Permit Applicants	Number Sampled	Completed Surveys	Permit Response Rate
Agricultural & Outdoor Burning	966	401	336	84%
Air Operating	9	9	9	100%
Air New Source	91	91	79	87%
401 Certification	516	250	207	83%
Water Quality Individual NPDES*	113	113	105	93%
Water Quality General NPDES*	461	382	312	82%
Biosolids	246	151	141	93%
Water Rights New	266	201	159	79%
Water Rights Change	364	192	158	82%
Dam Safety	28	28	21	75%
Industrial Section	35	35	35	100%
Dangerous Waste	5	5	5	100%
2006	3,100	1,858	1,567	84%
2004	3,351	1,835	1,431	78%
2002	17,000	2,320	1,193	51%

* NPDES – Water Quality National Pollutant Discharge Elimination System

** Industrial Section – Major refinery, pulp and paper, and aluminum facility permits

In 2002, the number of applications was from a five-year period, so the total number is high -- 17,000. In 2004 and 2006, we were working with applications received over a two-year period, so we see much lower numbers. We learned that:

- Going back five years created problems with out-of-date mailing addresses and phone numbers.
- Some people who had applied for a permit more than two years ago could not recall their experience with our employees and the permit process.
- There was a high rate of duplicate persons or businesses in the 2002 number of applicants.

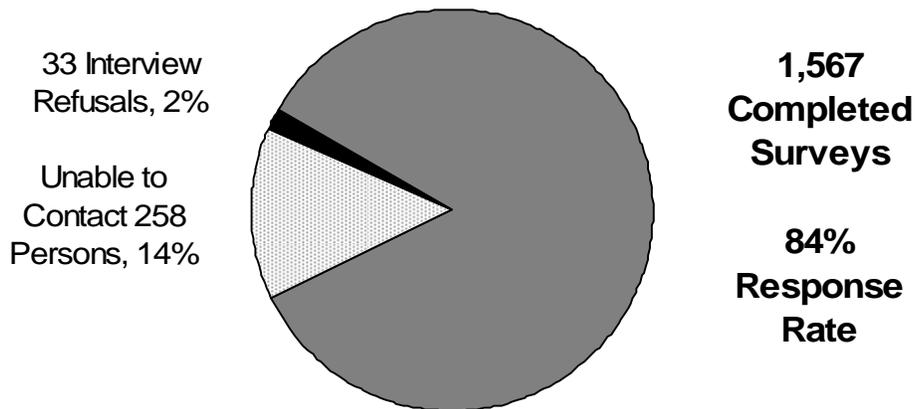
In 2002, the survey was mailed, with a phone follow-up. In 2004 and 2006, the survey was conducted entirely by phone.

To make sure all responses stay confidential, NASS will keep all original survey responses and the identity of those who responded.

Survey Response Rate

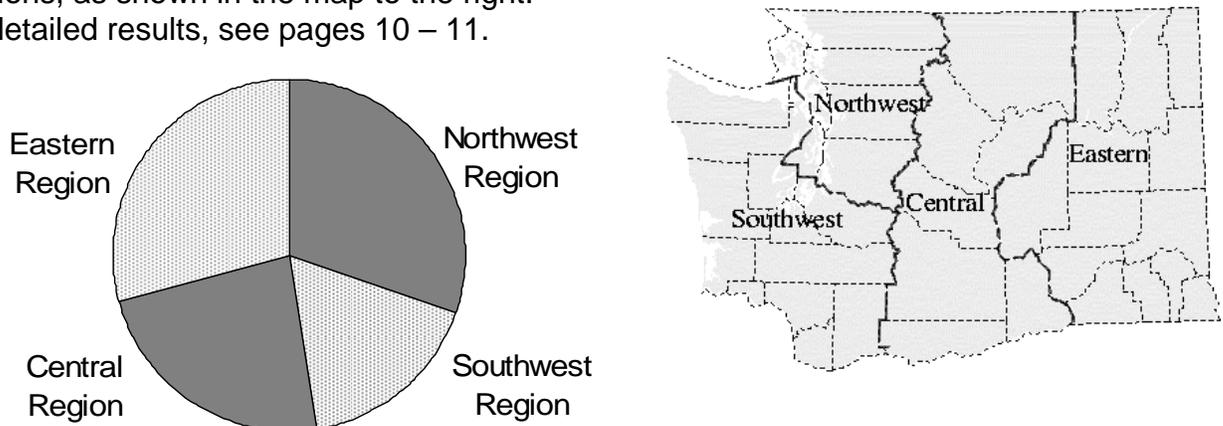
NASS did 1,858 telephone surveys in 2006. The number of calls that resulted in a complete survey was 1,567, or 84%. Thirty-three people refused to complete the survey. NASS could not reach 258 people or businesses, mostly because the person who applied for an Ecology permit was no longer employed at the business. For detailed response rate by permit type, refer to the table on page 3.

2006 Permit Applicant Response Rate



Responses by Region

Survey respondents were asked to state the county where the facility or site being permitted was located. The county data was grouped into the four Ecology regional locations, as shown in the map to the right. For detailed results, see pages 10 – 11.



Regional data is based upon where the permitted facility or site was located.

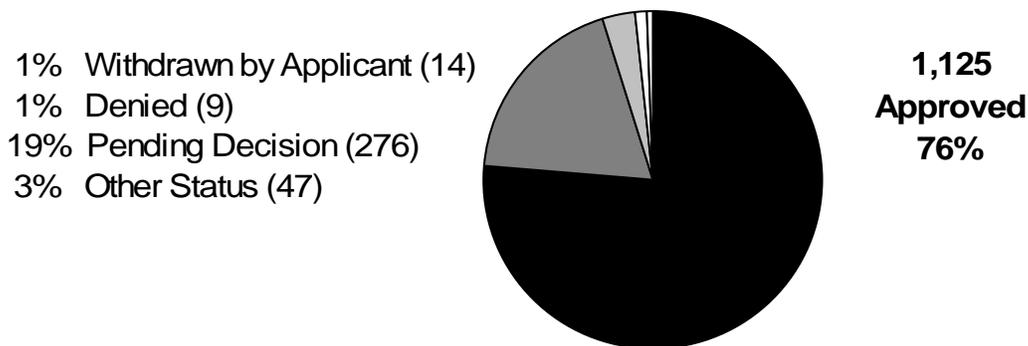
Decision Status of Permit Applications

Applicants surveyed were asked if their application for an Ecology permit was:

- Approved and issued by Ecology.
- Withdrawn by the applicant or the applicant's business.
- Denied by Ecology.
- Pending a decision by Ecology.
- Other status.

Of the 1,567 completed surveys, 96 people did not answer this question. The following pie chart is based on 1,471 responses to this question.

Status of the Permit Application



96 respondents did not specify status

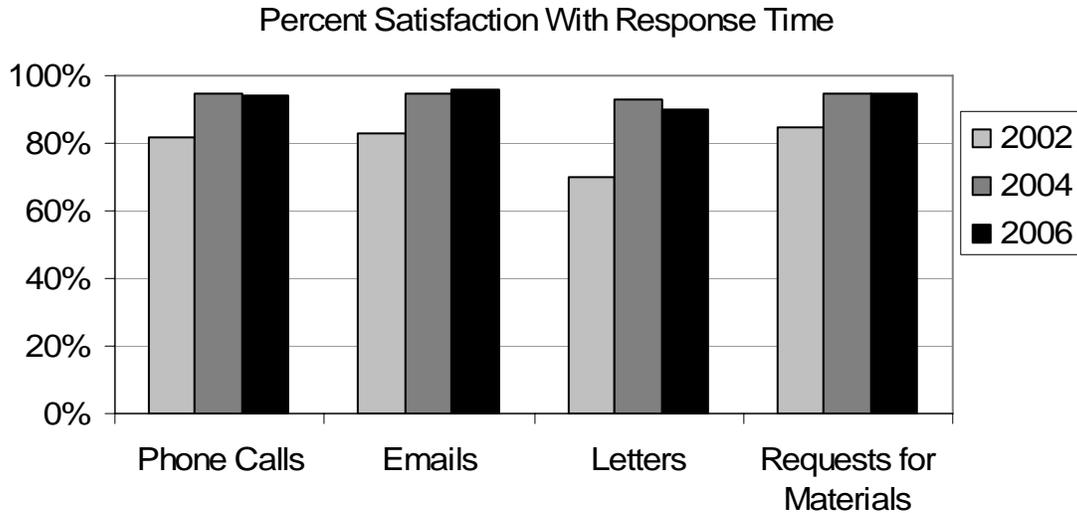
	Approved	Withdrawn	Denied	Pending	Other
401 Certification	135	4	2	32	22
Agricultural & Outdoor Burning	307	2	1	1	0
Air New Source	66	2	0	4	2
Air Operating	6	0	0	1	0
Biosolids	114	1	0	18	6
Dam Safety	18	1	0	2	0
Dangerous Waste	3	0	0	2	0
Industrial Section*	26	0	0	7	1
Water Quality General NPDES**	284	0	1	14	2
Water Quality Individual NPDES	70	0	0	26	2
Water Rights Change	63	2	1	71	5
Water Rights New	33	2	4	98	7
	1125	14	9	276	47

* Industrial Section – Major oil refinery, pulp and paper and aluminum facility permits

** NPDES – Water Quality National Pollutant Discharge Elimination System

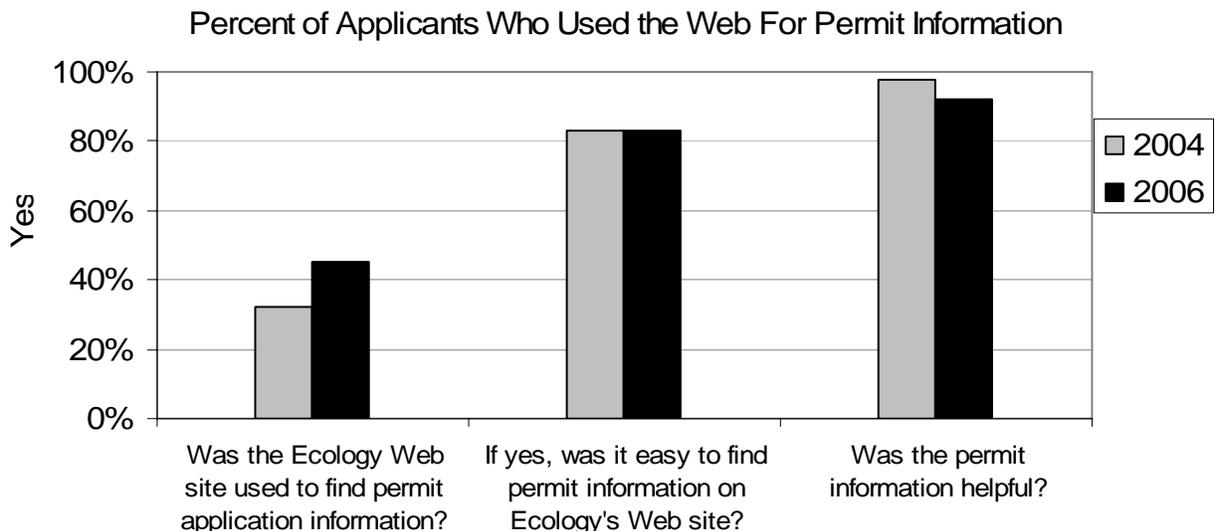
Response Time to Phone Calls, E-mails, Letters, and Requests for Materials

Applicants surveyed were asked if they were satisfied with our response time to their phone calls, e-mail messages, letters, and requests for materials. The following chart shows the percent of respondents that were satisfied with response time compared with the same question asked in the 2002 and 2004 surveys.



Using Ecology's Web Site for Permit Information

Applicants surveyed were asked if they used Ecology's Web site for information to help them apply for their permit. If they answered yes, they were asked if the Web site was easy to use and helpful. These questions were not asked in the 2002 survey.

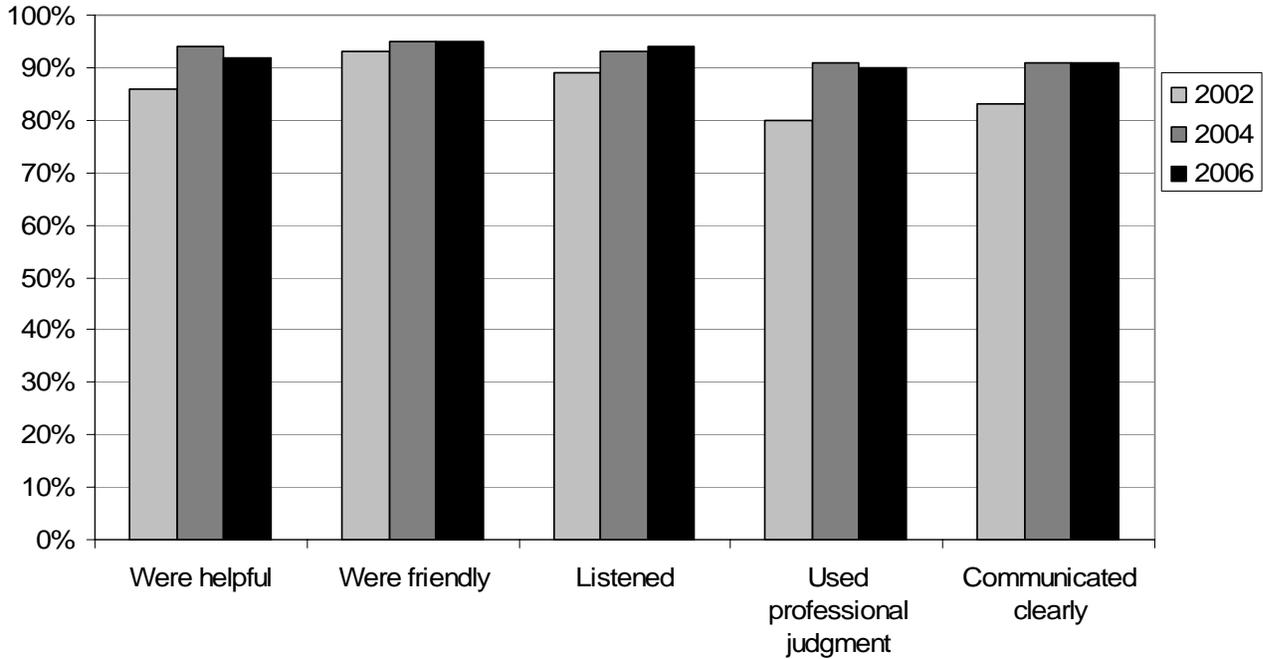


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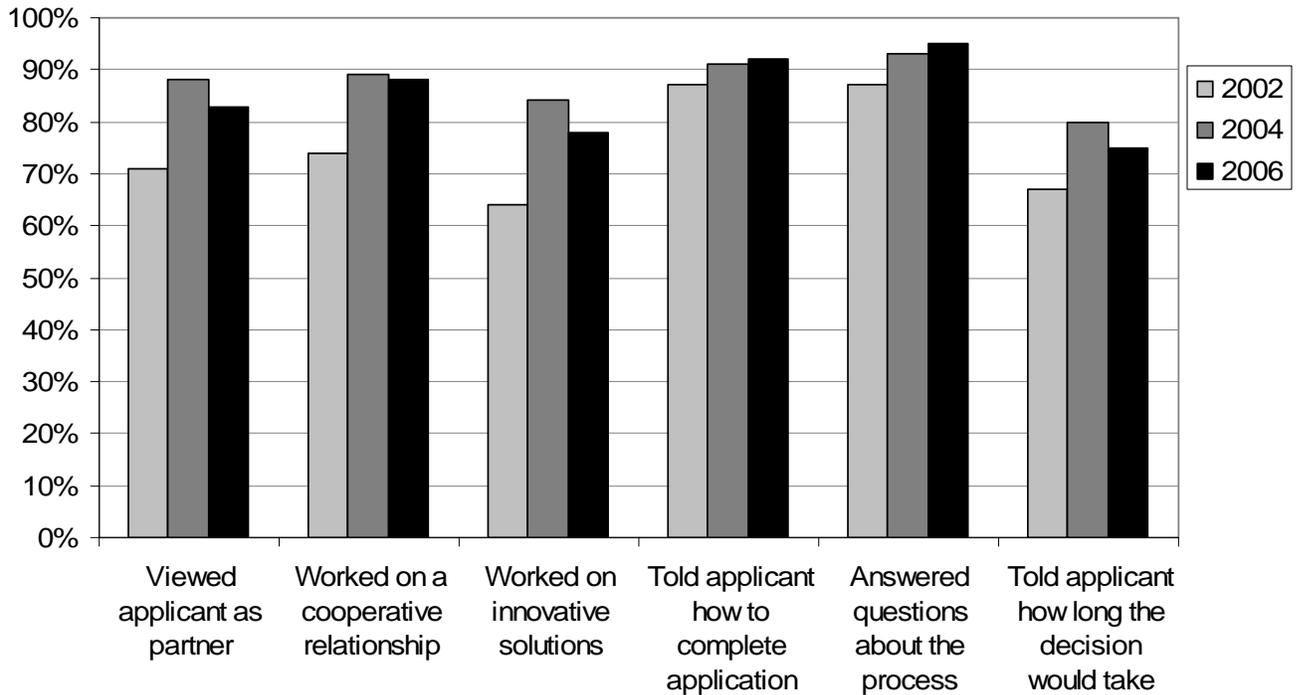
Satisfaction with Customer Service

The charts on this and the next page compare statewide survey responses between 2002, 2004, and 2006.

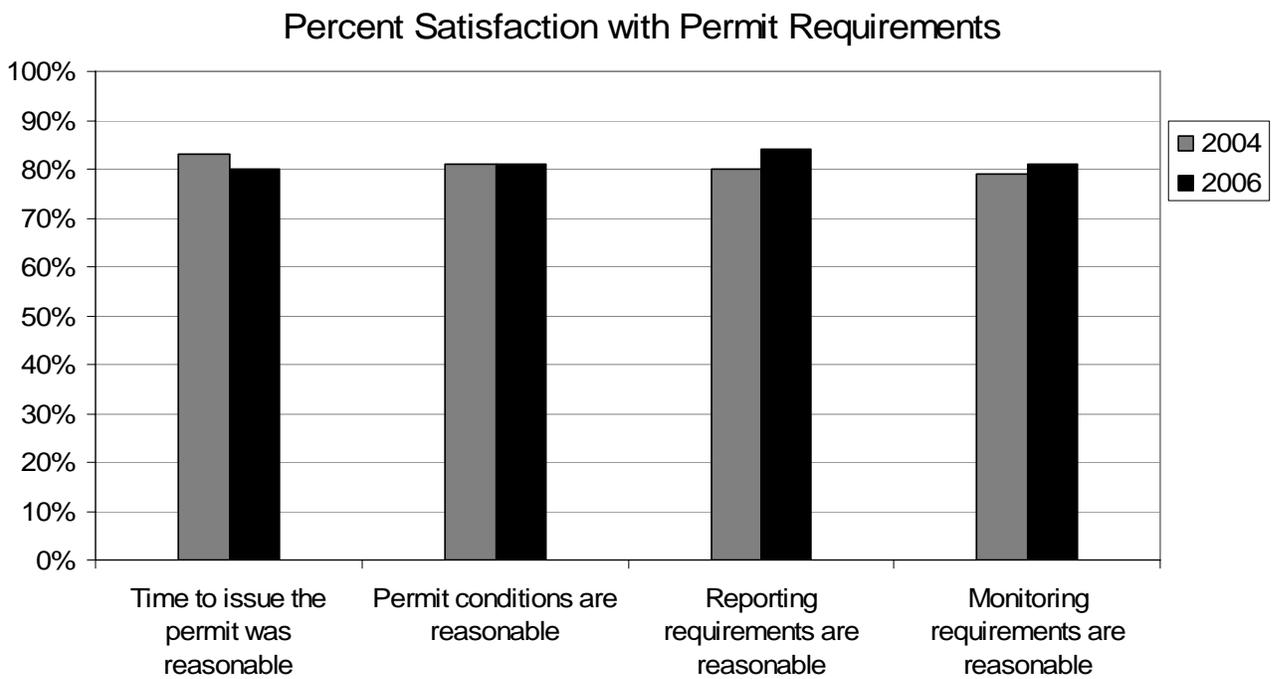
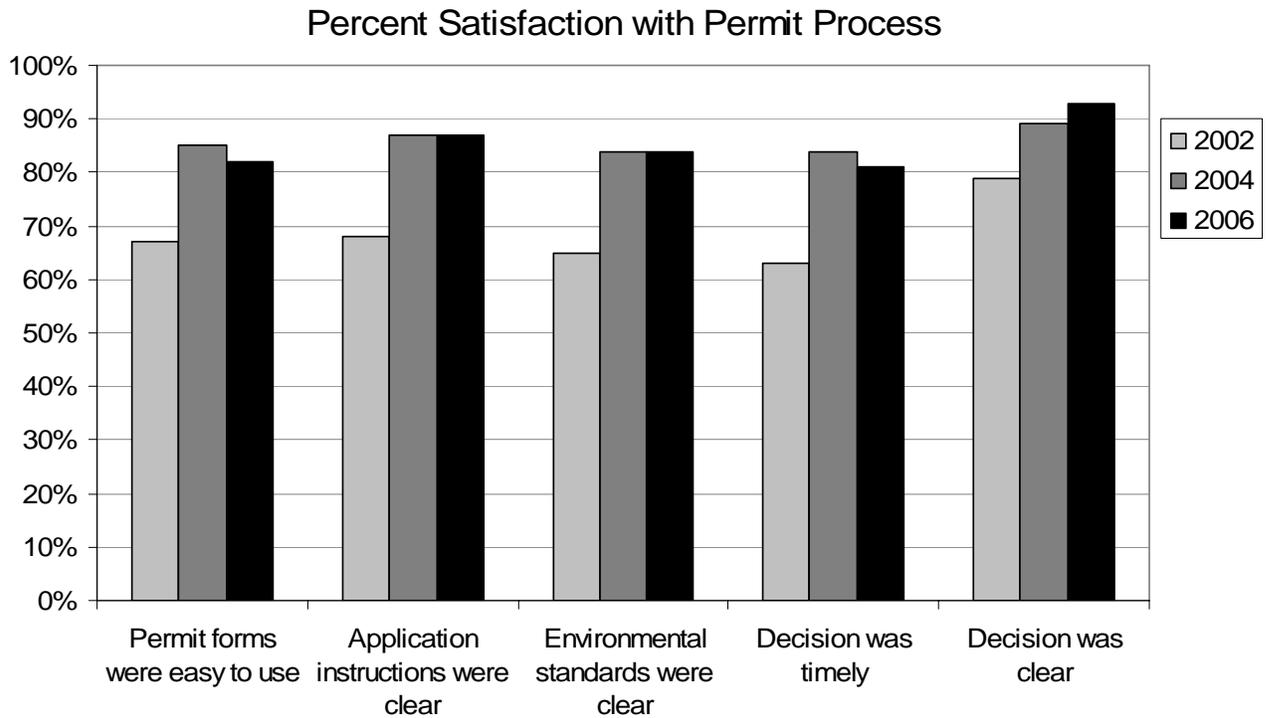
Percent Satisfaction with Ecology Employees



Percent Satisfaction with Business Interactions



Satisfaction with Permit Processes



These questions were not asked in 2002

NORTHWEST REGION	2002	2004	2006
Ecology staff were helpful	85%	92%	93%
Ecology staff were friendly	95%	95%	96%
Ecology staff listened	91%	92%	95%
Ecology staff used professional judgment	80%	91%	90%
Ecology staff communicated clearly	82%	90%	94%
Ecology staff viewed applicant as partner	75%	86%	85%
Ecology staff worked on cooperative relationship	76%	90%	90%
Ecology staff worked on innovative solutions	55%	82%	80%
Ecology staff told applicant how to complete the application	87%	89%	92%
Ecology staff answered questions about process	86%	91%	95%
Ecology staff told applicant how long decision would take	65%	76%	75%
The forms were easy to use	71%	83%	83%
The instructions were clear	69%	88%	85%
The standards were clear	67%	82%	82%
The decision was timely	60%	81%	80%
The decision was clear	78%	87%	91%
The issuance time was reasonable	n/a	80%	76%
The permit conditions were reasonable	n/a	86%	79%
The reporting requirements are reasonable	n/a	80%	78%
The monitoring requirements are reasonable	n/a	80%	74%

SOUTHWEST REGION	2002	2004	2006
Ecology staff were helpful	88%	91%	93%
Ecology staff were friendly	95%	91%	97%
Ecology staff listened	92%	89%	93%
Ecology staff used professional judgment	84%	87%	90%
Ecology staff communicated clearly	87%	87%	92%
Ecology staff viewed applicant as partner	77%	84%	81%
Ecology staff worked on cooperative relationship	80%	84%	88%
Ecology staff worked on innovative solutions	75%	78%	78%
Ecology staff told applicant how to complete the application	89%	86%	93%
Ecology staff answered questions about process	90%	89%	97%
Ecology staff told applicant how long decision would take	71%	68%	71%
The forms were easy to use	69%	85%	83%
The instructions were clear	71%	85%	87%
The standards were clear	65%	78%	81%
The decision was timely	67%	77%	79%
The decision was clear	83%	85%	95%
The issuance time was reasonable	n/a	75%	79%
The permit conditions were reasonable	n/a	81%	83%
The reporting requirements are reasonable	n/a	76%	87%
The monitoring requirements are reasonable	n/a	76%	81%

CENTRAL REGION	2002	2004	2006
Ecology staff were helpful	86%	94%	89%
Ecology staff were friendly	92%	96%	94%
Ecology staff listened	84%	93%	93%
Ecology staff used professional judgment	77%	94%	88%
Ecology staff communicated clearly	81%	94%	89%
Ecology staff viewed applicant as partner	64%	91%	81%
Ecology staff worked on cooperative relationship	68%	90%	85%
Ecology staff worked on innovative solutions	57%	86%	77%
Ecology staff told applicant how to complete the application	81%	94%	90%
Ecology staff answered questions about process	85%	95%	96%
Ecology staff told applicant how long decision would take	70%	85%	75%
The forms were easy to use	64%	87%	81%
The instructions were clear	61%	88%	84%
The standards were clear	58%	87%	82%
The decision was timely	63%	87%	81%
The decision was clear	76%	92%	94%
The issuance time was reasonable	n/a	86%	78%
The permit conditions were reasonable	n/a	80%	82%
The reporting requirements are reasonable	n/a	83%	84%
The monitoring requirements are reasonable	n/a	81%	83%

EASTERN REGION	2002	2004	2006
Ecology staff were helpful	85%	96%	91%
Ecology staff were friendly	92%	97%	95%
Ecology staff listened	88%	95%	94%
Ecology staff used professional judgment	80%	91%	92%
Ecology staff communicated clearly	84%	92%	90%
Ecology staff viewed applicant as partner	70%	89%	84%
Ecology staff worked on cooperative relationship	74%	92%	86%
Ecology staff worked on innovative solutions	68%	87%	76%
Ecology staff told applicant how to complete the application	89%	94%	93%
Ecology staff answered questions about process	87%	94%	95%
Ecology staff told applicant how long decision would take	64%	88%	78%
The forms were easy to use	65%	84%	81%
The instructions were clear	71%	87%	89%
The standards were clear	66%	87%	89%
The decision was timely	63%	88%	82%
The decision was clear	78%	90%	94%
The issuance time was reasonable	n/a	89%	85%
The permit conditions were reasonable	n/a	78%	81%
The reporting requirements are reasonable	n/a	80%	87%
The monitoring requirements are reasonable	n/a	78%	85%

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Appendix A

Statewide Survey Results by Permit Type

Department of Ecology Permit Descriptions

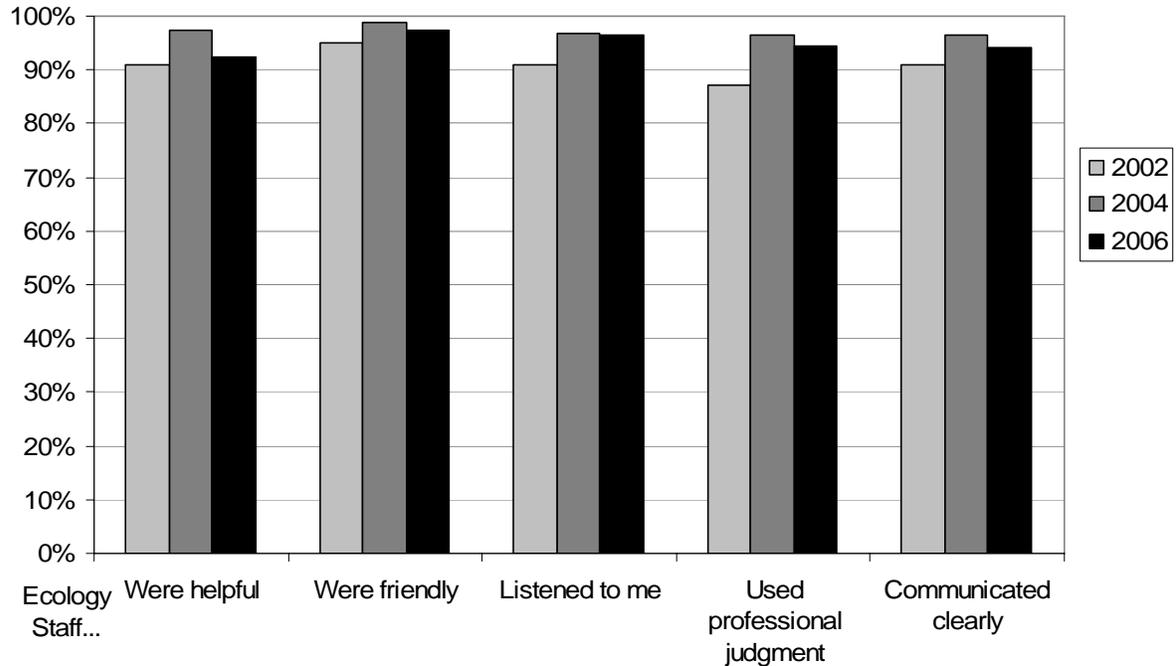
The following permits were the focus of the 2006 survey. Charts that compare results from 2002, 2004, and 2006 are on pages 16 -37. For more detail about a particular permit, please visit our Web site at: <http://www.ecy.wa.gov/programs/sea/pac/index.html>

Permit Name	Survey Results on Pages	Description
Agriculture and Outdoor Burning	16-17	Burning vegetative agricultural wastes, land clearing debris, and forest slash.
Air Quality Air Operating Permit	18-19	5-year permit for major facilities that release contaminants to the air (facilities that release a large quantity of air contaminants).
Air Quality New Source - Notice of Construction, Prevention of Significant Deterioration, and Temporary Source	20-21	Construction of new sources or modification of existing equipment/processes that release contaminants to the air. Also, operations that release contaminants to the air for a short period and are generally mobile, such as rock crushing and asphalt.
401 Water Quality Certification	22-23	Any activity that might result in a discharge of dredge or fill material into water or wetlands or excavation in water or wetlands.
Water Quality Municipal and Industrial Wastewater Discharge	24-25	Municipal sewage treatment facility and industrial discharges of wastewater to surface waters. Also referred to as National Pollution Discharge Elimination System – NPDES.
Water Quality General Wastewater Discharge - Stormwater, Dairy, Sand and Gravel, Fish Farm, Boat Yards, Fruit Packing	26-27	A generic permit that covers a group of like businesses or activities that have similar discharges to surface water.
Biosolids	28-29	A permit to apply organic, semisolid products (biosolids) from wastewater treatment to land.
Water Rights New	30-31	New withdrawals of water from surface and ground sources.

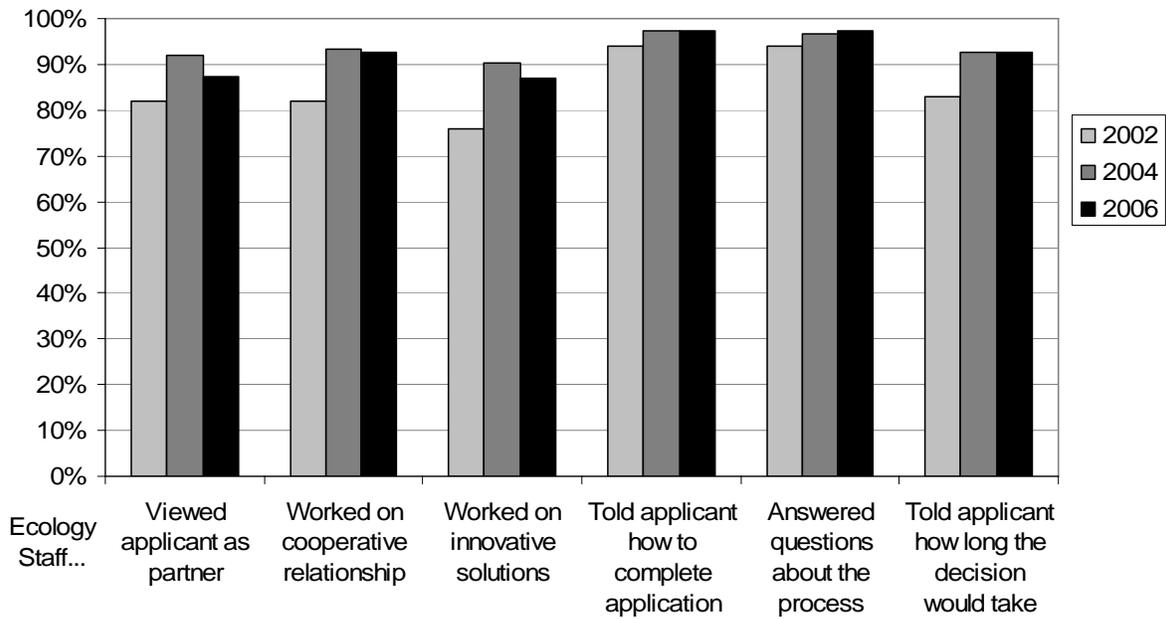
Permit Name	Survey Results on Pages	Description
Water Rights Change	32-33	Changes or transfers of an existing water right permit, certificate, or claim.
Dam Safety	34-35	Any dam or control of 10 or more acre-feet of water, liquid waste, or mine tailings.
Industrial Section	36-37	Pulp and paper, oil refining, and aluminum smelting facilities receive their air, water, and waste permits from one organizational unit within Ecology rather than having to apply to several programs.

Agricultural and Outdoor Burning Permits

Agricultural & Outdoor Burning
Percent Satisfaction with Ecology Employees

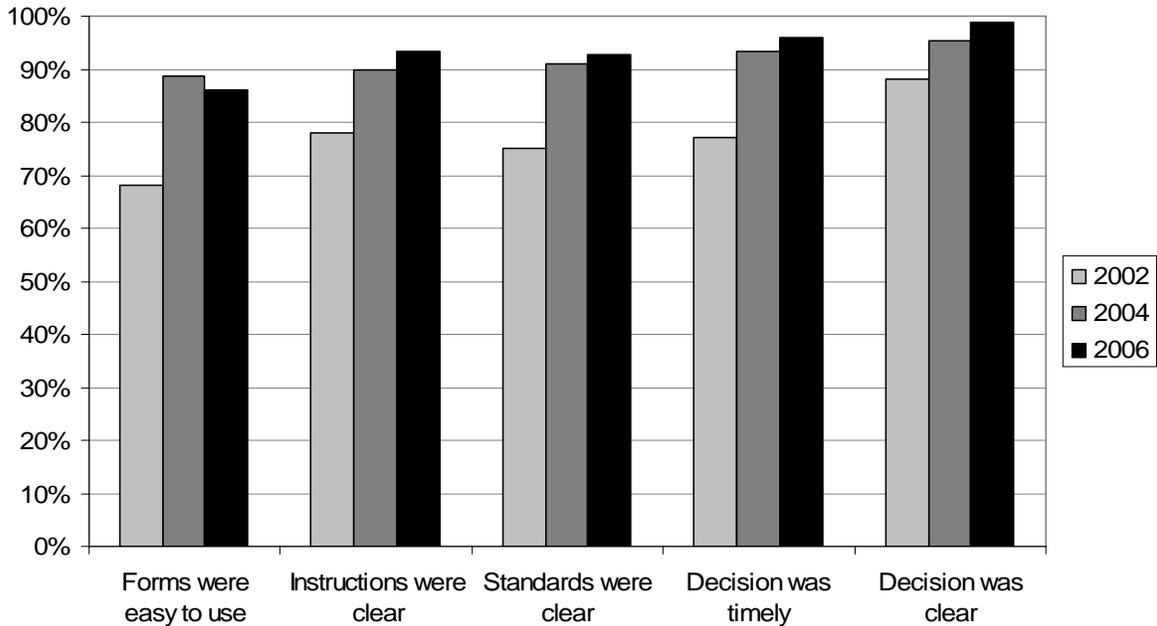


Agricultural & Outdoor Burning
Percent Satisfaction with Business Interactions

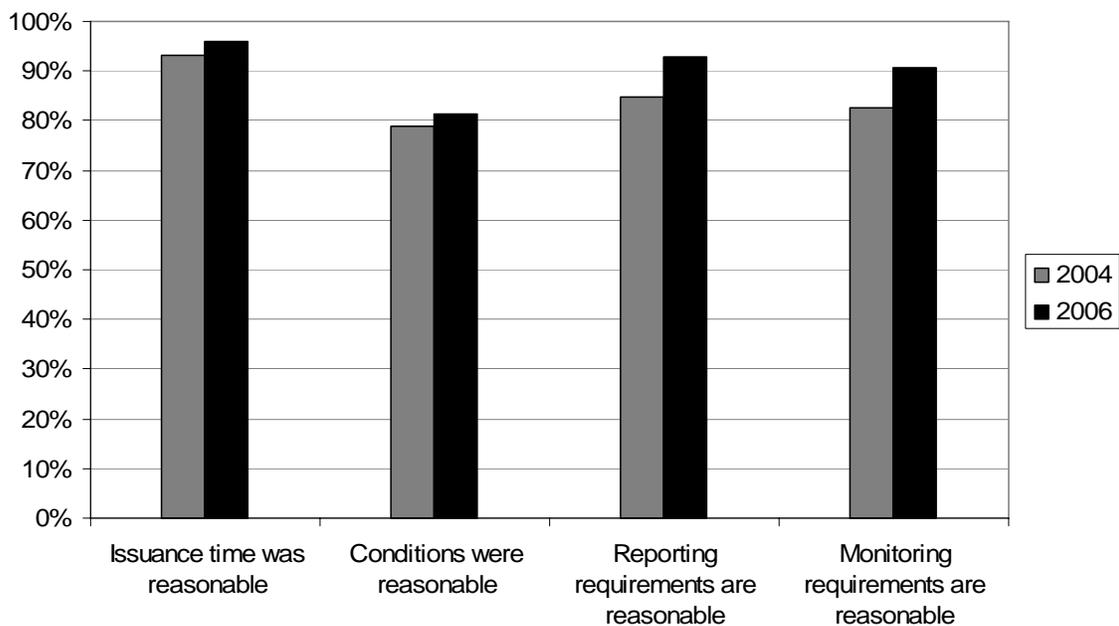


Agricultural and Outdoor Burning Permits

Agricultural & Outdoor Burning
Percent Satisfaction with Permit Process



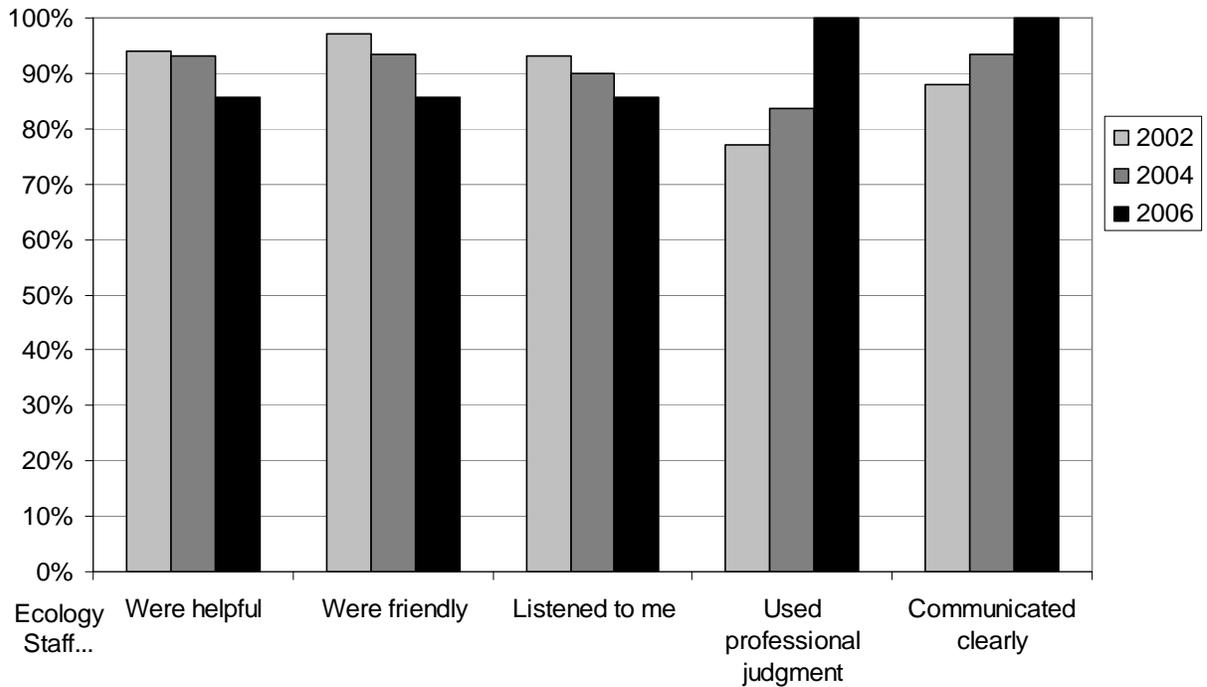
Agricultural & Outdoor Burning
Percent Satisfaction with Permit Requirements



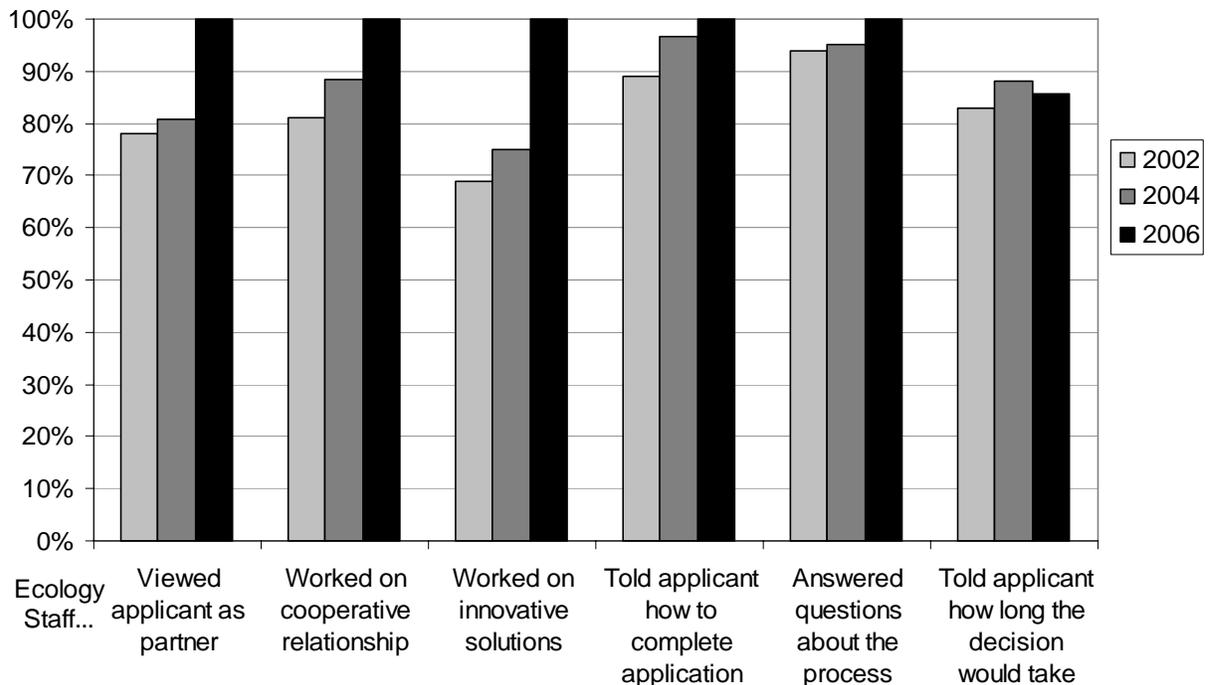
These questions were not asked in 2002

Air Quality Operating Permit

Air Operating
Percent Satisfaction with Ecology Employees

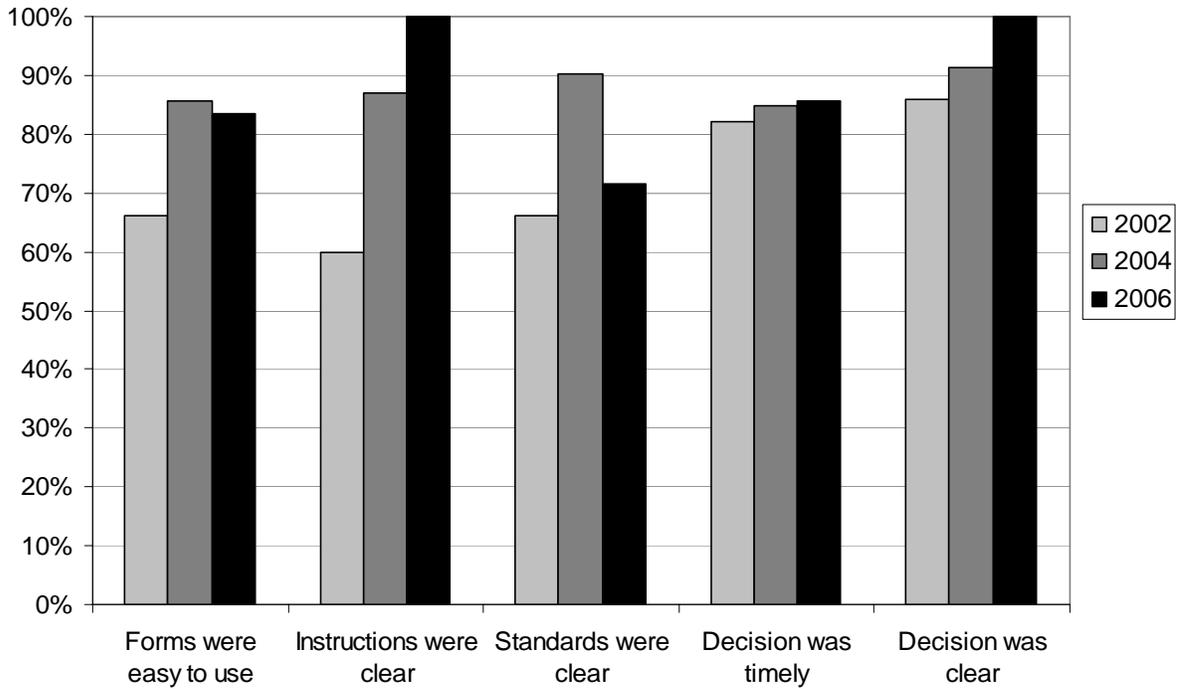


Air Operating
Percent Satisfaction with Business Interactions

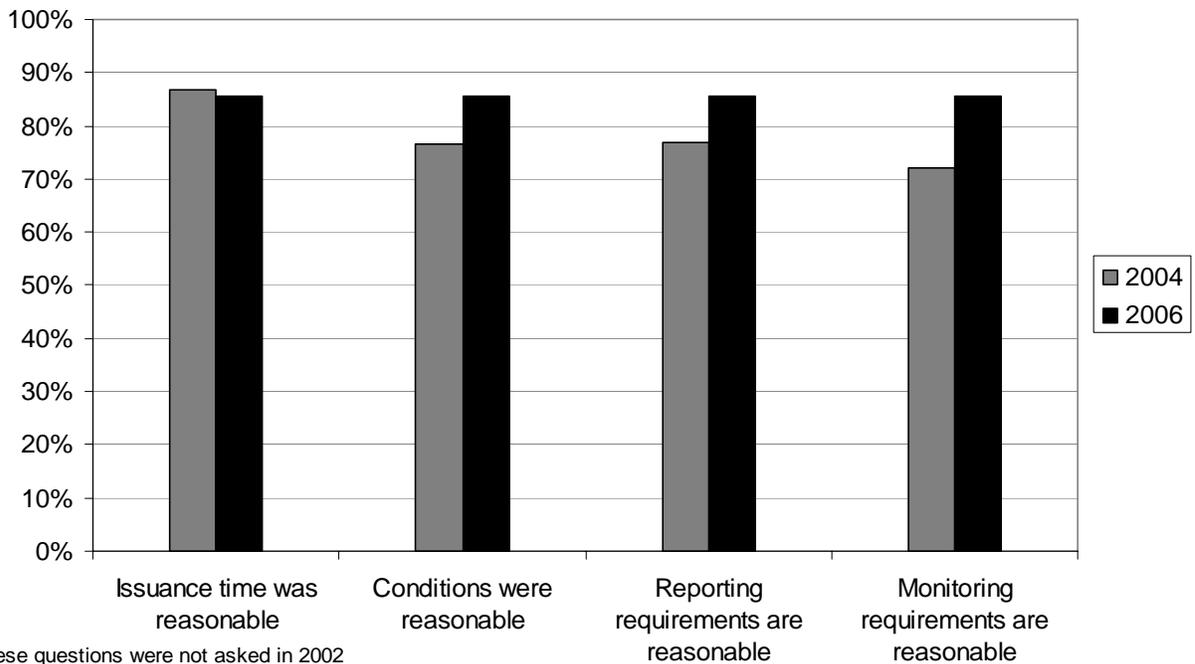


Air Quality Operating Permit

Air Operating
Percent Satisfaction with Permit Process



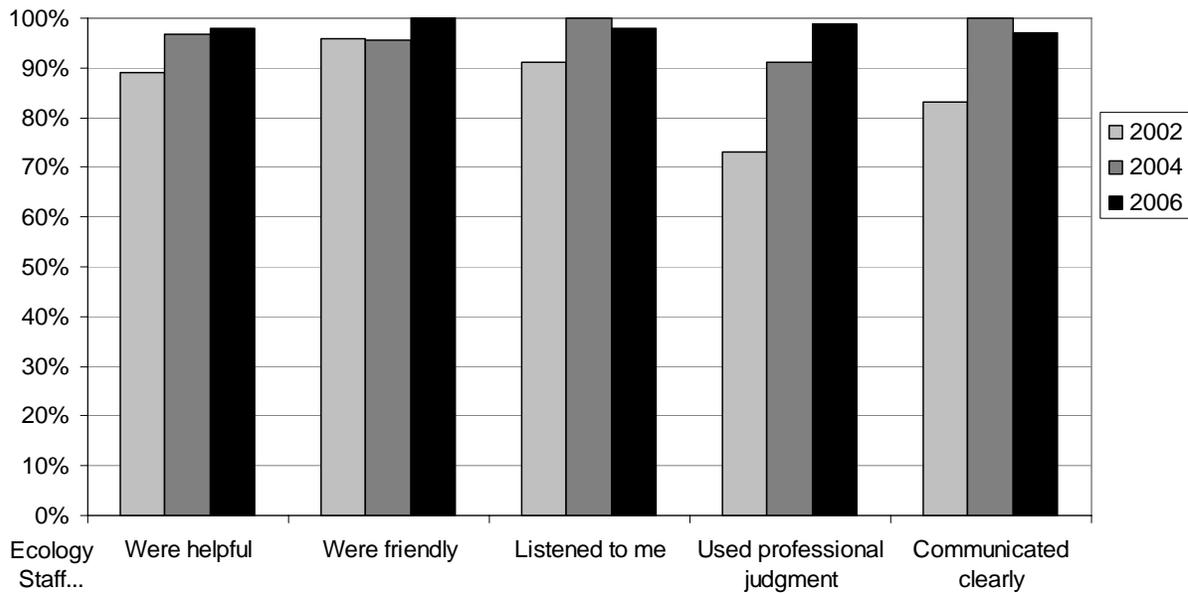
Air Operating
Percent Satisfaction with Permit Requirements



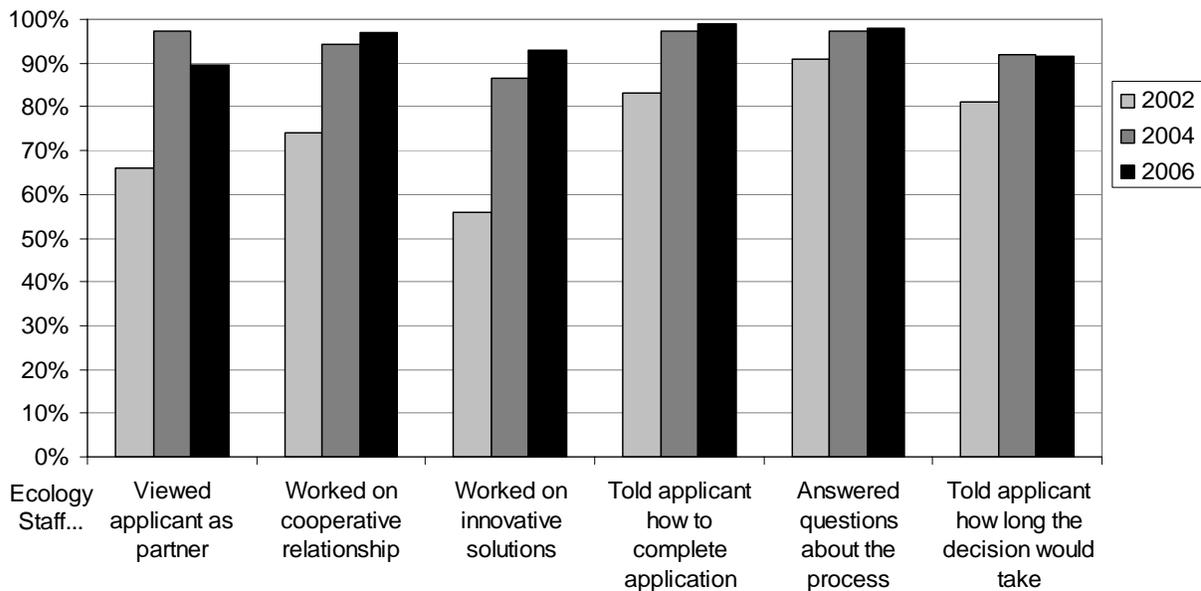
Air Quality New Source Permits

Prevention of Significant Deterioration, Notice of Construction and Temporary Source

Air New Source
Percent Satisfaction with Ecology Employees



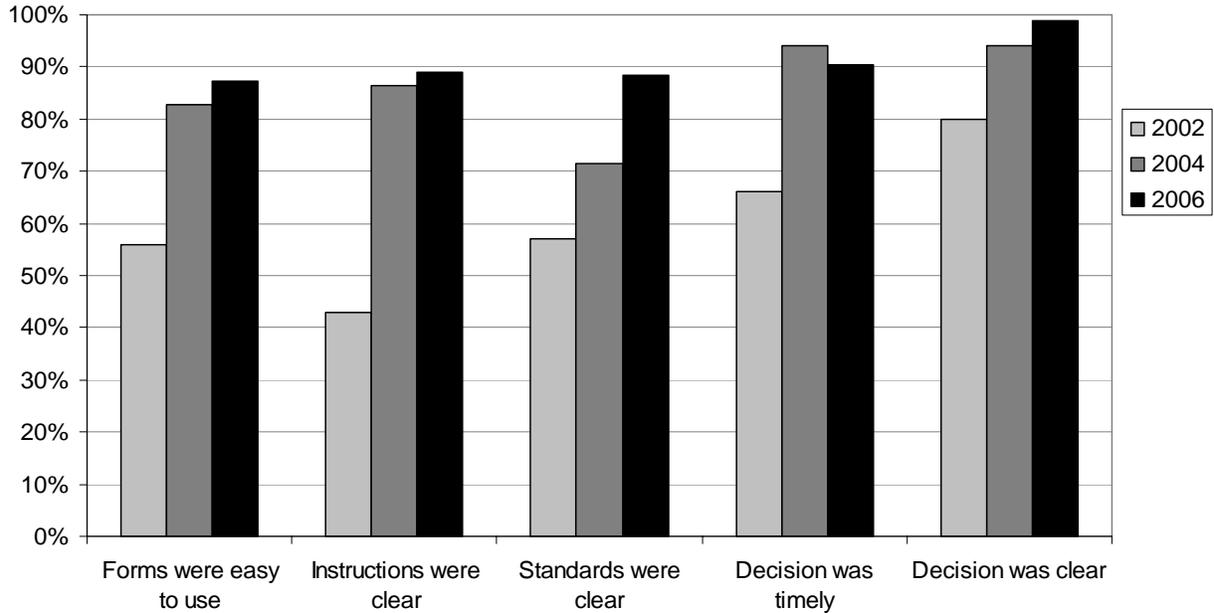
Air New Source
Percent Satisfaction with Business Interactions



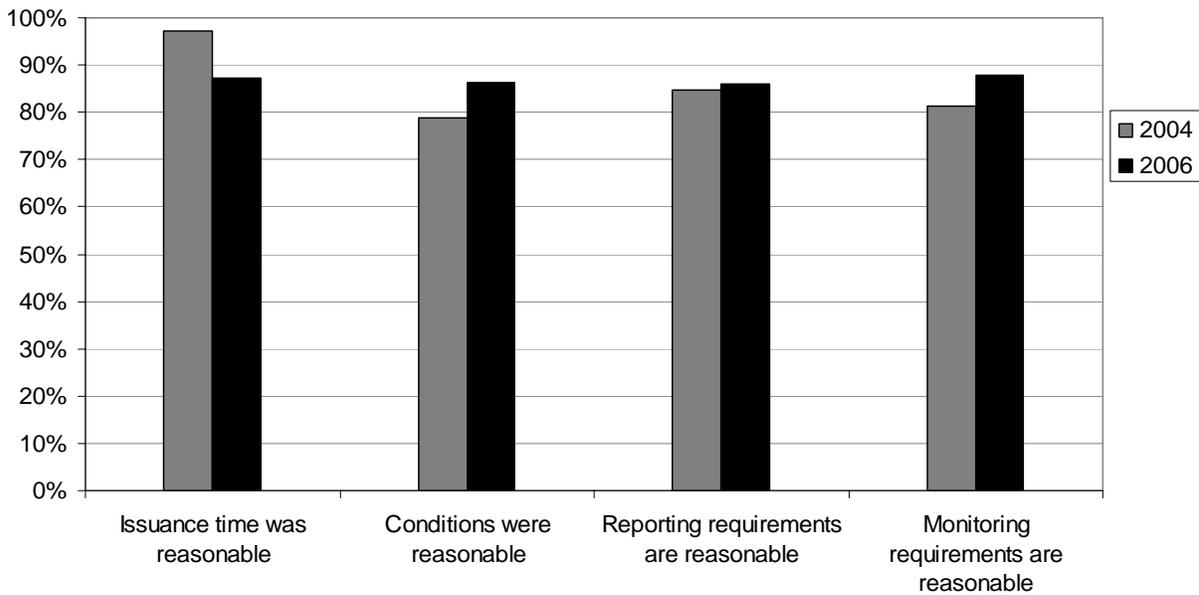
Air Quality New Source Permits

Prevention of Significant Deterioration, Notice of Construction and Temporary Source

Air New Source
Percent Satisfaction with Permit Process



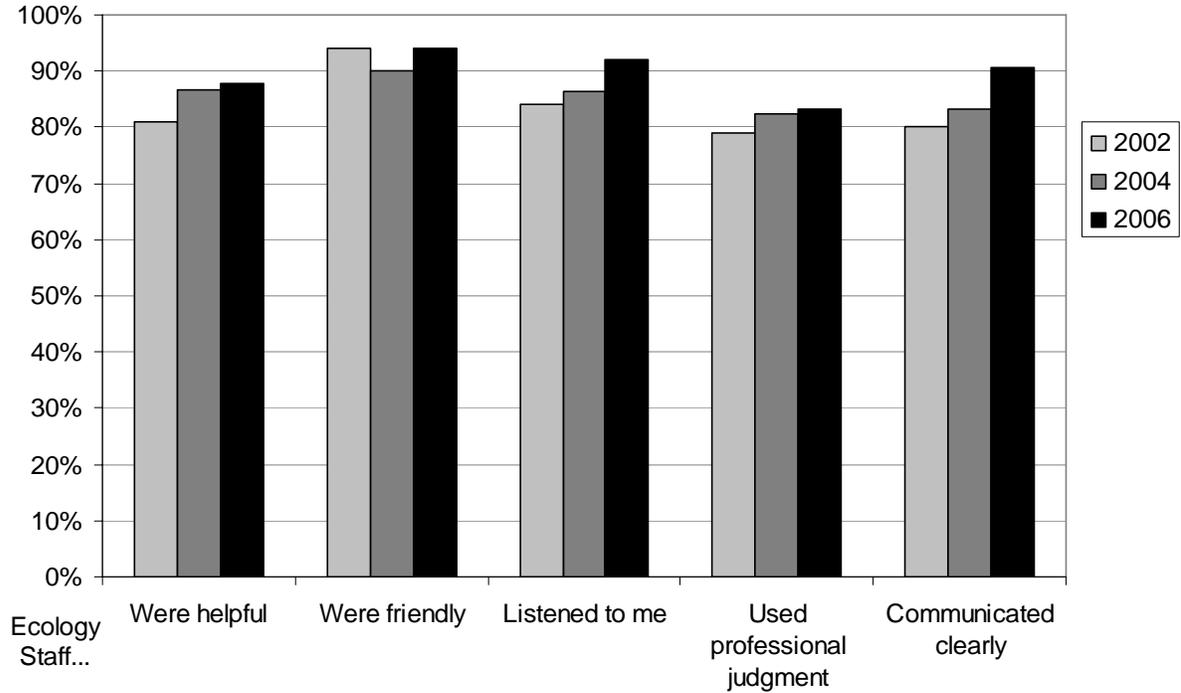
Air New Source
Percent Satisfaction with Permit Requirements



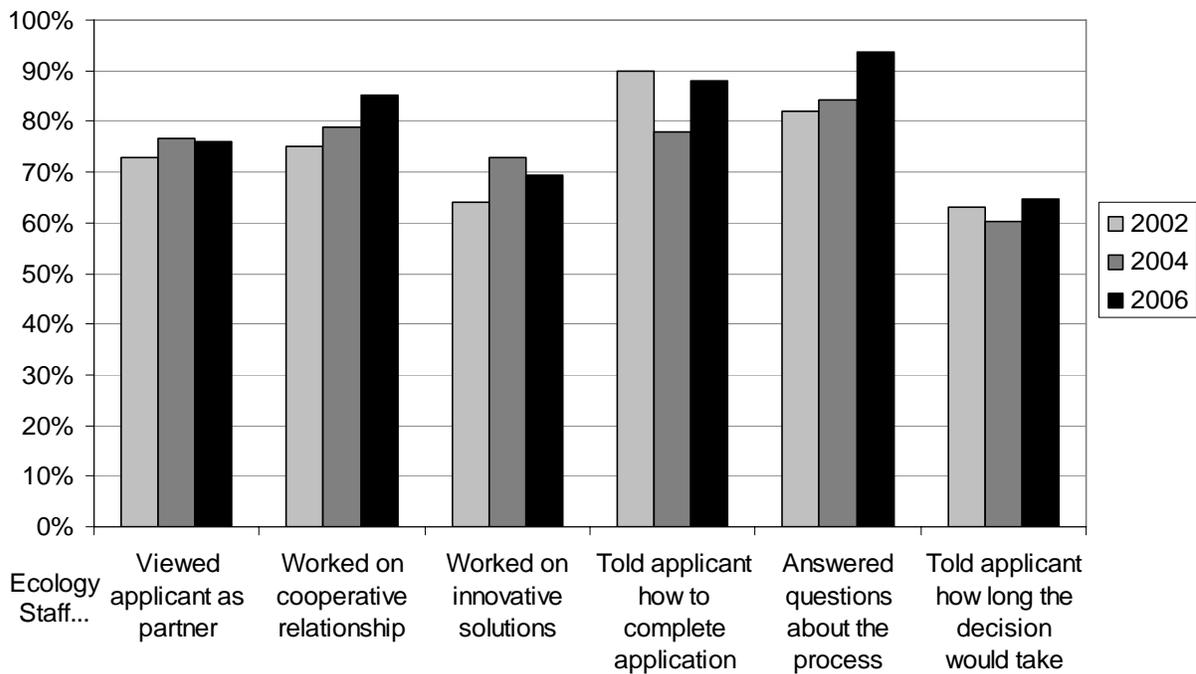
These questions were not asked in 2002

401 Water Quality Certification

401 Water Quality Certification
Percent Satisfaction with Ecology Employees

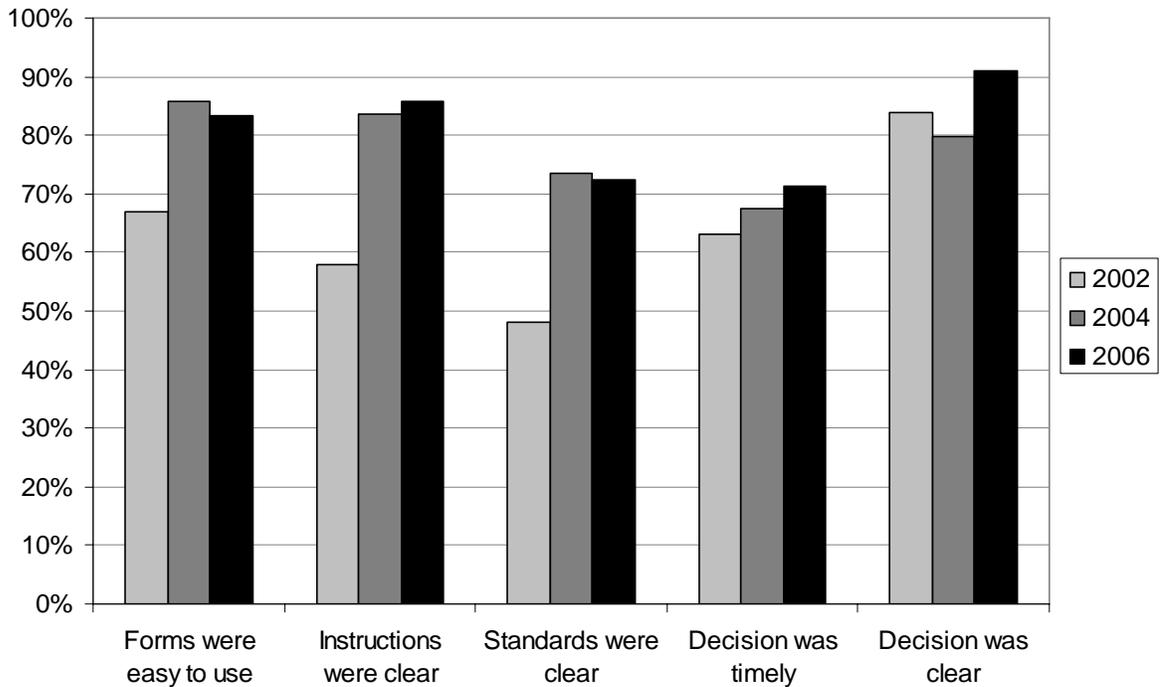


401 Water Quality Certification
Percent Satisfaction with Business Interactions

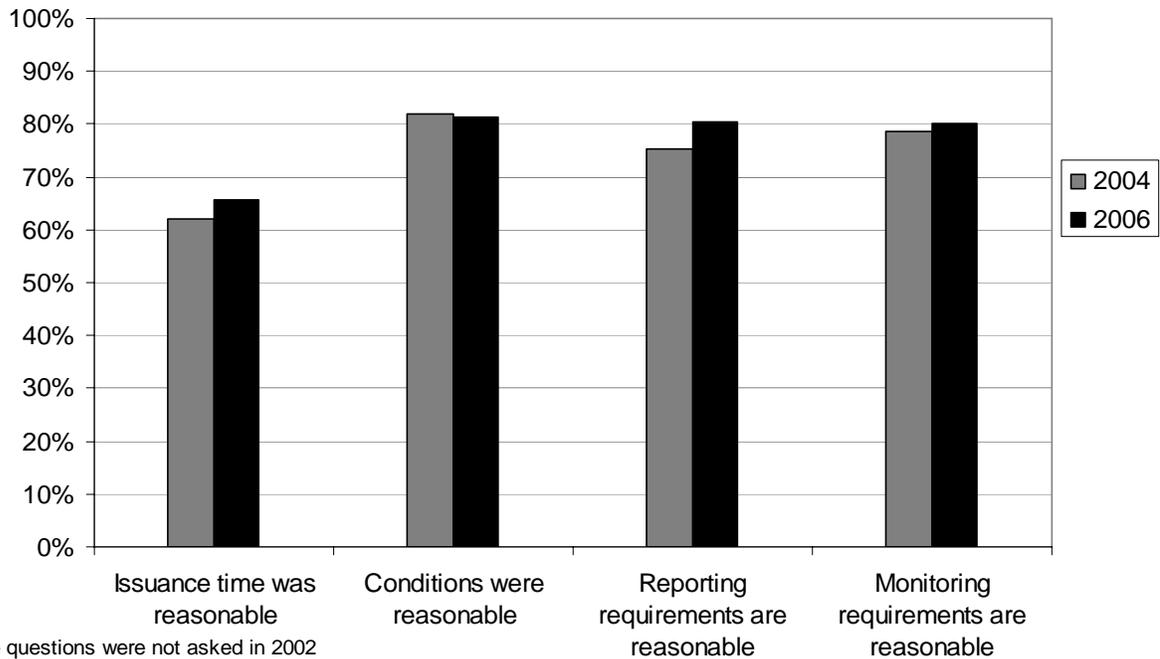


401 Water Quality Certification

401 Water Quality Certification
Percent Satisfaction with Permit Process



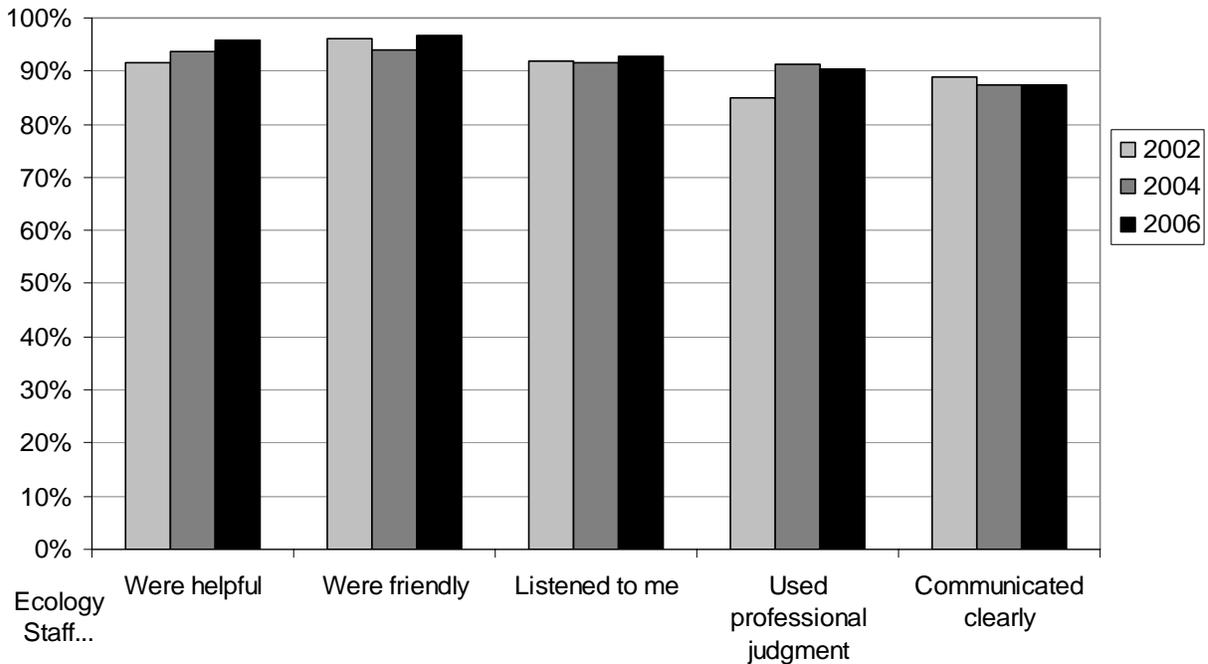
401 Water Quality Certification
Percent Satisfaction with Permit Requirements



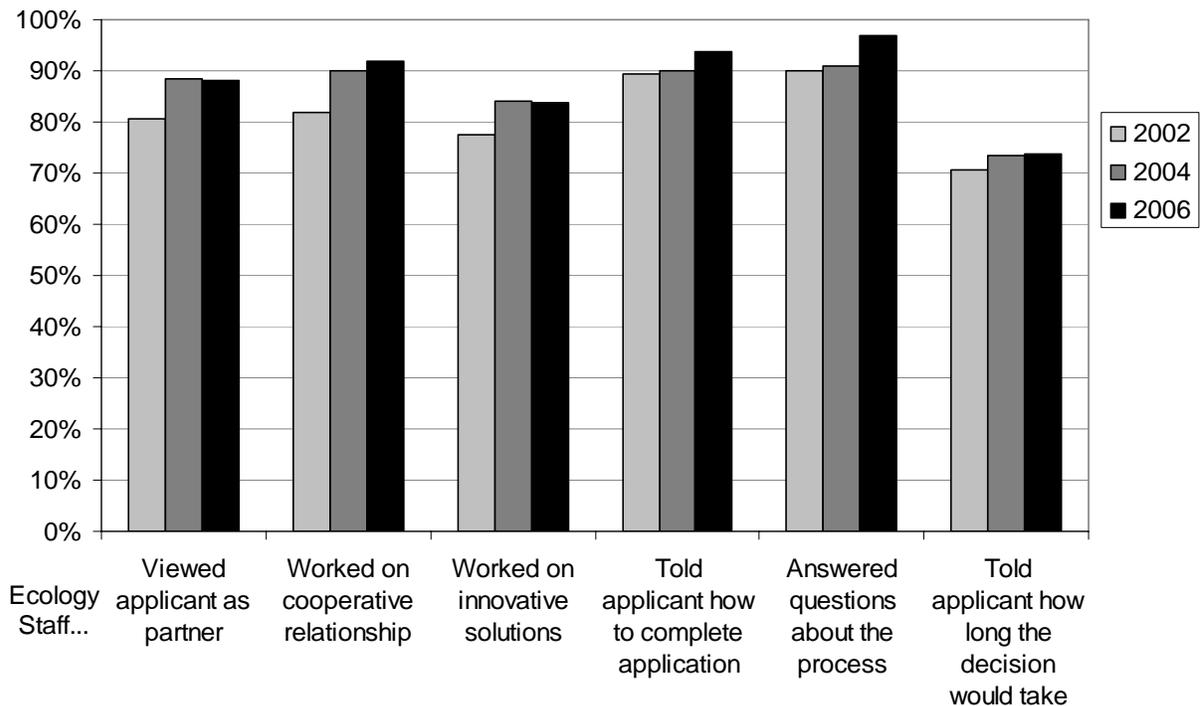
Water Quality Municipal and Industrial Discharge Permits

National Pollutant Discharge Elimination System

Individual NPDES Percent Satisfaction with Ecology Employees



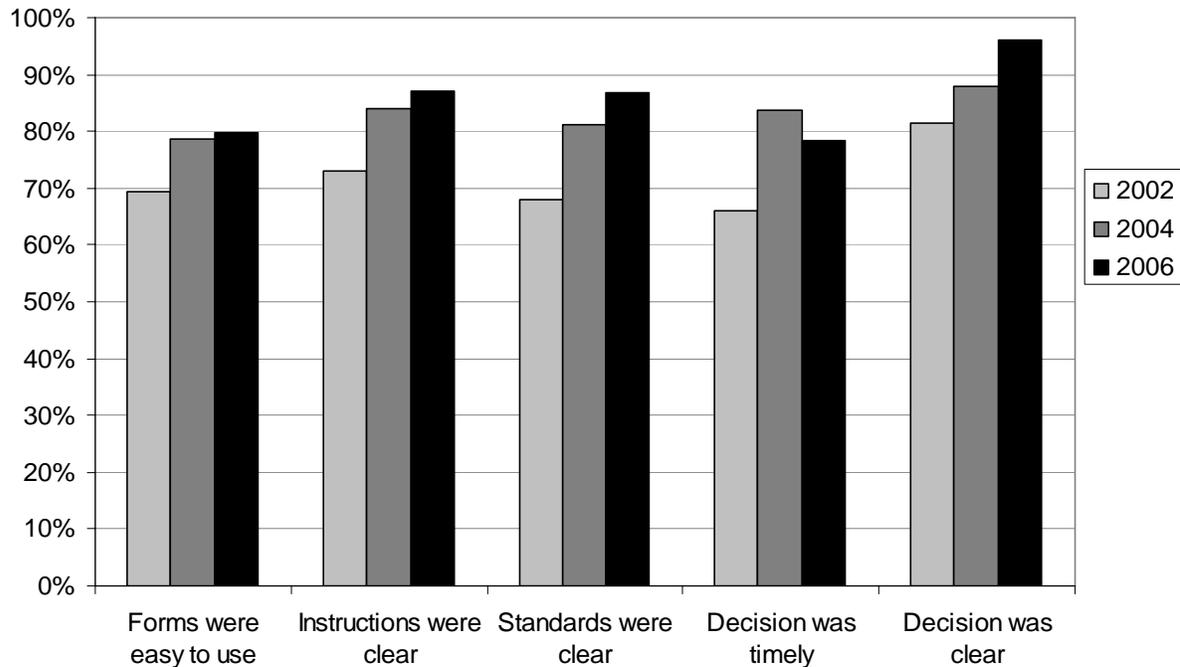
Individual NPDES Percent Satisfaction with Business Interactions



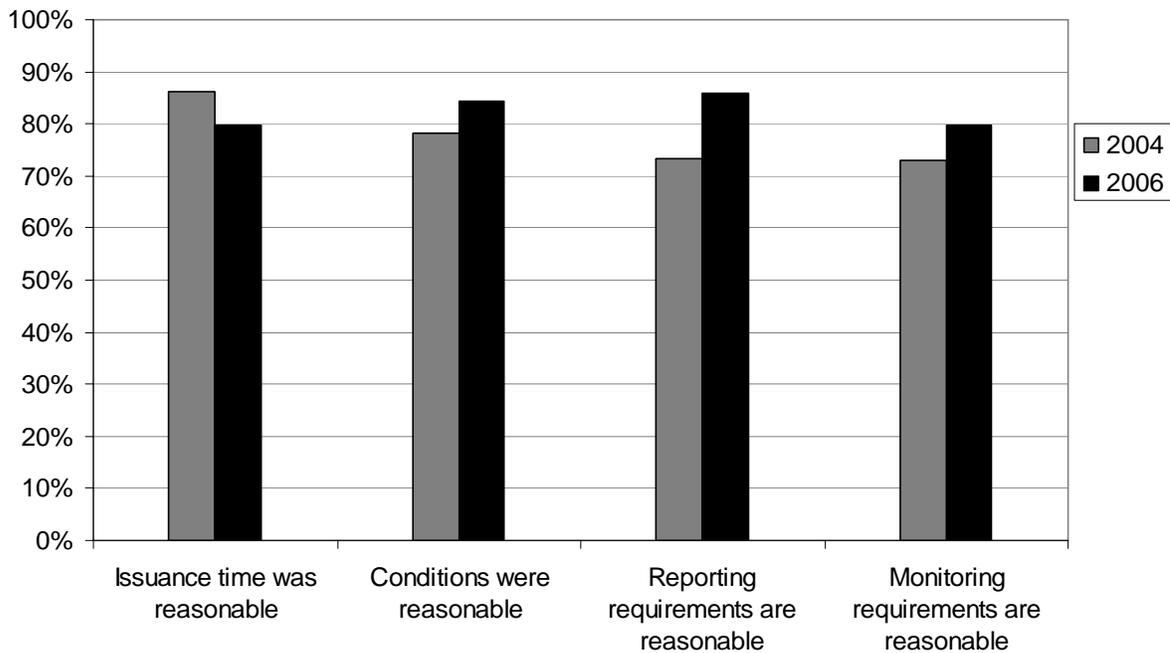
Water Quality Municipal and Industrial Discharge Permits

National Pollutant Discharge Elimination System

Individual NPDES
Percent Satisfaction with Permit Process



Individual NPDES
Percent Satisfaction with Permit Requirements

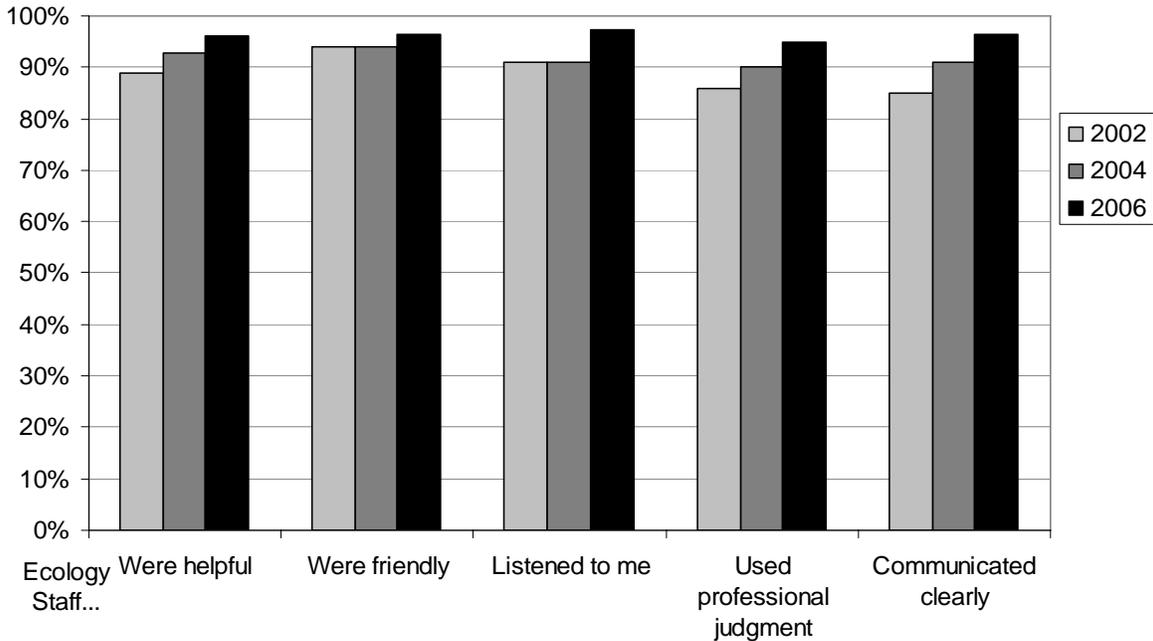


These questions were not asked in 2002

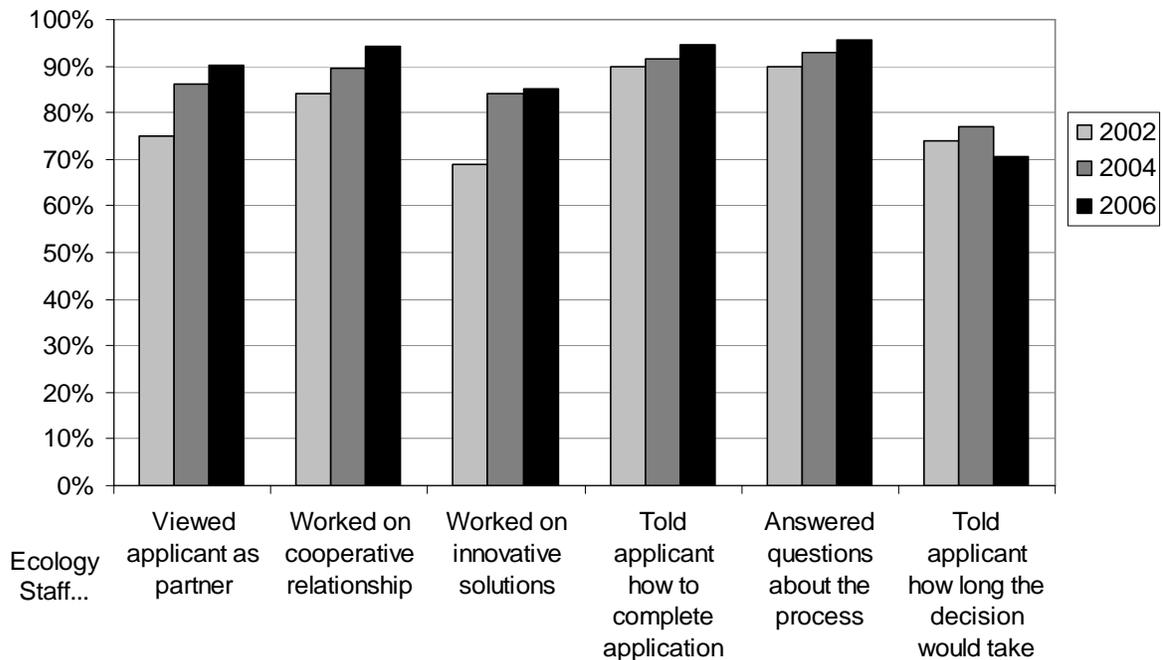
Water Quality General Discharge Permits

Stormwater, Boatyards, Fruit Packers, Sand & Gravel, Animal Feeding Operations, and Aquatics

General NPDES
Percent Satisfaction with Ecology Employees



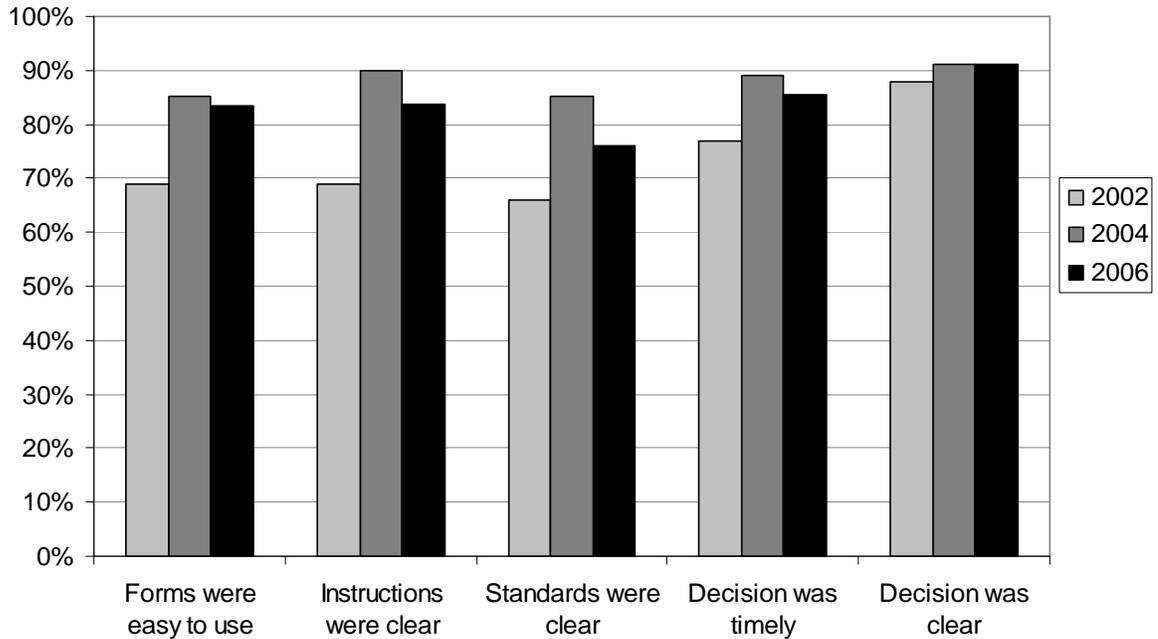
General NPDES
Percent Satisfaction with Business Interactions



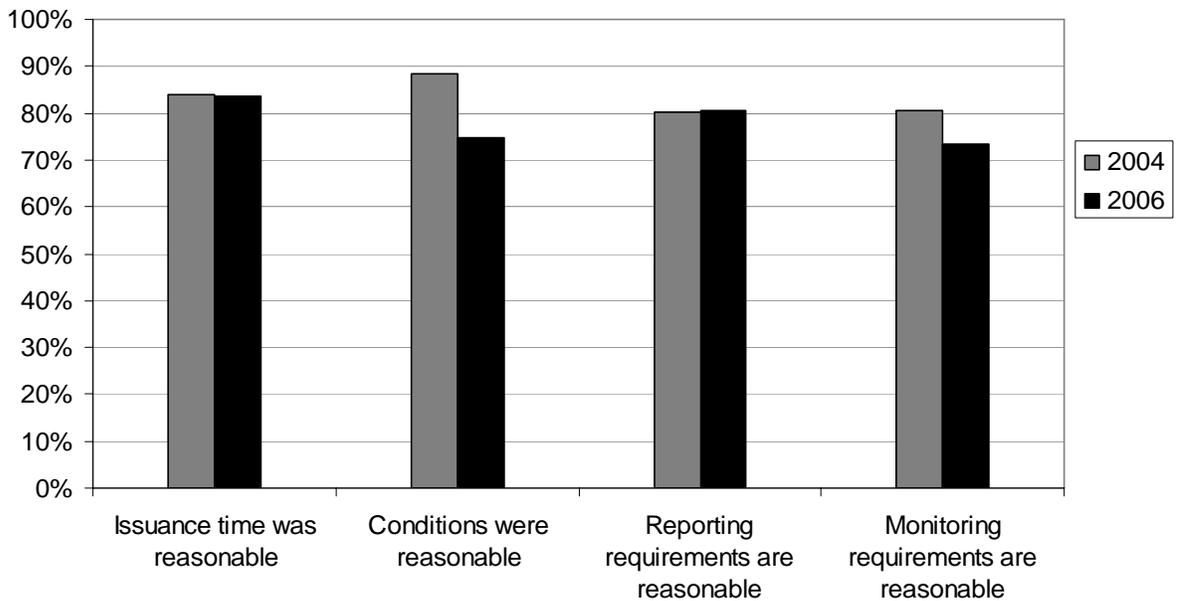
Water Quality General Discharge Permits

Stormwater, Boatyards, Fruit Packers, Sand & Gravel, Animal Feeding Operations, and Aquatics

General NPDES
Percent Satisfaction with Permit Process

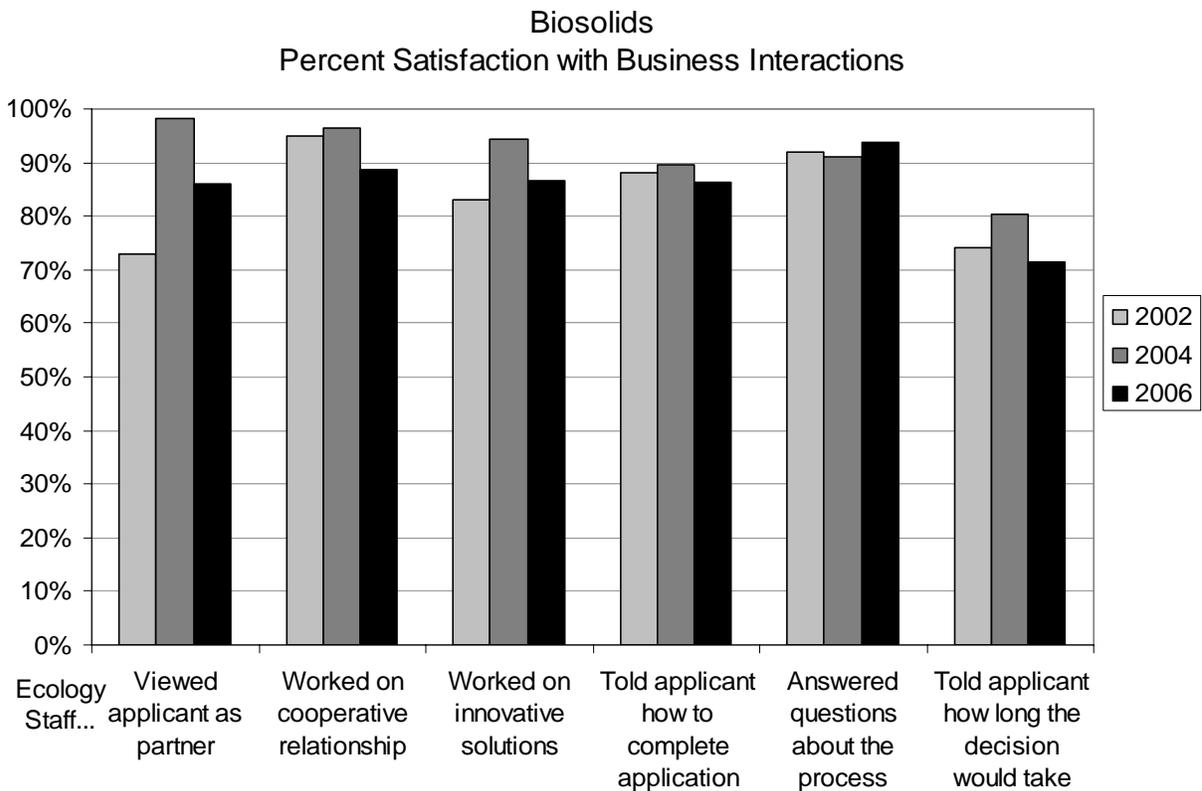
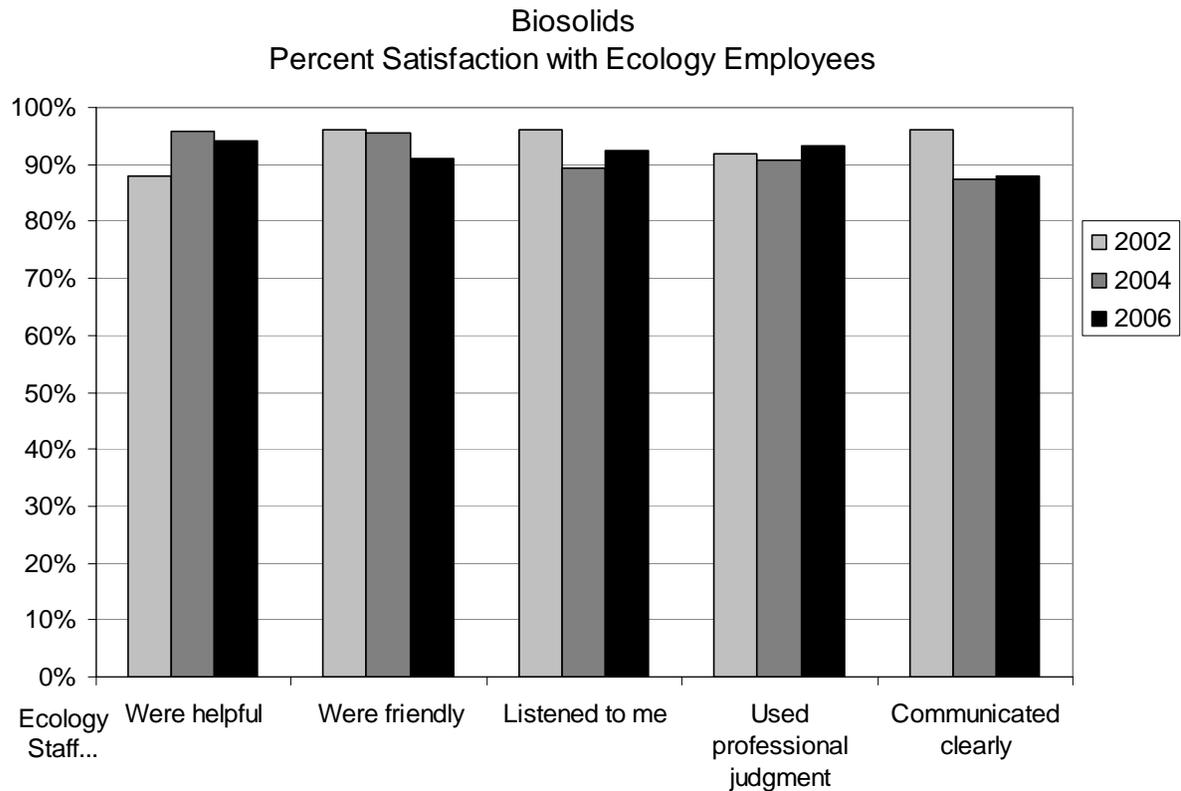


General NPDES
Percent Satisfaction with Permit Requirements



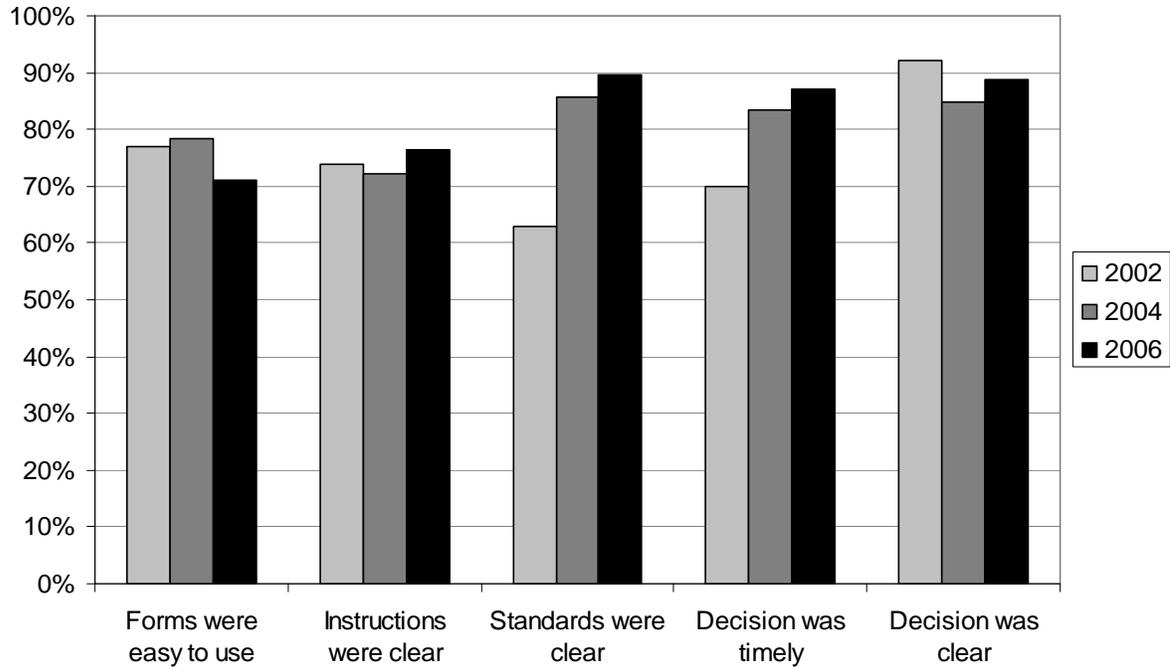
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Biosolids Permit

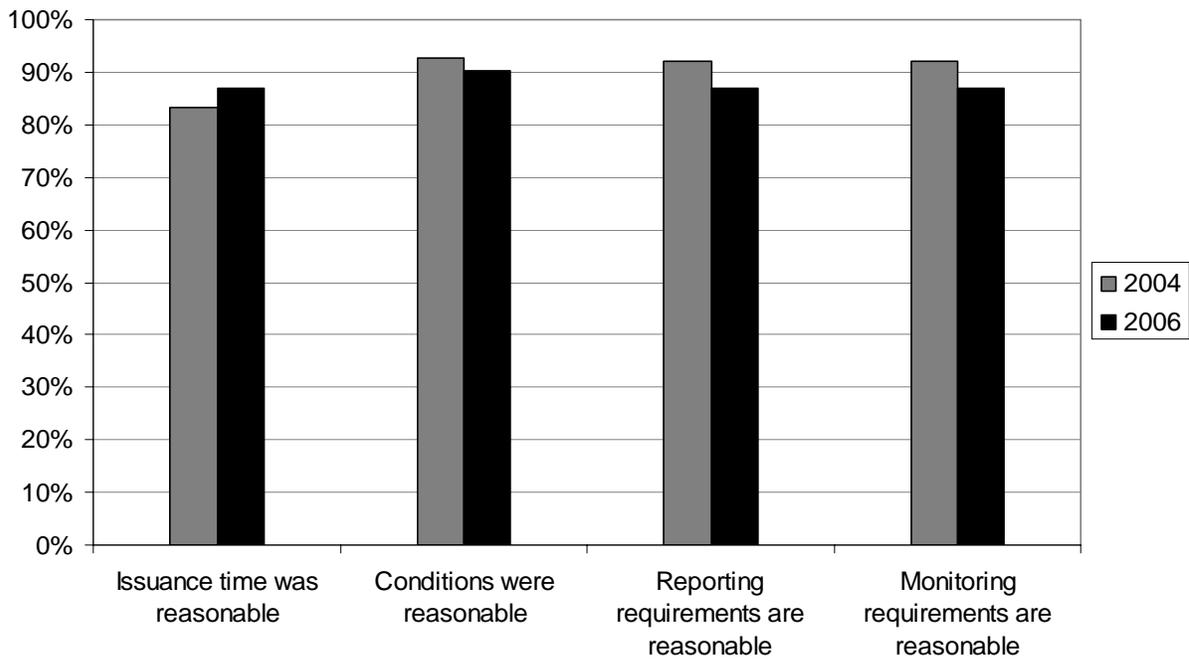


Biosolids Permit

Biosolids
Percent Satisfaction with Permit Process

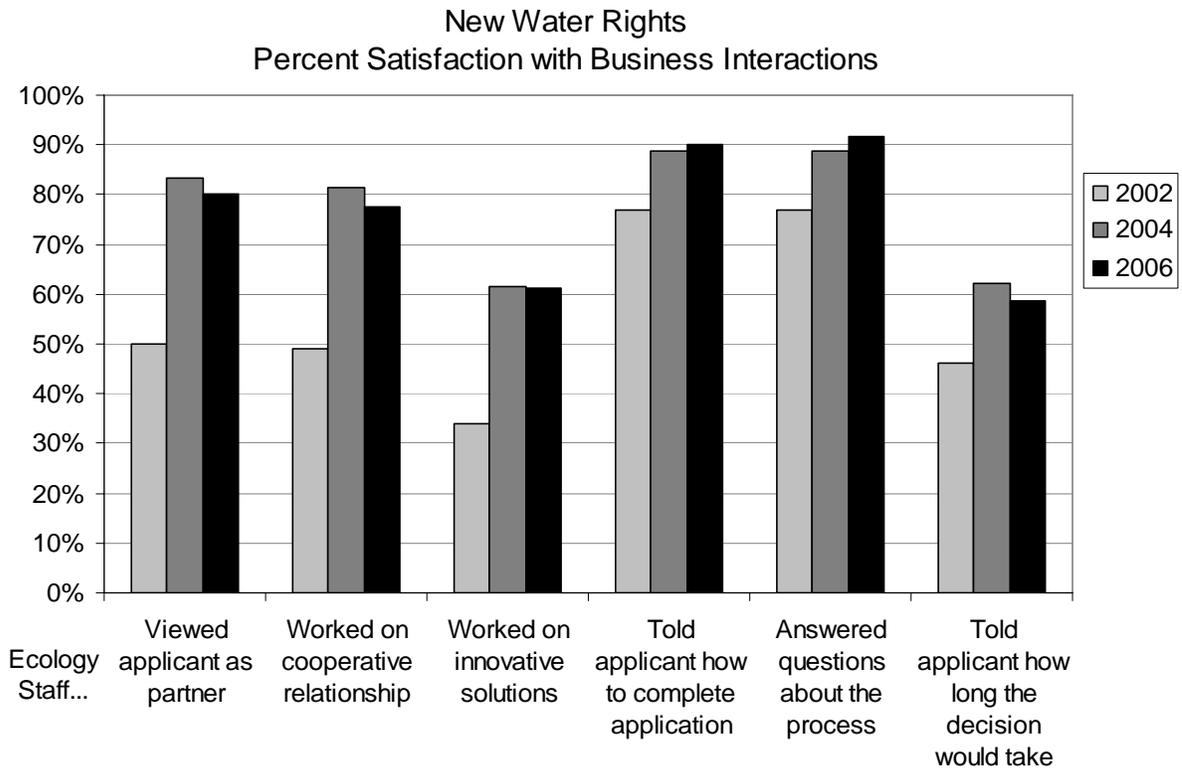
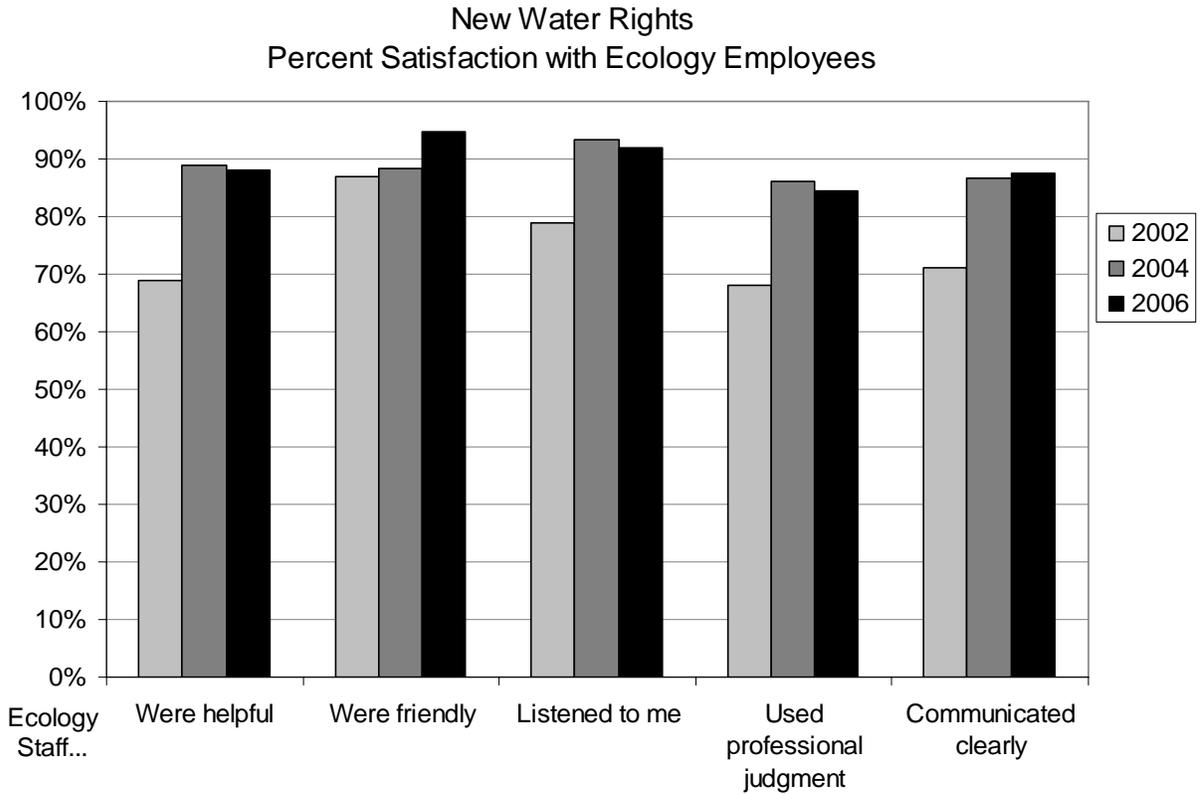


Biosolids
Percent Satisfaction with Permit Requirements



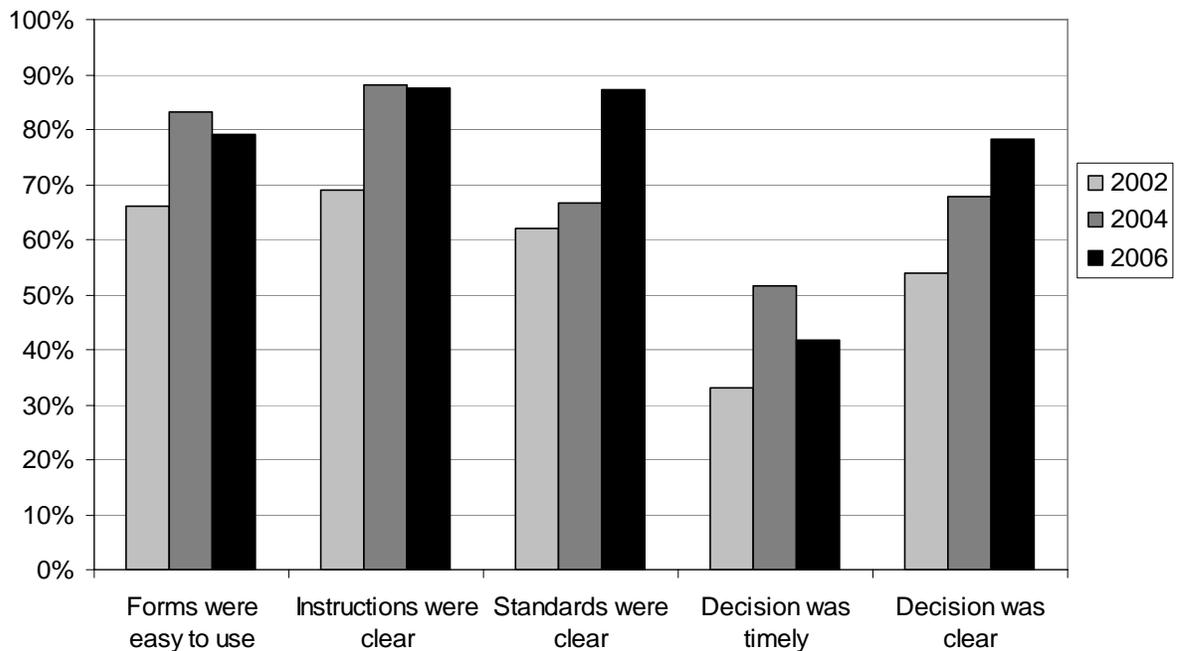
These questions were not asked in 2002

Water Rights New Permit

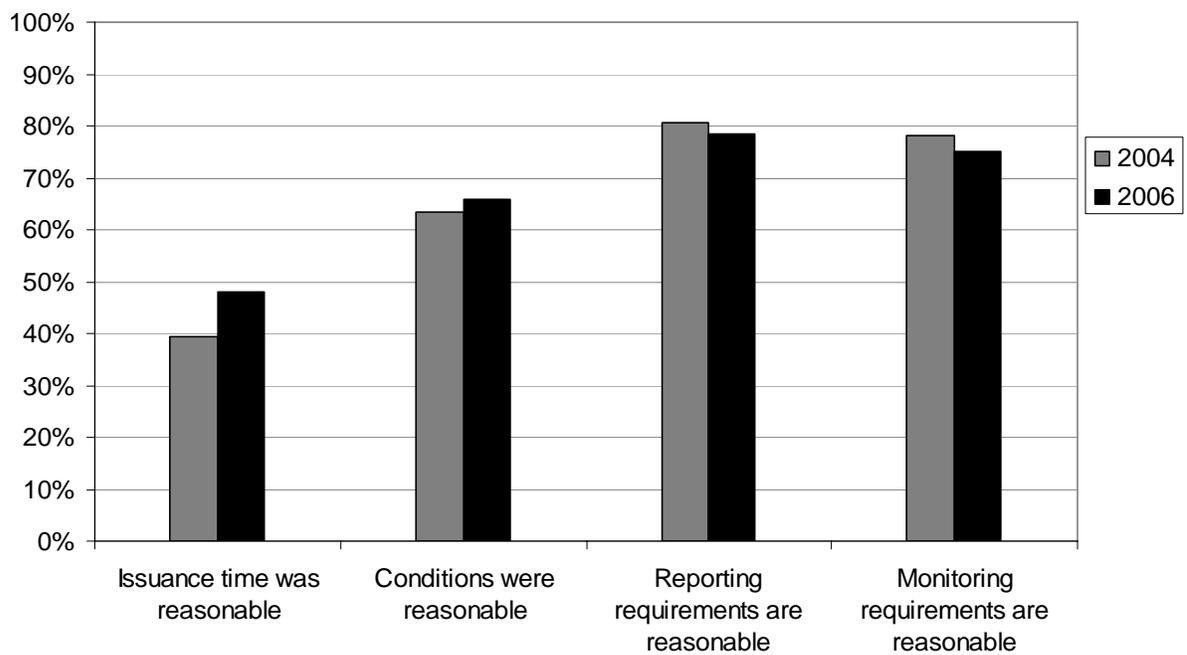


Water Rights New Permit

New Water Rights
Percent Satisfaction with Permit Process



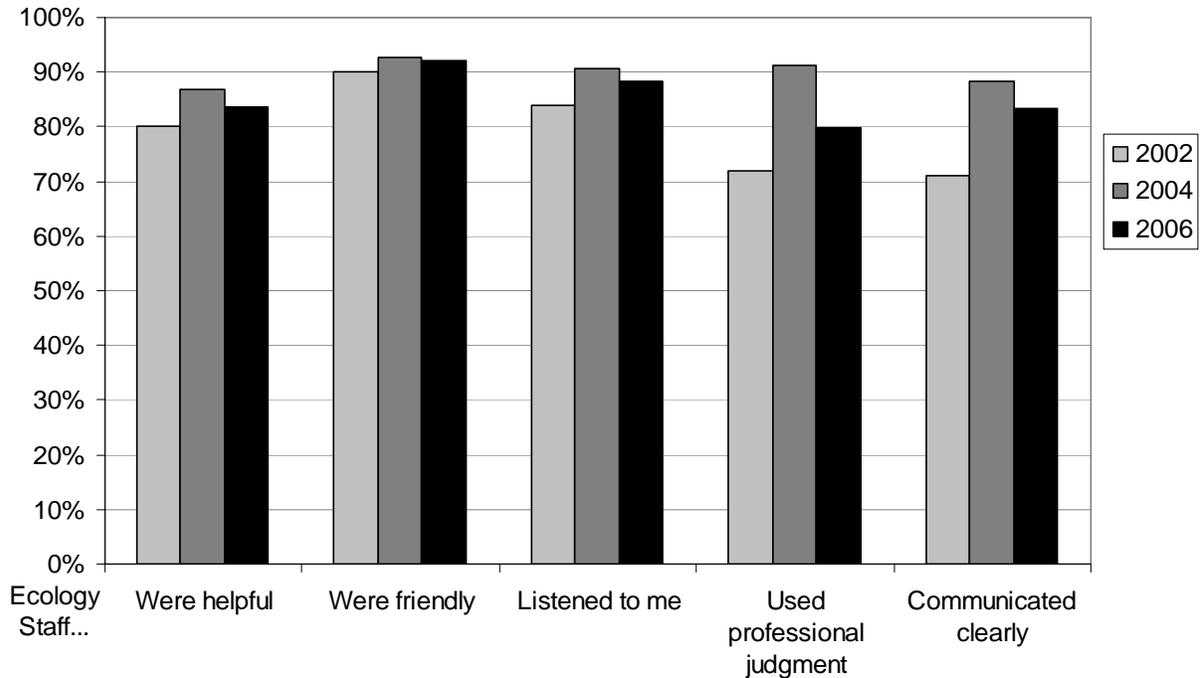
New Water Rights
Percent Satisfaction with Permit Requirements



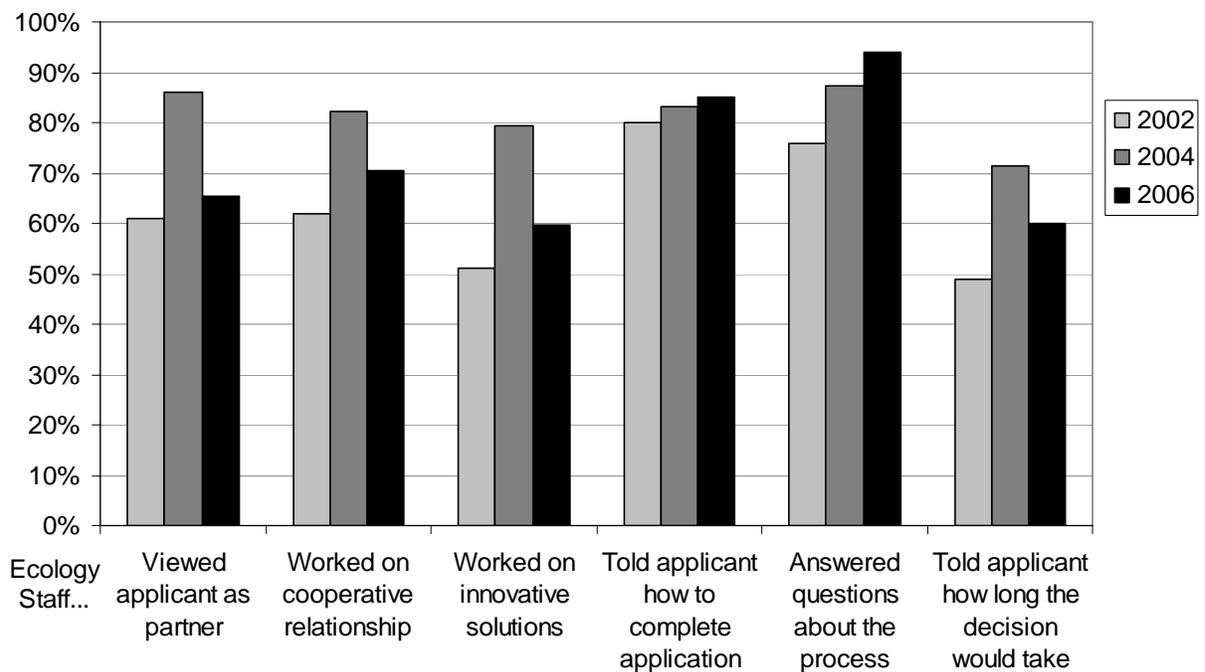
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Water Rights Change Permit

Change Water Rights
Percent Satisfaction with Ecology Employees

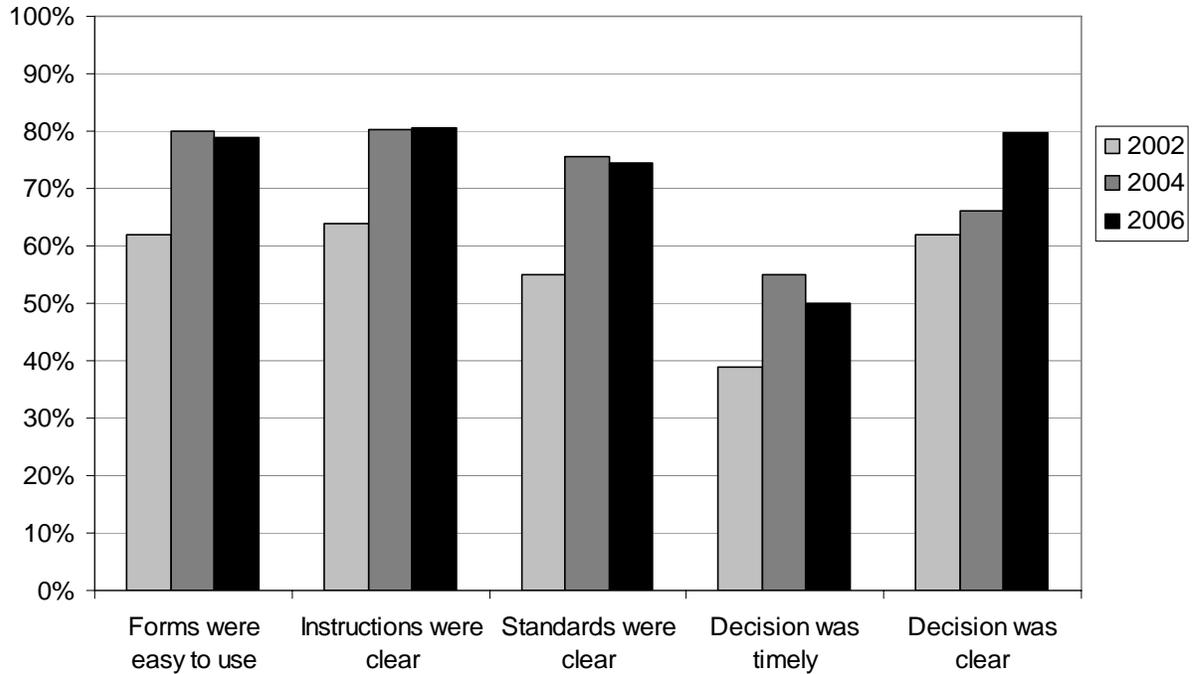


Change Water Rights
Percent Satisfaction with Business Interactions

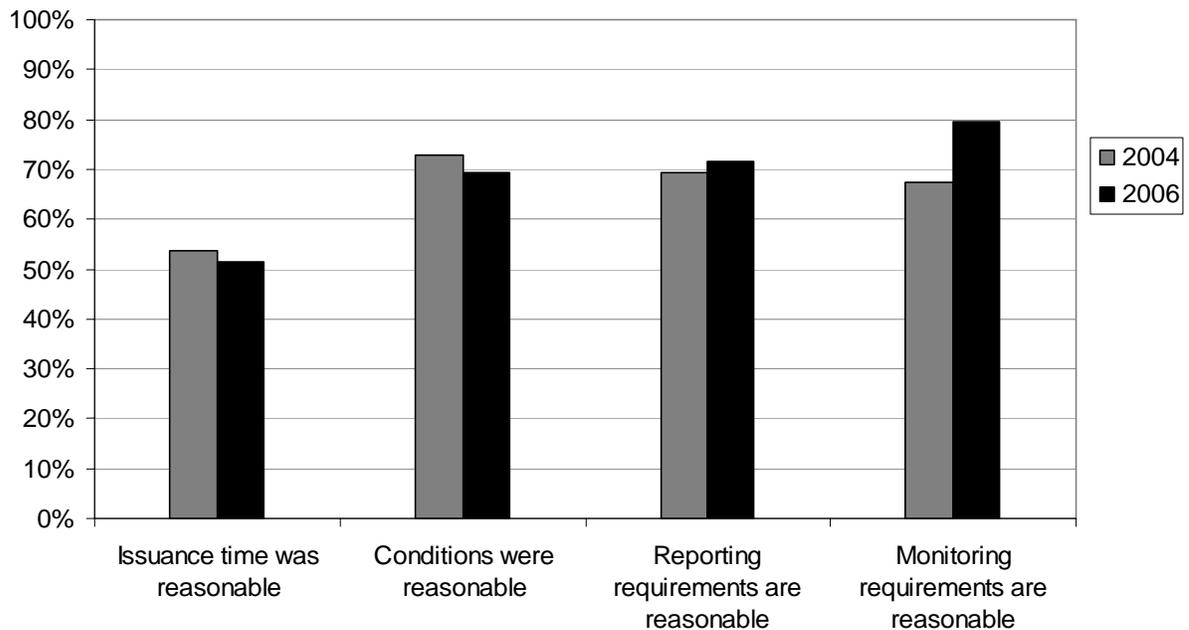


Water Rights Change Permit

Change Water Rights
Percent Satisfaction with Permit Process

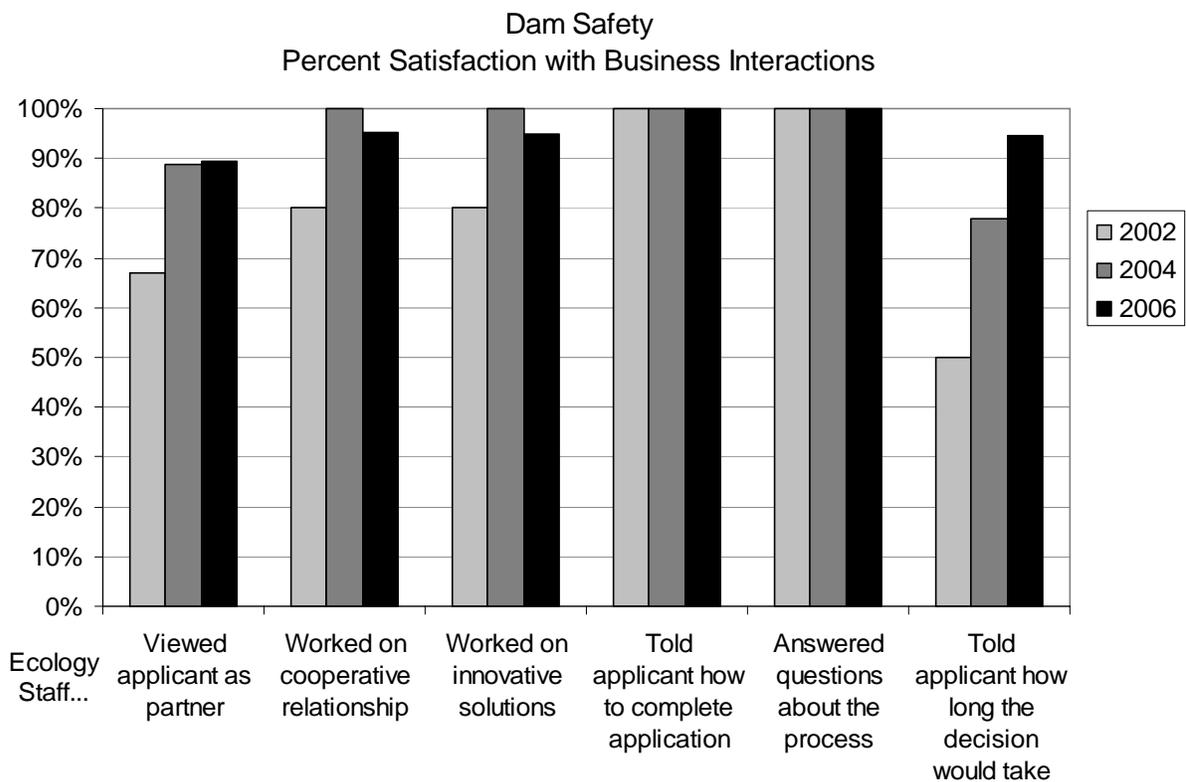
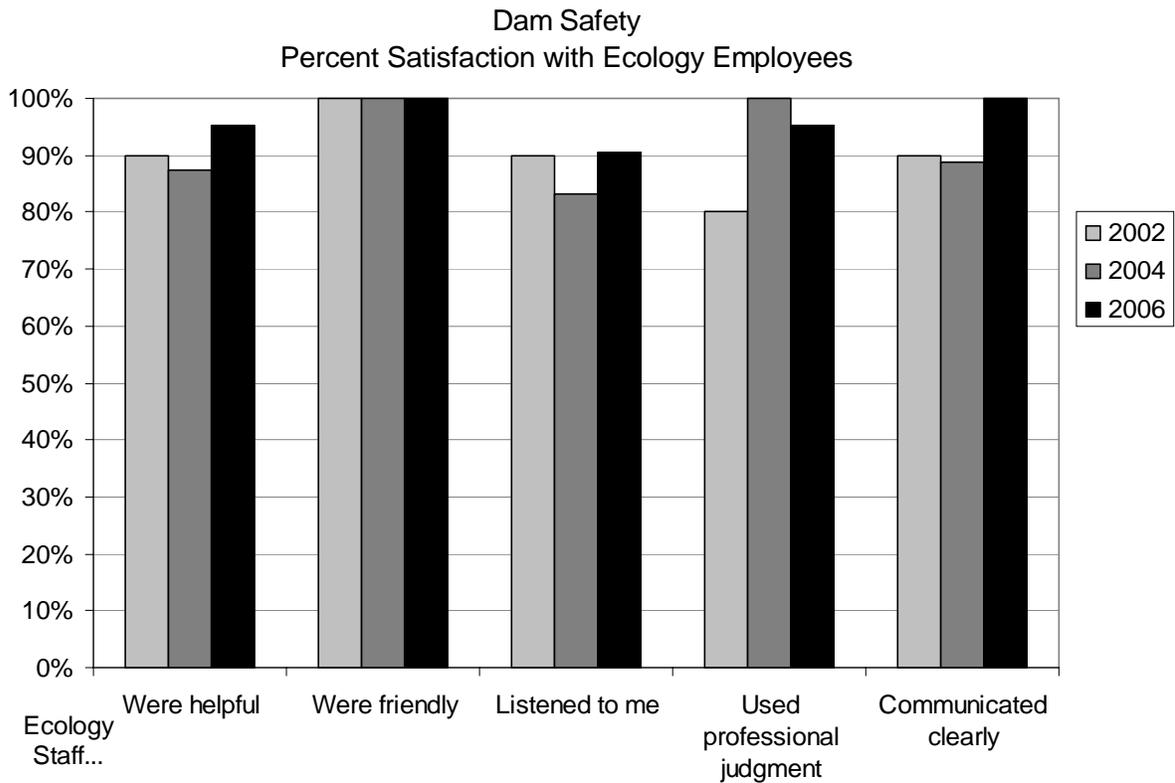


Change Water Rights
Percent Satisfaction with Permit Requirements



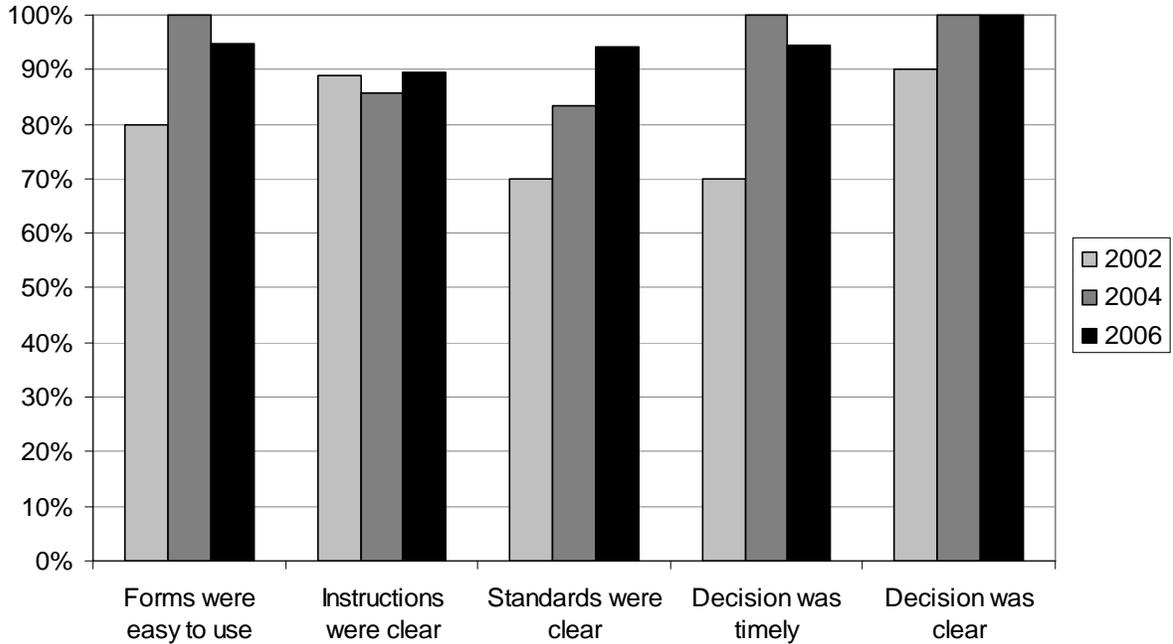
These questions were not asked in 2002

Dam Safety Permit

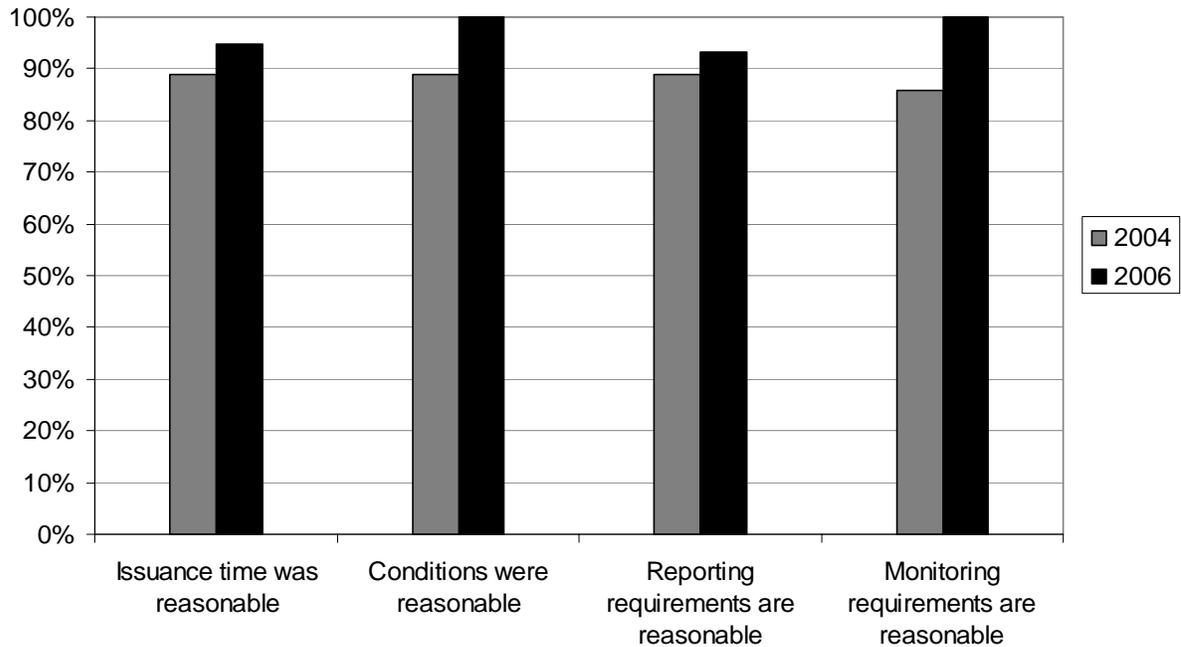


Dam Safety Permit

Dam Safety
Percent Satisfaction with Permit Process



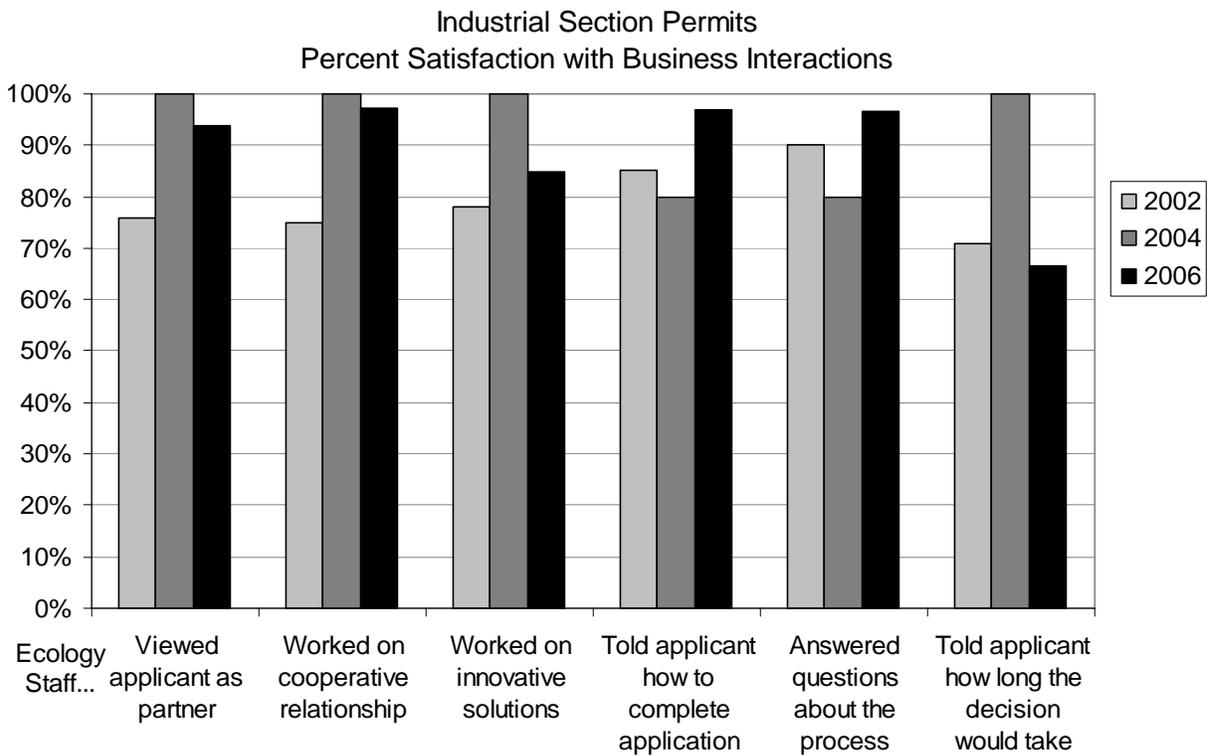
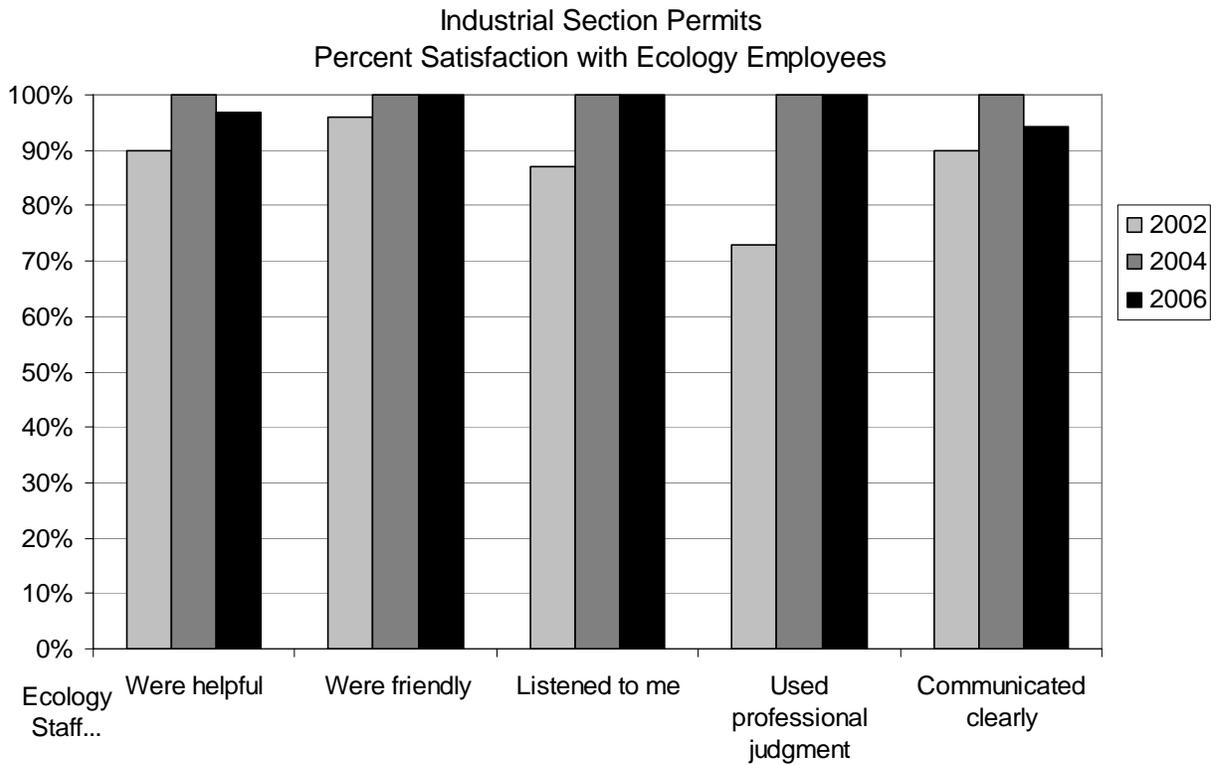
Dam Safety
Percent Satisfaction with Permit Requirements



These questions were not asked in 2002

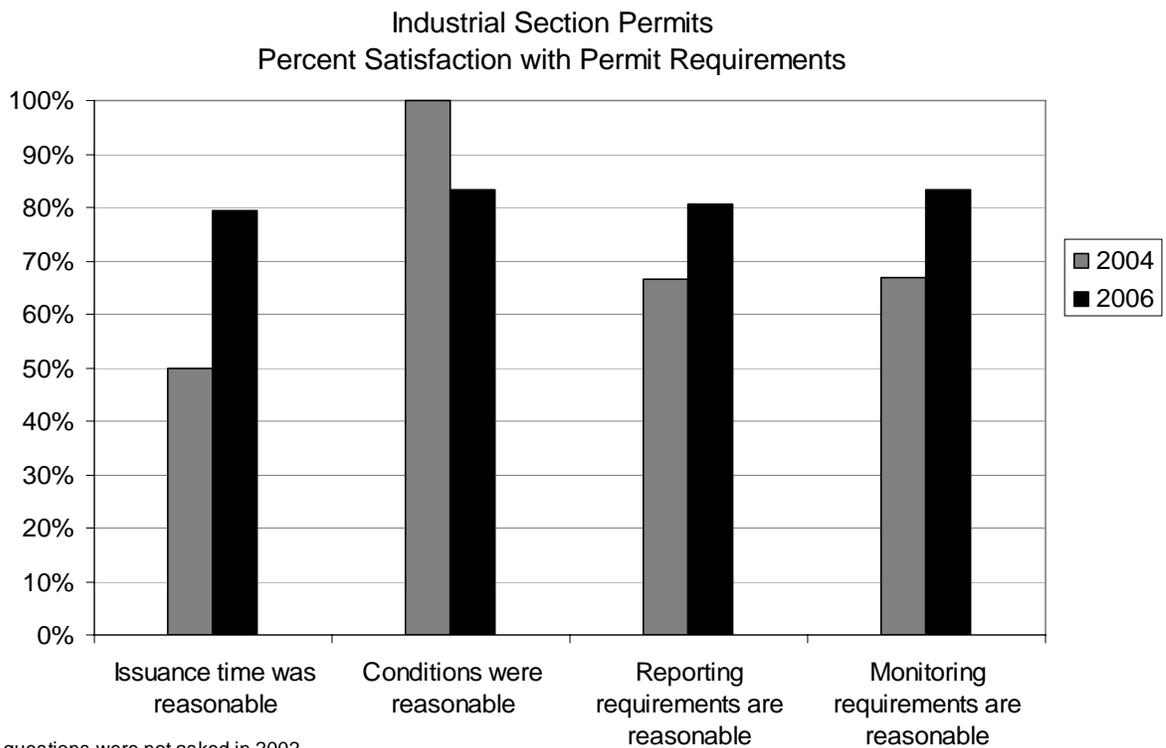
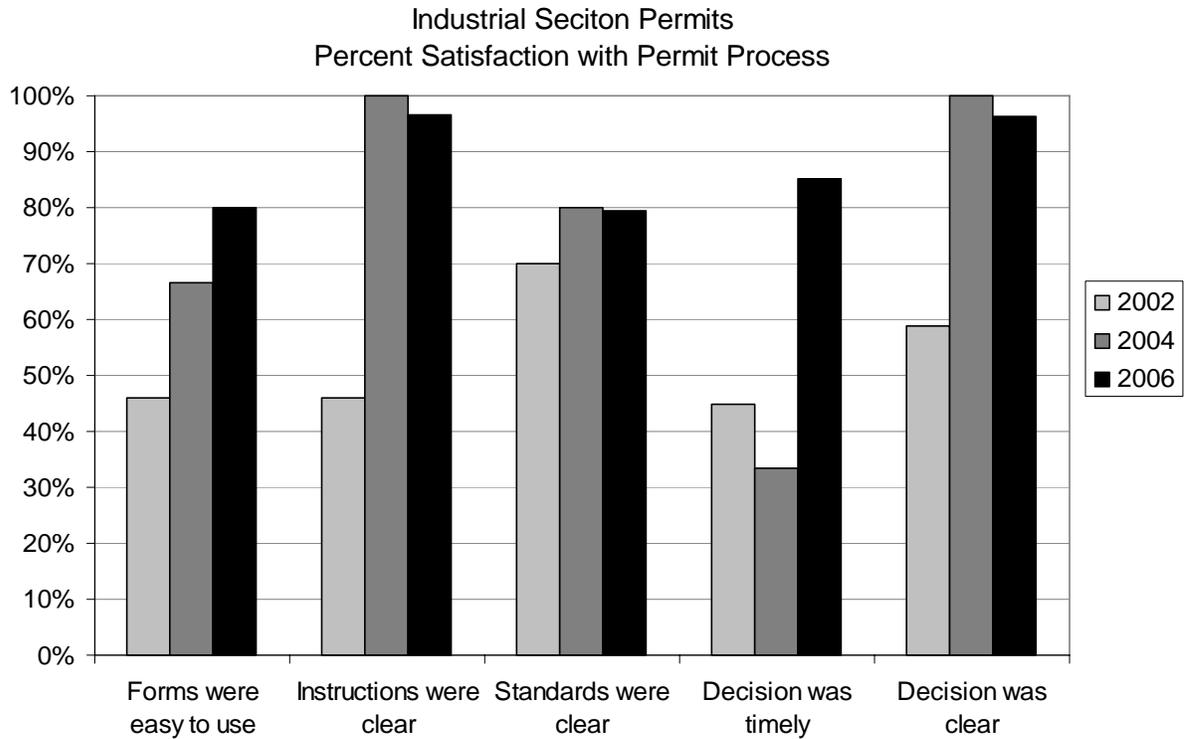
Industrial Section Permits

Pulp and Paper, Oil Refining and Aluminum Smelters



Industrial Section Permits

Pulp and Paper, Oil Refining and Aluminum Smelters



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Appendix B

2006 Permit Survey Questionnaire

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United States
Department
Of Agriculture



National
Agricultural
Statistics
Service

Washington
Field
Office

Christina S. Messer
Director

(300)902-1940

PO Box 600
Olympia, WA
98507-0600

THE DEPARTMENT OF ECOLOGY

2006 Survey of Permit Customers

The Department of Ecology has been working to improve its permit services, and we would like your opinion on:

- How well do Ecology staff work with you?
- How clear, timely and predictable are Ecology's permit processes?

Ecology has contracted with the U.S. Department of Agriculture, National Agricultural Statistics Service, Washington Field Office (NASS) to independently survey our permit customers.

In a few days, you will receive a phone call from NASS who will ask you a few questions about Ecology's permit services. All **individual responses will be kept confidential**. Later this fall, the survey results will be available on Ecology's Internet homepage at www.ecy.wa.gov/quality. Ecology will use the survey results to target permit improvements.

The survey questions focus on topics such as:

- How quickly Ecology responds to your phone calls and letters?
- How helpful and professional Ecology staff have been with you?
- How clear and easy is it to apply for a permit?
- How reasonable are the permit requirements?
- How timely are Ecology's permit decisions?

We know you are very busy, so we thank you in advance for responding to our survey.

Sincerely,

Jay J. Manning
Director
Department of Ecology



Chris Messer
Director
USDA/NASS



The National Agricultural Statistics Service is an agency of USDA's Resource, Education, and Economics mission.

An Equal Opportunity Provider and Employer



SURVEY OF PERMIT CUSTOMERS
for the Washington State
Department of Ecology
July 2006



**NATIONAL
 AGRICULTURAL
 STATISTICS
 SERVICE**

Washington Field Office
 P.O. Box 609
 1111 Washington St SE
 Olympia, WA 98504
 Phone 1-800-435-5883,
 Fax 360-902-2091
nass-wa@nass.usda.gov

Date	Time	Enum	Date	Time	Enum

1. The Washington Department of Ecology records show *[name on label]* applied for a *[type of permit]* within the last two years. I would like to ask a few questions about the service received from the Department of Ecology.

Type of Permit (Check Box)	Enumerator Instructions
<input type="checkbox"/> 401 Water Quality Certification	<p>→ Go to question 2 on next page</p>
<input type="checkbox"/> Agriculture Burning (grass, cereal grain)	
<input type="checkbox"/> Air Quality Operating Permit	
<input type="checkbox"/> Air Quality Notice of Construction	
<input type="checkbox"/> Air Quality Prevention of Significant Deterioration	
<input type="checkbox"/> Air Quality Temporary Source	
<input type="checkbox"/> Biosolids Permit	
<input type="checkbox"/> Dam Safety	
<input type="checkbox"/> Dangerous Waste	
<input type="checkbox"/> Outdoor Burning Permit (orchard, forest)	
<input type="checkbox"/> Water Quality Construction Stormwater	
<input type="checkbox"/> Water Quality General Permit (dairy, boatyard, fish farm, fruit packer, sand and gravel)	
<input type="checkbox"/> Water Quality Industrial Stormwater	
<input type="checkbox"/> Water Quality Industrial Wastewater Discharge	
<input type="checkbox"/> Water Quality Municipal Wastewater Discharge	
<input type="checkbox"/> Water Rights Change	
<input type="checkbox"/> Water Rights New	
Industrial Section	Was the permit: (71) Air Operating? (72) Dangerous Waste? (73) Wastewater Discharge?

Go to Question 3 on the Next Page

Office Use

2. In which county is the facility or site for the permit application located?
 (List County Name) _____

400

3. Was your application for a permit:
 500 (1) Approved, permit issued (including conditionally approved)?
 (2) Withdrawn by you or your company?
 (3) Denied?
 (4) Pending a decision?
 (5) Or something else? Specify _____

Now I have some questions regarding the Department of Ecology staff and their customer service.

PROMPTNESS:

4. When applying for the permit, how long did it usually take Ecology staff to respond to:

	Value Code <i>(from list on the right)</i>	Response time satisfactory?	Time Period	Value Code	Answers for Response Time
4a. Phone calls?	600	610	Within One Day.....	1	Yes=1
4b. Emails?	700	710	Within One Week.....	2	No=3
4c. Letters?	800	810	Two to Four Weeks....	3	
4d. Materials you requested?	900	905	Longer Than a Month	4	
			Does Not Apply.....	5	

Now we're asking about:

CUSTOMER SERVICE; BUSINESS RELATIONSHIP and PERMIT PROCESS:

Please indicate whether you strongly disagree (#1), disagree (#2), agree (#3) or strongly agree (#4) with the following statements. If the statement does not apply, please code 5.

COMMUNICATIONS with Ecology staff:

	Value Code	Your Opinion	Value Code
5. They were helpful	105	Strongly Disagree	1
6. They were friendly	110	Disagree	2
7. They listened	120	Agree	3
8. They used professional judgment rather than personal opinion to influence their work on the application.....	130	Strongly Agree	4
9. They communicated information clearly	140	Does Not Apply	5
10. They viewed you as a partner who was equally committed to a healthy environment.....	150		
11. They worked to build a cooperative relationship.....	160		
12. They worked with you to find innovative ways to solve problems.....	170		

Now we are going to ask about the:

PERMIT PROCESS:

	Value Code	Your Opinion	Value Code
13. They informed the applicant about what was needed to submit a complete permit application		Strongly Disagree	1
	180	Disagree	2
14. They answered questions about the permitting process.....	190	Agree	3
15. The applicant was informed about how long it would take to get a permit decision.....		Strongly Agree	4
	200	Does Not Apply	5

Now I have a few statements about the permit itself, using the same ratings.

	Value Code	Your Opinion	Value Code
16. The permit forms were easy to use	210	Strongly Disagree	1
17. The application instructions were clear.....	220	Disagree	2
18. The environmental standards were clear	230	Agree	3
19. The decision was timely.....	240	Strongly Agree	4
20. The decision was clear	250	Does Not Apply	5
21. The time required to issue the permit was reasonable	260		
22. The permit conditions are reasonable	270		
23. The permit environmental reporting requirements are reasonable.....	280		
24. The permit environmental monitoring requirements are reasonable.....	290		

Now we would like to find out about the use of Ecology's website.

WEBSITE USE:

	Value Code	Website
25. Was the Department of Ecology's website used to find information about applying for this permit? (If code 3, then go to question 27.).....	411	Yes=1 No=3
25a. Was it easy to find permit information on the Department Ecology website?	421	
25b. Was the permit information helpful?.....	431	

(If you answer 'Yes' to any part of question 25, please answer question 26.)

26. How should the Department of Ecology improve access to online permit information?

MISCELLANEOUS:

27. How should the Department of Ecology improve the process of getting a permit?

28. Any other comments?

	Value Code		Your Opinion	Value Code
29. Did your project require environmental permits from other agencies?	420	Yes=1 No=3	Strongly Disagree	1
<i>(If no, code 3 and conclude interview.)</i>			Disagree	2
29a. The environmental permitting agencies involved were well coordinated	430		Agree	3
30. Did you work with the Office of Regulatory Assistance on your project?	440		Strongly Agree	4
<i>(If no, code 3 and conclude interview.)</i>			Does Not Apply	5
30a. Their assistance was helpful in applying for permits from multiple agencies	450			

How could the Office of Regulatory Assistance be more effective?

Respondent

Date

Enumerator

Office Use

Response	Resp. Code	Mode	Enum.	Eval.
9901	9902	9903	0098	0100

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