

DEPARTMENT OF
ECOLOGY
State of Washington

2010 Permit Applicant Survey

Results

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For more information contact:

Dee Peace Ragsdale
P.O. Box 47600
Olympia, WA 98504-7600

Phone: 360-407-7000

Washington State Department of Ecology - www.ecy.wa.gov

- o Headquarters, Olympia 360-407-6000
- o Northwest Regional Office, Bellevue 425-649-7000
- o Southwest Regional Office, Olympia 360-407-6300
- o Central Regional Office, Yakima 509-575-2490
- o Eastern Regional Office, Spokane 509-329-3400

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2010 Permit Applicant Survey

Results

by
Dee Peace Ragsdale

Washington State Department of Ecology
Olympia, Washington

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United States Department of Agriculture
National Agricultural Statistics Service
Washington State Field Office
112 Henry Street NE
Olympia, WA 98506-4470

I. Summary Comparison of Results

Response Rate	2002	2004	2006	2008	2010
Number of Usable Survey Responses	1,193	1,431	1,567	1,382	1,253
Response Rate	51%	78%	84%	75%	78%
Ecology Staff:	Percent Agreed/Strongly Agreed				
Were helpful	86	94	92	92	91
Were friendly	93	95	95	95	95
Listened	89	93	94	93	93
Used professional judgment, not personal opinion	80	91	90	91	90
Communicated information clearly	83	91	91	90	90
Viewed applicant as a partner	71	88	83	84	86
Worked on a cooperative relationship	74	89	88	87	88
Worked on innovative ways to solve problems	64	84	78	77	78
Told applicant what was needed for a complete application	87	91	92	93	93
Answered questions about the process	87	93	95	96	95
Told applicant how long the decision would take	67	80	75	79	76
The Permit:	Percent Agreed/Strongly Agreed				
Forms were easy to use	67	85	82	78	80
Application instructions were clear	68	87	87	85	86
Environmental standards were clear	65	84	84	81	83
Decision was timely	63	84	81	81	83
Decision was clear	79	89	93	92	93
Time to issue the permit was reasonable	n/a	83	80	80	82
Permit conditions are reasonable	n/a	81	81	80	81
Reporting requirements are reasonable	n/a	80	84	81	81
Monitoring requirements are reasonable	n/a	79	81	78	81
Satisfaction with Response Time to:	Percent Satisfied				
Phone calls	82	95	94	92	90
Emails	83	95	96	93	91
Letters	70	93	90	88	88
Requests for materials	85	95	95	93	93
Website Use	Percent Answering Yes				
Was the Ecology website used to find permit information	Not asked in 2002	32	45	42	53
Was it easy to find the information on the Ecology website		83	83	84	80
Was the permit information helpful		98	92	92	89

II. Introduction

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

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, and how well Ecology employees work with permit applicants are very important to the agency. Over the past eight years Ecology has focused on creating a work force that is supportive, helpful, responsive, and knowledgeable. The agency has also invested in improving its permit processes. This work has been done without lowering environmental standards to protect Washington's air, land, and water.

Ecology's two permit process improvement objectives are:

1. Improve business practices to achieve predictable, clear, and timely permit processes. Since 2002, Ecology has:
 - 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, Ecology has:
 - Established a Code of Conduct.
 - Consulted with external business advisors.
 - Developed permit and regulatory improvements and measures.
 - Surveyed our customers for feedback on how well we are doing to improve permit processes and interactions with permit customers.

Ecology's managers and permit staff will review the survey results. We will develop actions to further improve our permit processes and customer service.

III. Background

In the late summer of 2002, and every other year since then, Ecology has contracted with the U.S. Department of Agriculture, National Agricultural Statistics Services (NASS) office in Washington State to conduct a survey of its permit applicants. The 2002 survey established a baseline for customer opinion about Ecology's permit services, the permit process, and customer

service. In the summer of 2010, we contracted with NASS again to survey our permit customers to find out how well they think we are doing to improve customer service and permitting processes.

IV. Scope

Ecology is Washington State's primary environmental management and protection agency. We issue environmental permits to individuals, businesses, and corporations. These permits tell the regulated person or company what they must do to comply with environmental laws:

- To control pollution discharges into the air and water.
- To safely manage toxic and solid wastes.
- To protect natural resources and habitat.

Many people have their first contact with Ecology through the environmental permit process. How well we work with our permit customers and how easy it is to navigate through the permit process are important for clarity and predictability. In an ongoing effort to improve its services, this survey asked Ecology's permit applicants their opinion of:

- Satisfaction with customer service.
- The clarity, timeliness, and predictability of permit processes.
- The permit requirements.

Ecology will use the survey results to target continued improvements in permit processes and how we work with permit applicants.

V. Survey Method

The U.S.D.A. National Agricultural Statistics Services (NASS), Washington Field Office, provided an independent, neutral administration of the survey. They also collected, validated, and compiled the data.

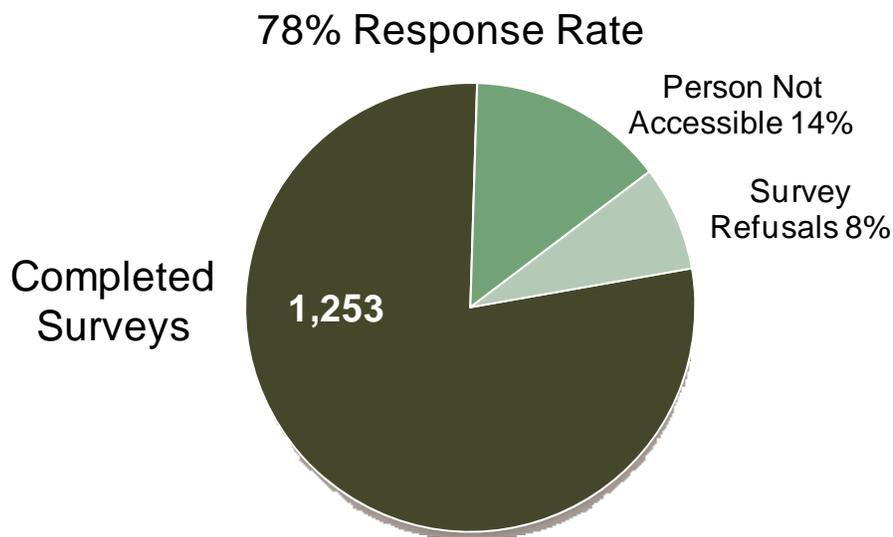
The survey focused on 12 different permit types. Between April 2008 and May 2010, Ecology received 4,989 permit applications. Excluding duplicate people and businesses within each permit type, Ecology gave NASS a list of 3,682 people and businesses to survey. NASS conducted a random sample from permits where Ecology received over 250 permit applications during that period. For permit applicant numbers under 250, the entire population was surveyed (detail on page 6). The survey sample size was 1,601.

In early July 2010, NASS mailed a letter to the sample group to tell them they had been selected to take part in a telephone survey on behalf of Ecology. From mid-July through August 2010, NASS-trained phone surveyors conducted the survey. NASS used Statistical Analysis Software to enter the response data. They tabulated the data in October 2010 and transmitted the results to

Ecology. All original data regarding the permit applicants and their responses are maintained by NASS and are confidential. Ecology only received the final tabulated results.

VI. Response Rate

NASS called 1,601 Ecology permit applicants to survey them by telephone in 2010. The number of calls that resulted in a complete survey was 1,253, or 78 percent. One hundred twenty-one people refused to participate in the survey. NASS could not reach 227 survey respondents. This was mostly because the person who applied for an Ecology permit was no longer employed at the business or the contact information was no longer valid. For detailed response rate by permit type, refer to the table on page 6.



The chart on the following page shows the number of permit applications received by Ecology between May 1, 2008 and March 31, 2010. The chart also shows the number contacted as part of the survey for each permit type and the response rate.

Detailed results for each permit type are included in Appendix A: Survey Results by Permit Type, page 20.

Response Rate by Permit Type

Permit	Population	Number Sampled	Completed Surveys	Refusals	Not Accessible	Percent Response
Agricultural & Outdoor Burning	753	149	127	10	12	85%
Air Operating	12	12	10	2	0	83%
Air New Source	193	193	151	23	19	78%
401 Water Quality Certification	164	157	89	16	52	57%
Water Quality Individual NPDES*	142	141	123	4	14	87%
Water Quality General NPDES*	2,084	608	477	42	89	78%
Biosolids	42	42	42	0	0	100%
Water Rights New	95	93	78	8	7	84%
Water Rights Change	173	172	124	16	32	72%
Dam Safety	12	12	11	0	1	92%
Industrial Section**	12	12	11	0	1	92%
Dangerous Waste	10	10	10	0	0	100%
Totals	3,692	1,601	1,253	121	227	78%

* NPDES – Water Quality National Pollutant Discharge Elimination System

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

Permits are defined on pages 21-22.

Response Rate Comparison by Survey Year

	Population	Number Sampled	Completed Surveys	Refusals	Not Accessible	Percent Response
2002	2,559	2,320	1,193	908	219	51%
2004	3,351	1,835	1,431	63	341	78%
2006	3,100	1,858	1,567	33	258	84%
2008	4,661	1,849	1,382	89	378	75%
2010	3,692	1,601	1,253	121	227	78%

The 2002 survey was conducted by mail, with a phone call follow-up from NASS to non-respondents. The 2002 response rate was 51 percent with a high (908) refusal to participate in the survey. The mail survey coupled with a phone follow-up boosted the initial response rate from just mail returns. Based on this finding, the 2004 survey was conducted entirely by phone. The

response rate increased, and the refusal rate dropped notably. In 2006, we decided to continue conducting the biennial survey entirely by phone. The 2008 and 2010 surveys were also conducted by phone.

We have posted all reports on the Ecology website at:
<http://www.ecy.wa.gov/quality/survey/customerurvey.html>.

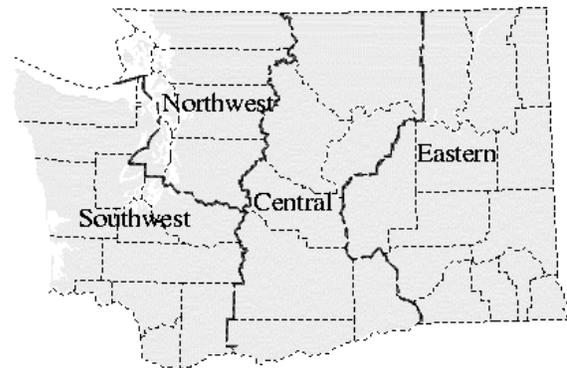
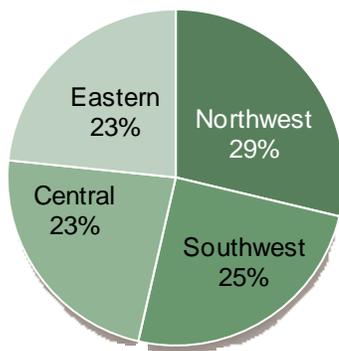
To make sure all responses remain confidential, NASS keeps all original survey responses and the identity of the respondents.

Response Rate by Region

Survey respondents were asked in which county the facility or site being permitted was located. The county data was grouped into the four Ecology regional locations, as shown in the map below. This information is useful to Ecology because the agency is organized into ten environmental programs; and staff are located in headquarters (Lacey) and four regional offices (Lacey, Bellevue, Yakima and Spokane).

Answers to the survey question on what county the facility or site is located were used to determine overall trends in permit applicant opinion of our services from each office location. Ecology uses the regional data coupled with the specific permit data to target areas to improve permit or customer relations.

Sample Group
by Ecology's Regional Offices



Regional data is based upon where the permitted facility or site was located. For regional response results see pages 17-18.

VII. Permit Applications Decision Status

Survey respondents 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.

Of the 1,253 completed surveys, 39 respondents did not answer this question. The following table is based on 1,214 responses to the question on permit status.

	Approved	Withdrawn by Applicant	Denied	Pending
Agricultural & Outdoor Burning	123	0	1	0
Air Operating	9	0	0	1
Air New Source	129	5	0	15
401 Water Quality Certification	72	2	0	9
Water Quality Individual NPDES*	87	0	0	29
Water Quality General NPDES*	448	8	1	11
Biosolids	34	0	0	8
Water Rights New	36	2	1	34
Water Rights Change	66	2	1	48
Dam Safety	11	0	0	0
Industrial Section**	8	0	0	3
Dangerous Waste	7	1	0	2
	1030	20	4	160

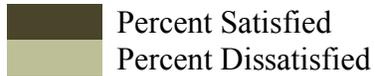
* NPDES – Water Quality National Pollutant Discharge Elimination System

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

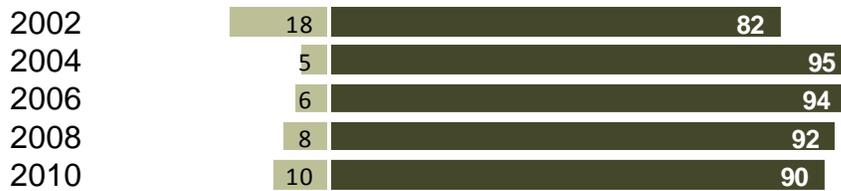
VIII. Response Time Satisfaction

Question 4 of the survey (Survey Questionnaire on page 46) asked respondents if they were satisfied with Ecology's response time to their phone calls, e-mail messages, letters, and requests for materials. The following results compare all survey years through 2010.

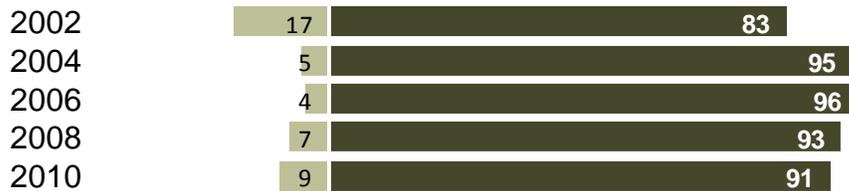
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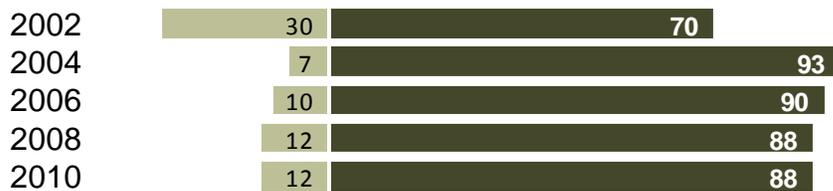
Response time to phone calls.



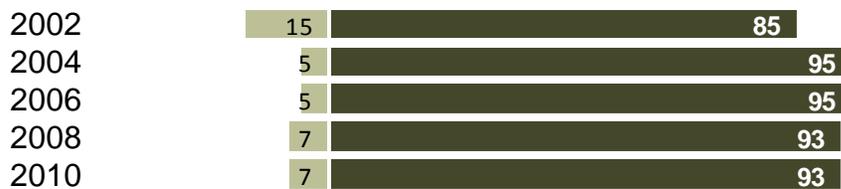
Response time to emails.



Response time to letters.



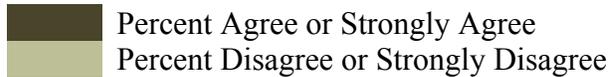
Response time for requests for material.



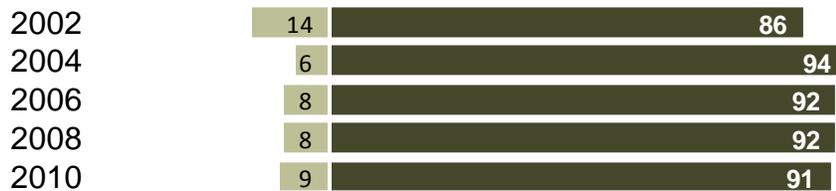
IX. Communicating with Ecology Staff

Questions 5 through 12 of the survey (Survey Questionnaire on page 46) asked respondents if they agreed or disagreed with statements on communicating with Ecology staff about their permit application. The following results compare all survey years through 2010.

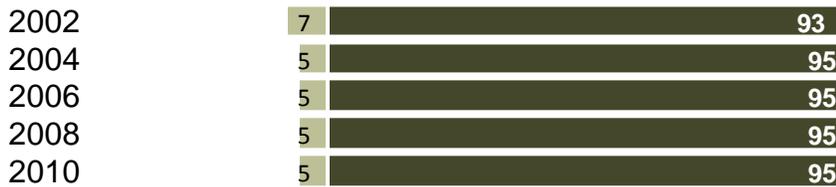
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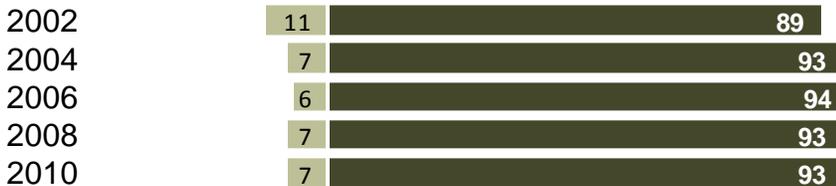
Ecology staff were helpful.



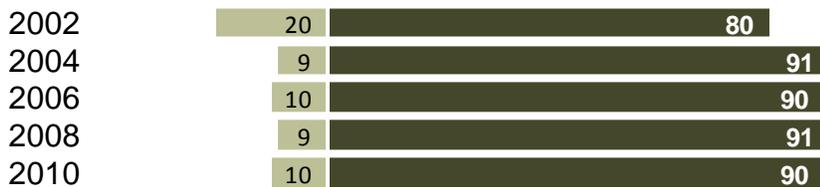
Ecology staff were friendly.



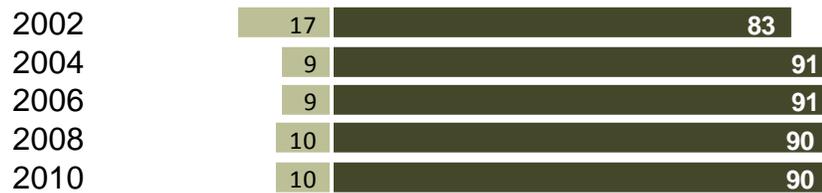
Ecology staff listened.



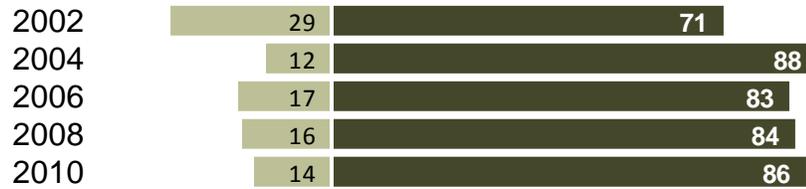
Ecology staff used professional judgment, not personal opinion.



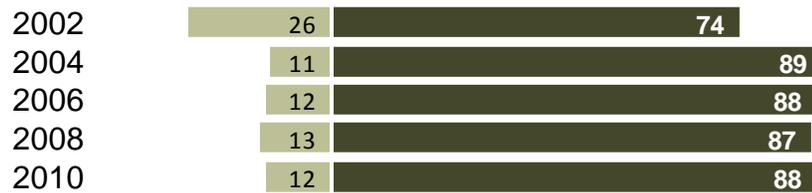
Ecology staff communicated information clearly.



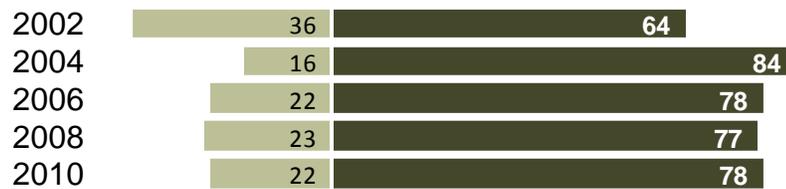
Ecology staff viewed the applicant as a partner.



Ecology staff worked on a cooperative relationship.



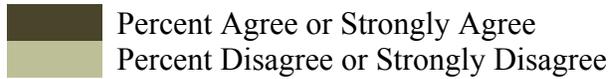
Ecology staff worked on innovative ways to solve problems.



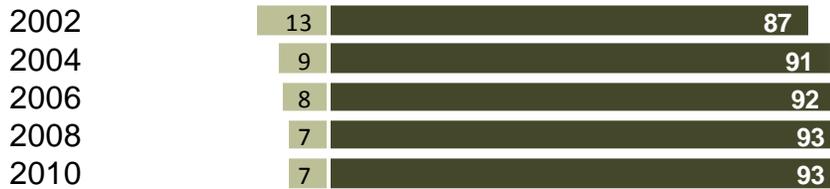
X. Permit Process

Questions 13 through 21 of the survey (Survey Questionnaire on page 46) asked respondents if they agreed or disagreed with statements about the permit process. The following results compare all survey years through 2010.

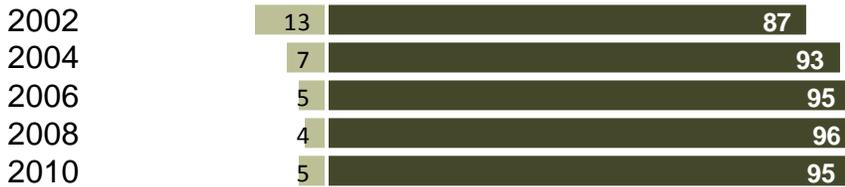
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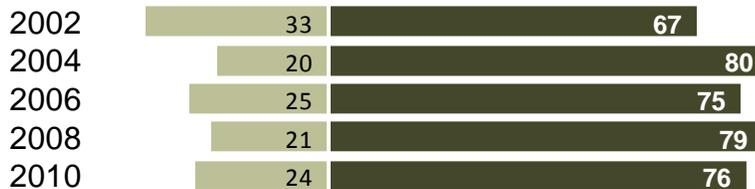
Ecology told applicant what was needed for a complete application.



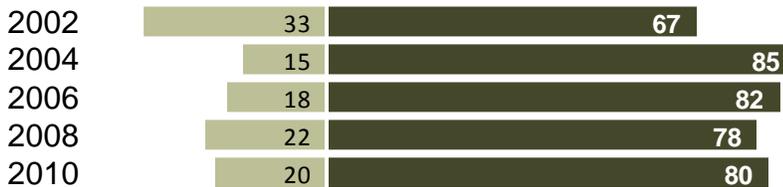
Ecology staff answered questions about the permit process.



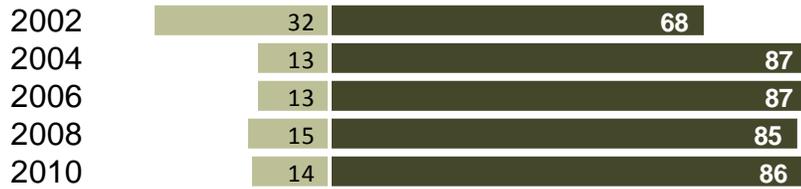
Ecology staff told applicant how long the decision would take.



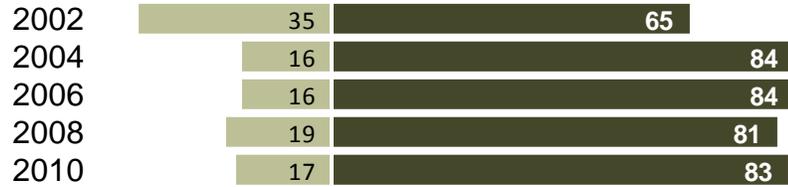
The permit forms were easy to use.



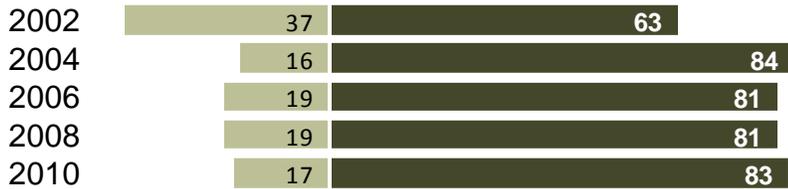
The permit application instructions were clear.



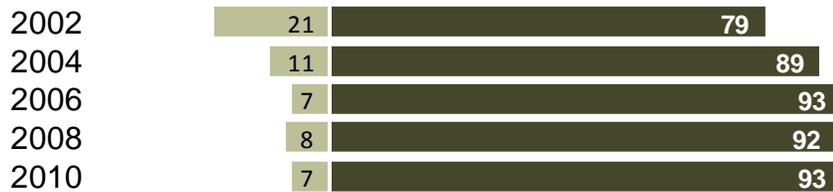
The permit environmental standards were clear.



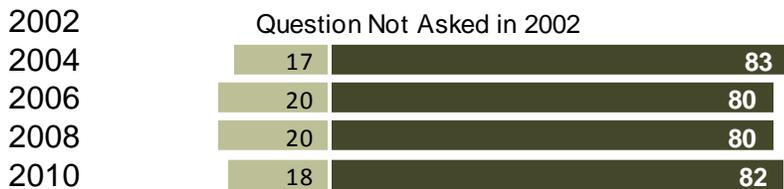
The permit decision was timely.



The permit decision was clear.



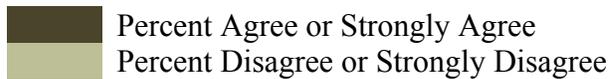
The time to issue the permit was reasonable.



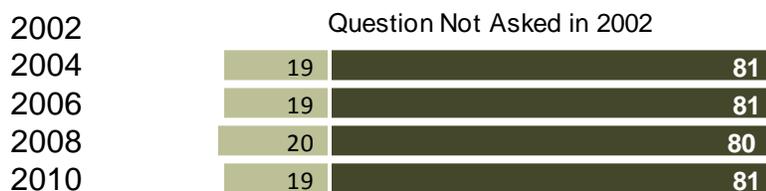
XII. Permit Requirements

Questions 22 through 24 of the survey (Survey Questionnaire on page 46) asked respondents if they agreed or disagreed with statements about the permit requirements. The following results compare all survey years through 2010.

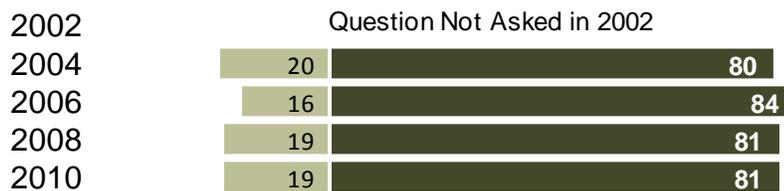
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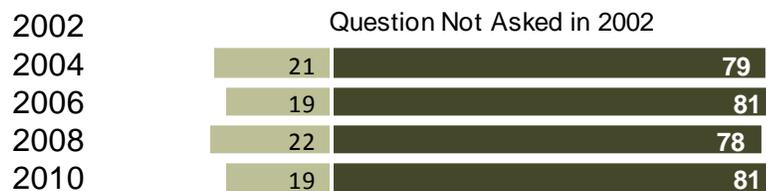
The permit conditions are reasonable.



The reporting requirements are reasonable.



The permit monitoring requirements are reasonable.



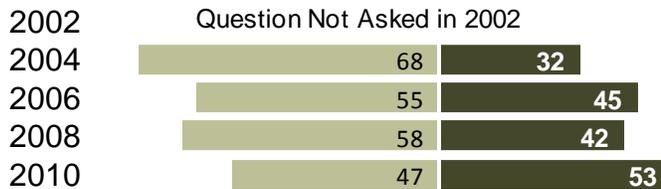
XII. Using the Web for Permit Information

Question 25 of the survey (Survey Questionnaire on page 46) asked respondents if they used Ecology’s website for information to help them apply for their permit. If they answered yes, they were asked if the website was: a) easy to use; and b) helpful. These questions were not asked in the 2002 survey. The following results compare all survey years through 2010.

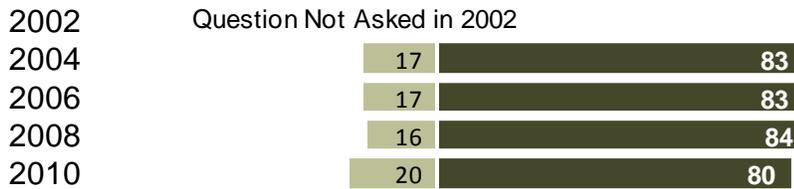
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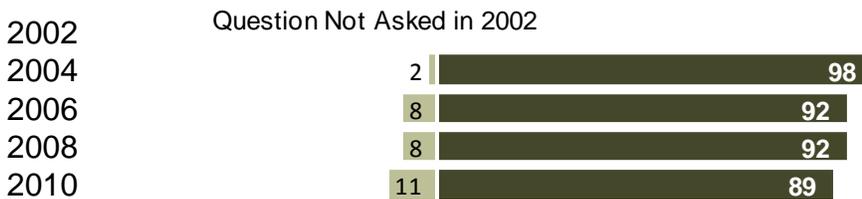
Was the Ecology Web site used to find permit information?



If Yes, a) Was it easy to find the permit information?



b) Was the permit information on the Web site helpful?



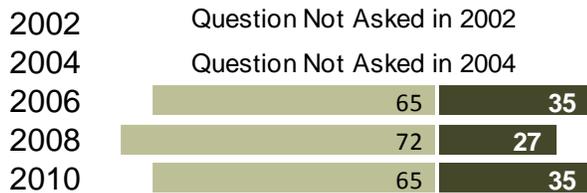
XIII. State Agency Coordination on Permits

Question 29 asked respondents if their project required environmental permits from other agencies. If yes, the respondent was asked about his or her satisfaction with coordination between the permitting agencies. Question 30 asked respondents if they had worked with the Governor’s Office of Regulatory Assistance (ORA) on their project. If they answered yes, a follow-up question was asked about ORA’s assistance to help people sort out what’s needed.

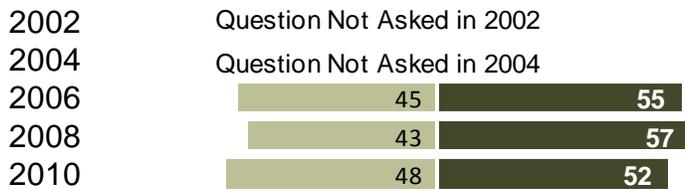
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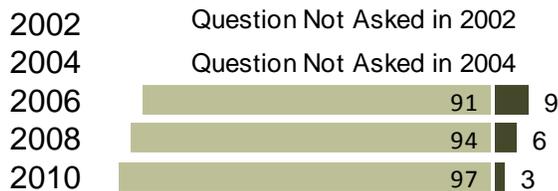
Did the project require environmental permits from other agencies?



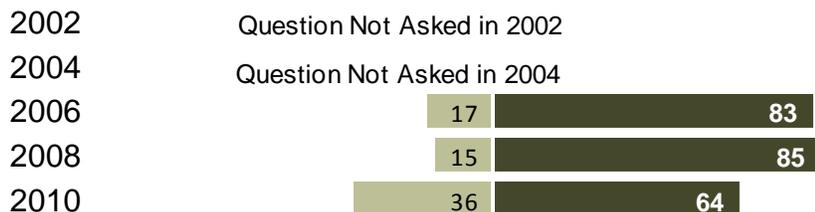
The permitting agencies involved were well coordinated.



Did you work with the Office of Regulatory Assistance?



Their assistance was helpful in applying for permits from multiple agencies.



XIV. Regional Response Summary

Survey respondents were asked in which county the facility or site being permitted was located. Answers to the survey question on what county the facility or site is located are used to determine opportunities to improve our services in our four regional office locations.

Northwest Region

Ecology Staff:	Percent Agreed or Strongly Agreed				
	2002	2004	2006	2008	2010
Were helpful	85	92	93	91	91
Were friendly	95	95	96	95	96
Listened	91	92	95	91	92
Used professional judgment, not personal opinion	80	91	90	88	90
Communicated clearly	82	90	94	88	92
Viewed the applicant as partner	75	86	85	79	85
Worked on a cooperative relationship	76	90	90	85	88
Worked on innovative ways to solve problems	55	82	80	75	71
Told the applicant what was needed for a complete application	87	89	92	91	95
Answered questions about process	86	91	95	96	96
Told the applicant how long decision would take	65	76	75	75	79
The Permit:					
Forms were easy to use	71	83	83	76	81
Instructions were clear	69	88	85	80	87
Standards were clear	67	82	82	77	83
Decision was timely	60	81	80	78	85
Decision was clear	78	87	91	90	96
Issuance time was reasonable	n/a	80	76	76	80
Conditions were reasonable	n/a	86	79	79	80
Reporting requirements are reasonable	n/a	80	78	78	78
Monitoring requirements are reasonable	n/a	80	74	71	79

Southwest Region

Ecology Staff:	Percent Agreed or Strongly Agreed				
	2002	2004	2006	2008	2010
Were helpful	88	91	93	90	89
Were friendly	95	91	97	92	93
Listened	92	89	93	89	93
Used professional judgment, not personal opinion	84	87	90	90	90
Communicated clearly	87	87	92	86	88
Viewed the applicant as partner	77	84	81	80	83
Worked on a cooperative relationship	80	84	88	83	86
Worked on innovative ways to solve problems	75	78	78	72	76
Told the applicant what was needed for a complete application	89	86	93	90	94
Answered questions about process	90	89	97	92	95
Told the applicant how long decision would take	71	68	71	76	73
The Permit:					
Forms were easy to use	69	85	83	77	81
Instructions were clear	71	85	87	85	84
Standards were clear	65	78	81	79	83
Decision was timely	67	77	79	80	81
Decision was clear	83	85	95	92	92
Issuance time was reasonable	n/a	75	79	80	81
Conditions were reasonable	n/a	81	83	78	78
Reporting requirements are reasonable	n/a	76	87	77	79
Monitoring requirements are reasonable	n/a	76	81	74	78

Regional Response Summary

Central Region

	Percent Agreed or Strongly Agreed				
	2002	2004	2006	2008	2010
Ecology Staff:					
Were helpful	86	94	89	93	92
Were friendly	92	96	94	97	95
Listened	84	93	93	94	93
Used professional judgment, not personal opinion	77	94	88	91	86
Communicated clearly	81	94	89	94	90
Viewed the applicant as partner	64	91	81	86	86
Worked on a cooperative relationship	68	90	85	89	86
Worked on innovative ways to solve problems	57	86	77	78	81
Told the applicant what was needed for a complete application	81	94	90	94	91
Answered questions about process	85	95	96	97	94
Told the applicant how long decision would take	70	85	75	81	74
The Permit:					
Forms were easy to use	64	87	81	80	80
Instructions were clear	61	88	84	86	86
Standards were clear	58	87	82	80	84
Decision was timely	63	87	81	82	81
Decision was clear	76	92	94	93	90
Issuance time was reasonable	n/a	86	78	79	81
Conditions were reasonable	n/a	80	82	82	82
Reporting requirements are reasonable	n/a	83	84	82	81
Monitoring requirements are reasonable	n/a	81	83	83	79

Eastern Region

	Percent Agreed or Strongly Agreed				
	2002	2004	2006	2008	2010
Ecology Staff:					
Were helpful	85	96	91	95	91
Were friendly	92	97	95	95	97
Listened	88	95	94	94	93
Used professional judgment, not personal opinion	80	91	92	94	92
Communicated clearly	84	92	90	93	90
Viewed the applicant as partner	70	89	84	89	90
Worked on a cooperative relationship	74	92	86	91	90
Worked on innovative ways to solve problems	68	87	76	83	80
Told the applicant what was needed for a complete application	89	94	93	95	94
Answered questions about process	87	94	95	97	95
Told the applicant how long decision would take	64	88	78	83	77
The Permit:					
Forms were easy to use	65	84	81	80	79
Instructions were clear	71	87	89	88	86
Standards were clear	66	87	89	86	84
Decision was timely	63	88	82	84	85
Decision was clear	78	90	94	91	93
Issuance time was reasonable	n/a	89	85	85	85
Conditions were reasonable	n/a	78	81	79	84
Reporting requirements are reasonable	n/a	80	87	86	87
Monitoring requirements are reasonable	n/a	78	85	84	88

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XV. Appendix A

Survey Results by Permit Type

Permit Descriptions

The following permits were included in all four surveys. Charts that compare results from 2002, 2004, 2006, 2008, and 2010 are on pages 23-44. For more detail about a particular permit, visit the Ecology website at: <http://www.ecy.wa.gov/permit.html>

Permit Type	Description	Results on Page
Agriculture and Outdoor Burning	This permit is required for burning vegetative agricultural wastes, land clearing debris, and forest slash.	23-24
Air Quality Operating Permit	This five-year permit is required for major facilities that release a large quantity of contaminants to the air.	25-26
Air Quality New Source - Notice of Construction, Prevention of Significant Deterioration, Temporary Source, and General Order	A permit is required for either the construction of new sources or modification of existing equipment/processes or temporary sources that release contaminants to the air (Prevention of Significant Deterioration, Notice of Construction, General Order, or Temporary Source).	27-28
401 Water Quality Certification	This permit is required for any activity that might result in a discharge of dredge or fill material into water or wetlands, or excavation in water or wetlands.	29-30
Water Quality Municipal and Industrial Wastewater Discharge	Municipal sewage treatment facilities and industrial facilities that discharge wastewater to surface waters are required to get a National Pollution Discharge Elimination System (NPDES) permit.	31-32

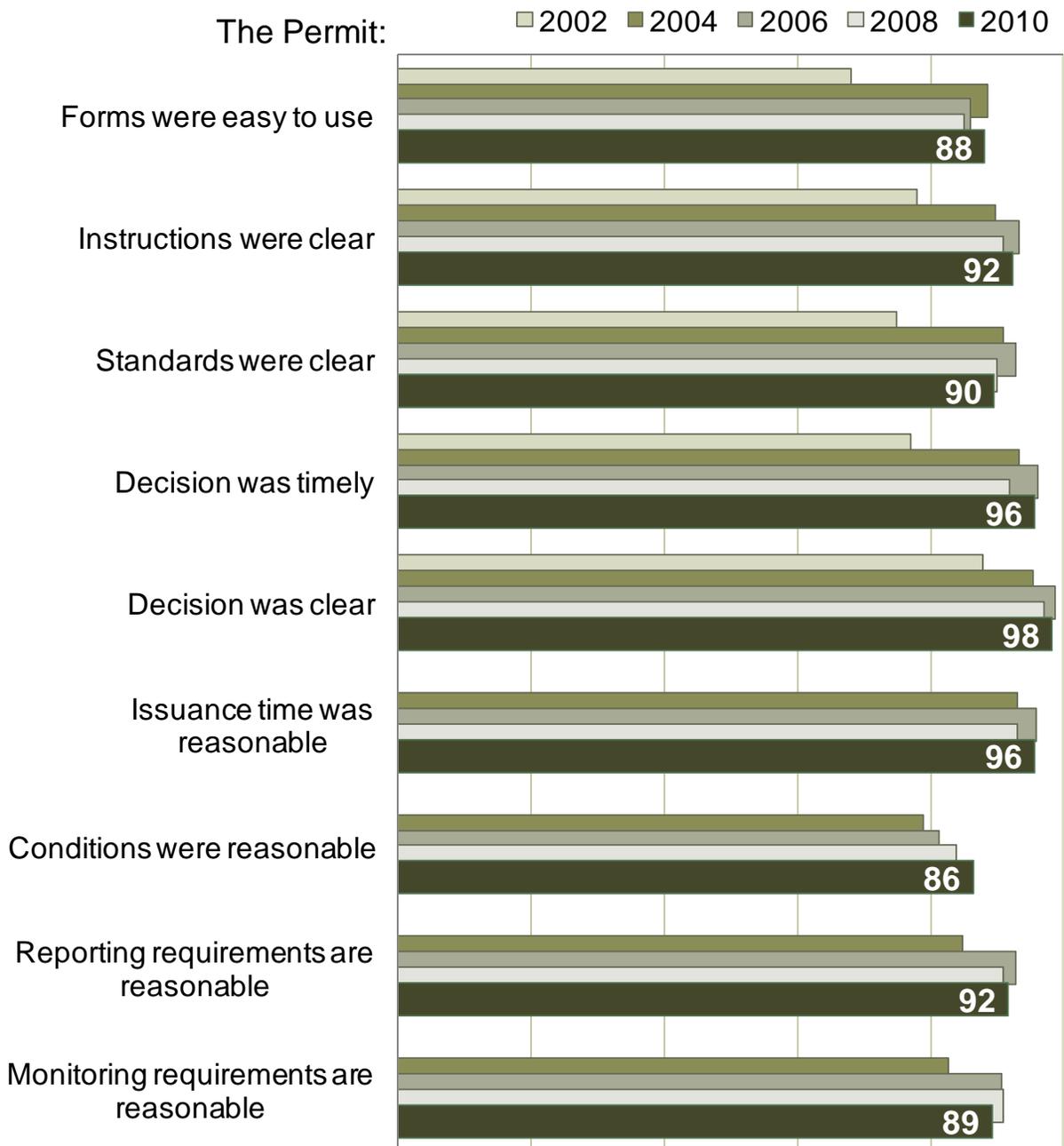
Permit Type	Description	Results on Page
Water Quality General Wastewater Discharge	A water quality general permit covers a group of like businesses or activities that have similar discharges to surface water (stormwater, boatyard, fruit packer, sand & gravel, animal feeding operation, and aquatic pesticide application).	33-34
Biosolids Management	This permit is for management and land application of biosolids. Biosolids are treated sewage sludge that meets quality standards that allow it to be applied to the land for beneficial use.	35-36
Water Rights New	A permit is required for new withdrawals of water from surface and ground sources.	37-38
Water Rights Change	A permit is needed for changes or transfers of an existing water right permit, certificate, or claim.	39-40
Dam Safety	A permit is required for any dam or control of 10 or more acre-feet of water, liquid waste, or mine tailings.	41-42
Industrial Section	Pulp and paper, oil refining, and aluminum smelting facilities receive their air, water, and waste permits from one organizational unit (Industrial Section) within Ecology, rather than having to apply to several programs.	43-44

Agricultural and Outdoor Burning Permits

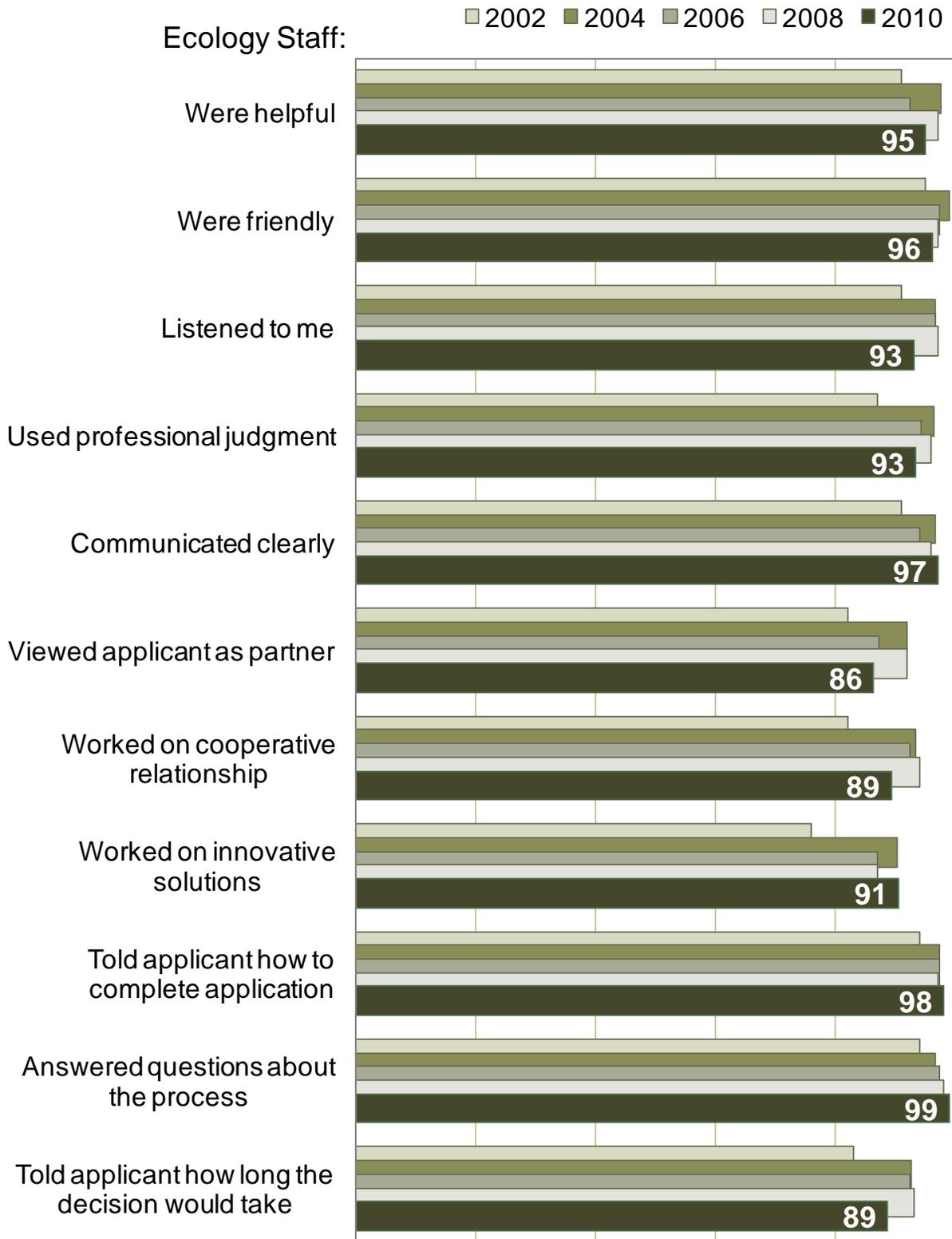
A permit is needed for burning vegetative agricultural wastes, land clearing debris, and forest slash.

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
149	127	10	12	85%

Percent of Respondents who Agreed or Strongly Agreed with the statement.



Agricultural and Outdoor Burning Permits

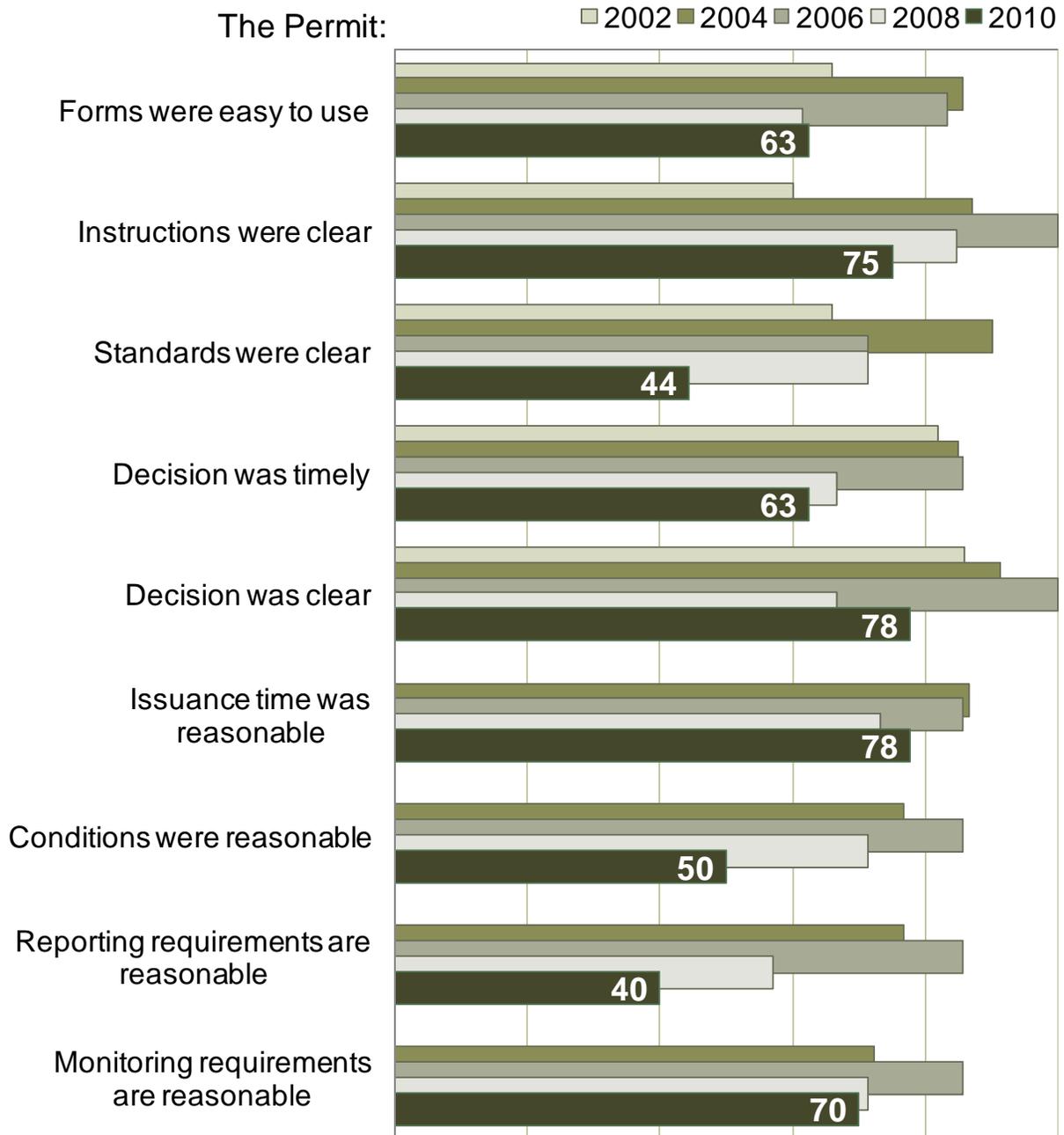


Air Quality Operating Permit

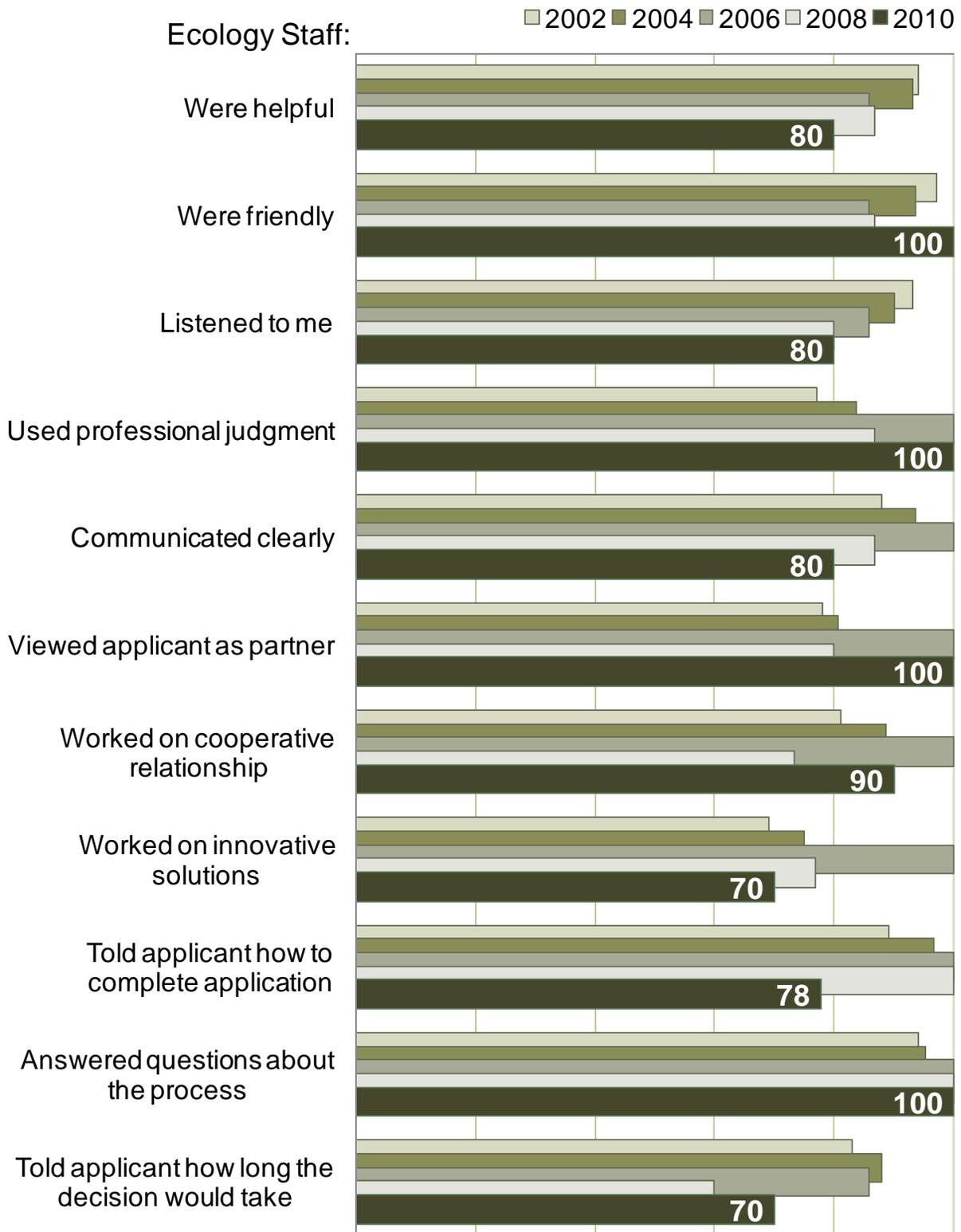
This five-year permit is required for major facilities that release a large quantity of contaminants to the air.

Number of Calls: 12
 Completed Surveys: 10
 Refusals: 2
 Not Accessible: 0
 Response Rate: 83%

Percent of Respondents who Agreed or Strongly Agreed with the statement.



Air Quality Operating Permit

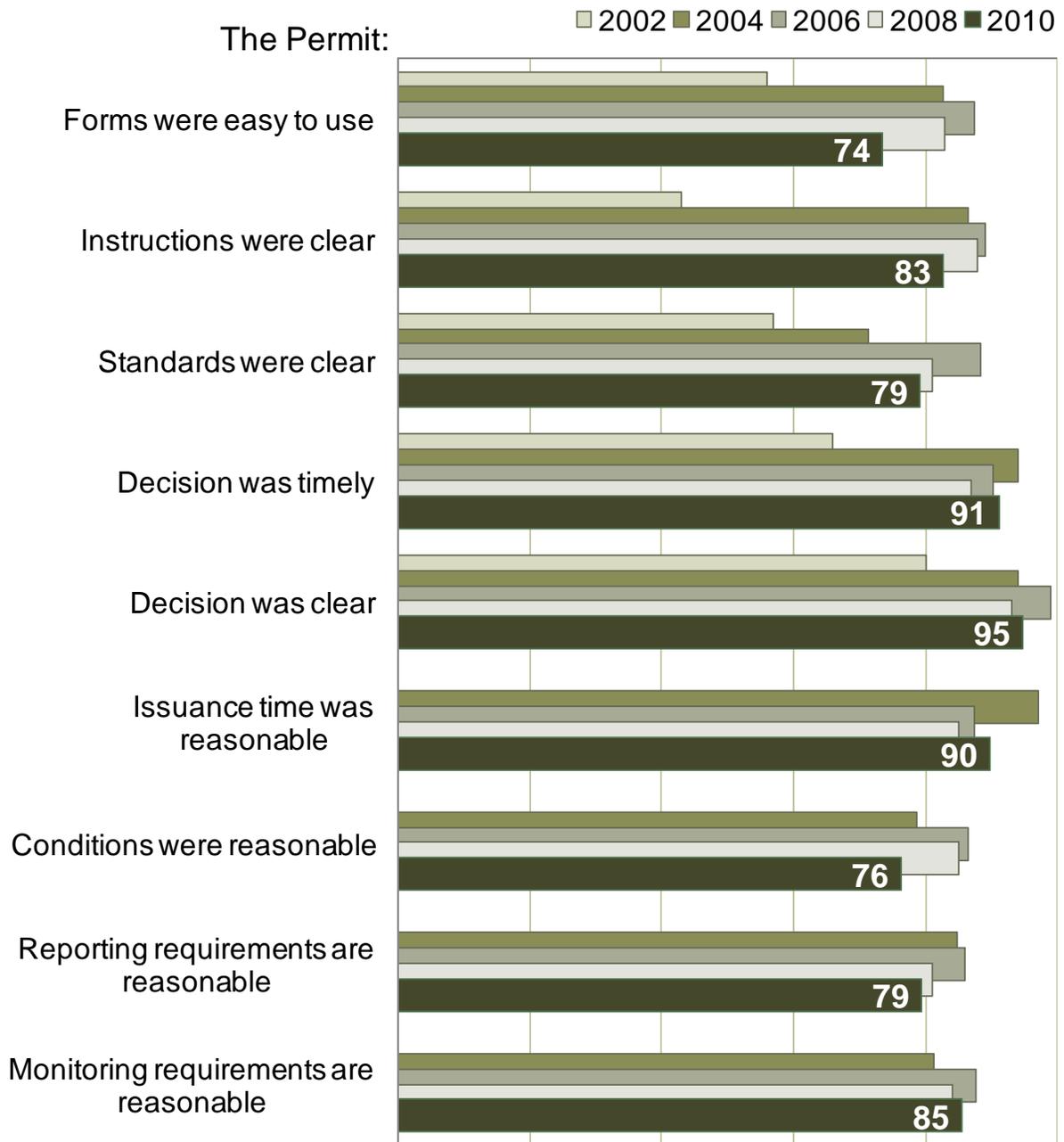


Air Quality New Source Permits

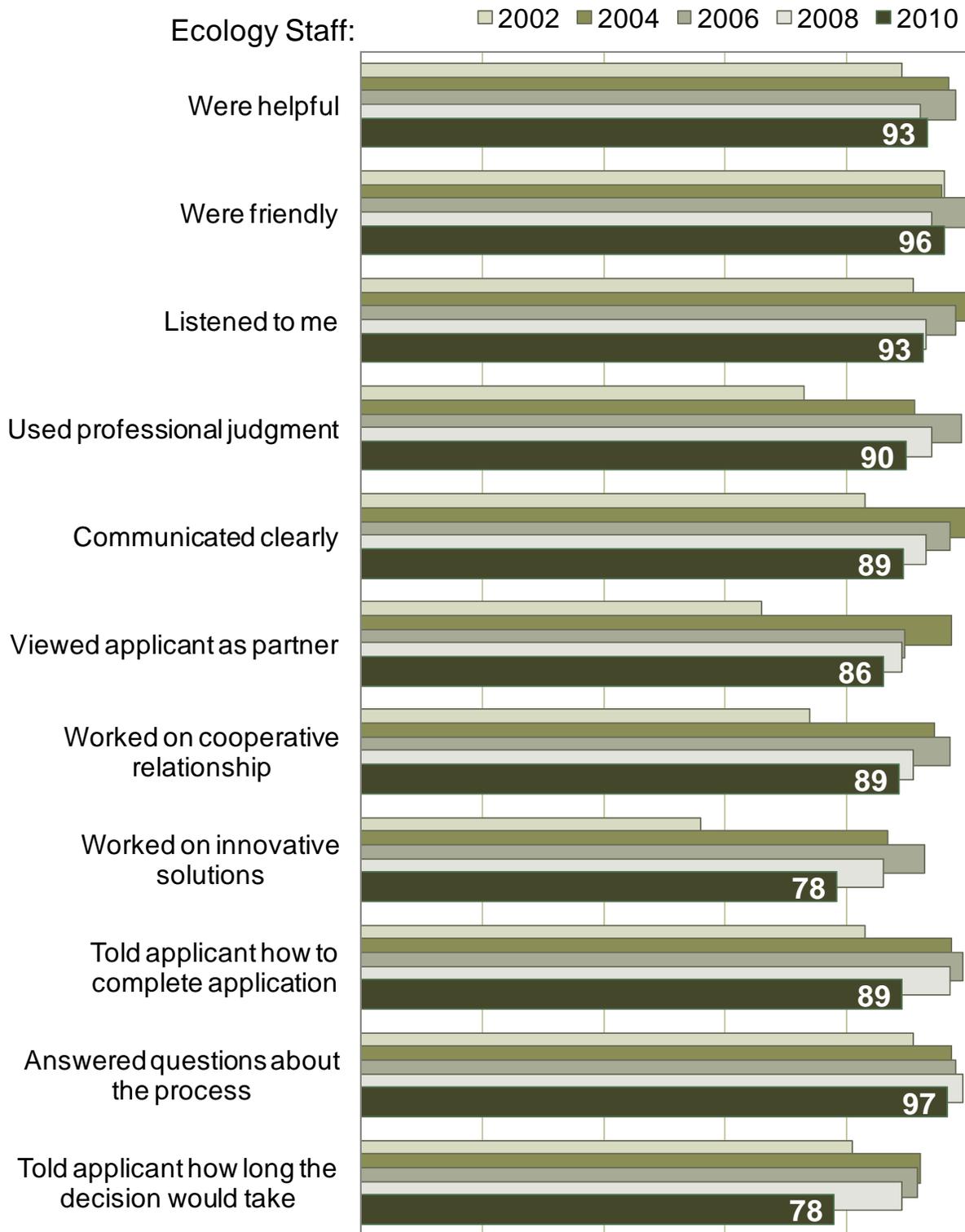
A permit is required for either the construction of new sources or modification of existing equipment/processes or temporary sources that release contaminants to the air (Prevention of Significant Deterioration, Notice of Construction, General Order, or Temporary Source).

Number of Calls: 193 Completed Surveys: 151 Refusals: 23 Not Accessible: 19 Response Rate: 78%

Percent of Respondents who Agreed or Strongly Agreed with the statement.



Air Quality New Source Permits

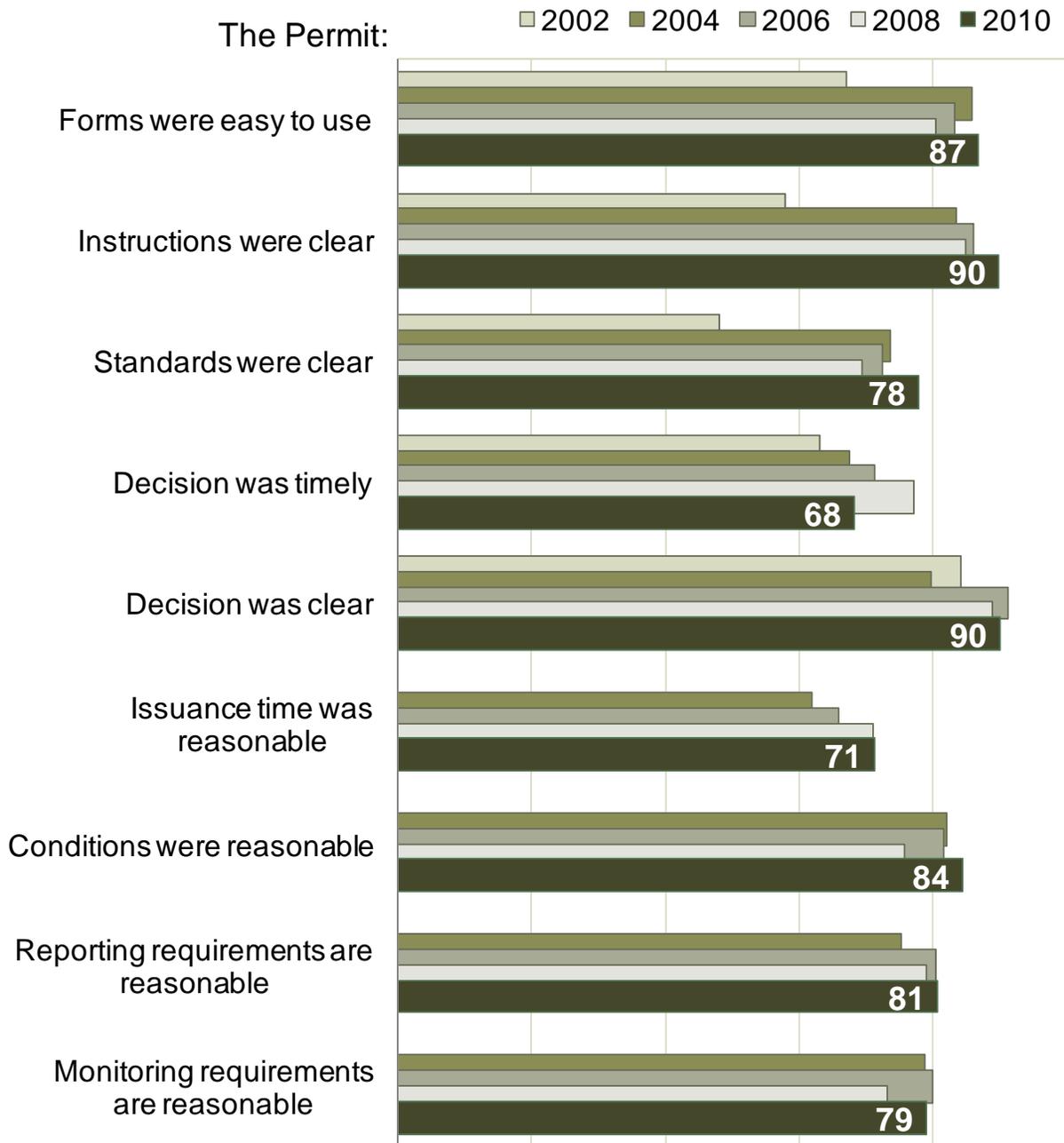


401 Water Quality Certification

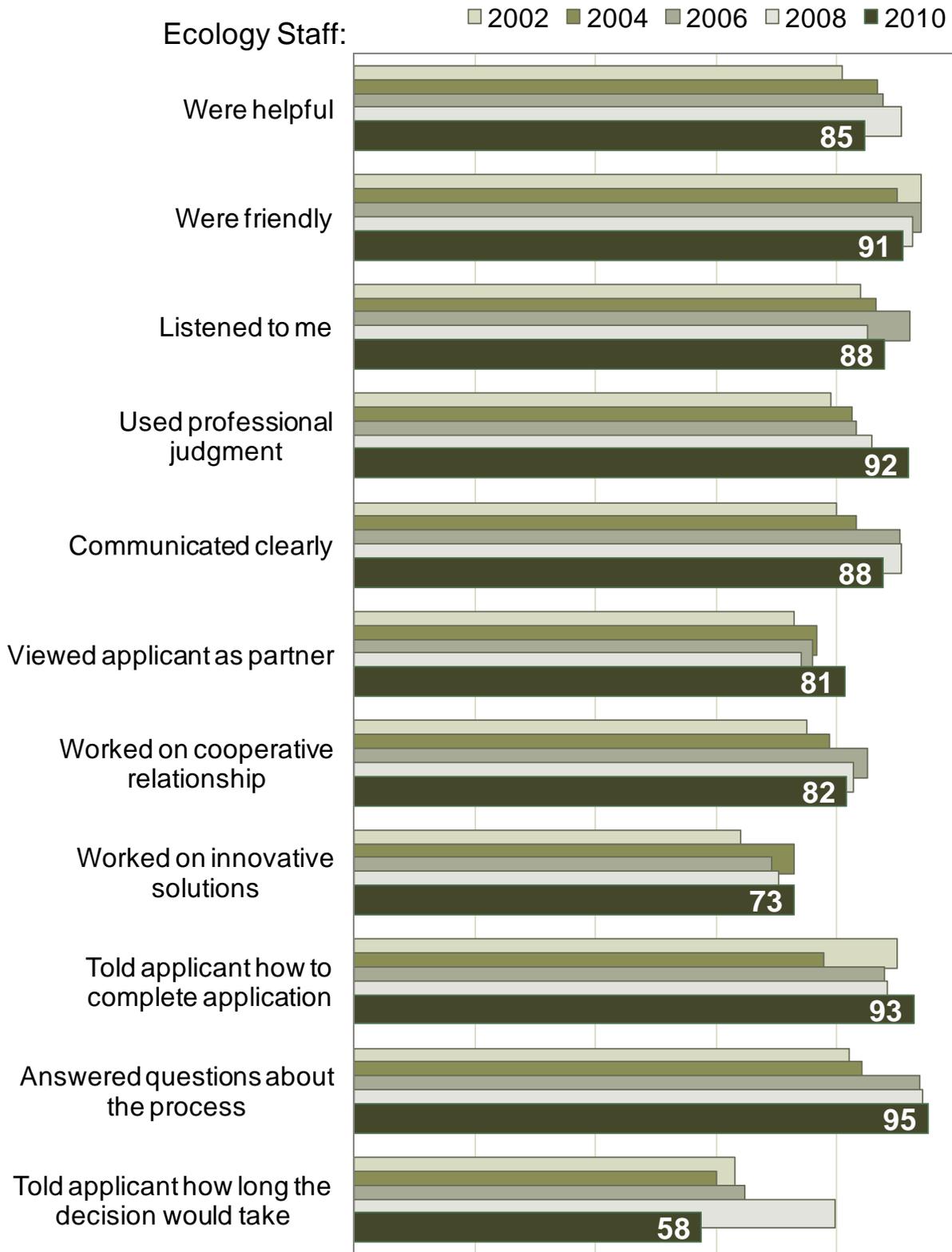
This permit is required for any activity that might result in a discharge of dredge or fill material into water or wetlands or excavation in water or wetlands.

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
157	89	16	52	57%

Percent of Respondents who Agreed or Strongly Agreed with the statement.



401 Water Quality Certification

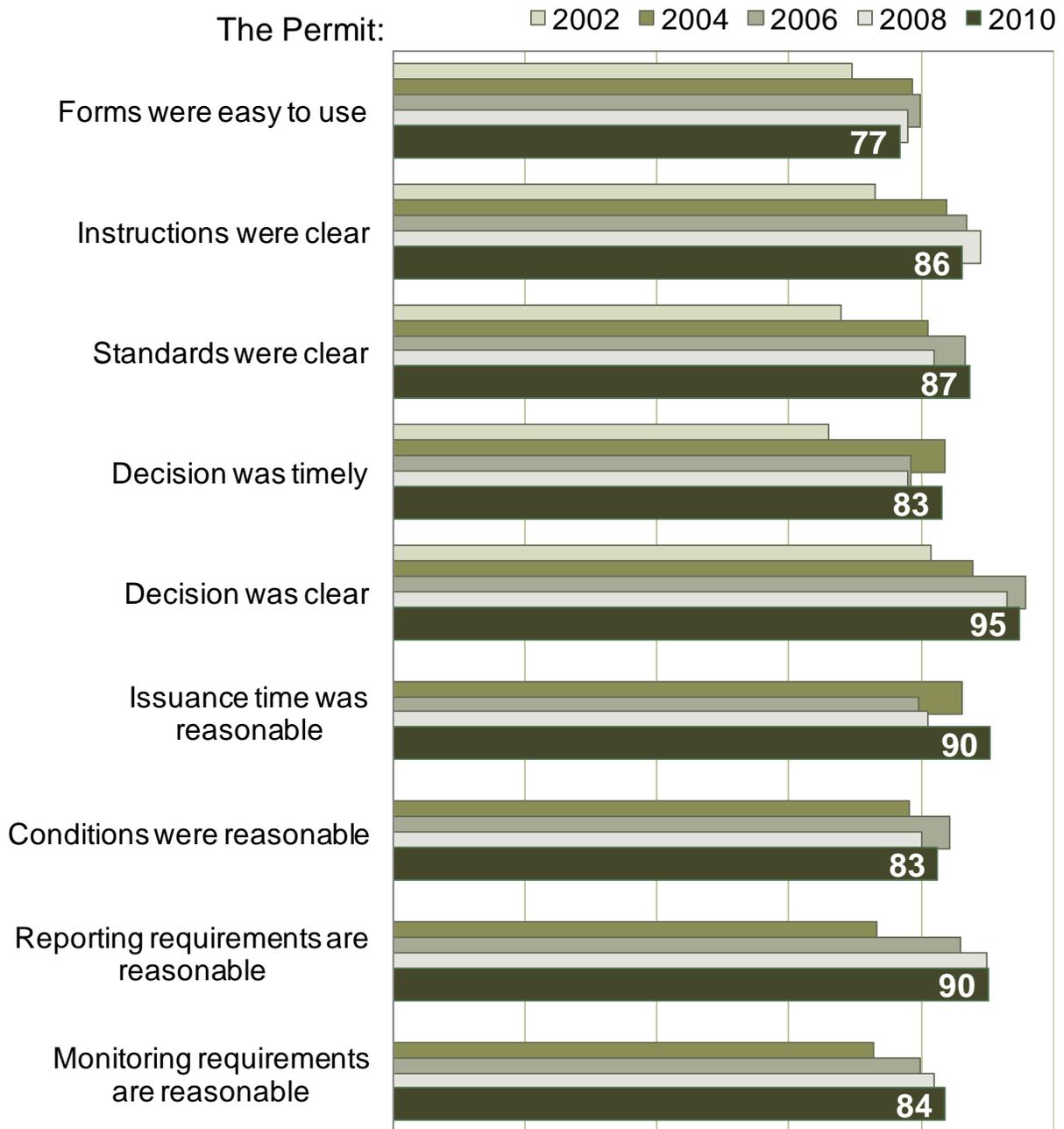


Municipal & Industrial Wastewater Discharge Permit

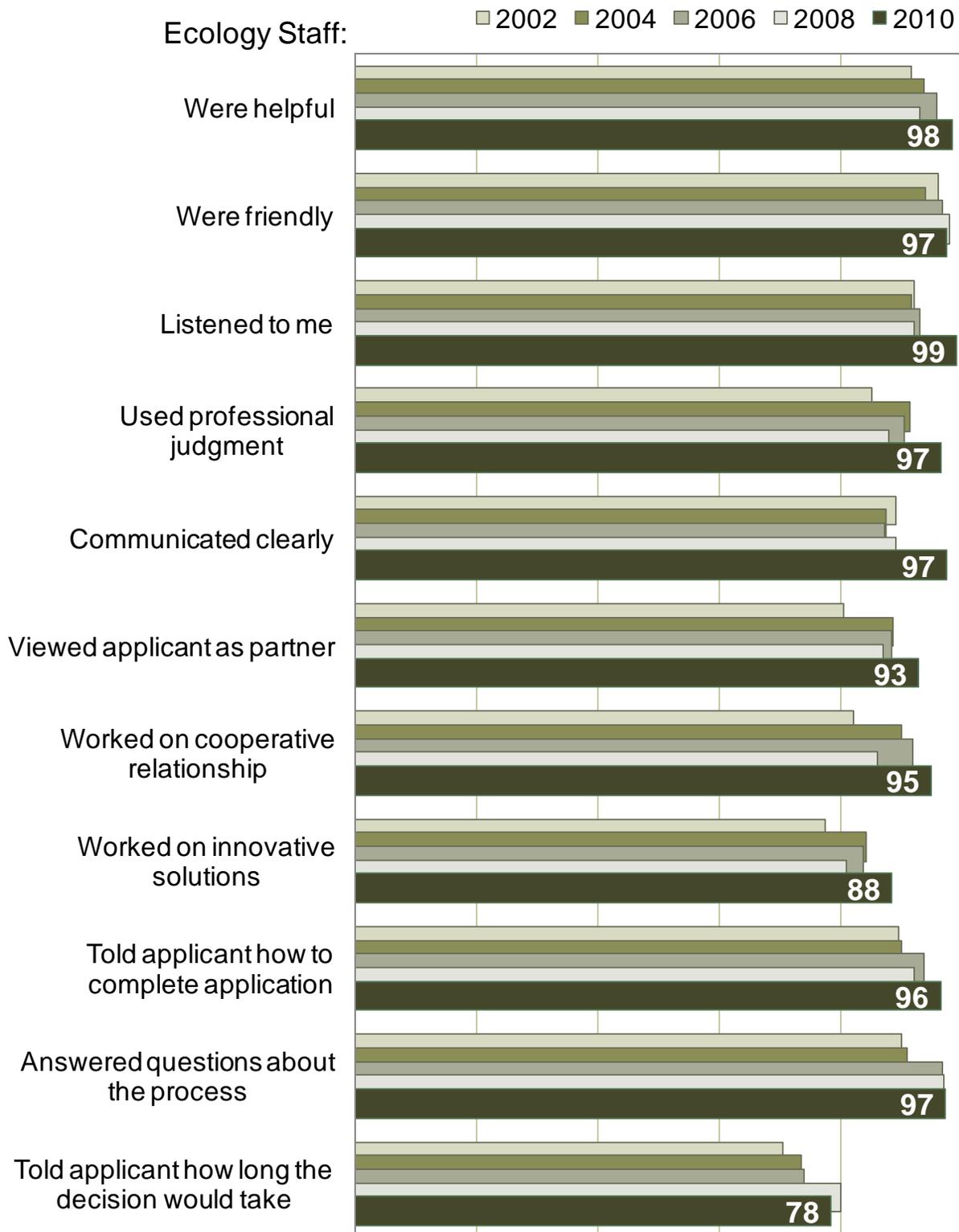
Municipal sewage treatment facilities and industrial facilities that discharge wastewater to surface waters are required to get a National Pollution Discharge Elimination System (NPDES) permit.

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
141	123	4	14	87%

Percent of Respondents who Agreed or Strongly Agreed with the statement.



Municipal & Industrial Wastewater Discharge Permit

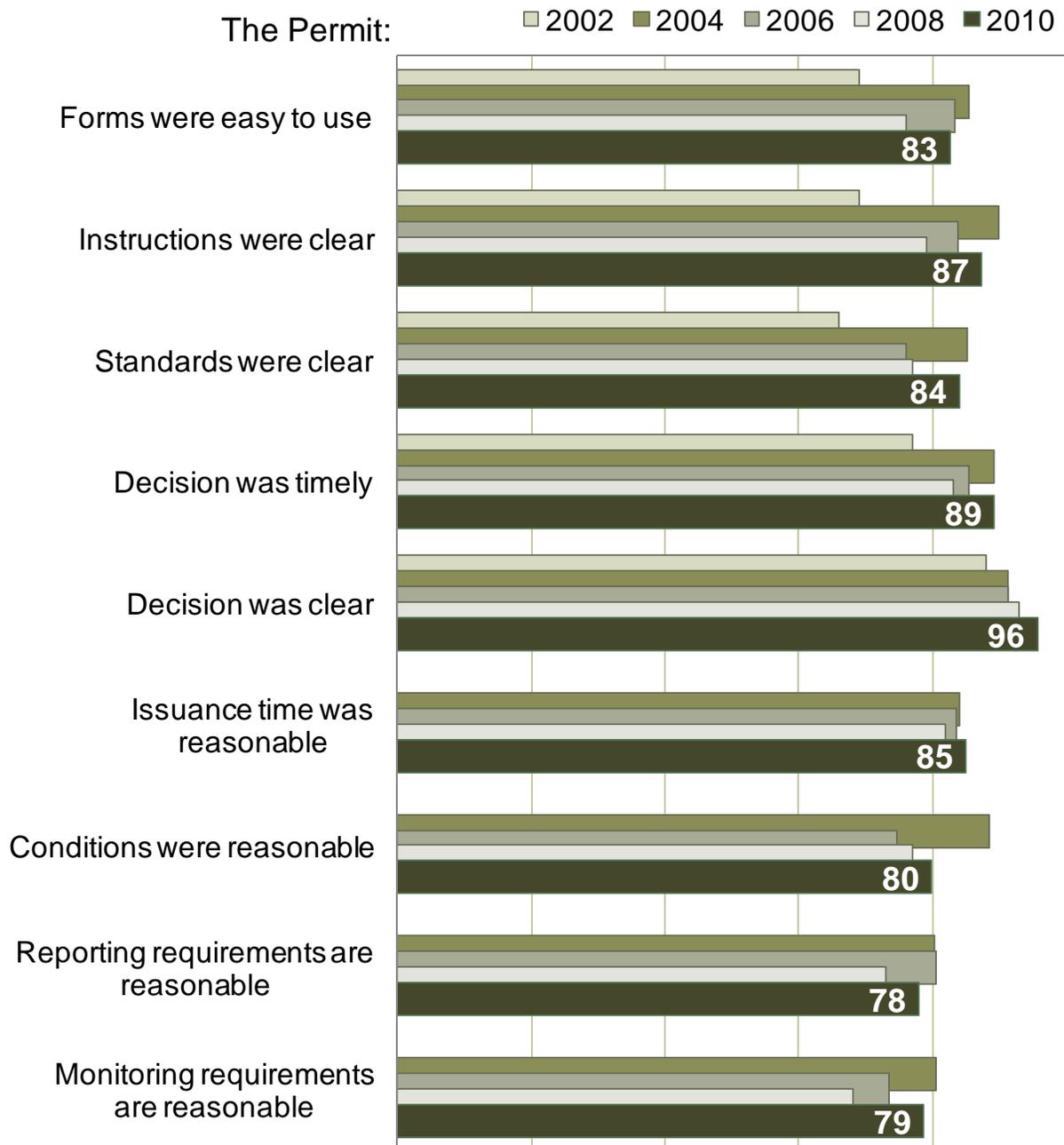


General Wastewater Discharge Permits

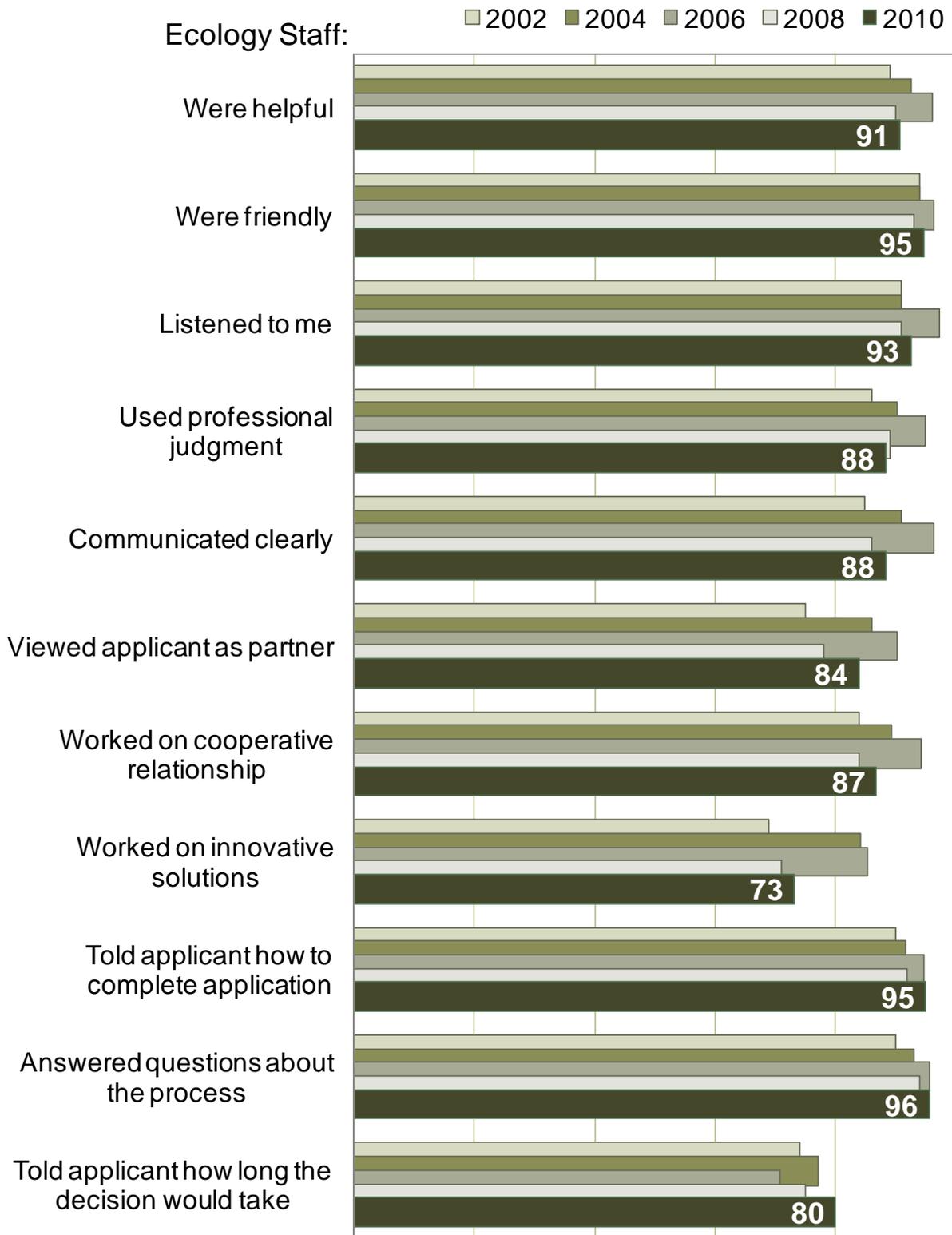
A water quality general permit covers a group of like businesses or activities that have similar discharges to surface water (stormwater, boatyard, fruit packer, sand & gravel, animal feeding operation, and aquatic pesticide application).

Number of Calls: 608 Completed Surveys: 477 Refusals: 42 Not Accessible: 89 Response Rate: 78%

Percent of Respondents who Agreed or Strongly Agreed with the statement.



General Wastewater Discharge Permits

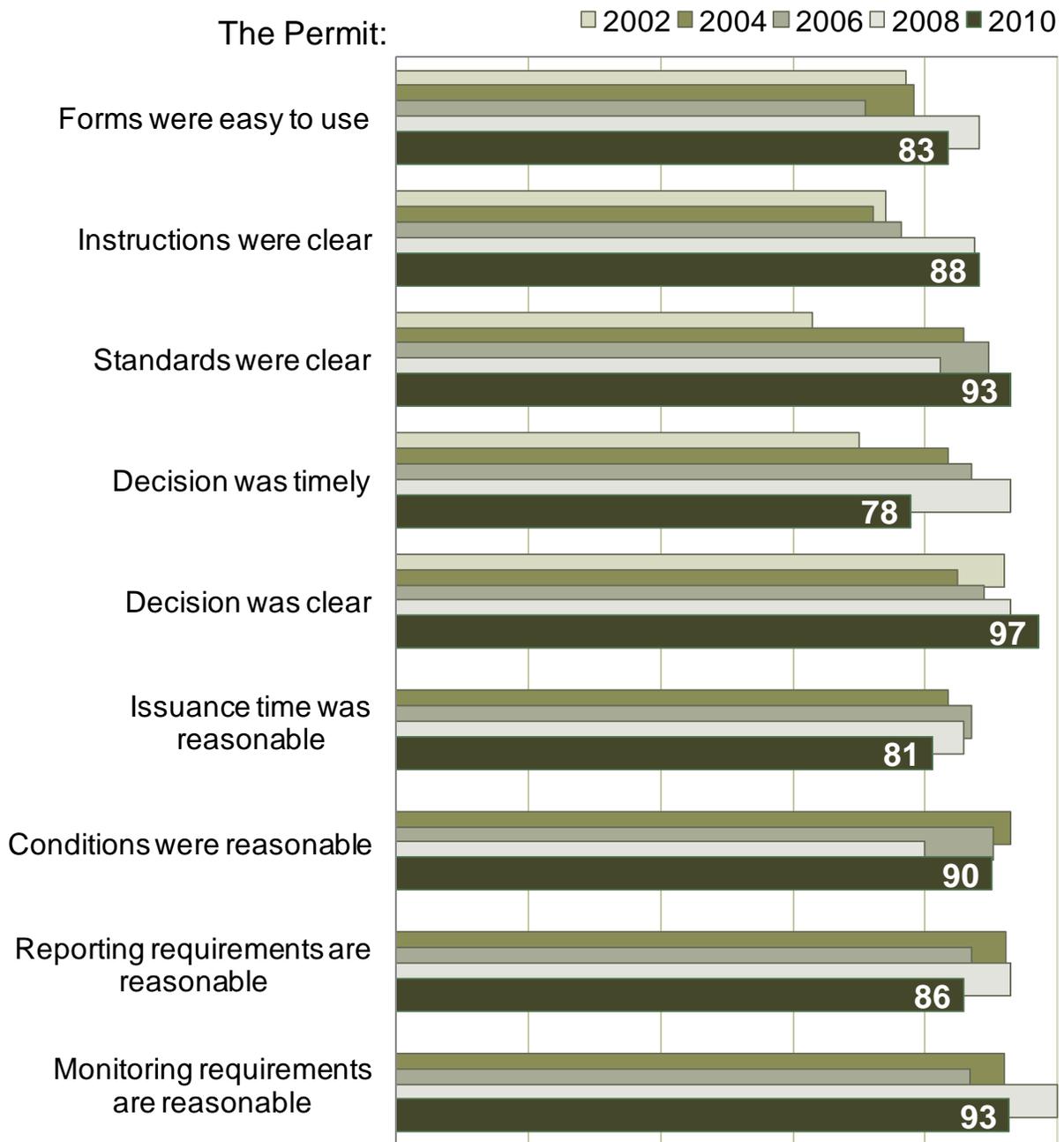


Biosolids Management Permit

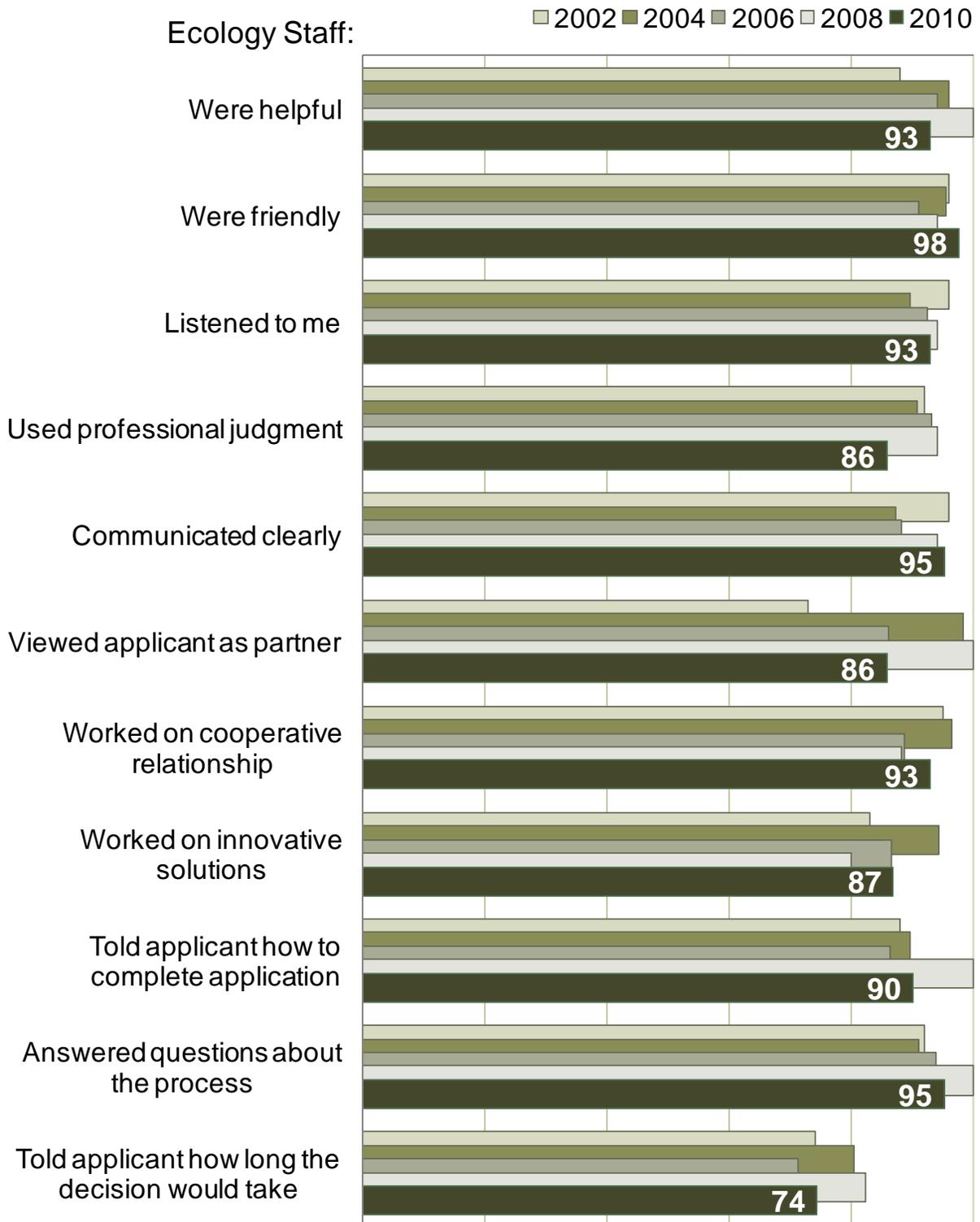
This permit is for management and land application of biosolids. Biosolids are treated sewage sludge that meets quality standards that allow it to be applied to the land for beneficial use.

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
42	42	0	0	100%

Percent of Respondents who Agreed or Strongly Agreed with the statement.



Biosolids Management Permit

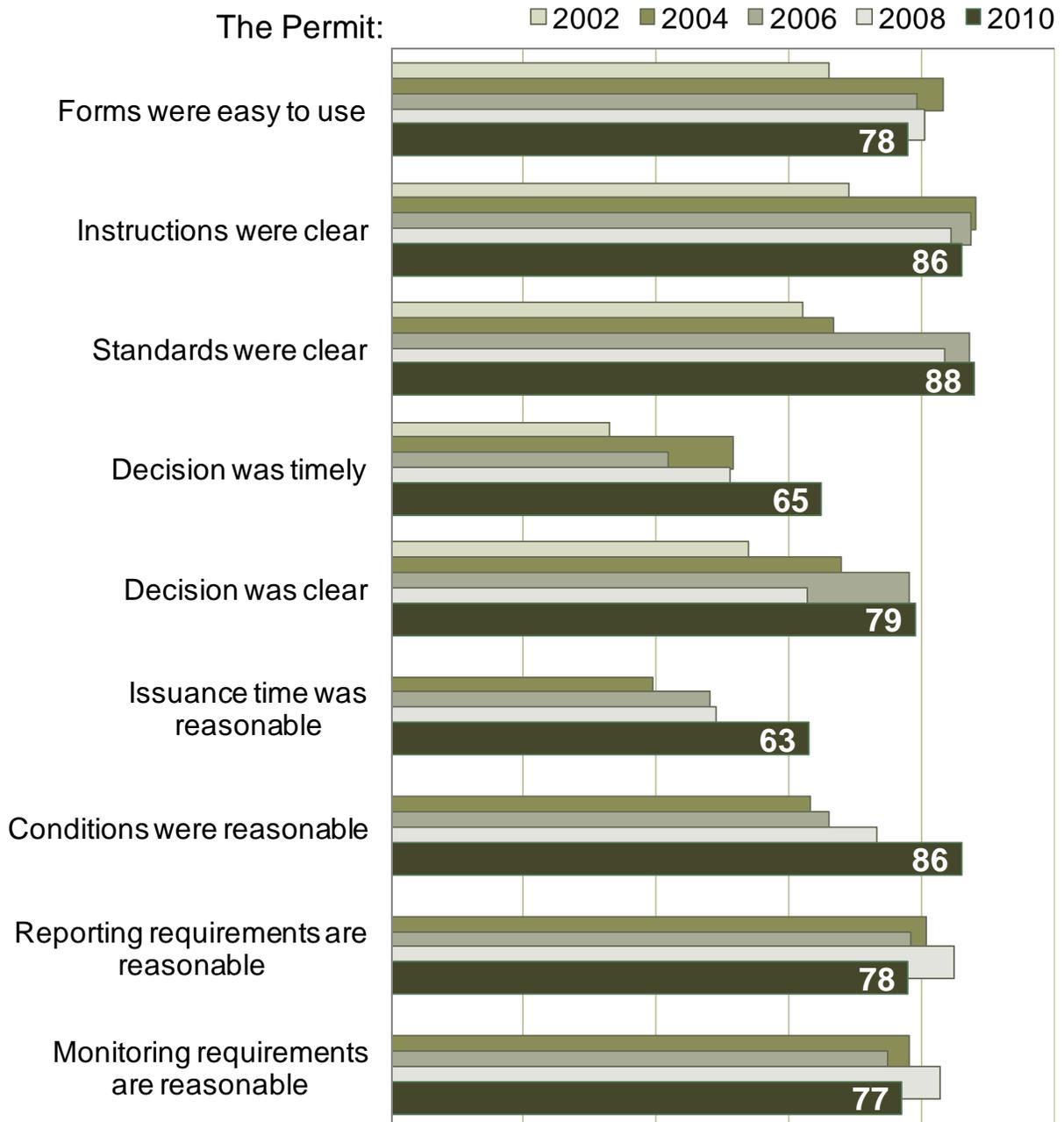


Water Rights New Permit

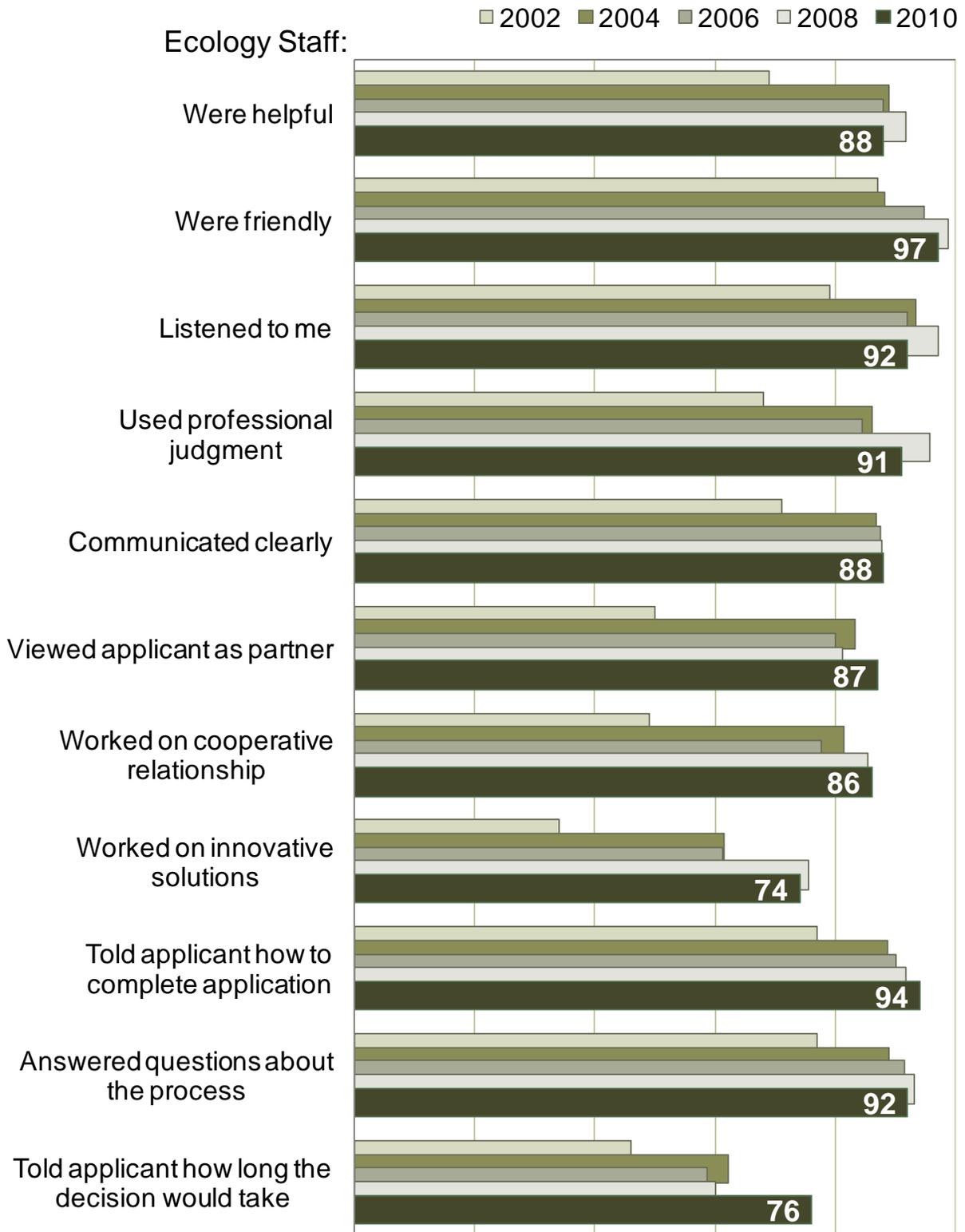
A permit is required for new withdrawals of water from surface and ground sources.

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
93	78	8	7	84%

Percent of Respondents who Agreed or Strongly Agreed with the statement.



Water Rights New Permit

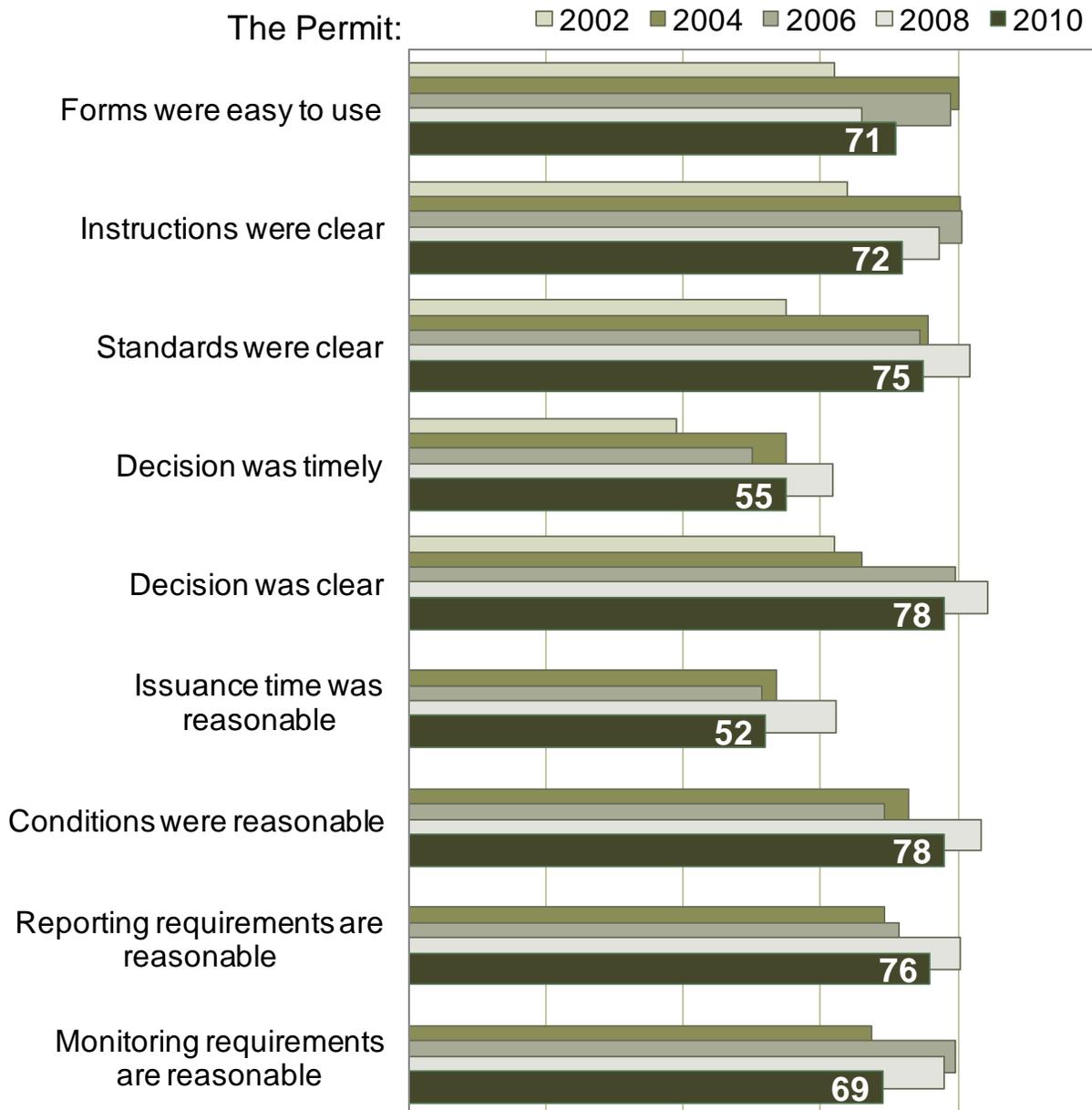


Water Rights Change Permit

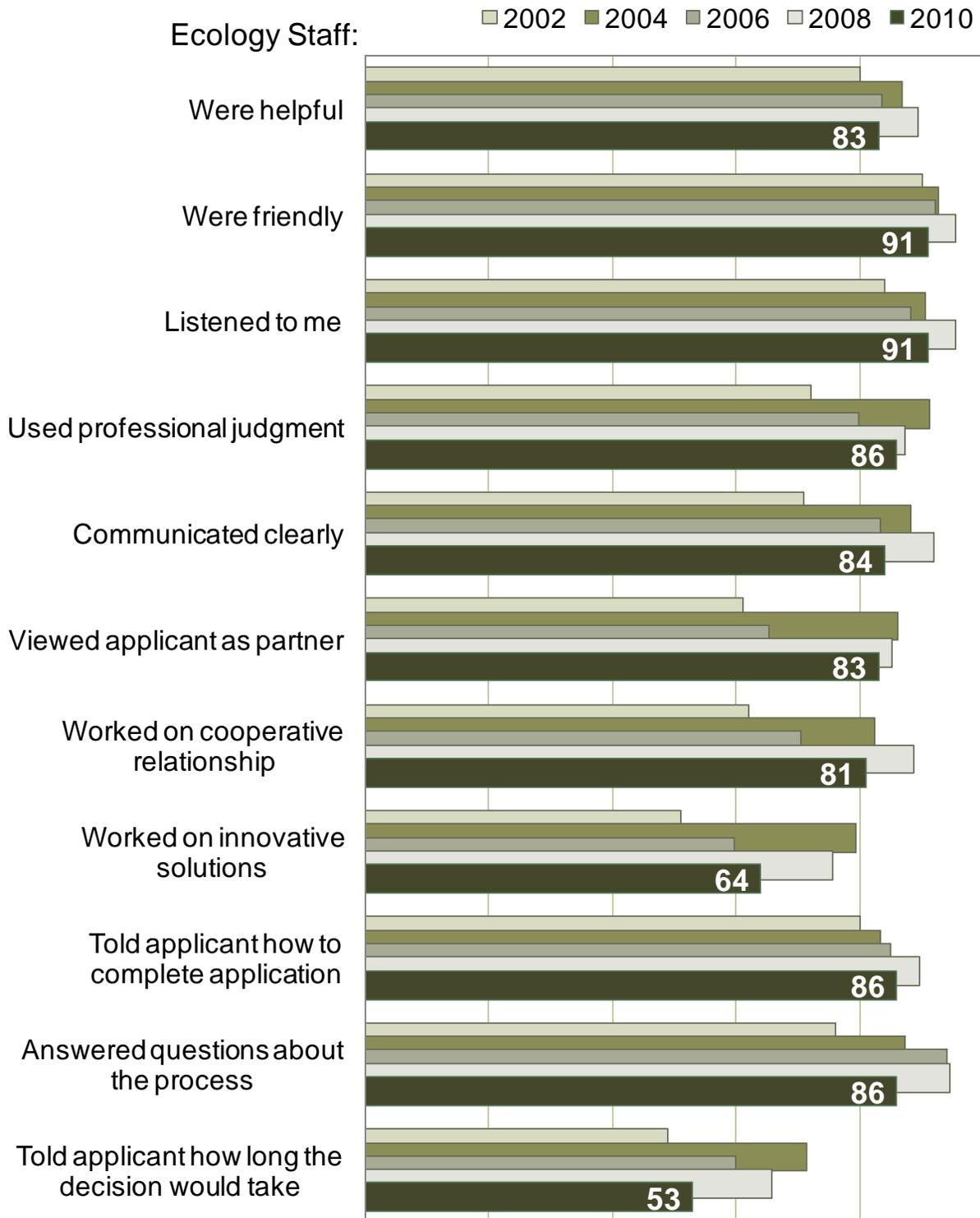
A permit is needed for changes or transfers of an existing water right permit, certificate, or claim.

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
172	124	16	32	72%

Percent of Respondents who Agreed or Strongly Agreed with the statement.



Water Rights Change Permit

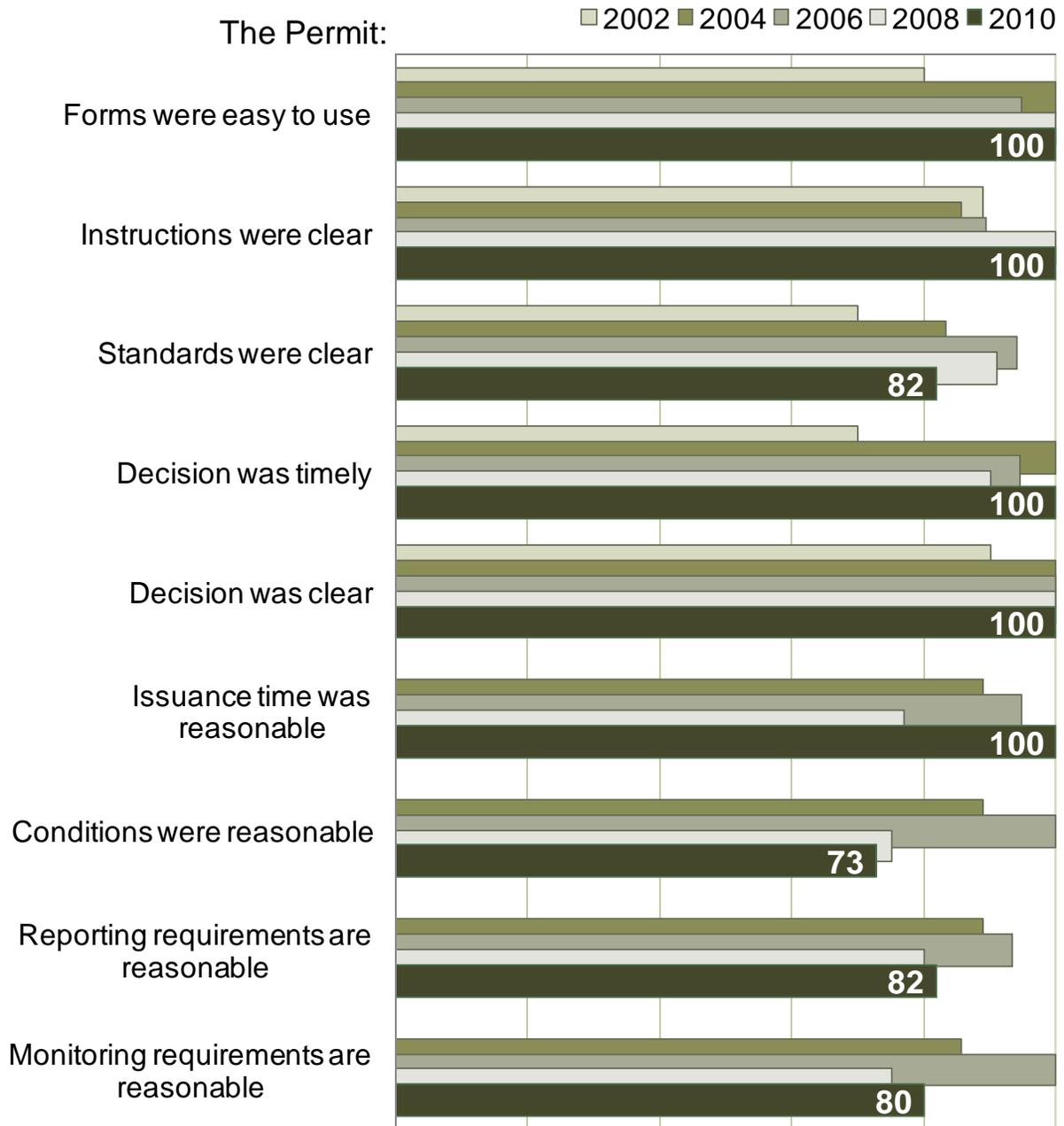


Dam Safety Permit

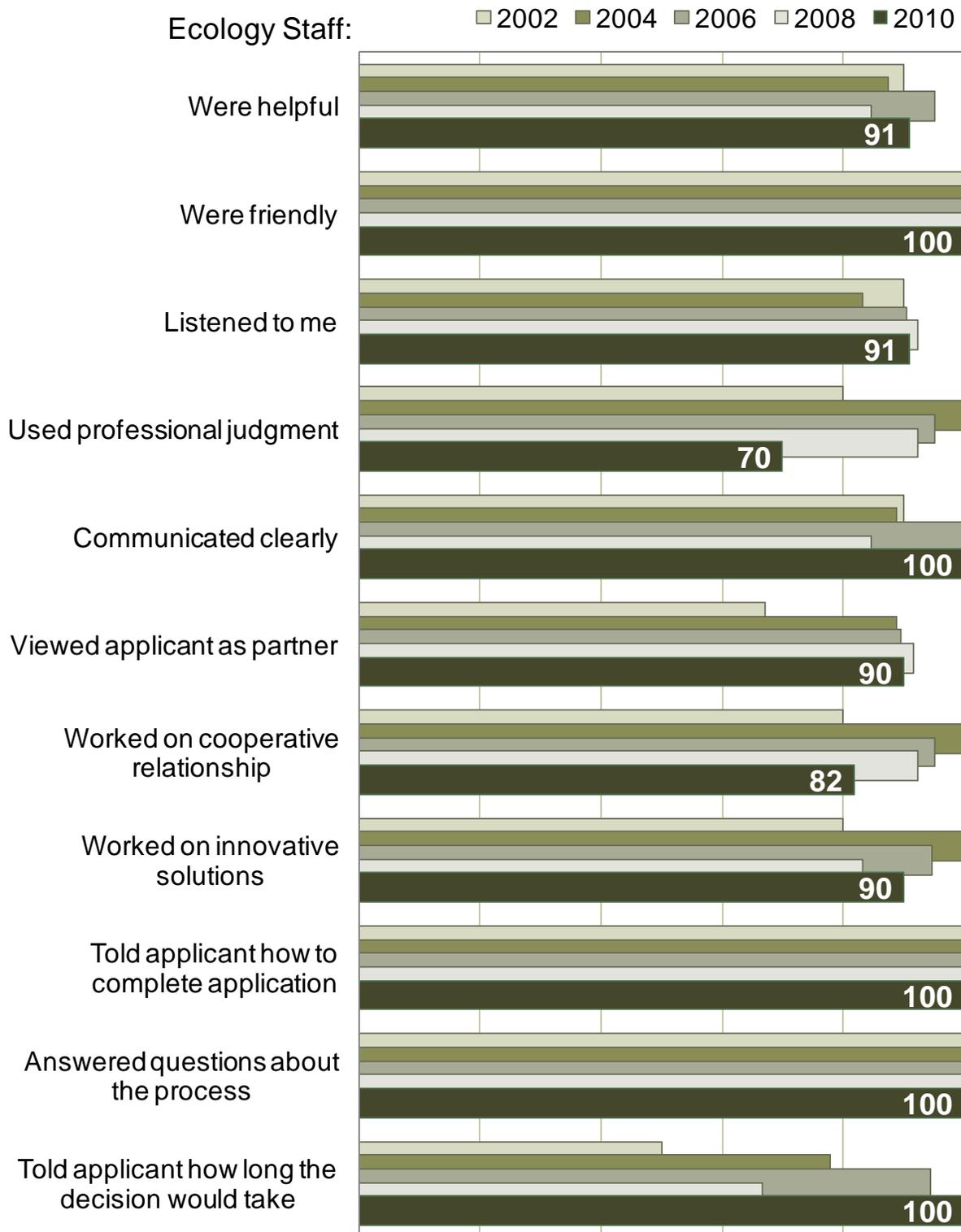
A permit is required for any dam or control of 10 or more acre-feet of water, liquid waste, or mine tailings.

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
12	11	0	1	92%

Percent of Respondents who Agreed or Strongly Agreed with the statement.



Dam Safety Permit

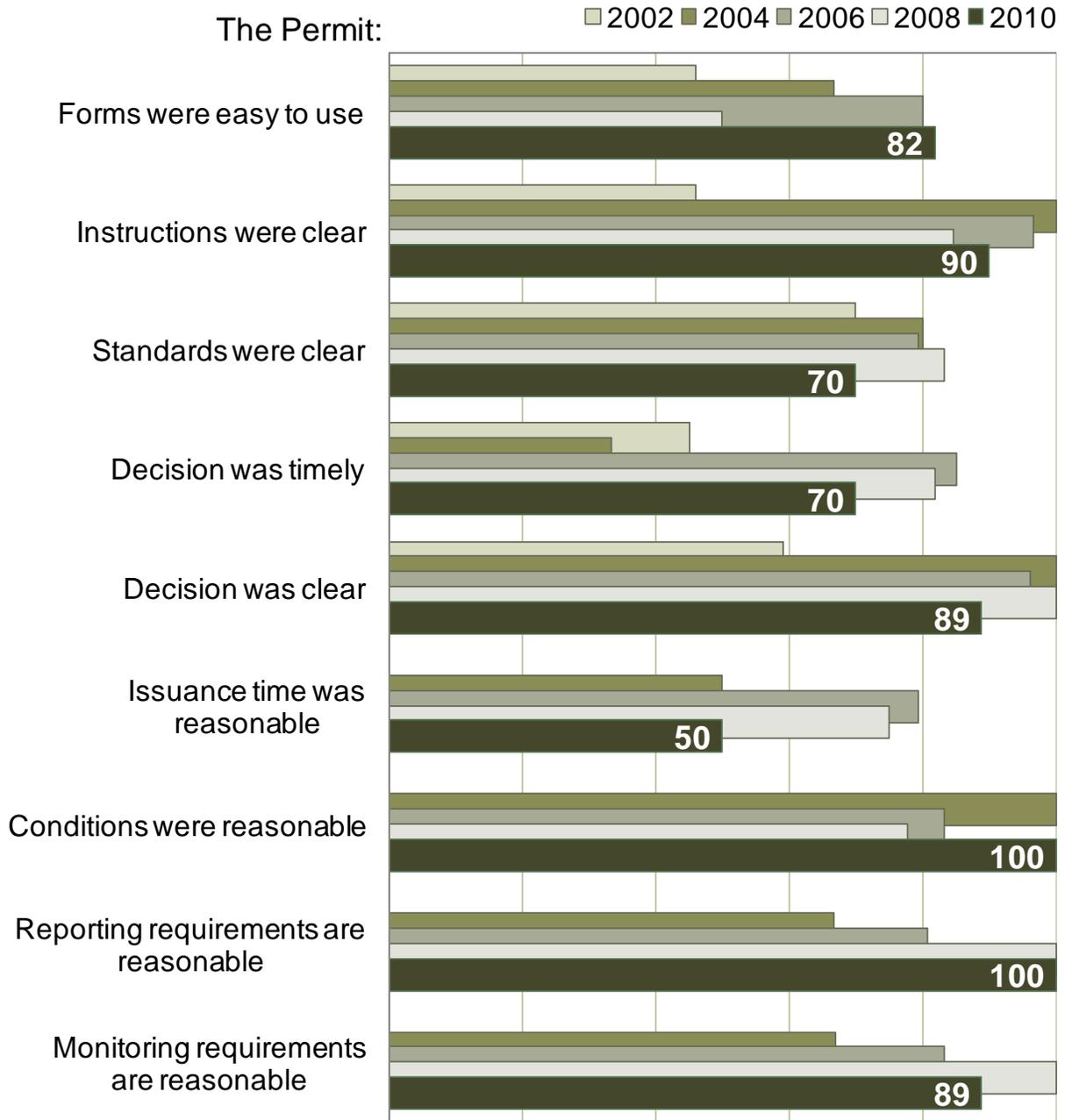


Industrial Section Permits

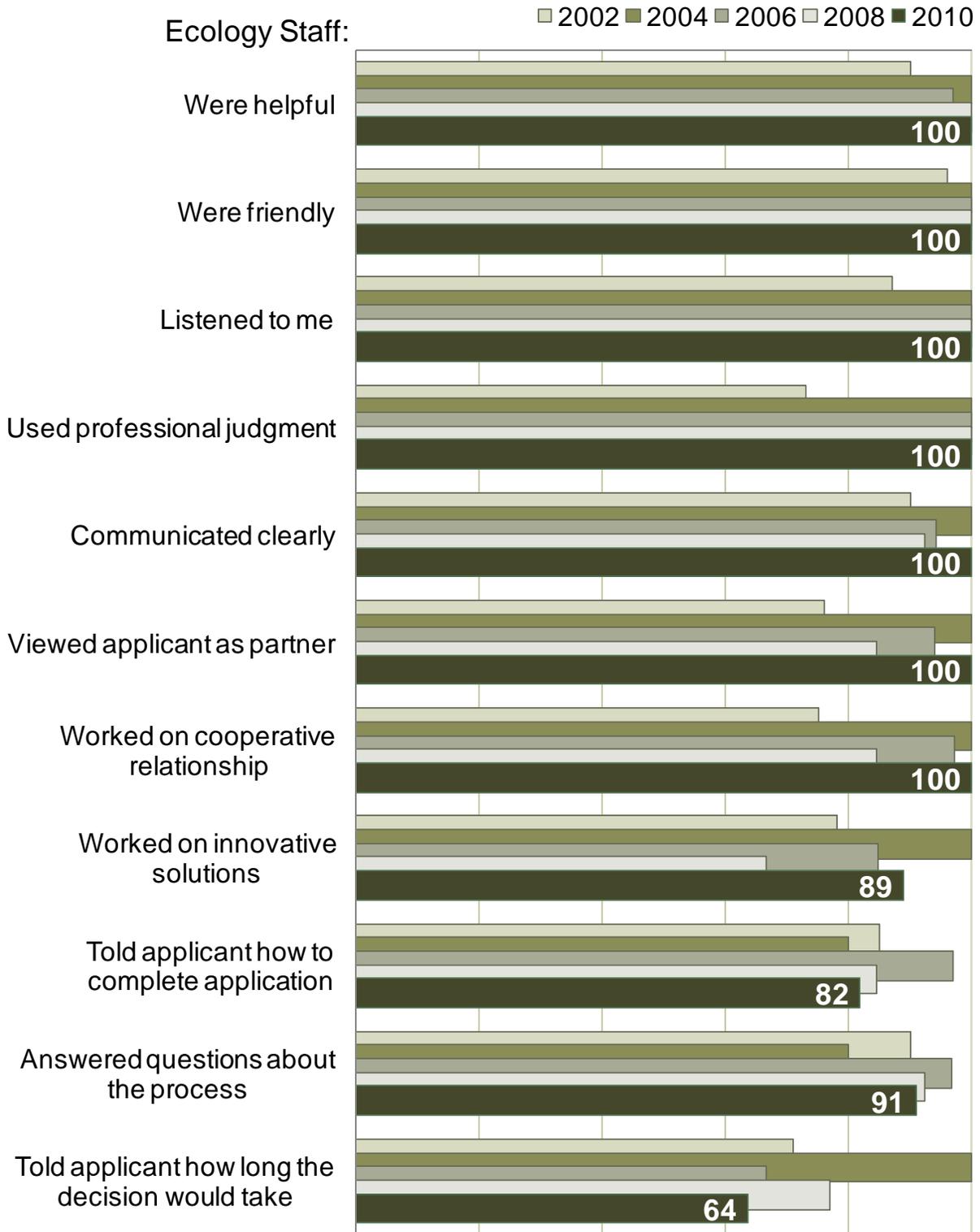
Pulp and paper, oil refining, and aluminum smelting facilities receive their air, water, and waste permits from one organizational unit (Industrial Section) within Ecology, rather than having to apply to several programs.

Number of Calls: 12
 Completed Surveys: 11
 Refusals: 0
 Not Accessible: 1
 Response Rate: 92%

Percent of Respondents who Agreed or Strongly Agreed with the statement.



Industrial Section Permits



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XVI. Appendix B

2010 Permit Survey Questionnaire

SURVEY OF PERMIT CUSTOMERS for the Washington State Department of Ecology August 2010



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 (<i>Check Box</i>)	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	
<input type="checkbox"/> Air Quality General Order	Go to question 3 on next page
Industrial Section	Was the permit: (71) Air Operating? (72) Dangerous Waste? (73) Wastewater Discharge?

Go to Question 3 on the Next Page

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

3. Was your application for a permit:
- (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 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:

	Response time satisfactory?	Time Period	Value Code	Answers for Response Time
		Within One Day	1	Yes=1
4a. Phone calls?		Within One Week.....	2	No=3
4b. Emails?		Two to Four Weeks.....	3	
4c. Letters?.....		Longer Than a Month....	4	
4d. Materials you requested?		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		Strongly Disagree.....	1
6. They were friendly		Disagree	2
7. They listened		Agree.....	3
8. They used professional judgment rather than personal opinion to influence their work on the application.....		Strongly Agree.....	4
9. They communicated information clearly.....		Does Not Apply	5
10. They viewed you as a partner who was equally committed to a healthy environment.....			
11. They worked to build a cooperative relationship.....			
12. They worked with you to find innovative ways to solve problems.....			

Now we are going to ask about the:

PERMIT PROCESS:

	Value Code	Your Opinion	Value Code
13. They informed you about what was needed to submit a complete permit application	<input type="checkbox"/>	Strongly Disagree	1
14. They answered your questions about the permitting process	<input type="checkbox"/>	Disagree	2
15. You were informed about how long it would take to get a permit decision.....	<input type="checkbox"/>	Agree	3
	<input type="checkbox"/>	Strongly Agree	4
	<input type="checkbox"/>	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.....	<input type="checkbox"/>	Strongly Disagree	1
17. The application instructions were clear	<input type="checkbox"/>	Disagree	2
18. The environmental standards were clear	<input type="checkbox"/>	Agree	3
19. The decision was timely	<input type="checkbox"/>	Strongly Agree	4
20. The decision was clear.....	<input type="checkbox"/>	Does Not Apply.....	5
21. The time required to issue the permit was reasonable	<input type="checkbox"/>		
22. The permit conditions are reasonable.....	<input type="checkbox"/>		
23. The permit environmental reporting requirements are reasonable	<input type="checkbox"/>		
24. The permit environmental monitoring requirements are reasonable	<input type="checkbox"/>		

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

WEBSITE USE:

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.).....	<input type="checkbox"/>	Website Yes=1 No=3
25a. Was it easy to find permit information on the Department Ecology website?	<input type="checkbox"/>	
25b. Was the permit information helpful?	<input type="checkbox"/>	

(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?

Now we would like to ask you a few questions about if your project required environmental permits from other agencies.

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

How could the Office of Regulatory Assistance be more effective?
