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ECOLOGY
State of Washington

2014 Customer Survey Results

Permit Applicants & Inspected Customers

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2014 Customer Survey Results

Permit Applicants & Inspected Customers

by

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United States Department of Agriculture
National Agricultural Statistics Service
Washington Field Office
112 Henry Street NE, Suite 202
Olympia, WA 98506

Executive Summary

In 2002 and every other year since then, Ecology has contracted with the U.S. Department of Agriculture (USDA) National Agricultural Statistics Service's (NASS) Washington Field Office, to conduct a survey of our permit applicants. The survey is conducted to ask our customers their opinion of:

- Satisfaction with customer service.
- The clarity, timeliness, and predictability of our permitting processes and regulatory requirements.
- Ecology's website.

The 2002 survey established a baseline for customer opinion about Ecology's permit services, the permit process, and customer service.

In 2010, we expanded our survey to include customers we inspected or conducted a site visit of their business or facility. The sample group of inspected customers in 2010 was limited to customers Ecology did not regulate through a permit.

In 2012, we expanded our survey again to include customers whose business or facility had an environmental permit from Ecology and received an inspection or site visit related to their permit. We used this expanded customer base for our 2014 survey.

Upon the completion of each survey, Ecology's managers and permit and compliance staff review the survey results to identify actions to further improve our regulatory processes and customer service.

The following tables provide summaries of the 2014 survey results.

Table 1: Summary of permit applicant results

Response Rate:	2002	2004	2006	2008	2010	2012	2014
Sample Size	2,320	1,835	1,858	1,849	1,601	2,237	1,722
Number of Usable Survey Responses	1,193	1,431	1,567	1,382	1,253	1,671	1,294
Response Rate	51%	78%	84%	75%	78%	75%	75%
Ecology Staff:	Percent Agreed or Strongly Agreed						
Were helpful	86	94	92	92	91	93	94
Were friendly	93	95	95	95	95	96	96
Listened	89	93	94	93	93	93	94
Used professional judgment rather than personal opinion to influence their work	80	91	90	91	90	93	93
Communicated information clearly	83	91	91	90	90	91	91
Viewed applicant as a partner equally committed to a healthy environment	71	88	83	84	86	83	85
Worked to build a cooperative relationship	74	89	88	87	88	86	88
Worked to find innovative ways to solve problems	64	84	78	77	78	80	78
Informed applicant what was needed to submit a complete permit application	87	91	92	93	93	93	94
Answered questions about the permitting process	87	93	95	96	95	95	97
Informed applicant how long it would take to get a permit decision	67	80	75	79	76	78	80
The Permit:	Percent Agreed or Strongly Agreed						
Forms were easy to use	67	85	82	78	80	83	85
Application instructions were clear	68	87	87	85	86	88	89
Environmental standards were clear	65	84	84	81	83	86	85
Decision was timely	63	84	81	81	83	82	78
Decision was clear	79	89	93	92	93	93	93
Time required to issue the permit was reasonable	Not asked in 2002	83	80	80	82	79	74
Permit conditions are reasonable		81	81	80	81	87	82
Reporting requirements are reasonable		80	84	81	81	87	84
Monitoring requirements are reasonable		79	81	78	81	84	82
Satisfaction with Response Time to:	Percent Satisfied						
Phone calls	82	95	94	92	90	87	92
Emails	83	95	96	93	91	89	92
Letters	70	93	90	88	88	84	83
Requests for materials	85	95	95	93	93	93	89
Website Use:	Percent Answering Yes						
Was the Ecology website used to find permit information	Not asked in 2002	32	45	42	53	56	57
Was it easy to find the information on the Ecology website		83	83	84	80	77	78
Was the permit information helpful		98	92	92	89	90	90

Table 2: Summary of inspected customer results

Response Rate:	2010	2012	2014
Sample Size	622	1,361	1,878
Number of Usable Survey Responses	487	971	1,402
Response Rate	78%	71%	75%
Ecology Staff:	Percent Agreed or Strongly Agreed		
Were helpful	95	96	96
Were friendly	95	97	97
Listened	96	95	95
Used professional judgment rather than personal opinion to influence their work	94	90	92
Communicated information clearly	95	96	94
Viewed customer as a partner equally committed to a healthy environment	90	88	90
Worked to build a cooperative relationship	94	93	93
Worked to find innovative ways to solve problems	86	87	85
The Inspector:	Percent Agreed or Strongly Agreed		
Informed customer why their business received a site visit or inspection	93	93	97
Clearly described the site visit or inspection process	95	95	95
Answered questions about the site visit or inspection process	96	98	97
Explained the regulatory requirements that he or she was there to inspect	96	96	96
Was knowledgeable about the customer's facility or operation	86	86	87
Clearly explained how to correct a deficiency, if found during the inspection	94	90	91
The Inspection:	Percent Agreed or Strongly Agreed		
Provided the customer with useful regulatory information applicable to their facility or operation	90	86	94
	Percent Answering Yes		
Resulted in Ecology issuing the business an enforcement notice, order, or penalty	25	13	16
Satisfaction with Response Time to:	Percent Satisfied		
Phone calls	93	94	95
Emails	94	96	95
Letters	91	94	88
Requests for materials	98	93	95
Website Use:	Percent Answering Yes		
Was the Ecology website used to find information about compliance with environmental regulations	47	63	62
Was it easy to find the information on the Ecology website	78	75	74
Was the information helpful	90	93	92

Introduction

The Washington State Department of Ecology (Ecology) is Washington State's primary environmental management and protection agency. The agency's vision is:

Our innovative partnerships sustain healthy land, air and water in harmony with a strong economy.

To support this vision, Ecology is committed to:

- Performing our work in a professional and respectful manner.
- Listening carefully and communicating in a responsive and timely manner.
- Solving problems through innovative ways.
- Building and maintaining cooperative relationships.
- Practicing continuous improvement.

We issue environmental permits to individuals, businesses, and corporations. These permits include conditions the regulated person or company must meet to comply with environmental laws to control pollution, safely manage wastes, and to protect natural resources and habitat.

Ecology also conducts inspections and site visits to businesses required to comply with Washington's environmental laws and rules. Many of our inspections are to determine compliance with permit conditions. We also inspect or visit businesses and facilities that are required to comply with environmental regulations, but do not have an associated permit.

Many people have their first contact with Ecology through an environmental permit or inspection process. How well we work with our customers and how easy it is to navigate through the permit or inspection process are very important to us.

Our 2015-2017 Strategic Plan identifies the delivery of efficient and effective services as one of four primary goals for the agency. We are committed to improving customer service and our regulatory processes for permits and inspections. We survey our customers to find out how well we are doing and to help identify areas to focus our improvement efforts.

Background and scope

In 2002 and every other year since then, Ecology has contracted with the U.S. Department of Agriculture (USDA) National Agricultural Statistics Service's (NASS) Washington Field Office, to conduct a survey of our permit applicants. The survey is conducted to ask our customers their opinion of:

- Satisfaction with customer service.
- The clarity, timeliness, and predictability of our permitting processes and regulatory requirements.
- Ecology's website.

The 2002 survey established a baseline for customer opinion about Ecology's permit services, the permit process, and customer service.

In 2010, we expanded our survey to include customers we inspected or conducted a site visit of their business or facility. The sample group of inspected customers in 2010 was limited to customers Ecology did not regulate through a permit.

In 2012, we expanded our survey again to include customers whose business or facility had an environmental permit from Ecology and received an inspection or site visit related to their permit. We used this expanded customer base for our 2014 survey.

The customer survey has helped guide our improvement work since we first began conducting the survey in 2002. Additionally, since 2010 Ecology has used Lean tools and methods to further enhance our continuous improvement efforts to make our processes more streamlined and efficient. This continuous process improvement work has been done without lowering environmental standards to protect Washington's air, land, and water.

For example, in 2011 the Water Resources Program engaged in a Lean event targeted at improving the water right permitting process. The work was initiated by a legislative directive for Ecology to review its water rights application procedures and streamline the application review process. Customer survey results helped guide these improvement efforts. As a result of the Lean event, we have:

- Streamlined and documented permitting processes.
- Created an option of pre-notification for applicants.
- Reduced the water rights application backlog by 17 percent.

Additionally, during a 2012 Lean event in Ecology's Hazardous Waste and Toxics Reduction (HWTR) Program, facility representatives suggested that notification from Ecology before compliance inspections could help hazardous waste generators:

- Increase compliance with the regulations.
- Open a door for greater communication with inspectors.
- Present more of a cooperative attitude from Ecology.

This feedback led to a pre-inspection notification (PIN) pilot project designed and implemented by the HWTR Program in 2013. The project resulted in an email notification sent to inform facilities they would be subject to a hazardous waste compliance inspection within the next 3-12 months. Other materials were sent with the email to help facilities prepare for the inspection. The process was well received by customers and HWTR staff. Implementation of the PIN has continued in our Eastern Regional Office, and is pending in other regions.

The survey is an important tool for Ecology. Upon the completion of each survey, Ecology's managers and permit and compliance staff review the survey results to identify actions to further improve our regulatory processes and customer service. Ecology works toward continuous improvement and we thank our customers for providing feedback.

Survey Method

The USDA National Agricultural Statistics Service's (NASS) Washington Field Office provided an independent, neutral administration of the survey. Data collection was conducted by the USDA NASS Montana Data Collection Center, and data was provided to the Washington Field Office for validation and compilation.

Permit applicants

The survey targeted 18 different permit types. Between April 2012 and March 2014, Ecology received about 5,700 permit applications. Excluding duplicate people and businesses within each permit type, Ecology gave NASS a list of 3,921 people and businesses to randomly sample. NASS conducted a random sample within permit types from the list of applications received during that period. The permit applicant survey sample size was 1,722.

Inspected customers

The survey targeted 15 different inspection types. Between April 2012 and March 2014, Ecology conducted about 8,300 inspections or site visits. Excluding duplicate people and businesses within each inspection type, Ecology gave NASS a list of 3,782 people and businesses to randomly sample. NASS conducted a random sample within inspection types from the list of inspected customers during that period. [Note: Due to the format of data maintained for underground storage tank inspections, Ecology selected a random sample of 200 customers from 2,698 inspections prior to sending the list of inspected customers to NASS.] The inspected customer survey sample size was 1,878.

The following table shows the permit and inspection types included in the 2014 survey. Not all of these permit and inspection types have been included since the first survey we conducted in 2002. The results for the individual types will vary with the beginning year they were included in our biennial survey.

Table 3: Permit and inspection types included in the survey

PERMIT TYPES	INSPECTION TYPES
401 Water Quality Certification	401 Water Quality Certification
Biosolids Management	Dam Safety
Dam Safety	Industrial Section
Industrial Section ¹	Dangerous Waste TSD Permitted
Dangerous Waste Treatment, Storage, and Disposal (TSD) Permitted	Dangerous Waste Handlers
	Underground Storage Tanks
Air Quality	Air Quality
Agricultural Burning	Air Operating
Outdoor Burning	Air New Source – Includes Notice of Construction, Prevention of Significant Deterioration, and General Order
Air Operating	
Notice of Construction	
Prevention of Significant Deterioration	
General Order	
Water Quality	Water Quality
Municipal Wastewater Discharge (NPDES and SWDP) ²	Municipal Wastewater Discharge (NPDES and SWDP)
Industrial Wastewater Discharge (NPDES and SWDP)	Industrial Wastewater Discharge (NPDES and SWDP)
Construction Stormwater	Construction Stormwater
Industrial Stormwater	Industrial Stormwater
Water Quality General NPDES	Water Quality General NPDES
Water Rights	Oil Handling Facilities
New	Small Facilities
Change	Large Facilities

Timeline

In July 2014, NASS mailed a postcard to the entire sample group to tell them they were selected to take part in a telephone survey on behalf of Ecology. In August 2014, NASS-trained phone surveyors conducted the survey. NASS used Statistical Analysis Software³ to enter the response data. They tabulated the data in August and September 2014 and transmitted the results to Ecology. To ensure confidentiality, NASS provided Ecology with the final tabulated results. All original survey responses and identification of survey respondents are the Property of NASS.

¹ Ecology’s Industrial Section issues various permits to major oil refinery, pulp and paper, chemical, and aluminum facilities.

² NPDES – National Pollutant Discharge Elimination System; SWDP – State Wastewater Discharge Permit

³ SAS Institute Inc.

Survey Response Rate

Overall response rate

In 2014, NASS surveyed 1,722 Ecology permit applicants and 1,878 inspected customers by telephone. The number of calls that resulted in a complete survey was 1,294 for permit applicants and 1,402 for inspected customers, or 75 percent. Three hundred eighty-one people declined to participate in the survey. NASS could not reach 523 survey respondents. This was mostly because the contact information was no longer valid or the person who applied for an Ecology permit or was present during the inspection was no longer employed at the business or could not be identified. The overall response rate is shown in the figure below.

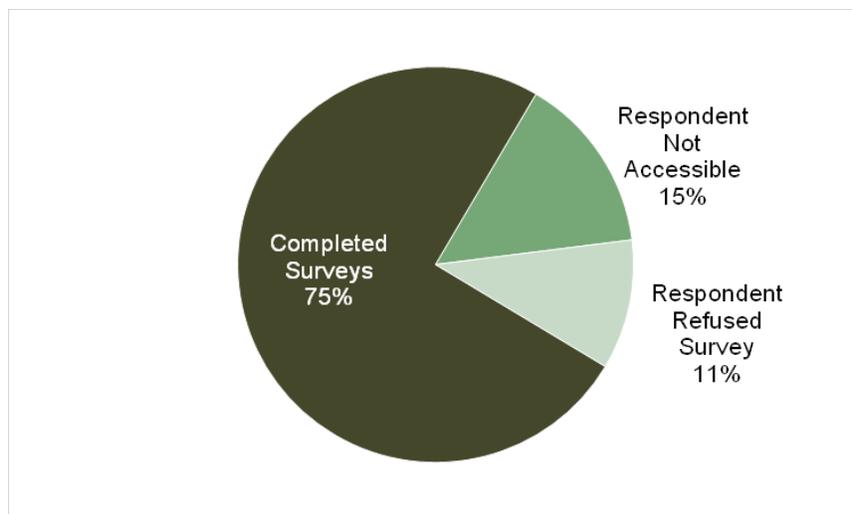


Figure 1: 2014 Overall response rates

Response rates by permit and inspection type

The following two tables show the number of permit applicants and the number of inspected customers included in the survey population. The tables also show the number of customers contacted as part of the survey for permit and inspection types and the response rates. Detailed survey results by permit and inspection type are included in Appendix B and C.

Table 4: 2014 response rates by permit type

Permit Type	Population	Number Sampled	Completed Surveys	Refusal	Not Accessible	Percent Response
Agricultural Burning	918	184	133	20	31	72%
Outdoor Burning	224	45	35	2	8	78%
Air Operating	8	8	4	0	4	50%
Air Notice of Construction	80	80	61	11	8	76%
Air Prevention of Significant Deterioration	9	8	8	0	0	100%
Air General Order	16	16	12	2	2	75%
401 Water Quality Certification	156	87	68	8	11	78%
Municipal Wastewater Discharge	54	51	43	4	4	84%
Industrial Wastewater Discharge	88	87	69	6	12	79%
Construction Stormwater	1573	472	360	54	58	76%
Industrial Stormwater	177	173	127	22	24	73%
Water Quality General NPDES	60	59	49	5	5	83%
Biosolids Management	4	4	4	0	0	100%
Water Rights New	268	214	161	28	25	75%
Water Rights Change	258	206	141	32	33	68%
Dam Safety	11	11	9	1	1	82%
Industrial Section	16	16	9	4	3	56%
Dangerous Waste TSD Permitted	1	1	1	0	0	100%
Total	3,921	1,722	1,294	199	229	75%

Table 5: 2014 response rates by inspection type

Inspection Type	Population	Number Sampled	Completed Surveys	Refusal	Not Accessible	Percent Response
Air Operating	15	15	11	1	3	73%
Air New Source	209	145	106	13	26	73%
401 Water Quality Certification	78	47	25	6	16	53%
Municipal Wastewater Discharge	217	130	103	8	19	79%
Industrial Wastewater Discharge	214	128	99	11	18	77%
Construction Stormwater	916	368	281	42	45	76%
Industrial Stormwater	688	275	202	24	49	74%
Water Quality General NPDES	394	197	143	22	32	73%
Dam Safety	118	62	49	3	10	79%
Industrial Section	40	40	34	2	4	85%
Dangerous Waste TSD Permitted	7	7	6	1	0	86%
Dangerous Waste Handlers	830	208	150	23	35	72%
Small Oil Handling Facilities	40	40	30	5	5	75%
Large Oil Handling Facilities	16	16	12	3	1	75%
Underground Storage Tanks	2,698	200	151	18	31	76%
Total	6,480	1,878	1,402	182	294	75%

Response rate comparison by survey year

The 2002 survey was conducted by mail, with a follow-up phone call from NASS to non-respondents. The 2002 response rate was 51 percent with a high refusal to participate in the survey. The mail survey coupled with a phone follow-up boosted the initial response rate from mail-only 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 following tables show a comparison of response rates for each survey year.

Table 6: Permit applicant response rate comparison

	Permit 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%
2012	5,012	2,237	1,671	242	324	75%
2014	3,921	1,722	1,294	199	229	75%

Table 7: Inspected customer response rate comparison

	Inspection Population	Number Sampled	Completed Surveys	Refusals	Not Accessible	Percent Response
2010	2,686	622	487	37	98	78%
2012	3,181	1,361	971	105	285	71%
2014	6,480	1,878	1,402	182	294	75%

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 regions, shown on the map below. Looking at the survey results by facility or site location helps determine overall trends in customer opinion of our services from each office location. The regional data coupled with the specific permit and inspection data is used by the agency to target areas for process improvement.

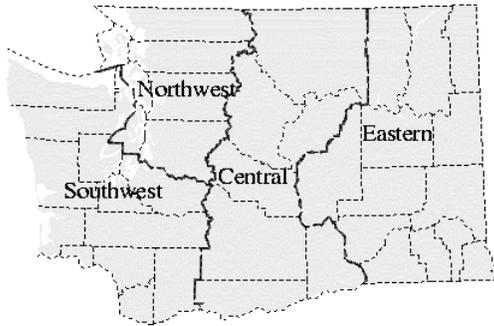


Figure 2: Ecology regional office coverage

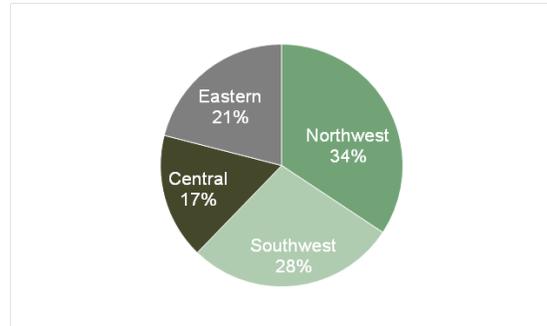


Figure 3: 2014 usable surveys by region

Survey Results

This chapter provides the agency-wide results of the 2014 survey. Detailed survey results by permit and inspection type are included in Appendix B and Appendix C.

Permit application decision status

Permit applicant 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.
- Other (not specified).

Table 8: Permit application decision status

Permit Type	Approved	Withdrawn by Applicant	Denied	Pending	Other
Agricultural Burning	133	0	2	1	1
Outdoor Burning	34	1	0	0	0
Air Operating	2	0	0	2	0
Air Notice of Construction	56	0	1	3	2
Air Prevention of Significant Deterioration	5	0	0	1	2
Air General Order	12	0	0	0	0
401 Water Quality Certification	65	1	0	2	0
Municipal Wastewater Discharge	37	0	0	6	0
Industrial Wastewater Discharge	54	0	0	13	2
Construction Stormwater	356	2	0	5	3
Industrial Stormwater	118	1	0	7	2
Water Quality General NPDES	39	1	0	1	8
Biosolids Management	4	0	0	0	0
Water Rights New	90	4	2	59	10
Water Rights Change	103	5	2	31	4
Dam Safety	8	0	0	1	0
Industrial Section	6	0	0	4	1
Dangerous Waste TSD Permitted	1	0	0	0	0
Total	1,123	15	7	136	35

Response time satisfaction

Survey respondents were asked if they were satisfied with Ecology's response time to their phone calls, emails, letters, and requests for materials. The following results compare all survey years through 2014.

Table 9: Permit applicant response time satisfaction

Percent satisfaction with response time to:	2002	2004	2006	2008	2010	2012	2014
Phone calls	82	95	94	92	90	87	92
Emails	83	95	96	93	91	89	92
Letters	70	93	90	88	88	84	83
Requests for materials	85	95	95	93	93	93	89

Table 10: Inspected customer response time satisfaction

Percent satisfaction with response time to:	2010	2012	2014
Phone calls	93	94	95
Emails	94	96	95
Letters	91	94	88
Requests for materials	98	93	95

Communications with Ecology staff

The survey asked respondents if they strongly agreed, agreed, disagreed, or strongly disagreed with statements about working with Ecology staff. Respondents could also note if the statement does not apply to them. The following results compare all survey years through 2014.

Table 11: Permit applicant satisfaction with Ecology staff

Ecology Staff:	Percent Agreed or Strongly Agreed						
	2002	2004	2006	2008	2010	2012	2014
Were helpful	86	94	92	92	91	93	94
Were friendly	93	95	95	95	95	96	96
Listened	89	93	94	93	93	93	94
Used professional judgment rather than personal opinion to influence their work	80	91	90	91	90	93	93
Communicated information clearly	83	91	91	90	90	91	91
Viewed applicant as a partner equally committed to a healthy environment	71	88	83	84	86	83	85
Worked to build a cooperative relationship	74	89	88	87	88	86	88
Worked to find innovative ways to solve problems	64	84	78	77	78	80	78
Informed applicant what was needed to submit a complete permit application	87	91	92	93	93	93	94
Answered questions about the permitting process	87	93	95	96	95	95	97
Informed applicant how long it would take to get a permit decision	67	80	75	79	76	78	80

Table 12: Inspected customer satisfaction with Ecology staff

Ecology Staff:	Percent Agreed or Strongly Agreed		
	2010	2012	2014
Were helpful	95	96	96
Were friendly	95	97	97
Listened	96	95	95
Used professional judgment rather than personal opinion to influence their work	94	90	92
Communicated information clearly	95	96	94
Viewed customer as a partner equally committed to a healthy environment	90	88	90
Worked to build a cooperative relationship	94	93	93
Worked to find innovative ways to solve problems	86	87	85

Permit application and inspection processes

The survey respondents were asked if they strongly agreed, agreed, disagreed, or strongly disagreed with statements about the permit application or inspection process. Respondents could also note if the statement does not apply to them. The following results compare all survey years through 2014.

Table 13: Permit applicant satisfaction with permit process

The Permit:	Percent Agreed or Strongly Agreed						
	2002	2004	2006	2008	2010	2012	2014
Forms were easy to use	67	85	82	78	80	83	85
Application instructions were clear	68	87	87	85	86	88	89
Environmental standards were clear	65	84	84	81	83	86	85
Decision was timely	63	84	81	81	83	82	78
Decision was clear	79	89	93	92	93	93	93
Time required to issue the permit was reasonable		83	80	80	82	79	74
Permit conditions are reasonable	Not asked	81	81	80	81	87	82
Reporting requirements are reasonable	in 2002	80	84	81	81	87	84
Monitoring requirements are reasonable		79	81	78	81	84	82

Table 14: Inspected customer satisfaction with inspection process

The Inspector:	Percent Agreed or Strongly Agreed		
	2010	2012	2014
Informed customer why their business received a site visit or inspection	93	93	97
Clearly described the site visit or inspection process	95	95	95
Answered questions about the site visit or inspection process	96	98	97
Explained the regulatory requirements that he or she was there to inspect	96	96	96
Was knowledgeable about the customer's facility or operation	86	86	87
Clearly explained how to correct a deficiency, if found during the inspection	94	90	91
The Inspection:	Percent Agreed or Strongly Agreed		
Provided the customer with useful regulatory information applicable to their facility or operation	90	86	94
	Percent Answering Yes		
Resulted in Ecology issuing the business an enforcement notice, order, or penalty	25	13	16

Website use for permit and inspection information

The survey respondents were asked if they had used Ecology’s website for information to help them either apply for their permit or get regulatory information. If they answered yes, they were asked if the website was: a) easy to use; and b) helpful. The following results compare all survey years through 2014 (Note: These questions were not asked in the 2002 Permit Applicant survey).

Table 15: Permit applicant website use

	Percent Answering Yes					
	2004	2006	2008	2010	2012	2014
Was the Ecology website used to find information about applying for a permit?	32	45	42	53	56	57
Was it easy to find the information you needed on the Ecology website?	83	83	84	80	77	78
Was the information helpful?	98	92	92	89	90	90

Table 16: Inspected customer website use

	Percent Answering Yes		
	2010	2012	2014
Was the Ecology website used to find information about compliance with environmental regulations related to your business?	47	63	62
Was it easy to find the information you needed on the Ecology website?	78	75	74
Was the information helpful?	90	93	92

State agency coordination on permits

Permit applicant customers were asked if their project required environmental permits from other agencies. If they answered yes, the respondent was asked about his or her satisfaction with coordination between the permitting agencies. Respondents were also asked if they had worked with the Governor’s Office for Regulatory Innovation and Assistance (ORIA) on their project. If they answered yes, a follow-up question was asked about ORIA’s assistance in helping with the permitting process.

Table 17: Permit applicant coordination with other agencies

	2006	2008	2010	2012	2014
Did your project require environmental permits from other agencies (percent answering Yes)	35	27	35	26	33
The environmental permitting agencies involved were well coordinated (percent that Agreed or Strongly Agreed)	55	57	52	63	65
Did you contact the Governor's Office for Regulatory Innovation and Assistance on your project (percent answering Yes)	9	6	3	6	3
Their assistance was helpful in applying for permits from multiple agencies (percent that Agreed or Strongly Agreed)	83	85	64	83	55

Conclusion

Ecology is committed to improving customer service and its regulatory processes for permits and inspections. Ecology's managers and permit and compliance staff will review the survey results and will use these results to help identify areas to focus our improvement efforts. This work will support the agency's goal of delivering efficient and effective services, described in the 2015-2017 Strategic Plan.

Appendix A: Permit and Inspection Descriptions

The following permit and inspection types are included in the survey. For more information about a particular permit, visit the Ecology website at: <http://www.ecy.wa.gov/permit.html>.

PERMIT TYPE	PERMIT DESCRIPTION	RELATED INSPECTION INCLUDED IN SURVEY?
Agricultural Burning	This permit is required for burning vegetative agricultural wastes.	No
Outdoor Burning	This permit is required for burning land clearing debris.	No
Air Operating	This five-year permit is required for major facilities that release a large quantity of contaminants to the air.	Yes
Air New Source - Notice of Construction, Prevention of Significant Deterioration, and General Order	One or more of these permits is required for either the construction of new sources or modification of existing equipment/processes that release contaminants to the air.	Yes, Called New Source
401 Water Quality Certification	This certification 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.	Yes
Water Quality Municipal and Industrial Wastewater Discharge (NPDES and SWDP)	These National Pollution Discharge Elimination System (NPDES) and State Wastewater Discharge (SWDP) permits are required for municipal sewage treatment facilities and industrial facilities that discharge wastewater to surface waters or the ground.	Yes
Water Quality General NPDES(including Construction Stormwater and Industrial Stormwater)	Water Quality General NPDES permits cover groups of like business activities that have similar discharges to surface water (stormwater, boatyard, fruit packer, sand & gravel, animal feeding operation, fish hatchery, and aquatic pesticide application).	Yes
Biosolids Management	This permit is required for management and land application of biosolids, (organic, semisolid product from wastewater treatment).	No

PERMIT TYPE	PERMIT DESCRIPTION	RELATED INSPECTION INCLUDED IN SURVEY?
Water Rights New	This permit is required for new withdrawals of water from surface and ground sources.	No
Water Rights Change	This permit is required for changes or transfers of an existing water right permit, certificate, or claim to another person or use.	No
Dam Safety	This permit is required for any dam or control of 10 or more acre-feet of water, liquid waste, or mine tailings.	Yes
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.	Yes
Dangerous Waste Treatment, Storage, and Disposal (TSD) Permitted	This permit is required for certain facilities that store, treat, and/or dispose of dangerous wastes.	Yes

Other inspection types included in the survey that are not associated with a permit are shown below.

INSPECTION TYPE	INSPECTION DESCRIPTION
Dangerous Waste Handlers	Ecology conducts inspections at businesses that generate, store or dispose of dangerous wastes in quantities over 220 pounds per month (or about half of a 55-gallon drum). These businesses are required to obtain a dangerous waste number and report annually to Ecology.
Oil Handling Facilities – Small and Large	Ecology conducts compliance inspections at marinas and other small fueling facilities that transfer oil to non-recreational vessels with a capacity of less than 10,500 gallons. Compliance inspections are also conducted at large, fixed shore-side facilities such as refineries, refueling terminals, and oil pipelines. This includes facilities that transfer to or from tank vessels and pipelines.
Underground Storage Tanks	Ecology conducts compliance inspections at businesses that have an underground oil storage tank (most sites have multiple tanks) and provides technical assistance to tank owners. These businesses are required to obtain a license and display it at their facility for receiving oil in their tanks.

Appendix B: Survey Results by Permit Type

Agricultural Burning Permit

	Percent Agreed or Strongly Agreed				
	2006	2008	2010	2012	2014
Ecology Staff:					
Were helpful	92	98	96	95	98
Were friendly	96	98	96	96	97
Listened	96	98	93	97	99
Used professional judgment rather than personal opinion to influence their work	95	97	96	97	96
Communicated information clearly	92	97	96	93	97
Viewed applicant as a partner equally committed to a healthy environment	86	92	86	90	88
Worked to build a cooperative relationship	91	94	89	92	94
Worked to find innovative ways to solve problems	85	87	84	84	88
Informed applicant what was needed to submit a complete permit application	99	97	98	99	98
Answered questions about the permitting process	96	99	98	97	98
Informed applicant how long it would take to get a permit decision	92	93	91	97	93
The Permit:					
Forms were easy to use	82	83	92	83	94
Application instructions were clear	93	91	94	90	95
Environmental standards were clear	92	90	91	98	91
Decision was timely	96	92	97	97	98
Decision was clear	100	97	99	97	99
Time required to issue the permit was reasonable	97	92	96	97	95
Permit conditions are reasonable	80	83	89	90	81
Reporting requirements are reasonable	91	93	96	95	93
Monitoring requirements are reasonable	90	90	93	91	86
Number of completed surveys	103	158	79	141	133

Outdoor Burning Permit

	Percent Agreed or Strongly Agreed				
	2006	2008	2010	2012	2014
Ecology Staff:					
Were helpful	93	96	94	100	97
Were friendly	99	96	96	100	97
Listened	97	93	94	100	97
Used professional judgment rather than personal opinion to influence their work	94	95	91	100	91
Communicated information clearly	96	96	98	97	97
Viewed applicant as a partner equally committed to a healthy environment	88	92	86	91	94
Worked to build a cooperative relationship	94	93	89	91	97
Worked to find innovative ways to solve problems	89	86	97	86	86
Informed applicant what was needed to submit a complete permit application	96	96	98	94	97
Answered questions about the permitting process	99	95	100	97	100
Informed applicant how long it would take to get a permit decision	93	93	85	97	94
The Permit:					
Forms were easy to use	90	91	83	89	91
Application instructions were clear	94	91	89	94	94
Environmental standards were clear	94	92	87	91	94
Decision was timely	96	92	93	94	94
Decision was clear	98	97	98	97	97
Time required to issue the permit was reasonable	95	95	96	94	94
Permit conditions are reasonable	83	87	83	86	91
Reporting requirements are reasonable	94	87	85	87	90
Monitoring requirements are reasonable	91	91	83	93	92
Number of completed surveys	158	76	48	36	35

Air Operating Permit

	Percent Agreed or Strongly Agreed						
	2002	2004	2006	2008	2010	2012	2014
Ecology Staff:							
Were helpful	94	93	86	87	80	100	100
Were friendly	97	93	86	87	100	100	100
Listened	93	90	86	80	80	100	100
Used professional judgment rather than personal opinion to influence their work	77	84	100	87	100	100	100
Communicated information clearly	88	93	100	87	80	100	75
Viewed applicant as a partner equally committed to a healthy environment	78	81	100	80	100	100	50
Worked to build a cooperative relationship	81	89	100	73	90	100	75
Worked to find innovative ways to solve problems	69	75	100	77	70	100	100
Informed applicant what was needed to submit a complete permit application	89	97	100	100	78	100	100
Answered questions about the permitting process	94	95	100	100	100	100	100
Informed applicant how long it would take to get a permit decision	83	88	86	60	70	100	75
The Permit:							
Forms were easy to use	66	86	83	62	63	75	75
Application instructions were clear	60	87	100	85	75	75	100
Environmental standards were clear	66	90	71	71	44	100	75
Decision was timely	82	85	86	67	63	100	75
Decision was clear	86	91	100	67	78	100	75
Time required to issue the permit was reasonable		87	86	73	78	100	67
Permit conditions are reasonable		77	86	71	50	100	67
Reporting requirements are reasonable		77	86	57	40	100	50
Monitoring requirements are reasonable		72	86	71	70	100	75
Number of completed surveys	69	43	7	15	10	4	4

Air Notice of Construction Permit

	Percent Agreed or Strongly Agreed				
	2006	2008	2010	2012	2014
Ecology Staff:					
Were helpful	94	89	94	89	92
Were friendly	100	93	97	91	95
Listened	94	91	91	90	95
Used professional judgment rather than personal opinion to influence their work	97	93	85	83	96
Communicated information clearly	91	91	87	83	95
Viewed applicant as a partner equally committed to a healthy environment	81	87	86	80	93
Worked to build a cooperative relationship	91	88	86	85	90
Worked to find innovative ways to solve problems	79	79	76	68	88
Informed applicant what was needed to submit a complete permit application	97	94	90	89	93
Answered questions about the permitting process	94	98	99	93	98
Informed applicant how long it would take to get a permit decision	87	85	76	73	93
The Permit:					
Forms were easy to use	82	73	64	77	87
Application instructions were clear	85	83	78	90	93
Environmental standards were clear	81	69	74	81	77
Decision was timely	87	80	90	74	86
Decision was clear	97	90	97	95	98
Time required to issue the permit was reasonable	91	78	89	73	81
Permit conditions are reasonable	88	82	74	77	79
Reporting requirements are reasonable	83	79	77	87	79
Monitoring requirements are reasonable	82	81	88	85	84
Number of completed surveys	33	70	71	50	61

Air Prevention of Significant Deterioration Permit

	Percent Agreed or Strongly Agreed				
	2006	2008	2010	2012	2014
Ecology Staff:					
Were helpful	100	100	100	100	100
Were friendly	100	83	100	100	100
Listened	100	83	100	88	100
Used professional judgment rather than personal opinion to influence their work	100	100	100	88	63
Communicated information clearly	100	100	100	100	88
Viewed applicant as a partner equally committed to a healthy environment	88	80	90	88	75
Worked to build a cooperative relationship	100	83	100	100	88
Worked to find innovative ways to solve problems	100	83	90	100	57
Informed applicant what was needed to submit a complete permit application	100	100	90	100	100
Answered questions about the permitting process	100	100	90	75	100
Informed applicant how long it would take to get a permit decision	88	83	90	88	86
The Permit:					
Forms were easy to use	83	100	86	86	100
Application instructions were clear	86	100	78	80	83
Environmental standards were clear	88	83	67	63	86
Decision was timely	88	83	83	63	83
Decision was clear	100	100	100	75	100
Time required to issue the permit was reasonable	75	83	100	88	83
Permit conditions are reasonable	75	60	100	100	83
Reporting requirements are reasonable	75	60	83	100	67
Monitoring requirements are reasonable	86	80	83	100	83
Number of completed surveys	8	6	10	8	8

Air General Order Permit

	Percent Agreed or Strongly Agreed			
	2008	2010	2012	2014
Ecology Staff:				
Were helpful	93	93	94	100
Were friendly	93	95	97	100
Listened	93	95	94	92
Used professional judgment rather than personal opinion to influence their work	93	95	94	100
Communicated information clearly	93	95	97	100
Viewed applicant as a partner equally committed to a healthy environment	90	88	88	92
Worked to build a cooperative relationship	93	92	88	100
Worked to find innovative ways to solve problems	92	83	75	91
Informed applicant what was needed to submit a complete permit application	100	88	97	100
Answered questions about the permitting process	100	96	100	100
Informed applicant how long it would take to get a permit decision	96	78	94	75
The Permit:				
Forms were easy to use	93	80	79	82
Application instructions were clear	90	90	82	91
Environmental standards were clear	97	87	85	100
Decision was timely	93	95	100	70
Decision was clear	97	95	100	100
Time required to issue the permit was reasonable	93	93	94	70
Permit conditions are reasonable	90	78	91	82
Reporting requirements are reasonable	86	79	81	100
Monitoring requirements are reasonable	82	81	80	70
Number of completed surveys	30	60	35	12

401 Water Quality Certification

	Percent Agreed or Strongly Agreed						
	2002	2004	2006	2008	2010	2012	2014
Ecology Staff:							
Were helpful	81	87	88	91	85	94	89
Were friendly	94	90	94	93	91	99	92
Listened	84	86	92	85	88	96	88
Used professional judgment rather than personal opinion to influence their work	79	83	83	86	92	94	86
Communicated information clearly	80	83	91	91	88	96	88
Viewed applicant as a partner equally committed to a healthy environment	73	77	76	74	81	88	70
Worked to build a cooperative relationship	75	79	85	83	82	88	81
Worked to find innovative ways to solve problems	64	73	69	70	73	86	67
Informed applicant what was needed to submit a complete permit application	90	78	88	88	93	92	90
Answered questions about the permitting process	82	84	94	94	95	97	95
Informed applicant how long it would take to get a permit decision	63	60	65	80	58	82	74
The Permit:							
Forms were easy to use	67	86	83	80	87	90	86
Application instructions were clear	58	83	86	85	90	88	88
Environmental standards were clear	48	74	72	69	78	87	74
Decision was timely	63	68	71	77	68	83	69
Decision was clear	84	80	91	89	90	97	94
Time required to issue the permit was reasonable		62	66	71	71	73	66
Permit conditions are reasonable		82	81	76	84	89	76
Reporting requirements are reasonable		75	80	79	81	87	82
Monitoring requirements are reasonable		79	80	73	79	83	73
Number of completed surveys	20	128	170	108	89	72	68

Industrial Section Permits

	Percent Agreed or Strongly Agreed						
	2002	2004	2006	2008	2010	2012	2014
Ecology Staff:							
Were helpful	90	100	97	100	100	100	100
Were friendly	96	100	100	100	100	100	100
Listened	87	100	100	100	100	100	100
Used professional judgment rather than personal opinion to influence their work	73	100	100	100	100	94	90
Communicated information clearly	90	100	94	92	100	88	89
Viewed applicant as a partner equally committed to a healthy environment	76	100	94	85	100	100	78
Worked to build a cooperative relationship	75	100	97	85	100	100	100
Worked to find innovative ways to solve problems	78	100	85	67	89	86	78
Informed applicant what was needed to submit a complete permit application	85	80	97	85	82	100	89
Answered questions about the permitting process	90	80	97	92	91	100	100
Informed applicant how long it would take to get a permit decision	71	100	67	77	64	93	67
The Permit:							
Forms were easy to use	46	67	80	50	82	71	78
Application instructions were clear	46	100	97	85	90	80	89
Environmental standards were clear	70	80	79	83	70	67	89
Decision was timely	45	33	85	82	70	71	71
Decision was clear	59	100	96	100	89	100	100
Time required to issue the permit was reasonable	.	50	79	75	50	79	75
Permit conditions are reasonable	.	100	83	78	100	92	100
Reporting requirements are reasonable	.	67	81	100	100	92	88
Monitoring requirements are reasonable	.	67	83	100	89	100	100
Number of completed surveys	52	5	35	13	11	16	9

Municipal Wastewater Discharge Permit

	Percent Agreed or Strongly Agreed				
	2006	2008	2010	2012	2014
Ecology Staff:					
Were helpful	95	95	97	100	98
Were friendly	95	98	97	95	100
Listened	95	91	100	95	98
Used professional judgment rather than personal opinion to influence their work	91	88	97	98	95
Communicated information clearly	84	89	96	98	100
Viewed applicant as a partner equally committed to a healthy environment	86	90	92	95	91
Worked to build a cooperative relationship	93	85	94	95	95
Worked to find innovative ways to solve problems	85	82	89	91	89
Informed applicant what was needed to submit a complete permit application	95	91	95	91	98
Answered questions about the permitting process	98	96	99	100	100
Informed applicant how long it would take to get a permit decision	76	80	76	79	85
The Permit:					
Forms were easy to use	76	84	77	79	76
Application instructions were clear	86	90	86	85	90
Environmental standards were clear	85	83	86	93	88
Decision was timely	81	75	86	91	93
Decision was clear	97	90	97	100	100
Time required to issue the permit was reasonable	79	80	93	88	88
Permit conditions are reasonable	83	83	84	88	93
Reporting requirements are reasonable	85	94	92	93	86
Monitoring requirements are reasonable	80	83	84	90	88
Number of completed surveys	44	51	82	44	43

Industrial Wastewater Discharge Permit

	Percent Agreed or Strongly Agreed				
	2006	2008	2010	2012	2014
Ecology Staff:					
Were helpful	96	90	100	94	97
Were friendly	98	98	98	98	99
Listened	90	93	97	92	99
Used professional judgment rather than personal opinion to influence their work	90	88	95	85	95
Communicated information clearly	90	88	100	84	94
Viewed applicant as a partner equally committed to a healthy environment	90	83	95	78	93
Worked to build a cooperative relationship	90	88	98	88	99
Worked to find innovative ways to solve problems	82	80	88	70	85
Informed applicant what was needed to submit a complete permit application	92	93	100	83	98
Answered questions about the permitting process	96	98	94	91	100
Informed applicant how long it would take to get a permit decision	72	80	83	70	84
The Permit:					
Forms were easy to use	84	69	76	78	75
Application instructions were clear	88	88	87	84	88
Environmental standards were clear	88	81	90	73	83
Decision was timely	76	83	78	71	70
Decision was clear	95	97	90	88	90
Time required to issue the permit was reasonable	80	83	85	71	63
Permit conditions are reasonable	86	77	80	76	86
Reporting requirements are reasonable	87	86	86	80	86
Monitoring requirements are reasonable	80	80	82	75	83
Number of completed surveys	51	41	41	50	69

Construction Stormwater Permit

	Percent Agreed or Strongly Agreed				
	2006	2008	2010	2012	2014
Ecology Staff:					
Were helpful	94	91	94	92	97
Were friendly	97	93	97	95	96
Listened	96	90	95	92	94
Used professional judgment rather than personal opinion to influence their work	92	91	92	94	94
Communicated information clearly	95	87	91	92	93
Viewed applicant as partner equally committed to a healthy environment	84	77	87	79	87
Worked to build a cooperative relationship	91	84	87	85	88
Worked with applicant to find innovative solutions to solve problems	76	72	72	81	76
Informed applicant what was needed to submit a complete application	96	91	94	92	93
Answered applicants questions about the permitting process	96	97	96	94	96
Informed applicant how long a decision would take	85	76	82	85	83
The Permit:					
Forms were easy to use	81	77	82	80	88
Application instructions were clear	85	80	90	88	89
Environmental standards were clear	83	77	86	88	89
Decision was timely	90	83	90	87	86
Decision was clear	98	95	96	96	96
Time to issue the permit was reasonable	85	77	83	82	78
Permit conditions are reasonable	87	78	86	88	87
Reporting requirements are reasonable	77	73	76	83	83
Monitoring requirements are reasonable	68	69	81	78	81
Number of completed surveys	170	199	245	381	360

Industrial Stormwater Permit

	Percent Agreed or Strongly Agreed				
	2006	2008	2010	2012	2014
Ecology Staff:					
Were helpful	100	86	85	90	94
Were friendly	100	88	87	100	95
Listened	100	89	90	93	92
Used professional judgment rather than personal opinion to influence their work	100	86	77	96	91
Communicated information clearly	100	80	87	89	89
Viewed applicant as a partner equally committed to a healthy environment	100	76	77	83	86
Worked to build a cooperative relationship	100	82	84	84	90
Worked to find innovative ways to solve problems	100	73	70	80	76
Informed applicant what was needed to submit a complete permit application	100	92	94	92	95
Answered questions about the permitting process	94	88	94	97	97
Informed applicant how long it would take to get a permit decision	60	74	74	71	81
The Permit:					
Forms were easy to use	89	75	73	77	83
Application instructions were clear	83	76	69	89	90
Environmental standards were clear	67	76	75	75	87
Decision was timely	89	81	83	86	83
Decision was clear	89	88	95	99	94
Time required to issue the permit was reasonable	89	88	86	85	78
Permit conditions are reasonable	78	70	68	66	71
Reporting requirements are reasonable	94	74	75	75	85
Monitoring requirements are reasonable	83	64	75	79	80
Number of completed surveys	15	76	71	72	127

Water Quality General NPDES Permit

	Percent Agreed or Strongly Agreed				
	2006	2008	2010	2012	2014
Ecology Staff:					
Were helpful	95	94	89	98	96
Were friendly	92	97	95	100	94
Listened	96	94	90	98	98
Used professional judgment rather than personal opinion to influence their work	93	88	87	94	93
Communicated information clearly	94	90	86	98	92
Viewed applicant as a partner equally committed to a healthy environment	86	81	83	88	80
Worked to build a cooperative relationship	92	86	89	92	93
Worked to find innovative ways to solve problems	80	68	76	91	83
Informed applicant what was needed to submit a complete permit application	88	91	96	100	96
Answered questions about the permitting process	97	94	96	100	96
Informed applicant how long it would take to get a permit decision	67	75	80	88	81
The Permit:					
Forms were easy to use	80	74	87	86	88
Application instructions were clear	83	79	92	86	92
Environmental standards were clear	78	80	85	94	87
Decision was timely	77	84	91	85	87
Decision was clear	86	93	95	98	95
Time required to issue the permit was reasonable	77	89	87	81	90
Permit conditions are reasonable	59	81	76	78	79
Reporting requirements are reasonable	70	71	82	81	79
Monitoring requirements are reasonable	69	71	77	83	85
Number of completed surveys	79	70	161	55	49

Biosolids Management Permit

	Percent Agreed or Strongly Agreed						
	2002	2004	2006	2008	2010	2012	2014
Ecology Staff:							
Were helpful	88	96	94	100	93	97	100
Were friendly	96	95	91	94	98	98	100
Listened	96	89	92	94	93	98	75
Used professional judgment rather than personal opinion to influence their work	92	91	93	94	86	95	75
Communicated information clearly	96	87	88	94	95	96	100
Viewed applicant as a partner equally committed to a healthy environment	73	98	86	100	86	95	100
Worked to build a cooperative relationship	95	96	89	88	93	95	100
Worked to find innovative ways to solve problems	83	94	87	80	87	91	100
Informed applicant what was needed to submit a complete permit application	88	89	86	100	90	97	100
Answered questions about the permitting process	92	91	94	100	95	99	100
Informed applicant how long it would take to get a permit decision	74	80	71	82	74	80	50
The Permit:							
Forms were easy to use	77	78	71	88	83	90	100
Application instructions were clear	74	72	76	88	88	92	75
Environmental standards were clear	63	86	89	82	93	95	100
Decision was timely	70	83	87	93	78	90	100
Decision was clear	92	85	89	93	97	91	75
Time required to issue the permit was reasonable	.	83	87	86	81	90	100
Permit conditions are reasonable	.	93	90	80	90	96	100
Reporting requirements are reasonable	.	92	87	93	86	95	100
Monitoring requirements are reasonable	.	92	87	100	93	94	100
Number of completed surveys	36	48	132	17	42	271	4

Water Rights New Permit

	Percent Agreed or Strongly Agreed						
	2002	2004	2006	2008	2010	2012	2014
Ecology Staff:							
Were helpful	69	89	88	92	88	86	87
Were friendly	87	88	95	99	97	92	94
Listened	79	93	92	97	92	90	89
Used professional judgment rather than personal opinion to influence their work	68	86	84	96	91	88	89
Communicated information clearly	71	87	87	88	88	81	81
Viewed applicant as a partner equally committed to a healthy environment	50	83	80	81	87	73	79
Worked to build a cooperative relationship	49	81	78	85	86	79	75
Worked to find innovative ways to solve problems	34	62	61	75	74	73	72
Informed applicant what was needed to submit a complete permit application	77	89	90	92	94	88	88
Answered questions about the permitting process	77	89	92	93	92	89	92
Informed applicant how long it would take to get a permit decision	46	62	59	60	76	61	67
The Permit:							
Forms were easy to use	66	83	79	81	78	76	76
Application instructions were clear	69	88	88	84	86	83	87
Environmental standards were clear	62	67	87	84	88	81	74
Decision was timely	33	52	42	51	65	56	46
Decision was clear	54	68	78	63	79	85	81
Time required to issue the permit was reasonable	.	39	48	49	63	56	46
Permit conditions are reasonable	.	63	66	73	86	84	75
Reporting requirements are reasonable	.	81	78	85	78	86	77
Monitoring requirements are reasonable	.	78	75	83	77	86	76
Number of completed surveys	174	36	116	83	78	216	161

Water Rights Change Permit

	Percent Agreed or Strongly Agreed						
	2002	2004	2006	2008	2010	2012	2014
Ecology Staff:							
Were helpful	80	87	84	89	83	88	92
Were friendly	90	93	92	96	91	92	97
Listened	84	91	88	96	91	81	94
Used professional judgment rather than personal opinion to influence their work	72	91	80	87	86	88	92
Communicated information clearly	71	88	83	92	84	89	88
Viewed applicant as a partner equally committed to a healthy environment	61	86	65	85	83	69	79
Worked to build a cooperative relationship	62	82	70	89	81	68	85
Worked to find innovative ways to solve problems	51	79	60	76	64	62	72
Informed applicant what was needed to submit a complete permit application	80	83	85	90	86	90	93
Answered questions about the permitting process	76	87	94	95	86	92	95
Informed applicant how long it would take to get a permit decision	49	71	60	66	53	56	67
The Permit:							
Forms were easy to use	62	80	79	66	71	87	80
Application instructions were clear	64	80	80	77	72	90	83
Environmental standards were clear	55	76	74	82	75	72	83
Decision was timely	39	55	50	62	55	55	64
Decision was clear	62	66	80	84	78	82	85
Time required to issue the permit was reasonable	.	54	52	62	52	47	59
Permit conditions are reasonable	.	73	69	84	78	82	82
Reporting requirements are reasonable	.	69	71	80	76	87	82
Monitoring requirements are reasonable	.	67	80	78	69	78	81
Number of completed surveys	129	61	128	113	124	183	141

Dam Safety Permit

	Percent Agreed or Strongly Agreed						
	2002	2004	2006	2008	2010	2012	2014
Ecology Staff:							
Were helpful	90	88	95	85	91	97	78
Were friendly	100	100	100	100	100	97	89
Listened	90	83	90	92	91	100	89
Used professional judgment rather than personal opinion to influence their work	80	100	95	92	70	85	100
Communicated information clearly	90	89	100	85	100	79	78
Viewed applicant as a partner equally committed to a healthy environment	67	89	89	92	90	77	89
Worked to build a cooperative relationship	80	100	95	92	82	100	89
Worked to find innovative ways to solve problems	80	100	95	83	90	96	83
Informed applicant what was needed to submit a complete permit application	100	100	100	100	100	94	89
Answered questions about the permitting process	100	100	100	100	100	97	100
Informed applicant how long it would take to get a permit decision	50	78	94	67	100	90	78
The Permit:							
Forms were easy to use	80	100	95	100	100	68	89
Application instructions were clear	89	86	89	100	100	67	75
Environmental standards were clear	70	83	94	91	82	83	100
Decision was timely	70	100	94	90	100	93	75
Decision was clear	90	100	100	100	100	96	100
Time required to issue the permit was reasonable	.	89	95	77	100	93	75
Permit conditions are reasonable	.	89	100	75	73	85	100
Reporting requirements are reasonable	.	89	93	80	82	93	100
Monitoring requirements are reasonable	.	86	100	75	80	90	83
Number of completed surveys	11	8	21	13	11	35	9

Dangerous Waste TSD Permit

	Percent Agreed or Strongly Agreed						
	2002	2004	2006	2008	2010	2012	2014
Ecology Staff:							
Were helpful	97	100	80	100	100	100	100
Were friendly	100	100	80	75	100	100	100
Listened	100	100	75	75	100	100	100
Used professional judgment rather than personal opinion to influence their work	96	100	80	75	90	100	100
Communicated information clearly	88	100	100	75	100	100	0
Viewed applicant as a partner equally committed to a healthy environment	85	67	60	50	100	100	100
Worked to build a cooperative relationship	90	100	60	75	100	100	100
Worked to find innovative ways to solve problems	83	67	60	50	100	100	100
Informed applicant what was needed to submit a complete permit application	97	100	100	75	90	100	100
Answered questions about the permitting process	93	100	100	100	90	100	100
Informed applicant how long it would take to get a permit decision	80	100	20	75	70	100	100
The Permit:							
Forms were easy to use	68	0	67	100	57	100	.
Application instructions were clear	74	50	75	67	71	100	100
Environmental standards were clear	63	67	60	25	90	100	100
Decision was timely	76	67	0	100	71	100	100
Decision was clear	88	67	100	100	86	100	100
Time required to issue the permit was reasonable	.	67	50	100	67	100	100
Permit conditions are reasonable	.	67	60	0	80	100	100
Reporting requirements are reasonable	.	100	80	100	90	100	100
Monitoring requirements are reasonable	.	100	100	67	78	100	100
Number of completed surveys	25	3	5	4	10	2	1

Appendix C: Survey Results by Inspection Type

Air Operating Inspection

	Percent Agreed or Strongly Agreed	
	2012	2014
Ecology Staff:		
Were helpful	100	100
Were friendly	100	100
Listened	100	100
Used professional judgment rather than personal opinion to influence their work	83	91
Communicated information clearly	92	91
Viewed customer as a partner equally committed to a healthy environment	75	100
Worked to build a cooperative relationship	92	100
Worked to find innovative ways to solve problems	75	82
Informed customer why their business received a site visit or inspection	100	100
Clearly described the site visit or inspection process	100	100
Answered questions about the site visit or inspection process	100	100
Explained the regulatory requirements that he or she was there to inspect	93	100
Was knowledgeable about the customer's facility or operation	86	91
Clearly explained how to correct a deficiency, if found during the inspection	82	100
The Inspection:		
Provided the customer useful regulatory information applicable to their facility or operation	69	82
	Percent Answering Yes	
Resulted in Ecology issuing the business an enforcement notice, order or penalty	7	0
Number of completed surveys	14	11

Air New Source Inspection

	Percent Agreed or Strongly Agreed	
	2012	2014
Ecology Staff:		
Were helpful	100	92
Were friendly	100	97
Listened	94	93
Used professional judgment rather than personal opinion to influence their work	88	91
Communicated information clearly	98	89
Viewed customer as a partner equally committed to a healthy environment	84	87
Worked to build a cooperative relationship	93	90
Worked to find innovative ways to solve problems	88	77
Informed customer why their business received a site visit or inspection	95	96
Clearly described the site visit or inspection process	99	93
Answered questions about the site visit or inspection process	98	98
Explained the regulatory requirements that he or she was there to inspect	99	98
Was knowledgeable about the customer's facility or operation	91	79
Clearly explained how to correct a deficiency, if found during the inspection	93	90
The Inspection:		
Provided the customer useful regulatory information applicable to their facility or operation	88	91
	Percent Answering Yes	
Resulted in Ecology issuing the business an enforcement notice, order or penalty	14	11
Number of completed surveys	119	106

401 Water Quality Certification Inspection

	Percent Agreed or Strongly Agreed	
	2012	2014
Ecology Staff:		
Were helpful	94	96
Were friendly	98	92
Listened	84	96
Used professional judgment rather than personal opinion to influence their work	72	91
Communicated information clearly	92	96
Viewed customer as a partner equally committed to a healthy environment	81	82
Worked to build a cooperative relationship	94	92
Worked to find innovative ways to solve problems	85	87
Informed customer why their business received a site visit or inspection	80	95
Clearly described the site visit or inspection process	96	90
Answered questions about the site visit or inspection process	96	91
Explained the regulatory requirements that he or she was there to inspect	84	92
Was knowledgeable about the customer's facility or operation	88	96
Clearly explained how to correct a deficiency, if found during the inspection	80	95
The Inspection:		
Provided the customer useful regulatory information applicable to their facility or operation	83	96
	Percent Answering Yes	
Resulted in Ecology issuing the business an enforcement notice, order or penalty	4	16
Number of completed surveys	55	25

Industrial Section Inspections

	Percent Agreed or Strongly Agreed	
	2012	2014
Ecology Staff:		
Were helpful	100	100
Were friendly	100	100
Listened	100	100
Used professional judgment rather than personal opinion to influence their work	100	97
Communicated information clearly	100	97
Viewed customer as a partner equally committed to a healthy environment	100	94
Worked to build a cooperative relationship	100	97
Worked to find innovative ways to solve problems	95	87
Informed customer why their business received a site visit or inspection	100	100
Clearly described the site visit or inspection process	100	100
Answered questions about the site visit or inspection process	100	100
Explained the regulatory requirements that he or she was there to inspect	100	100
Was knowledgeable about the customer's facility or operation	92	88
Clearly explained how to correct a deficiency, if found during the inspection	100	96
The Inspection:		
Provided the customer useful regulatory information applicable to their facility or operation	89	100
	Percent Answering Yes	
Resulted in Ecology issuing the business an enforcement notice, order or penalty	4	6
Number of completed surveys	25	34

Municipal Wastewater Discharge Inspection

	Percent Agreed or Strongly Agreed	
	2012	2014
Ecology Staff:		
Were helpful	100	97
Were friendly	99	97
Listened	100	92
Used professional judgment rather than personal opinion to influence their work	96	97
Communicated information clearly	100	95
Viewed customer as a partner equally committed to a healthy environment	94	95
Worked to build a cooperative relationship	96	97
Worked to find innovative ways to solve problems	97	97
Informed customer why their business received a site visit or inspection	95	98
Clearly described the site visit or inspection process	100	95
Answered questions about the site visit or inspection process	100	100
Explained the regulatory requirements that he or she was there to inspect	100	95
Was knowledgeable about the customer's facility or operation	92	93
Clearly explained how to correct a deficiency, if found during the inspection	100	96
The Inspection:		
Provided the customer useful regulatory information applicable to their facility or operation	90	96
	Percent Answering Yes	
Resulted in Ecology issuing the business an enforcement notice, order or penalty	6	10
Number of completed surveys	88	103

Industrial Wastewater Discharge Inspection

	Percent Agreed or Strongly Agreed	
	2012	2014
Ecology Staff:		
Were helpful	93	97
Were friendly	92	97
Listened	95	96
Used professional judgment rather than personal opinion to influence their work	87	93
Communicated information clearly	95	95
Viewed customer as a partner equally committed to a healthy environment	85	92
Worked to build a cooperative relationship	89	95
Worked to find innovative ways to solve problems	81	88
Informed customer why their business received a site visit or inspection	95	98
Clearly described the site visit or inspection process	95	97
Answered questions about the site visit or inspection process	96	98
Explained the regulatory requirements that he or she was there to inspect	96	96
Was knowledgeable about the customer's facility or operation	85	93
Clearly explained how to correct a deficiency, if found during the inspection	83	93
The Inspection:		
Provided the customer useful regulatory information applicable to their facility or operation	81	98
	Percent Answering Yes	
Resulted in Ecology issuing the business an enforcement notice, order or penalty	10	11
Number of completed surveys	63	99

Construction Stormwater Inspection

	Percent Agreed or Strongly Agreed	
	2012	2014
Ecology Staff:		
Were helpful	96	96
Were friendly	99	95
Listened	94	93
Used professional judgment rather than personal opinion to influence their work	92	88
Communicated information clearly	96	93
Viewed customer as a partner equally committed to a healthy environment	86	83
Worked to build a cooperative relationship	96	86
Worked to find innovative ways to solve problems	92	81
Informed customer why their business received a site visit or inspection	88	95
Clearly described the site visit or inspection process	91	92
Answered questions about the site visit or inspection process	100	95
Explained the regulatory requirements that he or she was there to inspect	96	93
Was knowledgeable about the customer's facility or operation	89	83
Clearly explained how to correct a deficiency, if found during the inspection	90	88
The Inspection:		
Provided the customer useful regulatory information applicable to their facility or operation	87	93
	Percent Answering Yes	
Resulted in Ecology issuing the business an enforcement notice, order or penalty	15	14
Number of completed surveys	85	281

Industrial Stormwater Inspection

	Percent Agreed or Strongly Agreed	
	2012	2014
Ecology Staff:		
Were helpful	95	95
Were friendly	94	97
Listened	94	96
Used professional judgment rather than personal opinion to influence their work	91	95
Communicated information clearly	92	95
Viewed customer as a partner equally committed to a healthy environment	86	92
Worked to build a cooperative relationship	88	93
Worked to find innovative ways to solve problems	83	85
Informed customer why their business received a site visit or inspection	90	97
Clearly described the site visit or inspection process	94	96
Answered questions about the site visit or inspection process	99	96
Explained the regulatory requirements that he or she was there to inspect	96	94
Was knowledgeable about the customer's facility or operation	81	84
Clearly explained how to correct a deficiency, if found during the inspection	90	90
The Inspection:		
Provided the customer useful regulatory information applicable to their facility or operation	88	93
	Percent Answering Yes	
Resulted in Ecology issuing the business an enforcement notice, order or penalty	16	14
Number of completed surveys	105	202

Water Quality General NPDES Inspection

	Percent Agreed or Strongly Agreed	
	2012	2014
Ecology Staff:		
Were helpful	94	88
Were friendly	95	99
Listened	94	96
Used professional judgment rather than personal opinion to influence their work	82	83
Communicated information clearly	85	87
Viewed customer as a partner equally committed to a healthy environment	85	85
Worked to build a cooperative relationship	90	92
Worked to find innovative ways to solve problems	73	73
Informed customer why their business received a site visit or inspection	87	97
Clearly described the site visit or inspection process	87	93
Answered questions about the site visit or inspection process	90	94
Explained the regulatory requirements that he or she was there to inspect	84	96
Was knowledgeable about the customer's facility or operation	75	82
Clearly explained how to correct a deficiency, if found during the inspection	78	85
The Inspection:		
Provided the customer useful regulatory information applicable to their facility or operation	72	89
	Percent Answering Yes	
Resulted in Ecology issuing the business an enforcement notice, order or penalty	12	15
Number of completed surveys	67	143

Dam Safety Inspection

	Percent Agreed or Strongly Agreed	
	2012	2014
Ecology Staff:		
Were helpful	98	98
Were friendly	100	100
Listened	100	92
Used professional judgment rather than personal opinion to influence their work	95	96
Communicated information clearly	100	96
Viewed customer as a partner equally committed to a healthy environment	93	96
Worked to build a cooperative relationship	95	98
Worked to find innovative ways to solve problems	86	95
Informed customer why their business received a site visit or inspection	94	100
Clearly described the site visit or inspection process	95	98
Answered questions about the site visit or inspection process	100	100
Explained the regulatory requirements that he or she was there to inspect	97	93
Was knowledgeable about the customer's facility or operation	91	94
Clearly explained how to correct a deficiency, if found during the inspection	91	90
The Inspection:		
Provided the customer useful regulatory information applicable to their facility or operation	83	96
	Percent Answering Yes	
Resulted in Ecology issuing the business an enforcement notice, order or penalty	6	4
Number of completed surveys	67	49

Dangerous Waste TSD Permitted Inspection

	Percent Agreed or Strongly Agreed	
	2012	2014
Ecology Staff:		
Were helpful	100	100
Were friendly	100	83
Listened	100	83
Used professional judgment rather than personal opinion to influence their work	75	67
Communicated information clearly	75	83
Viewed customer as a partner equally committed to a healthy environment	100	67
Worked to build a cooperative relationship	100	83
Worked to find innovative ways to solve problems	100	50
Informed customer why their business received a site visit or inspection	100	83
Clearly described the site visit or inspection process	100	100
Answered questions about the site visit or inspection process	100	80
Explained the regulatory requirements that he or she was there to inspect	100	83
Was knowledgeable about the customer's facility or operation	100	67
Clearly explained how to correct a deficiency, if found during the inspection	100	67
The Inspection:		
Provided the customer useful regulatory information applicable to their facility or operation	50	67
	Percent Answering Yes	
Resulted in Ecology issuing the business an enforcement notice, order or penalty	0	50
Number of completed surveys	4	6

Dangerous Waste Handlers Inspection

	Percent Agreed or Strongly Agreed		
	2010	2012	2014
Ecology Staff:			
Were helpful	93	93	97
Were friendly	95	94	97
Listened	93	93	97
Used professional judgment rather than personal opinion to influence their work	90	93	94
Communicated information clearly	92	94	95
Viewed customer as a partner equally committed to a healthy environment	84	88	91
Worked to build a cooperative relationship	93	90	92
Worked to find innovative ways to solve problems	84	89	90
Informed customer why their business received a site visit or inspection	90	93	96
Clearly described the site visit or inspection process	92	95	96
Answered questions about the site visit or inspection process	94	98	99
Explained the regulatory requirements that he or she was there to inspect	93	95	98
Was knowledgeable about the customer's facility or operation	77	79	87
Clearly explained how to correct a deficiency, if found during the inspection	87	89	91
The Inspection:			
Provided the customer useful regulatory information applicable to their facility or operation	80	88	92
Percent Answering Yes			
Resulted in Ecology issuing the business an enforcement notice, order or penalty	43	27	40
Number of completed surveys	111	138	150

Small Oil Handling Facility Inspection

	Percent Agreed or Strongly Agreed		
	2010	2012	2014
Ecology Staff:			
Were helpful	98	95	100
Were friendly	100	98	100
Listened	98	98	100
Used professional judgment rather than personal opinion to influence their work	98	97	100
Communicated information clearly	98	100	100
Viewed customer as a partner equally committed to a healthy environment	94	91	96
Worked to build a cooperative relationship	94	96	97
Worked to find innovative ways to solve problems	87	88	90
Informed customer why their business received a site visit or inspection	96	97	100
Clearly described the site visit or inspection process	98	97	100
Answered questions about the site visit or inspection process	98	98	100
Explained the regulatory requirements that he or she was there to inspect	100	98	100
Was knowledgeable about the customer's facility or operation	90	95	96
Clearly explained how to correct a deficiency, if found during the inspection	96	100	100
The Inspection:			
Provided the customer useful regulatory information applicable to their facility or operation	96	93	100
Percent Answering Yes			
Resulted in Ecology issuing the business an enforcement notice, order or penalty	12	7	17
Number of completed surveys	52	60	30

Large Oil Handling Facility Inspection

	Percent Agreed or Strongly Agreed		
	2010	2012	2014
Ecology Staff:			
Were helpful	100	100	100
Were friendly	100	100	100
Listened	100	100	100
Used professional judgment rather than personal opinion to influence their work	94	100	100
Communicated information clearly	88	100	92
Viewed customer as a partner equally committed to a healthy environment	81	93	100
Worked to build a cooperative relationship	94	100	100
Worked to find innovative ways to solve problems	85	87	100
Informed customer why their business received a site visit or inspection	100	100	92
Clearly described the site visit or inspection process	94	100	100
Answered questions about the site visit or inspection process	100	100	100
Explained the regulatory requirements that he or she was there to inspect	100	100	100
Was knowledgeable about the customer's facility or operation	94	94	92
Clearly explained how to correct a deficiency, if found during the inspection	92	93	100
The Inspection:			
Provided the customer useful regulatory information applicable to their facility or operation	87	93	100
	Percent Answering Yes		
Resulted in Ecology issuing the business an enforcement notice, order or penalty	6	0	8
Number of completed surveys	17	16	12

Underground Storage Tank Inspection

	Percent Agreed or Strongly Agreed		
	2010	2012	2014
Ecology Staff:			
Were helpful	95	92	99
Were friendly	94	90	99
Listened	97	90	98
Used professional judgment rather than personal opinion to influence their work	95	93	95
Communicated information clearly	96	95	97
Viewed customer as a partner equally committed to a healthy environment	92	85	99
Worked to build a cooperative relationship	94	88	99
Worked to find innovative ways to solve problems	87	83	92
Informed customer why their business received a site visit or inspection	93	94	98
Clearly described the site visit or inspection process	96	94	99
Answered questions about the site visit or inspection process	97	97	100
Explained the regulatory requirements that he or she was there to inspect	97	95	99
Was knowledgeable about the customer's facility or operation	88	85	95
Clearly explained how to correct a deficiency, if found during the inspection	97	92	96
The Inspection:			
Provided the customer useful regulatory information applicable to their facility or operation	93	85	97
	Percent Answering Yes		
Resulted in Ecology issuing the business an enforcement notice, order or penalty	22	12	20
Number of completed surveys	307	65	151

Appendix D: Survey Questionnaire

WASHINGTON STATE DEPARTMENT OF ECOLOGY - August 2014 Customer Service Survey

OMB No.
Approval Expires:
Project Code:373



USDA/NASS - Washington
Northwest Region
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NASSRFONWR@nass.usda.gov

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

Permit	Regulated/Inspected
1 401 Water Quality Certification	8 Regulated Business
2 Agricultural Burning (grass, cereal grain)	81 Regulated: Dangerous Waste Handler
41 Air Quality Operating	82 Regulated: Oil Transfer Facility Small
43 Air Quality Notice of Construction	83 Regulated: Oil Transfer Facility Large
44 Air Quality Prevention of Significant Deterioration	84 Regulated: Underground Storage Tank Owner
49 Air Quality General Order (*Skip County Quest.)	30 Inspection - Air Quality Air Operating
3 Biosolids	31 Inspection – Air Quality Annual
5 Dam Safety	32 Inspection – Air Quality Periodic
60 Dangerous Waste	33 Inspection – Air Quality Other
25 Outdoor Burning (orchard, forest)	34 Inspection – WQ Construction Stormwater
91 Water Quality Construction Stormwater	35 Inspection - Water Quality General
92 Water Quality General	36 Inspection - WQ Industrial Stormwater
93 Water Quality Industrial Stormwater	37 Inspection - WQ Industrial Wastewater
94 Water Quality Industrial Wastewater Discharge	38 Inspection – WQ Municipal Wastewater
95 Water Quality Municipal Wastewater Discharge	39 Inspection - Dam Safety
99 Water Rights Change	50 Inspection - 401/CMZ
98 Water Rights New	51 Inspection - Dangerous Waste (TSD Permitted)
7 Industrial Section (*Skip County Question)	52 Inspection - Industrial Section
71 Air Operating (*Skip County Question)	
72 Dangerous Waste (*Skip County Question)	
73 State Wastewater Discharge (*Skip County)	

[All except Industrial or AirQualityGeneral]

Office Use

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

400

[Permit Only]

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 _____

[All]

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

PROMPTNESS:

4. When contacting the Department of Ecology, how long did it usually take Ecology staff to respond to the following requests:

	Value Code	Response time satisfactory?	Time Period	Value Code
	(from list on the right)		Within One Day	1
4a. Phone calls?	600	610	Within One Week	2
4b. Emails?	700	710	Two to Four Weeks	3
4c. Letters?	800	810	Longer Than a Month.	4
4d. Materials you requested?	900	905	Does Not Apply	5

Answers for Response Time
Yes=1
No=3

Now we're asking about:

CUSTOMER SERVICE and BUSINESS RELATIONSHIP:

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.....	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		

[Permit Only]

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	180	Strongly Disagree.....	1
		Disagree.....	2
14. They answered your questions about the permitting process	190	Agree.....	3
15. You were informed about how long it would take to get a permit decision	200	Strongly Agree	4
		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 ask you a few questions about if your project required environmental permits from other agencies.

	Value Code		Your Opinion	Value Code
25. Did your project require environmental permits from other agencies?	420	Yes=1 No=3	Strongly Disagree	1
			Disagree.....	2
<i>(If no, code 3 and go to question 36.)</i>			Agree.....	3
25a. The environmental permitting agencies involved were well coordinated.....	430		Strongly Agree	4
			Does Not Apply	5
26. Did you contact the Governor's Office for Regulatory Innovation and Assistance on your project?	440			
<i>(If no, code 3 and go to question 36.)</i>				
26a. Their assistance was helpful in applying for permits from multiple agencies	450			

27. How could the Office for Regulatory Innovation and Assistance serve you better?

[Regulated/Inspection Only]

Now we are going to ask about the **SITE VISIT or INSPECTION with ECOLOGY STAFF:**

- 28. The inspector informed you about why your business received a site visit or inspection.....
- 29. The inspector clearly described the site visit or inspection process to you.....
- 30. The inspector answered your questions about the site visit or inspection process.....
- 31. The inspector explained the regulatory requirements that he or she was there to inspect.....
- 32. The inspector was knowledgeable about your facility or operation.....
- 33. If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it.....
- 34. The inspection process provided you with useful regulatory information that was applicable to your facility or operation.....

Value Code	Your Opinion	Value Code
300	Strongly Disagree.	1
310	Disagree.....	2
320	Agree	3
330	Strongly Agree	4
340	Does Not Apply	5
350		
360		

35. As a result of the inspection, did Ecology issue your business an enforcement notice, order or penalty?.....

Value Code	
370	Yes=1 No=3

[A//]

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

WEBSITE USE:

36. Was the Department of Ecology's website used to find information about

[Permit:] applying for this permit?

[Regulated:] compliance with environmental regulations related to your business?

(If code 3, then go to question 38.).....

411/311
421/321
431/331

Website

Yes=1

No = 3

36a. Was it easy to find the information you needed on the Ecology Website?.....

36b. Was the information helpful?

(If you answer 'Yes' to any part of question 36, please answer question 37.)

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

MISCELLANEOUS:

38. How should the Department of Ecology improve

([Permit:] the process of getting a permit)...([Regulated:] its site visit or inspection process)?

39. Any other comments?

Respondent

Date

Enumerator

Office Use

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