



WASHINGTON STATE
DEPARTMENT OF
E C O L O G Y

Survey of

Permit Applicants

Report

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Survey Conducted By
United States Department of Agriculture
National Agricultural Statistics Service
Washington State Office

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Original Printed on Recycled Paper

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Department of Ecology Survey of Permit Applicants

Survey Purpose

The Department of Ecology [Ecology] is engaged in ongoing efforts to improve customer service, the timeliness of our permit decisions and clarity of our permit processes. Ecology determined that baseline data was needed for measuring the success of its permit improvement efforts. In addition, customer input was desired to help identify specific permit improvements.

In the fall of 2002, Ecology contracted with the United States Department of Agriculture's National Agricultural Statistics Service to conduct a survey of persons or businesses who have applied for an environmental permit from Ecology. The survey requested permit applicants to state their level of satisfaction with Ecology's customer service and the clarity and predictability of its permitting processes.

The survey is attached as Appendix A.

Survey Focus

The Department of Ecology is Washington State's primary environmental management and protection agency. The Department administers several environmental programs that issue permits to individuals, businesses and corporations.

Environmental permitting is a primary business function at Ecology as well as being an integral aspect of doing business in Washington State. Permits spell out how regulated companies and individuals must comply with environmental laws. The Department of Ecology, along with its regulatory partners (federal government, tribes and local governments), issue permits to control emissions into the air and water, to ensure safe management of wastes and to protect natural resources.

Many people have their first encounter with the Department of Ecology through the permitting process. This interaction, between a regulated individual or business and Ecology, makes customer service a particularly important aspect of the permitting process.

In an ongoing effort to improve its permitting services, the Department of Ecology asked permit applicant's their opinion of:

1. Satisfaction with Ecology's customer service (courteous, helpful, responsive, professionalism of its staff),
2. The clarity, timeliness and predictability of Ecology's permitting processes, and
3. The economic aspect of the permit requirements.

Survey Methodology

The Department of Ecology contracted with the United States Department of Agriculture, National Agricultural Statistics Service (NASS) to independently conduct and collect permit applicant customer service data. NASS conducts surveys for and lends technical assistance to other federal agencies, state governments and private organizations. NASS provided support and assistance in the area of questionnaire and sample design to Ecology. NASS administered the survey, data collection and data validation.

A sampling frame was developed defining the target permit applicant population for drawing a sample for the survey. After reviewing the number and type of permit applicants, the population was stratified or grouped into three distinct and unique strata. A random sample within each group was utilized to provide an efficient representative sample. The count by permit type and sampling rate is shown in the table on the next page.

Ecology provided NASS with their mailing lists of over 17,000 persons or businesses that applied for a permit from Ecology within the past five years. Through standard random sampling methodology, NASS produced a target population of 2,559 to be surveyed.

NASS mailed the survey to the target population in August 2002. During September 2002, NASS-trained phone enumerators conducted phone surveys with all non-respondents for which they had a valid phone number. NASS staff key-entered survey response data into Statistical Analysis Software during the months of September and October 2002. NASS provided Ecology with the tabulated data at the end of October.

To ensure confidentiality, NASS only provided Ecology with the tabulated data. All original survey responses and identification of survey respondents are the property of NASS.

Sampling Rate

Group One		Group Two		Group Three	
Permit Type	Sample Size	Permit Type	Sample Size	Permit Type	Sample Size
State Waste Discharge	121	Pulp & Paper, Oil Refining, Aluminum	31	NPDES General	355
National Pollutant Discharge Elimination System (NPDES)	149	Hanford Nuclear Reservation or Associated Contractors	8	Water Rights New	549
Condition Use or Variance	132	Dam Safety	56	Water Rights Transfer or Change	185
Air New Source Review	102	Air Operating	13	Coastal Zone Management	222
Biosolids	103	Dangerous Waste New	6	401 Nationwide and Individual	138
		Dangerous Waste Renewal	7	Agriculture or Outdoor Burning	382
Sample Rate 1:3		Sample Rate: 1:1		Sample Rate 1:9	

Response Rate

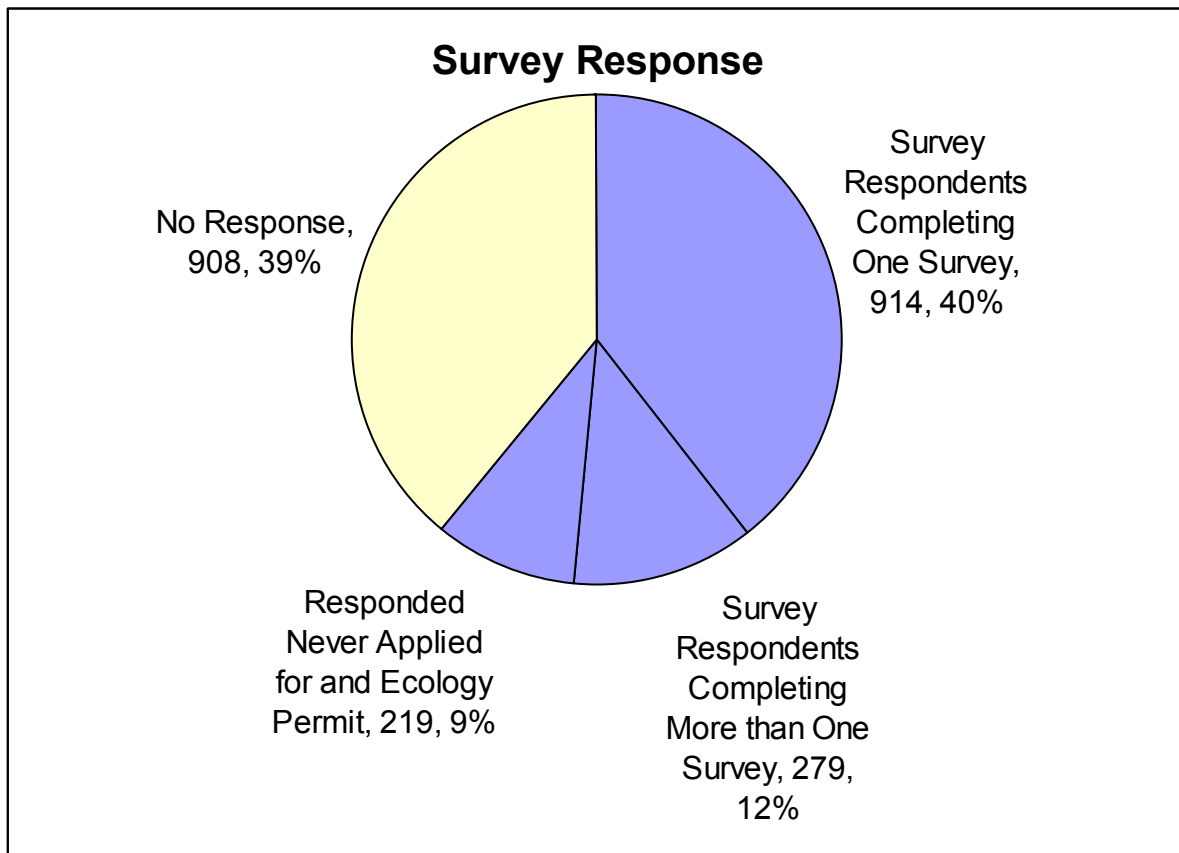
It is difficult to get an exact response rate due to two factors:

1. A high number of surveys were returned due to invalid addresses. However, NASS was able to follow-up and conduct a successful phone interview with some of the survey respondents whose survey had been returned due to the invalid address.
2. Survey respondents were encouraged to complete more than one survey if they had applied for more than one permit from Ecology.

An approximate response rate can be calculated. NASS mailed 2,559 surveys to a random sample group. NASS followed up with phone interviews to non-respondents of the mail survey. Of the 2,559, NASS either received completed surveys through the mail or conducted successful phone interviews with 1,133 survey respondents. Of the 1,133 survey respondents, 279 completed two or more surveys for the different permit types they had applied for from Ecology.

The total of completed surveys was 1,412. Of the 1,412 completed surveys, 219 respondents indicated they had never applied for a permit from the Department of Ecology. This could, in part, be attributed to the fact that the

person who may have originally applied for an Ecology permit on behalf of a business is no longer working for that business.

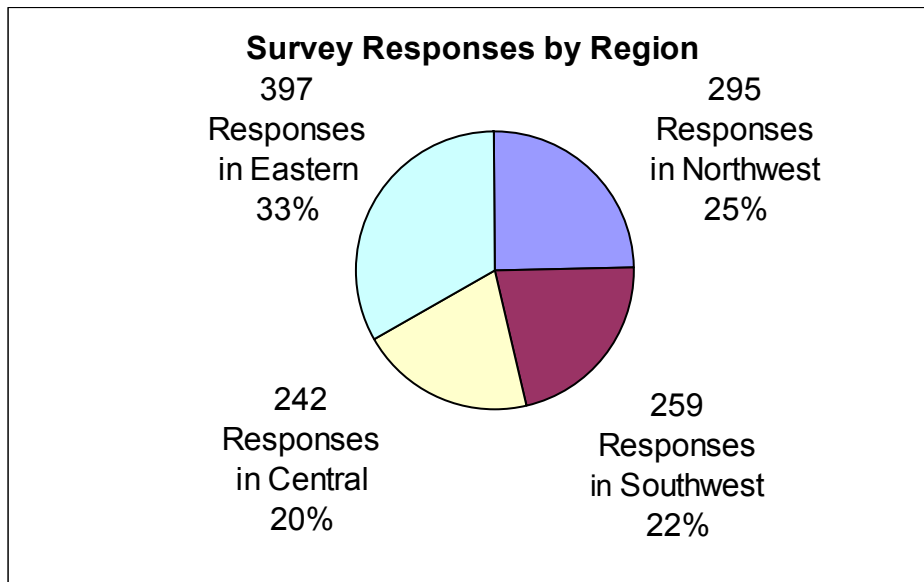
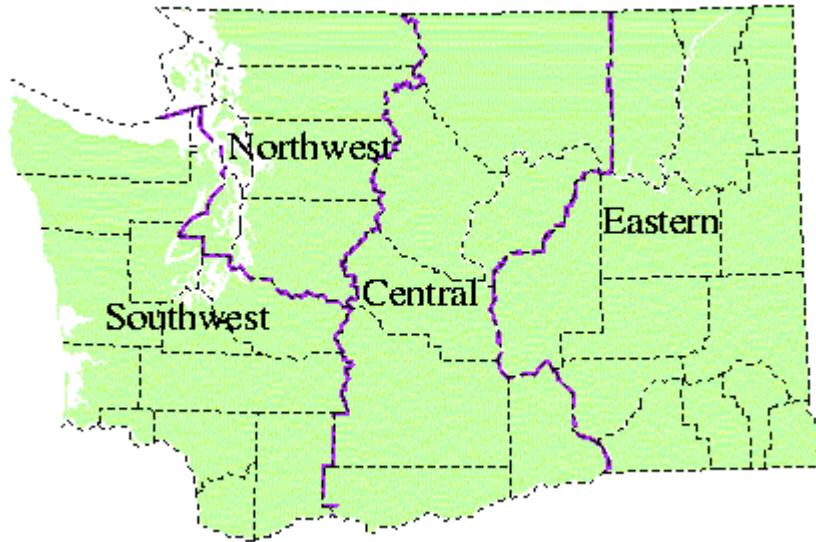


Of the 2,559 surveys mailed out, 518 were returned due to invalid addresses. However, NASS was able to conduct successful phone interviews with up to one-half of these survey respondents. The reason for invalid addresses can, in part, be attributed to the fact that some permit sites are not located at a discrete address. In these cases the Ecology databases (from which the survey addresses were obtained) describe the address as physical locations or directions rather than a mail address.

For the remainder of the survey report, the results are based upon a total of 1,193 surveys with useable response data.

Responses by Region

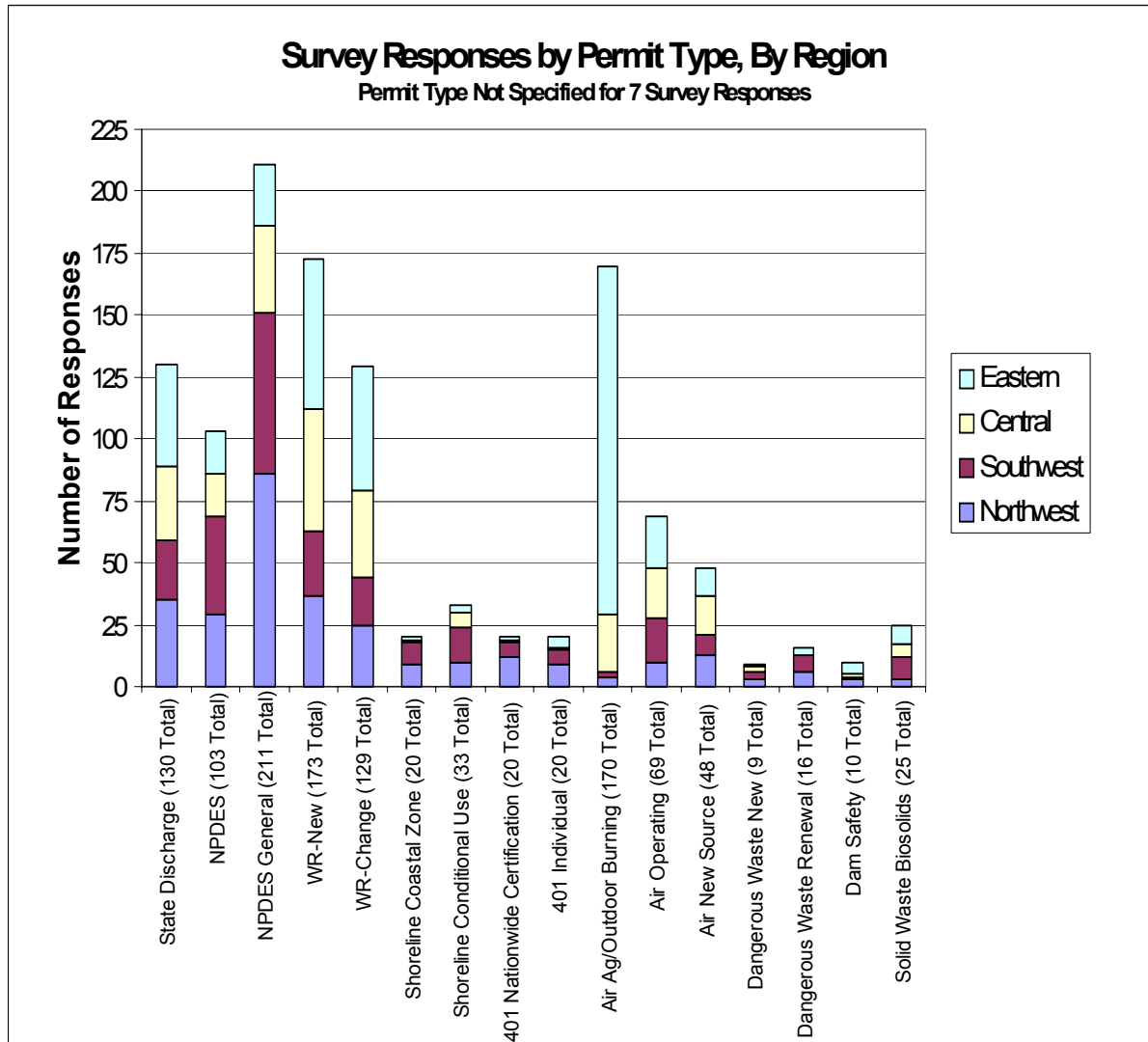
Survey respondents were asked to state the county where the facility or site being permitted was located. The county data was grouped into the four Ecology Regional Offices.



Please note: The above data is based upon where the facility or site being permitted is located. The permit application may or may not have been reviewed by Ecology staff located in the region where the facility or site is located. Some permit applications for a facility located in one of the regions may have been reviewed by staff located at the Department of Ecology Headquarters Office in Lacey, Washington.

Scope of Permit Types

Sixteen different environmental permit processes were targeted in the survey. Survey respondents were asked to select the type of permit they had applied for and complete the survey based upon their experience with that permit process. The following chart shows the number of responses by permit type (refer to Appendix B for permit descriptions).



Acronyms used in the above chart:

NPDES means National Pollutant Discharge Elimination System

WR means Water Rights

401 is a certification issued for a project that may impact a body of water or wetland.

Ag means Agricultural

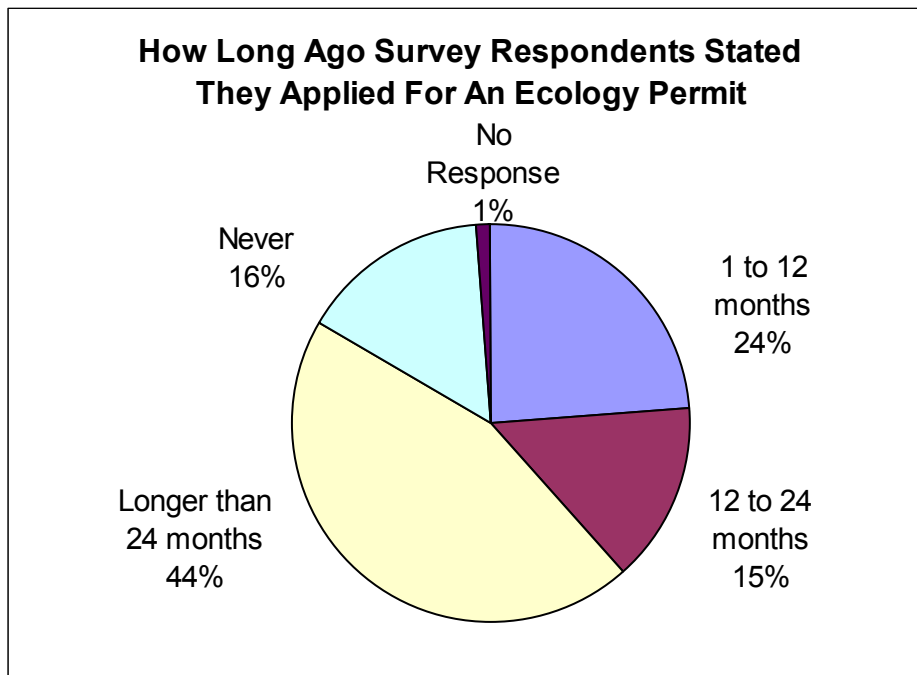
Summary Responses

The following responses are statewide totals to the survey questions.

How Long Ago Respondent Applied for an Ecology Permit

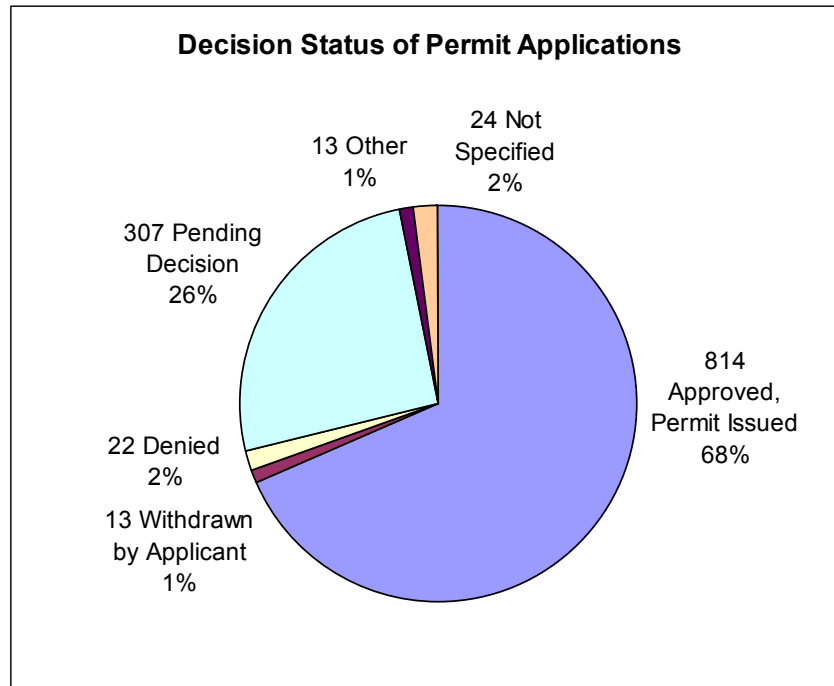
Survey respondents were asked how long ago they applied for a permit from the Department of Ecology.

336	Responded they applied for a permit 1 to 12 months ago.
207	Responded they applied for a permit 12 to 24 months ago.
634	Responded they applied for a permit longer than 24 months ago.
219	Responded they never applied for an Ecology permit.
16	Did not respond to this question.
<hr/>	
1,412	Total



Decision Status of Permit Applications

Survey respondents were asked what decision had been made on their permit application.



Decisions by Permit Type	Approved	Withdrawn	Denied	Pending	Other	Not Specified
State Waste Discharge	103	0	1	24	0	2
NPDES Individual	65	1	1	33	2	1
NPDES General	177	2	1	26	3	2
Water Rights New	52	5	10	101	0	5
Water Rights Change	65	1	4	53	3	3
Shoreline Coastal Zone	16	0	1	2	1	0
Shoreline Conditional Use	25	0	2	5	0	1
401 Nationwide	14	0	0	5	1	0
401 Individual	16	0	0	4	0	0
Agriculture/Outdoor Burning	155	1	1	7	1	5
Air Operating	51	2	0	15	1	0
Air New Source	28	0	1	17	1	1
Dangerous Waste New	8	0	0	0	0	1
Dangerous Waste Renewal	9	0	0	7	0	0
Dam Safety	6	0	0	4	0	0
Solid Waste Biosolids	21	1	0	3	0	0
No Permit Specified	3	0	0	1	0	3
Total	814	13	22	307	13	24

Promptness in Responding to Phone Calls, Emails, Letters and Requests for Materials

Survey respondents were asked how long it usually takes Ecology staff to respond to them and if they were satisfied with the response time.

Phone Calls

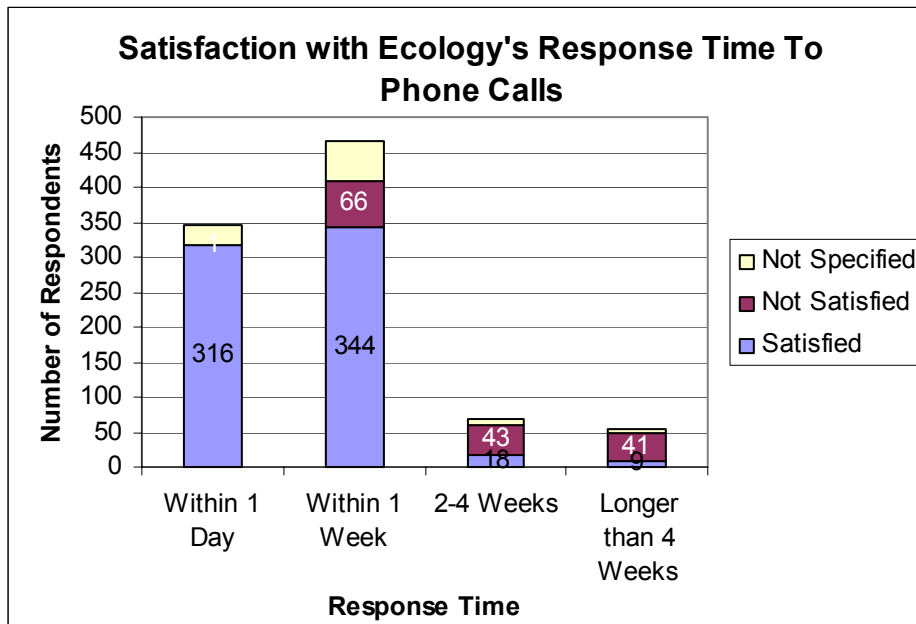
The level of satisfaction for those respondents who indicated their satisfaction with Ecology's response rate to phone calls:

**82%, or 692, respondents were satisfied and
18%, or 154 were not satisfied**

The following table shows the percent of respondents who indicated how long it usually takes for a response to their phone call and if they were satisfied with the response time.

Phone calls are returned:	Satisfied	Not Satisfied	Respondent Did Not Specify Satisfaction
Within 1 Day	28%	0%	3%
Within 1 Week	30%	6%	5%
2-4 Weeks	1%	4%	1%
Longer than 4 Weeks	1%	3%	0%
Total	60%	13%	9%

Percent of respondents who said this question Does Not Apply to them.	18%
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Email

The percent of respondents who indicated how long it usually takes for a response to their email and if they were satisfied with the response time.

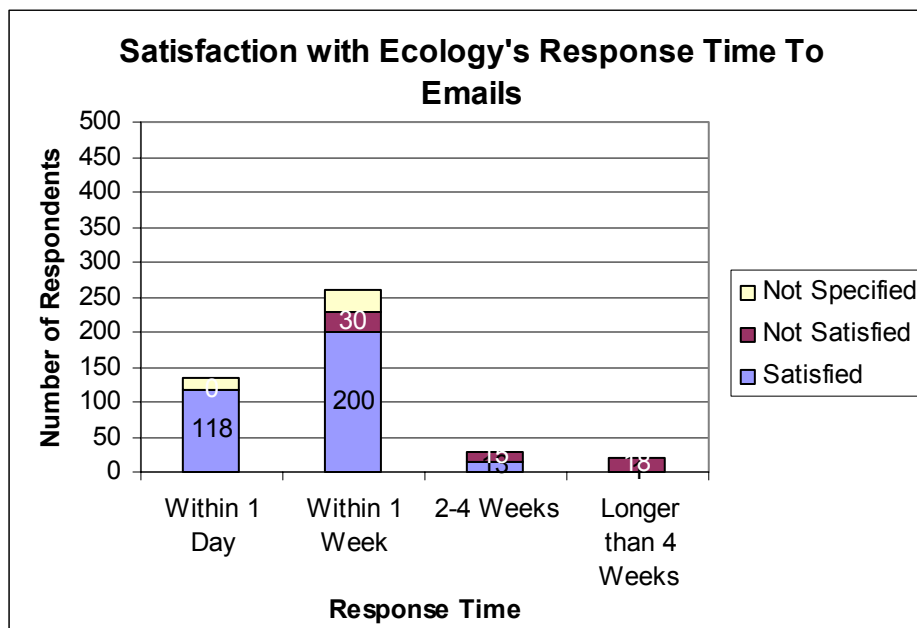
The level of satisfaction for those respondents who indicated their satisfaction with Ecology's response rate to email messages:

**83%, or 340, respondents were satisfied and
17%, or 68, were not satisfied**

The following table shows the percent of respondents who indicated how long it usually takes for a response to their email message and if they were satisfied with the response time.

Email is returned:	Satisfied	Not Satisfied	Respondent Did Not Specify Satisfaction
Within 1 Day	11%	0%	1%
Within 1 Week	18%	3%	3%
2-4 Weeks	1%	1%	0%
Longer than 4 Weeks	0%	2%	0%
Total	30%	6%	4%

Percent of respondents who said this question Does Not Apply to them.	60%
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Letters

The percent of respondents who indicated how long it usually takes for a response to their letter and if they were satisfied with the response time.

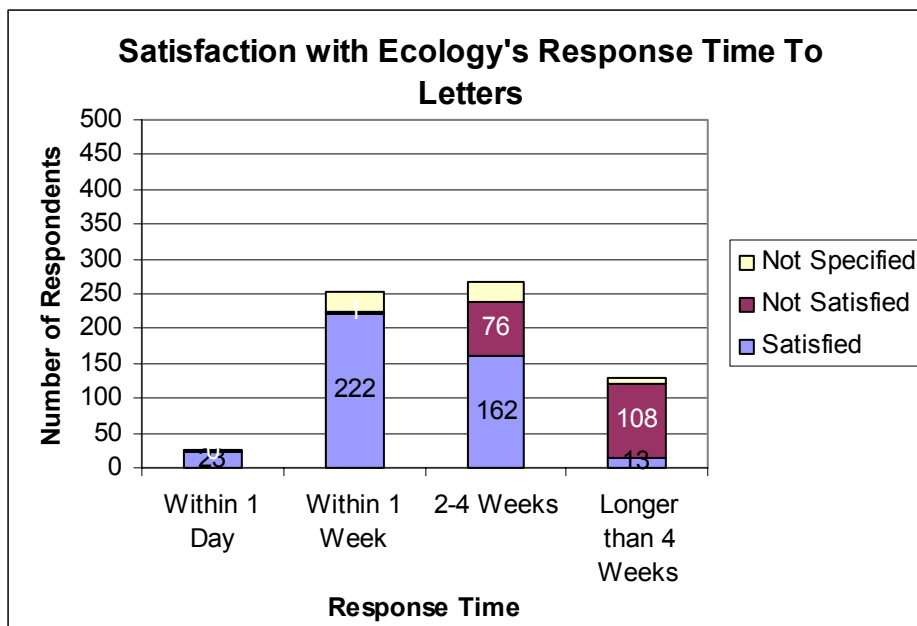
The level of satisfaction for those respondents who indicated their satisfaction with Ecology's response rate to letters:

**70%, or 425, respondents were satisfied and
30%, or 186, were not satisfied**

The following table shows the percent of respondents who indicated how long it usually takes for a response to their letter and if they were satisfied with the response time.

Letters are responded to:	Satisfied	Not Satisfied	Respondent Did Not Specify Satisfaction
Within 1 Day	2%	0%	0%
Within 1 Week	20%	1%	3%
2-4 Weeks	14%	7%	3%
Longer than 4 Weeks	1%	9%	0%
Total	37%	17%	6%

Percent of respondents who said this question Does Not Apply to them.	40%
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Requested Materials

The percent of respondents who indicated how long it usually takes for a response to their request for materials and if they were satisfied with the response time.

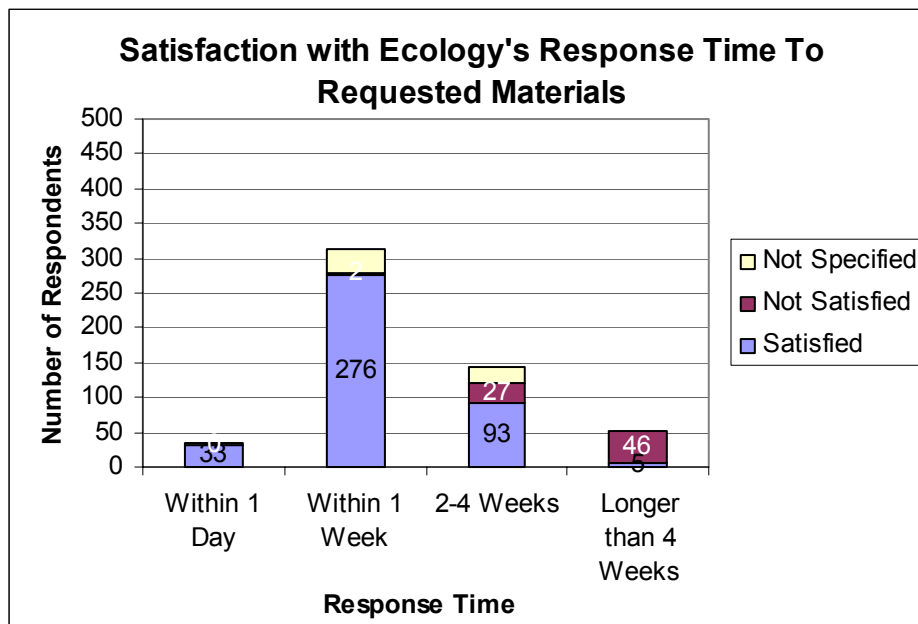
The level of satisfaction for those respondents who indicated their satisfaction with Ecology's response rate to requests for materials:

**85%, or 413, respondents were satisfied and
15%, or 75, were not satisfied**

The following table shows the percent of respondents who indicated how long it usually takes for a response to their request for materials and if they were satisfied with the response time.

Requested materials are sent:	Satisfied	Not Satisfied	Respondent Did Not Specify Satisfaction
Within 1 Day	3%	0%	0%
Within 1 Week	24%	0%	3%
2-4 Weeks	8%	2%	2%
Longer than 4 Weeks	1%	4%	0%
Total	36%	6%	5%

Percent of respondents who said this question Does Not Apply to them.	53%
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Customer Service, Business Relationships, Permit Process and Economic Competitiveness Summary Responses

The survey respondents were asked to indicate their level of agreement with several statements about their experience with applying for an Ecology permit. For the purposes of the following summary, the categories "Strongly Disagree" and "Disagree" are combined together and the categories "Strongly Agree" and "Agree" are combined together. The category "Does Not Apply" was combined with non-responses.

- Refer to Appendix A to view the actual survey.
- Refer to Appendices C and D for detailed responses at the state level and by permit type

Respondents were asked to indicate the extent to which they agreed or disagreed with the following statements:

Question	Disagree or Strongly Disagree	Agree or Strongly Agree	Does Not Apply or Did Not Answer
Customer Service			
Ecology staff were helpful	13%	79%	8%
Ecology staff were friendly	6%	86%	8%
Ecology staff listened to me	10%	80%	10%
Business Relationship			
Ecology staff used professional judgment rather than personal opinion to influence their work	17%	69%	14%
Ecology staff communicated information clearly	15%	78%	7%
Ecology staff viewed me as a partner who is equally committed to a healthy environment	24%	60%	16%
Ecology staff worked to build a cooperative relationship	22%	66%	12%
Ecology staff worked with me to find innovative ways to solve problems	29%	51%	20%

Question	Disagree or Strongly Disagree	Agree or Strongly Agree	Does Not Apply or Did Not Answer
Permit Process			
Ecology staff informed me about what was needed to submit a complete permit application	12%	78%	10%
Ecology staff were able to answer my questions about the permitting process	12%	78%	10%
Ecology staff informed me about how long it would take to get a permit decision	29%	58%	13%
The permit forms were easy to use	30%	61%	9%
The permit application guidance was clear	29%	63%	8%
The permit environmental standards were clear	32%	57%	11%
The permit decision was timely	34%	57%	9%
The permit decision was clear	18%	69%	13%
Economic Competitiveness			
The permit conditions did not put my company at an economic disadvantage	35%	48%	17%
The permit timeliness did not create an economic burden for my company	31%	55%	14%
The permit reporting is not overly burdensome	31%	53%	16%
The permit resulted in benefits to the environment	29%	51%	20%

Summary of Written Responses

Survey respondents were asked three open-ended questions about their permitting experience. The following tables are a summary of the responses for each of the three questions, including frequency of how many times the comment was made.

Question:

Please describe the most positive aspect of your permitting experience.

570 respondents answered this question, or 48%.

Response	Frequency of Times Stated*
Helpful staff	115
Friendly, nice, courteous, polite and/or personable staff	69
Professional, cooperative, respectful, collaborative, open communication, and/or listened	65
Timely response and/or process	59
Received the permit	52
Easy to do business with Ecology, good experience	46
Smooth or efficient process and clarity of process and/or staff	38
One stop permitting and/or local staff to do business with	37
Nothing about the process was positive	36
Ecology staff are problem-solvers and/or innovative	25
Knowledgeable staff	23
Respondent learned about environmental protection and/or ways to improve their business to protect the environment	23
There are not enough Ecology staff	5
Decision was based on technology, not politics	2

* The sum of this column equals more than the 570 responses because some respondents stated multiple positive aspects of their permit process, for instance, professional and helpful staff.

Question:

Please describe the most negative aspect of your permitting experience.

601 respondents answered this question, or 50%.

Response	Frequency of Times Stated*
Process takes too long to get a permit decision	159
Difficult or unclear process, too complicated, unreasonable expectations and/or too much red tape	65
Application forms are difficult to complete and/or application is too long and/or too much paperwork to fill out	58
Costs too much, costs keep going up each year	53
Permit conditions change and/or new standards applied during the permit application process	50
Ecology is short staffed and/or inexperienced new staff	43
Staff use personal judgment or interpretation of rules and/or inconsistent responses between staff	27
Lack of communication from Ecology and/or phone calls are not returned	25
Staff are not flexible or innovative and/or not helpful	24
Lack of communication between agencies and/or duplication between agencies	17
Guidance is poor and/or guidelines are unclear	16
Reporting and/or monitoring is burdensome	15
Don't have permit yet	15
Put my business at an economic disadvantage	15
Agency policies and goals change frequently	14
Permit writer reluctant to make decision	10
Permit does not benefit the environment	7
No problems	6

* The sum of this column equals more than the 601 responses because some respondents stated multiple negative aspects of their permit process, for instance, process takes too long and the guidelines are not clear.

Question:

Is there anything else you would like to tell us about Ecology's permit service?

327 respondents answered this question, or 27%.

Response	Frequency of Times Stated*
Need to streamline the permitting process and/or paperwork	74
Improve timeliness	44
Ecology staff was helpful, professional and/or good to work with	33
Permit process was good and/or is improving	25
General comments the respondent made about their permit	23
Requirements go beyond regulation and/or reason	18
Ecology staff used their own judgment and/or agenda	17
Permit writer was not helpful and/or communicative	14
General comments made about the survey	14
Ecology staff turnover is high	11
Permit costs are too high	11
Too much duplication between agencies	10
Need to improve the link between the permit conditions and environmental benefit	8
Level of satisfaction depends upon who you are working with	8
Need more technical assistance and site visits	6
Great to have forms and information available on the Internet	6
Lack of consistency between regions and/or programs	5
Let locals process permits	2
Like one-stop permit process	2

* The sum of this column equals more than the 327 responses because some respondents stated multiple comments, for instance, improve timeliness and streamline the process.

Conclusion

The Department of Ecology has been working to transform how it delivers permitting services. The survey data will be used over the next several months for targeting specific permit improvements.

Appendix A



SURVEY OF PERMIT CUSTOMERS for the Department of Ecology August 2002

P.O. Box 609
Olympia, WA 98507
Project Code 455

(360)902-1940
FAX: 800-265-6275

Dear Permit Customer:

The Department of Ecology is changing the way we do our permitting work and we need your help. Your personal experience and perspective in working with Ecology provides you with a unique opportunity to tell us how we are doing and what improvements you would like to see. Your opinion of how well we deliver our permitting services will help us assist you in promoting the environment and economic well-being of the state.

We have contracted with the Washington Agricultural Statistics Service (WASS) to independently collect this customer service data for us. All individual data will be kept confidential. Will you please take the time to tell them how we can improve our permitting services? We will summarize the data and send the survey results to you this fall, along with the improvement actions we will take as a result of what you have told us. The results will also be available on our Internet homepage at www.ecy.wa.gov/.

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

Sincerely,

Tom Fitzsimmons
Director, Department of Ecology

Douglas A. Hasslen
State Statistician

GENERAL INFORMATION:

1. Have you applied for a permit from the Department of Ecology within the past: **(Check all that apply.)**

- 001 () 1 to 12 months 003 () Longer than 24 months
002 () 12 to 24 months 004 () Never. Please stop here and return the survey.

2. Which Ecology permit did you apply for? **(Check only one box.)**

If you applied for more than one Ecology permit, please reproduce this survey and complete a separate survey for each permit.

Water Quality:

- 021 State Waste Discharge Permit
022 National Pollutant Discharge Elimination System (NPDES Individual Permit)
023 NPDES General Permit (Storm water, Dairy, Sand and Gravel, Finfish, Boat Yard, Crop preparation)

Water Rights:

- 031 New Permit
032 Transfer or Change Permit

Shoreline:

- 041 Coastal Zone Management Permit
042 Conditional Use or Variance Permit

401 Certification:

- 051 Nationwide 401 Permit
052 Individual 401 Permit

Other: _____

Air Quality:

- 071 Agriculture or Outdoor Burning
072 Air Operating Permit
073 New Source Review Permit (Notice of Construction Significant Deterioration, or Temporary Source)

Dangerous Waste:

- 081 New Dangerous Waste Permit
082 Modification or Renewal Permit

Dam Safety:

- 061 Dam Safety Permit

Solid Waste:

- 091 Biosolids Permit

3. Please check if your facility is either:

- 011 () Pulp and Paper, Oil Refining or Aluminum Smelting (Industrial Section Permit)
- 012 () Hanford Nuclear Reservation or Associated Contractors
- 013 () Neither

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

400

5. Was your application for a permit:

- 501 () Approved, permit issued (including conditionally approved)
- 502 () Withdrawn by you
- 503 () Denied
- 504 () Pending decision
- 505 () Other _____

PROMPTNESS:

How long does it usually take Ecology staff to respond to you?

How long does it usually take Ecology staff to respond to?	Within 1 Day	Within 1 Week	2-4 Weeks	Longer than 4 Weeks	Does Not Apply	Is this response time satisfactory? (Check One)	
	(Check One)					YES	NO
6. Your phone call?	601	602	603	604	605	606	607
7. Your email?	701	702	703	704	705	706	707
8. Your letter?	801	802	803	804	805	806	807
9. The materials you requested?	901	902	903	904	905	906	907

CUSTOMER SERVICE:

Please indicate the extent to which you agree or disagree with the following statements.
 (Circle a number for each question.)

COMMUNICATIONS The Ecology staff:	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply
10. Were helpful. 100	1	2	3	4	5
11. Were friendly 110	1	2	3	4	5
12. Listened to me 120	1	2	3	4	5
13. Used professional judgment rather than personal opinion to influence their work 130	1	2	3	4	5

BUSINESS RELATIONSHIP:

Please indicate the extent to which you agree or disagree with the following statements.
(Circle a number.)

Ecology staff:	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply
14. Communicated information clearly. 140	1	2	3	4	5
15. Viewed me as a partner who is equally committed to a healthy environment 150	1	2	3	4	5
16. Worked to build a cooperative relationship 160	1	2	3	4	5
17. Worked with me to find innovative ways to solve problems 170	1	2	3	4	5

PERMIT PROCESS:

Please indicate the extent to which you agree or disagree with the following statements.
(Circle a number for each question.)

Ecology Staff:	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply
18. Informed me about what was needed to submit a complete permit application. 180	1	2	3	4	5
19. Were able to answer my questions about the permitting process 190	1	2	3	4	5
20. Informed me about how long it would take to get a permit decision. 200	1	2	3	4	5

The Permit:	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply
21. Forms were easy to use. 210	1	2	3	4	5
22. Application guidance was clear 220	1	2	3	4	5
23. Environment standards were clear 230	1	2	3	4	5
24. Decision was timely. 240	1	2	3	4	5
25. Decision was clear 250	1	2	3	4	5

ECONOMIC COMPETITIVENESS

Please indicate the extent to which you agree or disagree with the following statements.
 (Circle a number for each question.)

The Permit:	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply
26. Conditions did not put my company at an economic disadvantage. 260	1	2	3	4	5
27. Timeliness did not create an economic burden for my company 270	1	2	3	4	5
28. Reporting is not overly burdensome 280	1	2	3	4	5
29. Resulted in benefits to the environment. 290	1	2	3	4	5

30. Please describe the most positive aspect of your permitting experience.

31. Please describe the most negative aspect of your permitting process.

32. Is there anything else you would like to tell us about Ecology's permit services?

33. Would you be interested in participating in a case study of your permit experience?
 The case study would illustrate what is working and what needs improvement.

331 Yes 332 No

If yes, please provide the following information:

Name:	Organization:
Address:	Telephone Number:
Town/City:	
State:	Zip Code:

Thank You. Please return your completed survey in the envelope provided.

Appendix B

Department of Ecology Permit Descriptions

Water Quality:

State Waste Water Discharge Permit

State Waste Discharge (SWD) permits regulate the discharge or disposal of (1) industrial, commercial, or municipal waste material into the state's ground waters, (2) the discharge of industrial or commercial wastes into municipal sanitary sewer systems, and (3) use of water reclaimed from sewage treatment plants (see under separate heading "Reclaimed Water Discharge Permit," below). Permits place limits on the quality and concentrations of contaminants that may be discharged. To ensure compliance with these limits, permits require wastewater treatment or impose other operational conditions. State Waste Discharge permits are different than NPDES permits, which regulate discharges directly to water or non-sanitary sewers (storm water systems).

National Pollutant Discharge Elimination System (NPDES Individual Permit)

The discharge of pollutants into the state's surface waters is regulated through NPDES permits. Ecology issues these permits under authority delegated by the U.S. Environmental Protection Agency (EPA). Permits typically place limits on the quantity and concentration of pollutants that may be discharged. To ensure compliance with these limits, permits require wastewater treatment or impose other operational conditions. In most cases, permits have a five-year life span.

NPDES General Permit (Storm water, Dairy, (Aquatic Pesticides, Sand and Gravel, Finfish, Boat Yards, Fruit Packing, Crop Preparation)

A general permit is a single permit that covers a group of dischargers that have similar discharges, pollution control technology, and regulatory requirements.

Water Rights:

New Water Rights Permit

Ecology regulates the withdrawal of water from surface and ground sources. A permit is not required if the water withdrawn from a ground water source will be used to irrigate a lawn or non-commercial garden of up to one-half acre of land or less and/or the withdrawal is less than 5,000 gallons per day for industrial or domestic use, or for stock watering.

Transfer or Change Permit

Ecology may consider changes to the following elements of an existing water right permit, certificate, or claim:

- Place of use, Point of diversion or withdrawal, or Purpose of use

Shoreline:

Coastal Zone Management Permit

This permit is required for any development or activity valued at \$2500 or more that is located on the water or shoreline area. This requirement also applies to any use or activity that materially interferes with the normal public use of the water or shorelines of the state regardless of cost, for any activity listed as a conditional use in the local master program, and for any activity that requires a variance from the provisions of the local master program.

Conditional Use or Variance Permit

This permit process is used to consider special conditions on a development. Conditional uses are land use activities that are subject to public hearing. They may have conditions attached in order to minimize conflict with neighboring uses.

401 Certification:

Nationwide 401 Permit

See description below. This is a general permit issued by the US Corps of Engineers with Ecology permit standards.

Individual 401 Permit

A water quality certification (401 certification) is required of any applicant for a federal license or permit to conduct any activity that may result in any discharge into surface waters. This includes discharge of dredge and fill material into water or wetlands. Many excavation activities that occur in streams, wetlands, or other waters of the state also require a 401 certification. Through this process, permit staff can work with applicants to insure that projects do not degrade these valuable environmental resources.

Air Quality:

Air Operating Permit

Major sources of air pollution are required to obtain an air operating permit. Major sources are defined as those that emit greater than 100 tons/year of an air pollutant, 10 tons/year of a hazardous air pollutant, and/or 25 tons/year of a combination of hazardous air pollutants. These permits will be issued by Ecology and local air authorities and will authorize the source to operate for the duration of the permit (5 years).

Air Quality:

New Source Review Permit (Notice of Construction, Prevention of Significant Deterioration, or Temporary Source)

Ecology or the local air authority has review and approval authority for the construction of new sources or modifications to existing sources of air pollution. Sources proposing to construct a new source or modify an existing source must submit a Notice of Construction Application to Ecology or the local air authority. The application must include a description of the new or modified source, the types of equipment used that will generate air pollution, the types and amounts of air pollutants released into the air, and proposed methods for air pollution control or prevention.

Agriculture or Outdoor Burning

In most cases the disposal of material to the atmosphere by open burning requires an air quality permit. Included among those activities are agricultural field burning; all types of burning at commercial, business, government, and industrial establishments; and firefighter training fires.

Dangerous Waste:

New Dangerous Waste Permit

Dangerous Waste Permits, designed to protect human health and the environment, are required for treating, storing, and disposing of dangerous waste. In general, dangerous waste is a substance that could pose, or threatens to pose, a hazard to human health and the environment.

Modification or Renewal Permit

Changes requested to an existing dangerous waste permit or renewal of an existing permit.

Solid Waste:

Biosolids Permit

These permits cover land application of biosolids (sewage or sewage sludge) and other related processes and aspects of operations related to biosolids.

Dam Safety:

Dam Safety Permit

A Dam Safety Construction Permit is required before constructing, modifying, or repairing any dam or controlling works for storage of 10 or more acre-feet of water, liquid waste, or mine tailings. This requirement may apply to dams and storage lagoons for: flood control; domestic or irrigation water; domestic, industrial, or agricultural wastes (including animal waste); and mine tailings.

Pulp and Paper, Oil Refining or Aluminum Smelting

Industrial Permit

Pulp and paper, oil refining and aluminum smelting facilities in the state receive their air, water and waste permits from one organizational unit within Ecology rather than having to apply to several programs. These are called one-stop permitting where the facility only has to go to one place (our Industrial Section in Lacey) for multiple permits.

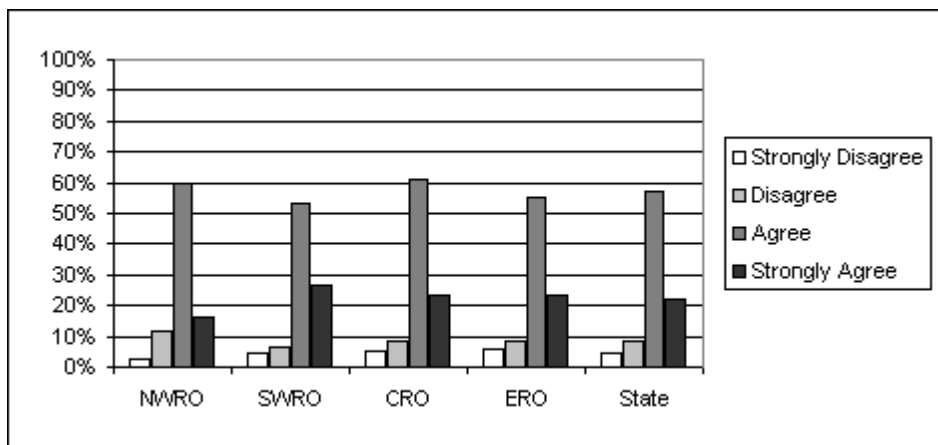
Hanford Nuclear Reservation or Associated Contractors

Similar to the Industrial permits above, all associated water, air and waste permits for the Hanford Nuclear Reservation are managed by Ecology's Nuclear Waste Program in Kennewick.

Responses by State and Region Appendix C

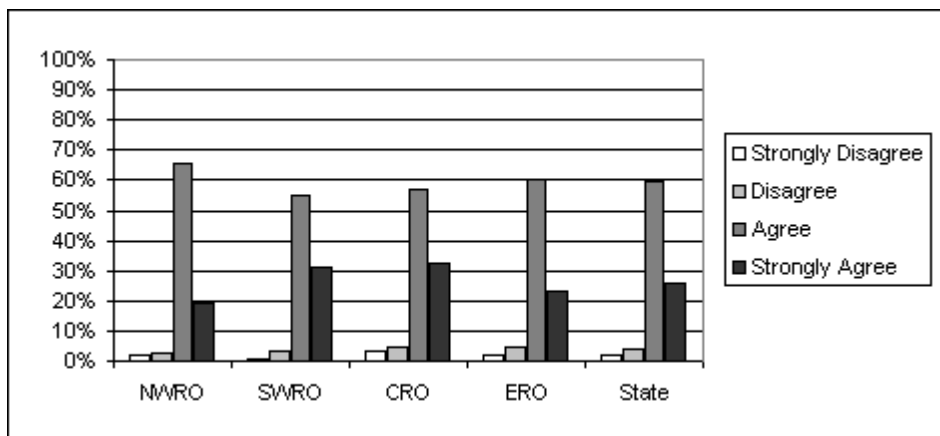
Ecology staff were helpful.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	2.4%	11.5%	60.0%	15.9%	5.1%	5.1%
SWRO	4.6%	6.6%	53.3%	26.6%	5.8%	3.1%
CRO	5.0%	8.3%	61.2%	23.1%	0.8%	1.7%
ERO	5.5%	8.3%	55.2%	23.2%	5.0%	2.8%
State	4.4%	8.7%	57.2%	22.1%	4.4%	3.2%
Number	53	104	682	264	52	38



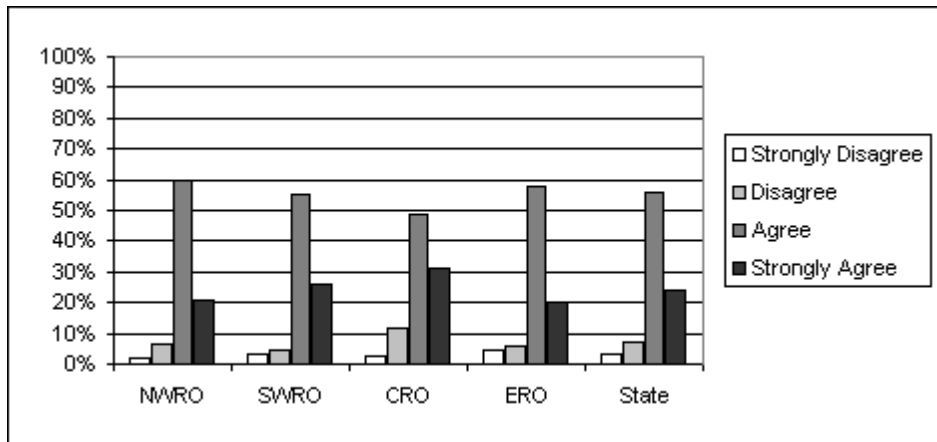
Ecology staff were friendly.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	2.0%	2.7%	65.4%	19.3%	5.4%	5.1%
SWRO	0.8%	3.5%	55.2%	31.3%	6.6%	2.7%
CRO	3.3%	5.0%	57.0%	32.6%	0.8%	1.2%
ERO	2.3%	4.5%	60.5%	23.2%	7.1%	2.5%
State	2.1%	3.9%	59.9%	25.9%	5.3%	2.9%
Number	25	47	714	309	63	35



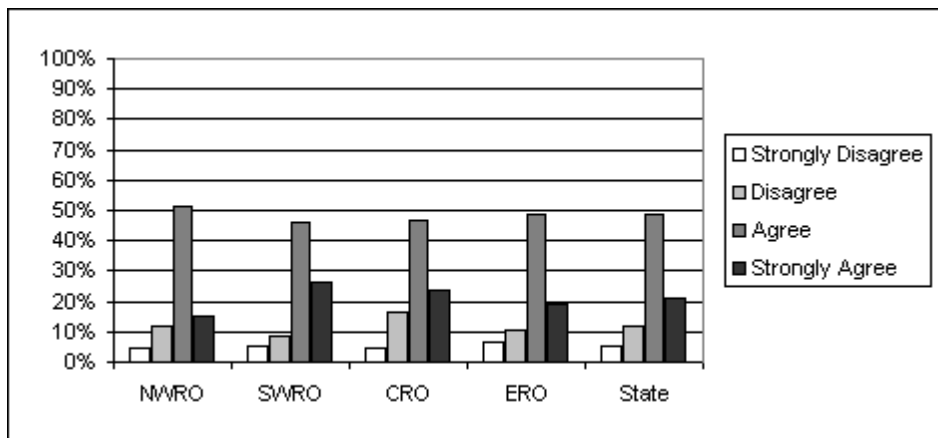
Ecology staff listened to me.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	1.7%	6.4%	60.0%	20.7%	5.4%	5.8%
SWRO	3.1%	4.3%	55.2%	26.3%	7.7%	3.5%
CRO	2.9%	12.0%	48.8%	31.0%	3.3%	2.1%
ERO	4.3%	6.1%	57.7%	20.2%	8.6%	3.3%
State	3.1%	7.0%	55.9%	23.8%	6.5%	3.7%
Number	37	83	667	284	78	44



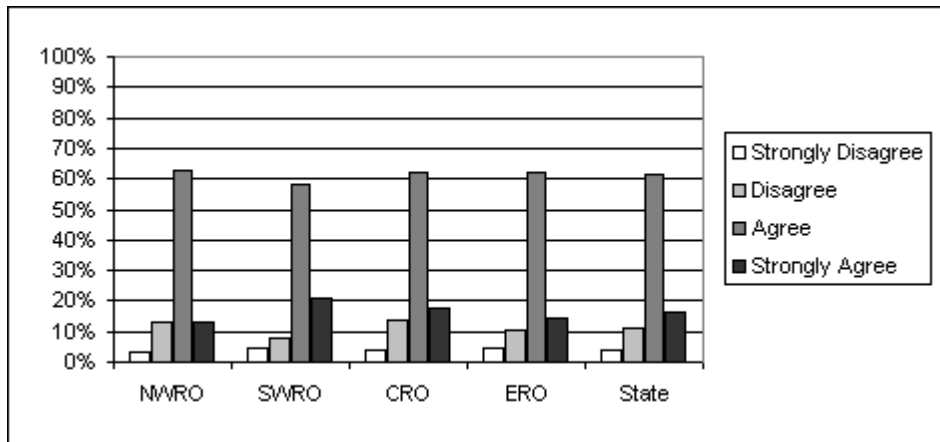
Ecology staff used professional judgment rather than personal opinion to influence their work.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	4.8%	11.9%	51.5%	15.3%	10.9%	5.8%
SWRO	5.0%	8.9%	46.3%	26.6%	9.3%	3.9%
CRO	4.6%	16.5%	46.7%	23.6%	6.2%	2.5%
ERO	6.6%	10.3%	48.4%	19.4%	12.1%	3.3%
State	5.4%	11.7%	48.4%	20.8%	10.0%	3.9%
Number	64	139	577	248	119	46



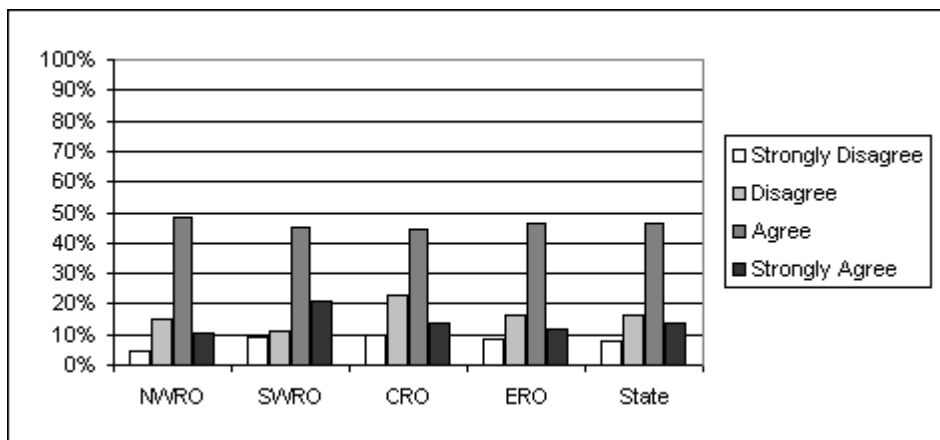
Ecology staff communicated information clearly.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	3.1%	13.2%	63.1%	13.2%	2.4%	5.1%
SWRO	4.3%	7.7%	58.3%	20.9%	4.6%	4.3%
CRO	4.1%	14.1%	62.4%	17.4%	0.8%	1.2%
ERO	4.5%	10.6%	62.2%	14.4%	6.3%	2.0%
State	4.0%	11.3%	61.6%	16.1%	3.9%	3.1%
Number	48	135	735	192	46	37



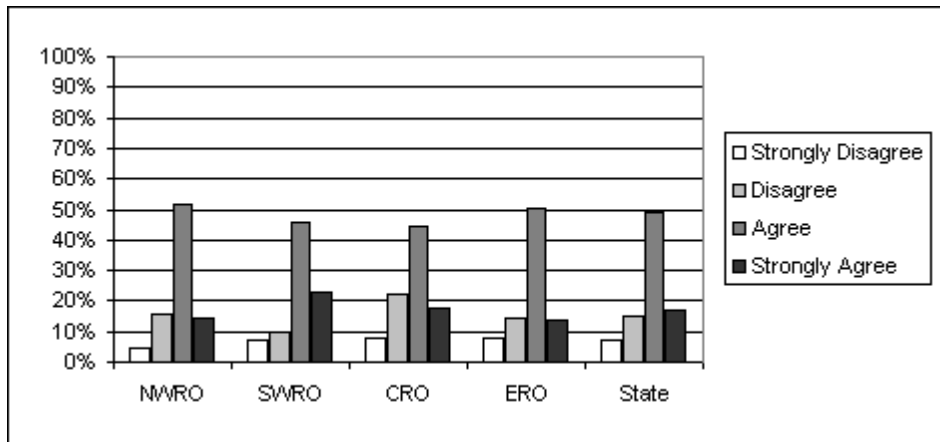
Ecology staff viewed me as a partner who is equally committed to a healthy environment.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	4.8%	15.3%	48.5%	10.5%	15.3%	5.8%
SWRO	8.9%	11.2%	45.2%	20.9%	8.9%	5.0%
CRO	9.5%	23.1%	44.6%	14.1%	7.4%	1.2%
ERO	8.6%	16.1%	46.4%	12.1%	14.1%	2.8%
State	7.9%	16.3%	46.3%	14.0%	11.9%	3.7%
Number	94	194	552	167	142	44



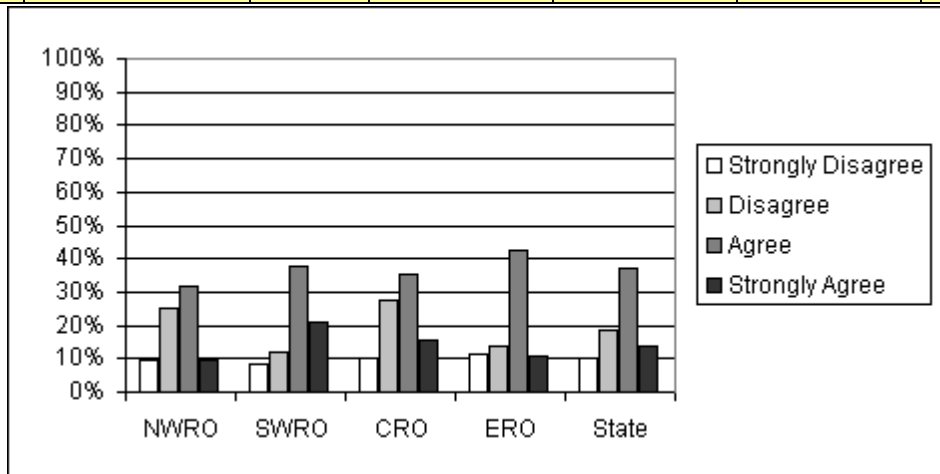
Ecology staff worked to build a cooperative relationship.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	4.8%	15.9%	51.9%	14.6%	8.1%	4.8%
SWRO	7.3%	10.0%	46.0%	23.2%	8.9%	4.6%
CRO	7.9%	21.9%	44.6%	17.4%	7.0%	1.2%
ERO	7.8%	14.4%	50.6%	13.6%	11.1%	2.5%
State	7.0%	15.3%	48.7%	16.7%	9.1%	3.3%
Number	83	183	581	199	108	39



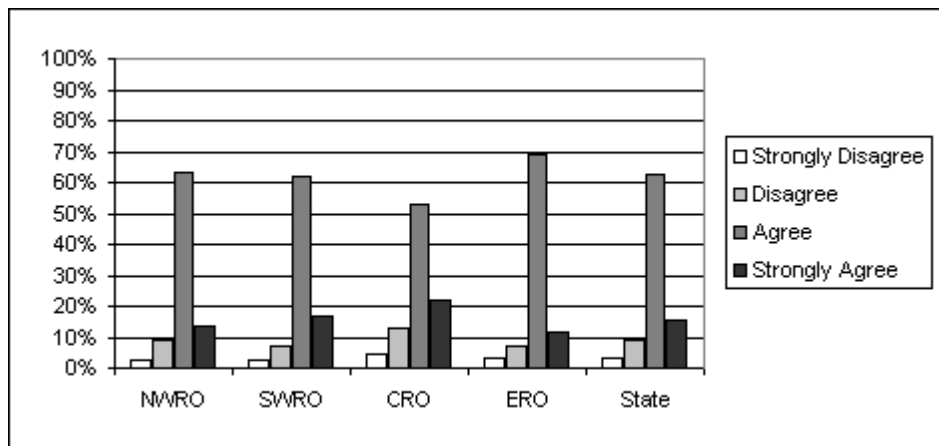
Ecology staff worked with me to find innovative ways to solve problems.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	9.5%	25.1%	31.9%	9.8%	19.0%	4.8%
SWRO	8.1%	12.0%	37.8%	20.9%	17.0%	4.3%
CRO	10.3%	27.3%	35.1%	15.3%	11.2%	0.8%
ERO	11.3%	13.6%	42.6%	10.6%	19.7%	2.3%
State	10.0%	18.9%	37.4%	13.6%	17.2%	3.0%
Number	119	225	446	162	205	36



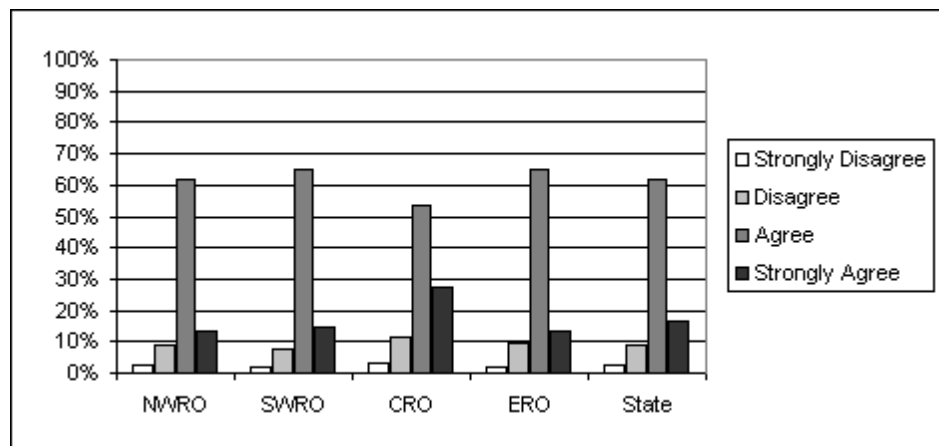
Ecology staff informed me about what was needed to submit a complete permit application.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	2.7%	9.2%	63.4%	13.6%	6.4%	4.8%
SWRO	2.3%	7.0%	61.8%	17.0%	8.5%	3.5%
CRO	4.6%	13.2%	52.9%	21.9%	5.8%	1.7%
ERO	3.3%	6.8%	69.3%	11.3%	6.6%	2.8%
State	3.2%	8.7%	62.9%	15.3%	6.8%	3.2%
Number	38	104	750	182	81	38



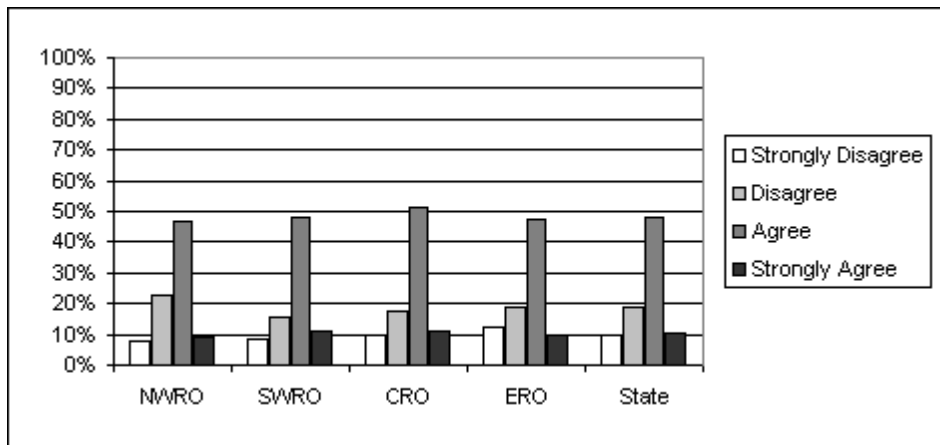
Ecology staff were able to answer my questions about the permitting process.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	2.7%	9.2%	62.0%	13.2%	8.1%	4.8%
SWRO	1.9%	7.3%	64.9%	14.7%	7.7%	3.5%
CRO	2.9%	11.2%	53.3%	27.7%	3.7%	1.2%
ERO	2.0%	9.3%	65.0%	13.1%	7.8%	2.8%
State	2.4%	9.2%	61.9%	16.4%	7.0%	3.1%
Number	28	110	738	196	84	37



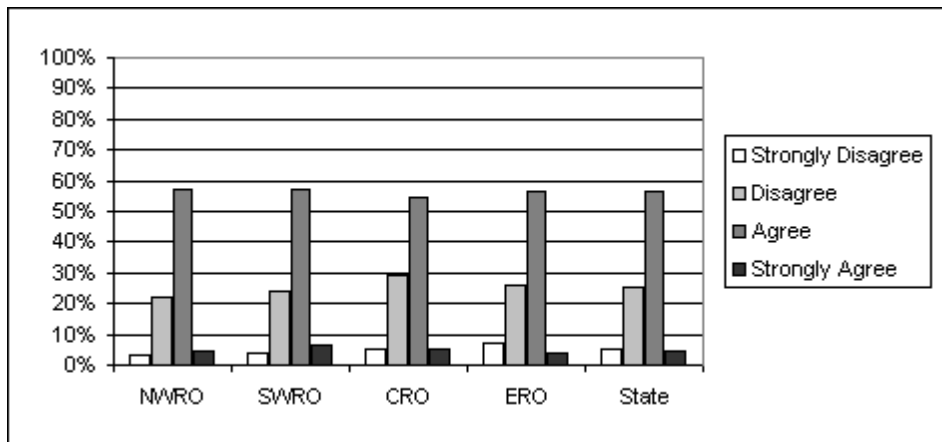
Ecology staff informed me about how long it would take to get a permit decision.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	7.8%	22.7%	46.8%	9.2%	8.8%	4.8%
SWRO	8.5%	15.8%	47.9%	10.8%	12.4%	4.6%
CRO	9.5%	17.4%	51.2%	11.2%	9.5%	1.2%
ERO	12.3%	19.1%	47.1%	9.8%	8.6%	3.0%
State	9.8%	18.9%	48.0%	10.1%	9.6%	3.4%
Number	117	226	573	121	115	41



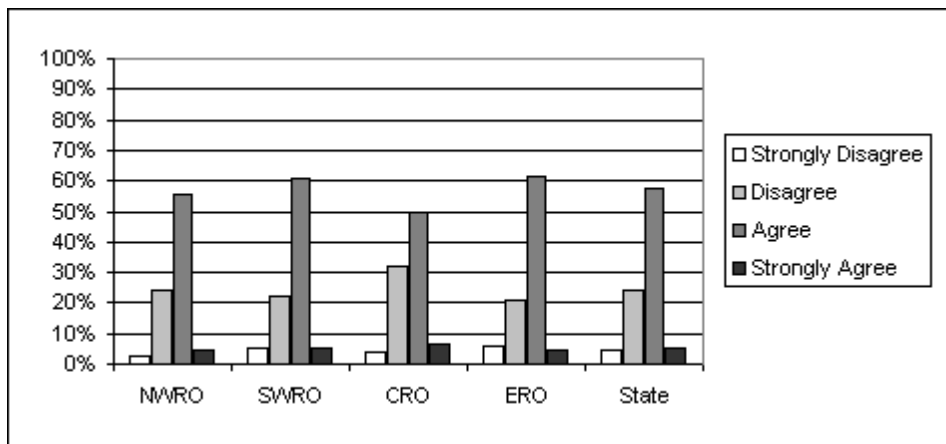
The permit forms were easy to use.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	3.1%	22.0%	57.0%	4.4%	7.5%	6.1%
SWRO	3.9%	23.9%	57.1%	6.2%	4.6%	4.3%
CRO	5.0%	29.3%	54.6%	5.4%	3.7%	2.1%
ERO	7.1%	25.9%	56.4%	4.0%	4.5%	2.0%
State	5.0%	25.2%	56.3%	4.9%	5.1%	3.5%
Number	59	301	672	58	61	42



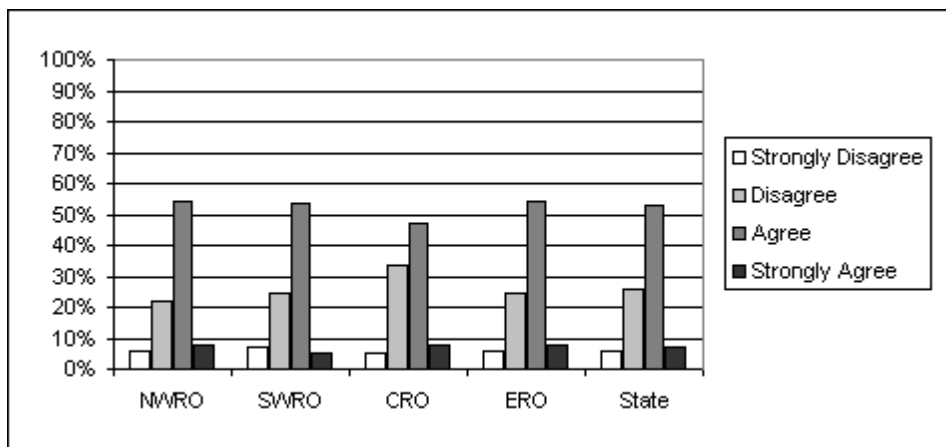
The permit application guidance was clear.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	2.71%	24.07%	55.59%	4.41%	7.46%	5.76%
SWRO	5.41%	22.01%	60.62%	5.41%	3.09%	3.47%
CRO	4.13%	32.23%	50.00%	6.61%	4.96%	2.07%
ERO	5.79%	20.91%	61.21%	4.79%	4.03%	3.27%
State	4.61%	24.22%	57.42%	5.20%	4.86%	3.69%
Number	55	289	685	62	58	44



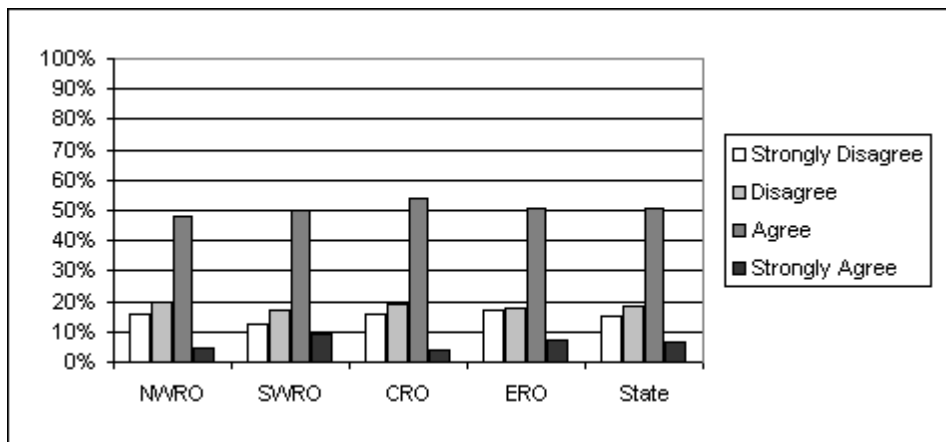
The permit environmental standards were clear.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	6.1%	22.0%	53.9%	4.1%	7.8%	6.1%
SWRO	7.0%	24.3%	53.7%	5.0%	5.0%	5.0%
CRO	5.0%	33.5%	47.1%	5.4%	7.4%	1.7%
ERO	5.5%	24.7%	54.4%	5.3%	7.8%	2.3%
State	5.9%	25.7%	52.6%	5.0%	7.1%	3.7%
Number	70	307	628	59	85	44



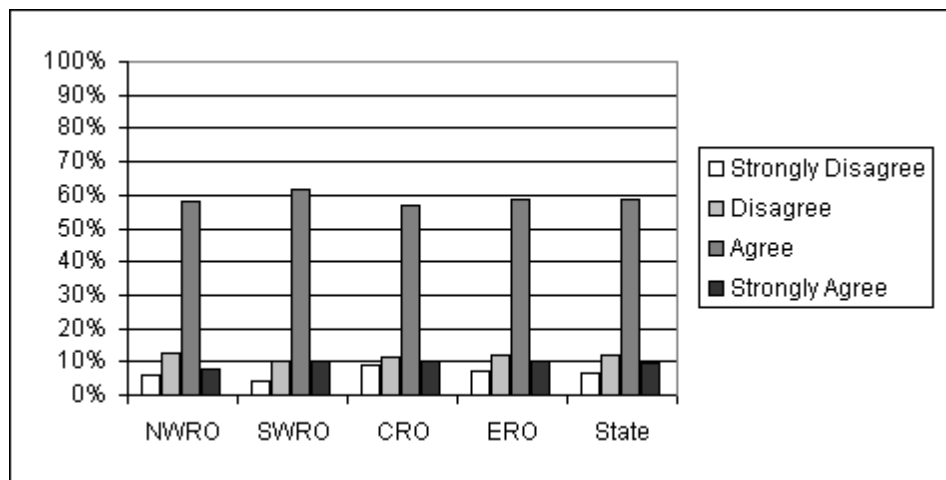
The permit decision was timely.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	15.9%	19.7%	48.1%	4.8%	6.4%	5.1%
SWRO	12.4%	17.4%	50.2%	9.3%	6.6%	4.3%
CRO	15.7%	19.0%	53.7%	4.1%	5.4%	2.1%
ERO	16.9%	17.9%	50.6%	7.6%	4.8%	2.3%
State	15.4%	18.4%	50.5%	6.5%	5.7%	3.4%
Number	184	220	603	78	68	40



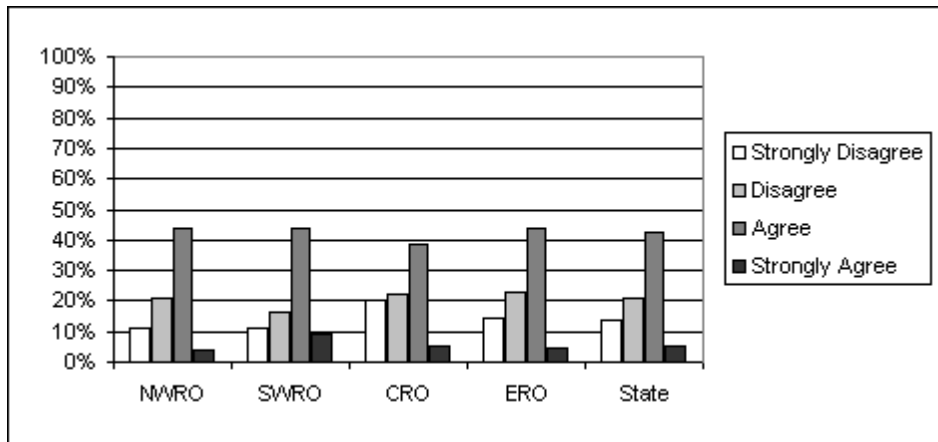
The permit decision was clear.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	5.8%	12.5%	58.3%	7.8%	9.5%	6.1%
SWRO	4.3%	10.4%	61.4%	10.0%	9.3%	4.6%
CRO	9.1%	11.6%	57.0%	9.9%	10.3%	2.1%
ERO	7.3%	12.1%	58.9%	10.3%	8.6%	2.8%
State	6.6%	11.7%	58.9%	9.6%	9.3%	3.9%
Number	79	140	703	114	111	46



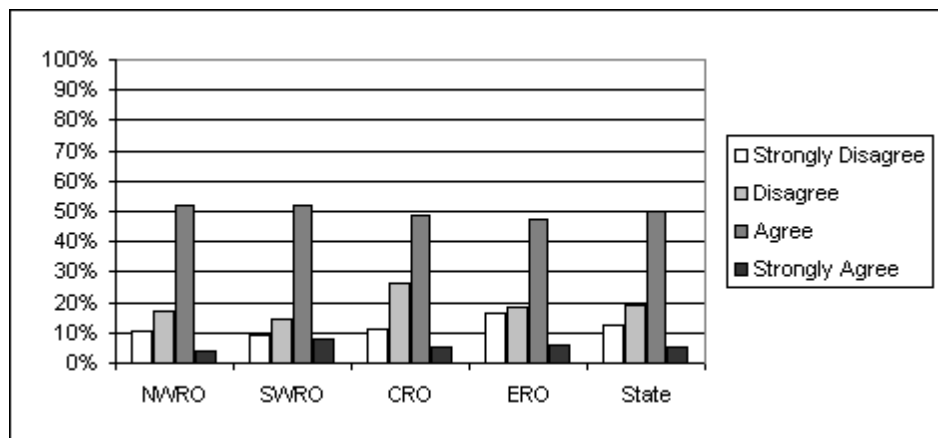
The permit conditions did not put my company at an economic disadvantage.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	10.9%	20.7%	43.7%	3.7%	16.6%	4.4%
SWRO	11.2%	16.2%	43.6%	8.9%	15.1%	5.0%
CRO	20.3%	21.9%	38.4%	5.0%	11.2%	3.3%
ERO	14.4%	22.7%	44.1%	4.5%	10.8%	3.5%
State	14.0%	20.6%	42.8%	5.4%	13.2%	4.0%
Number	167	246	510	64	158	48



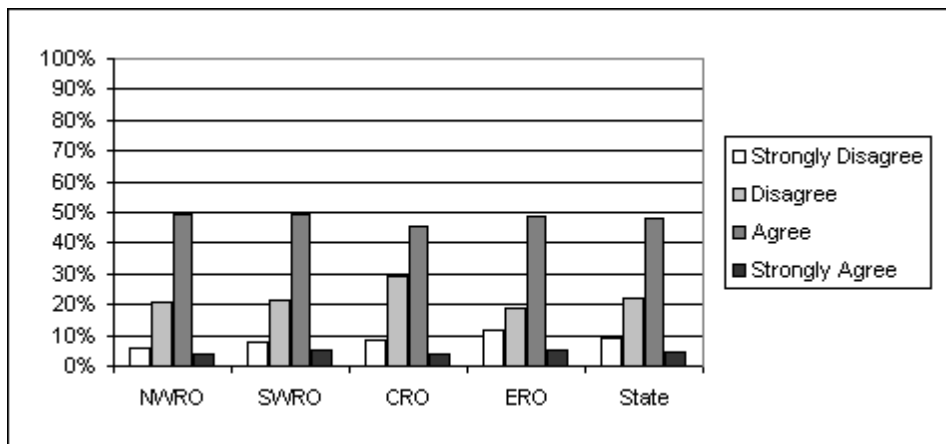
The permit timeliness did not create an economic burden for my company.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	10.85%	16.95%	52.20%	3.73%	11.86%	4.41%
SWRO	9.27%	14.29%	51.74%	7.72%	11.20%	5.79%
CRO	11.16%	26.03%	48.76%	4.96%	7.44%	1.65%
ERO	16.62%	18.64%	47.36%	5.79%	8.56%	3.02%
State	12.49%	18.78%	49.79%	5.53%	9.72%	3.69%
Number	149	224	594	66	116	44



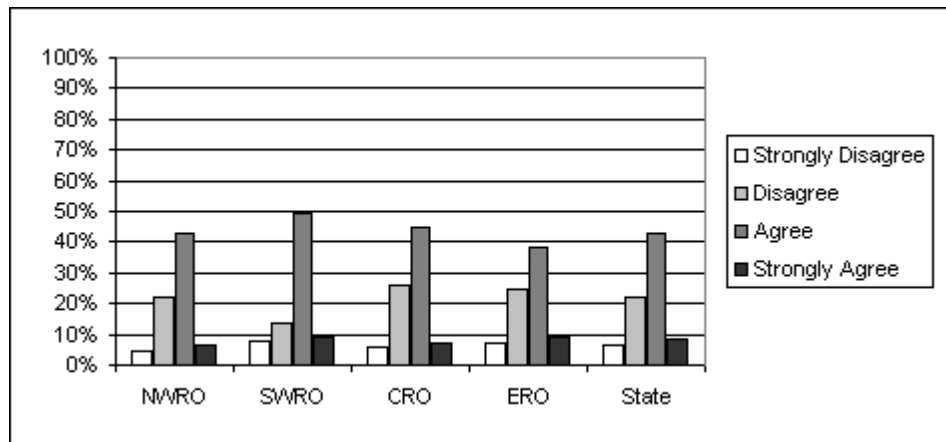
The permit reporting is not overly burdensome.

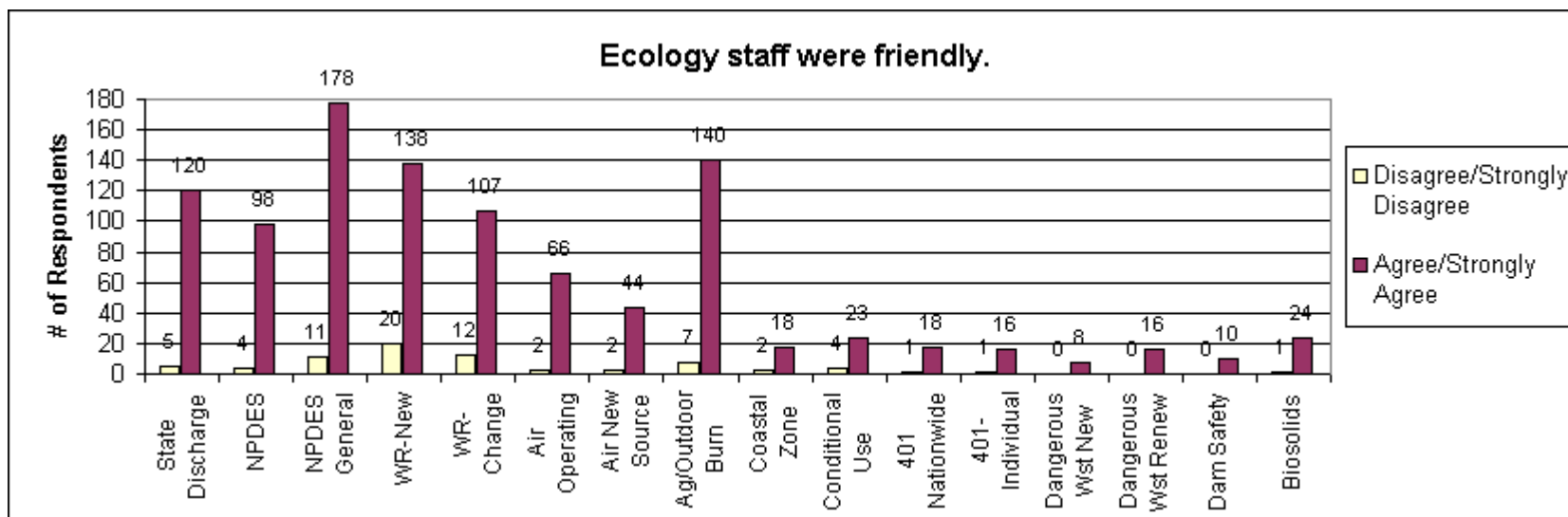
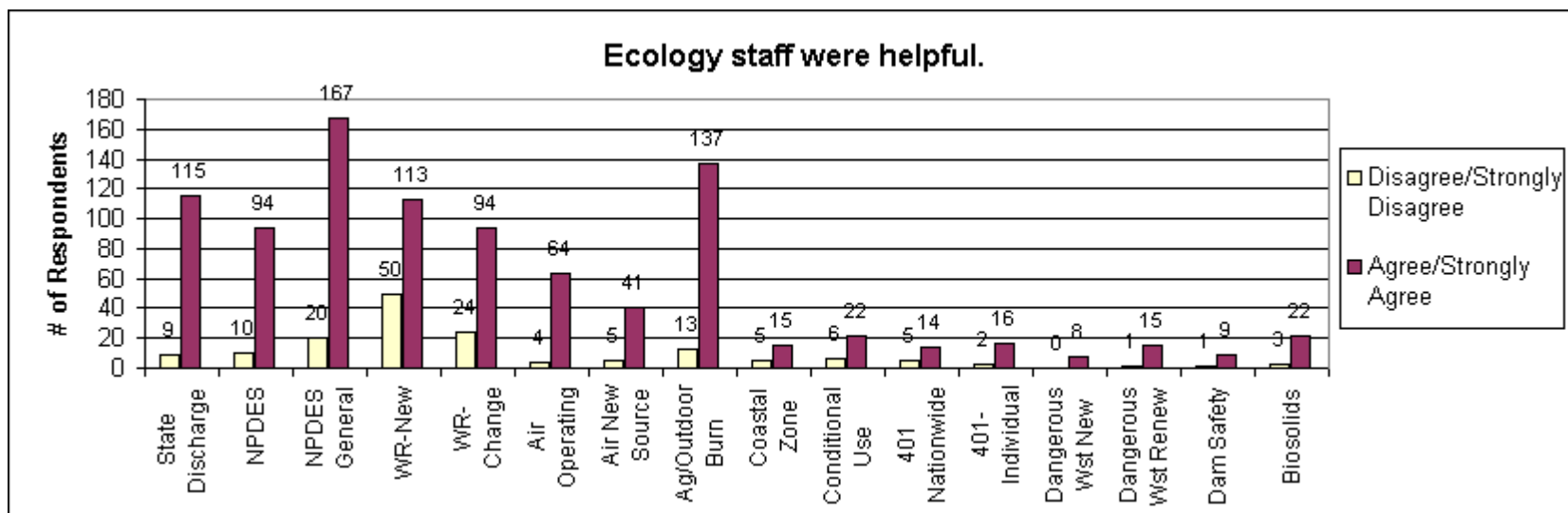
	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	6.1%	20.7%	49.2%	4.1%	14.9%	5.1%
SWRO	8.1%	21.2%	49.0%	5.4%	10.0%	6.2%
CRO	8.3%	29.3%	45.5%	4.1%	10.3%	2.5%
ERO	11.6%	18.9%	48.6%	5.3%	12.6%	3.0%
State	8.8%	22.0%	48.2%	4.8%	12.2%	4.1%
Number	105	262	575	57	145	49

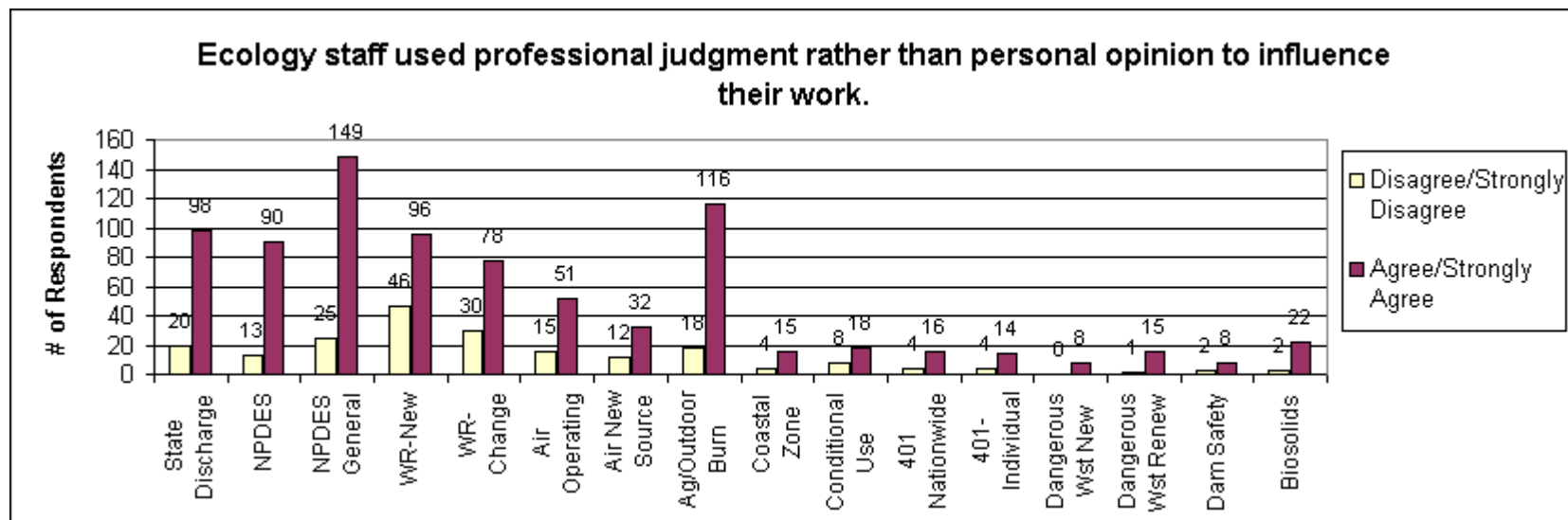
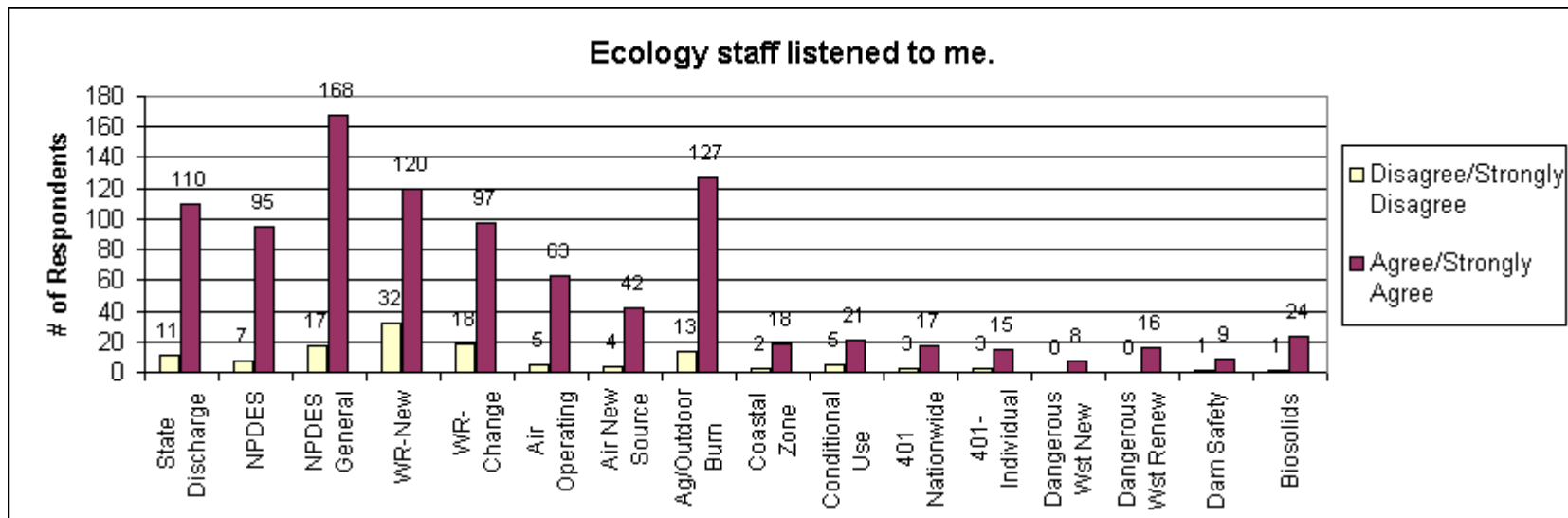


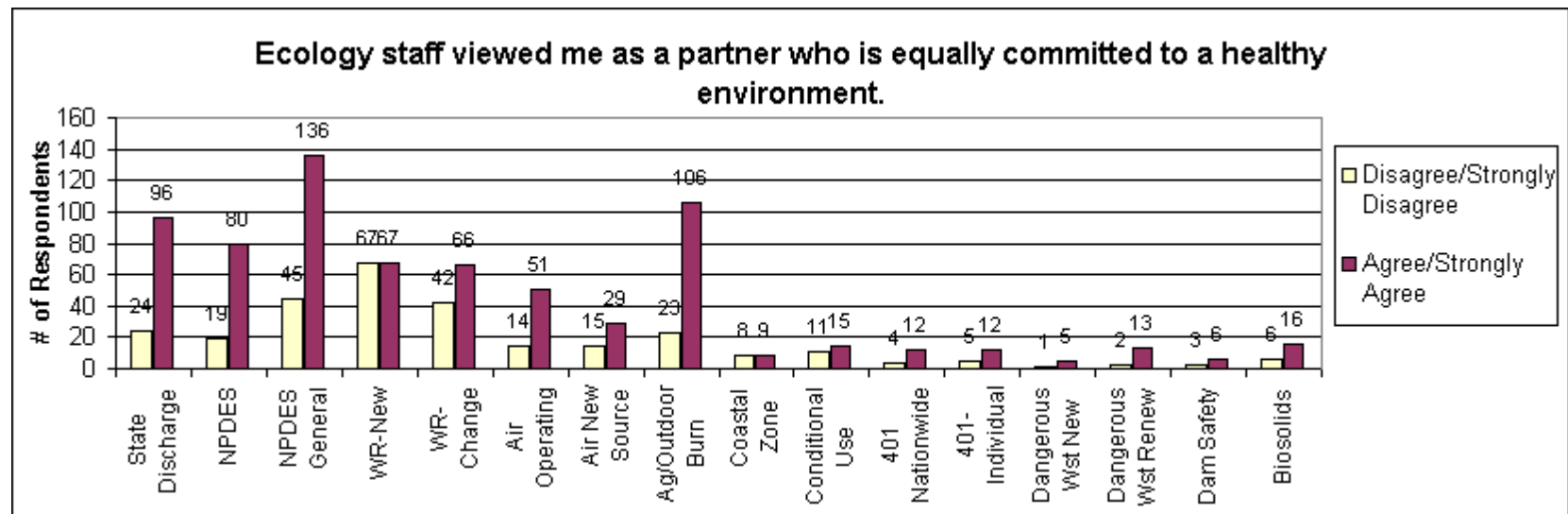
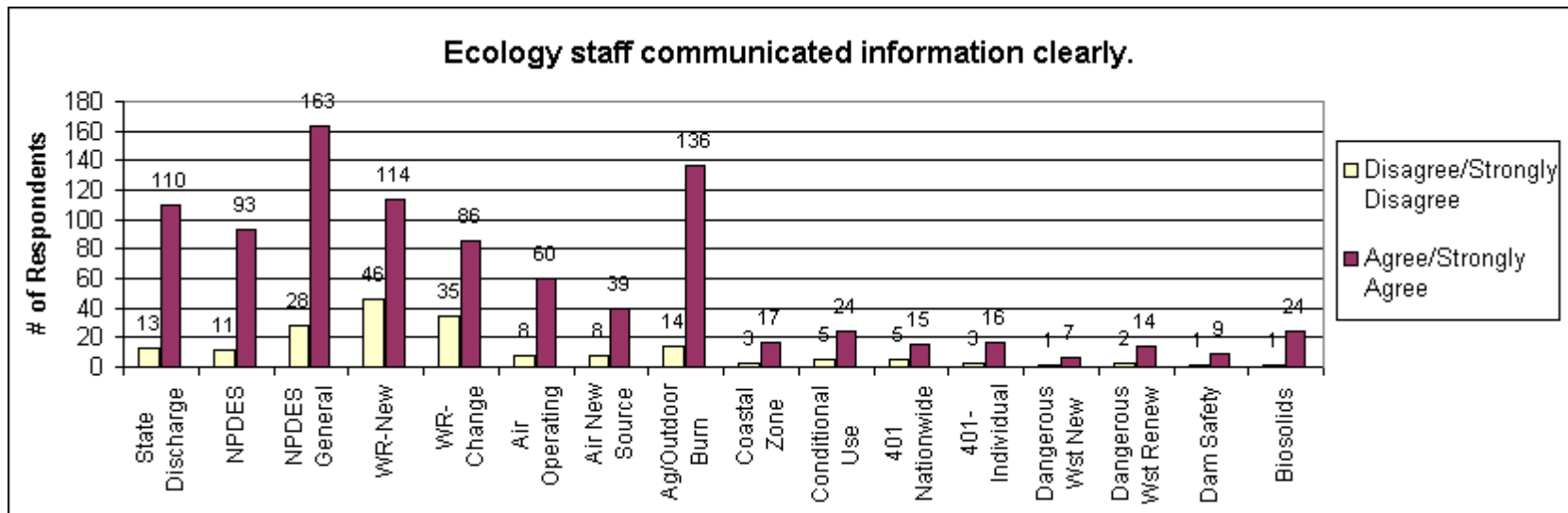
The permit resulted in benefits to the environment.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	No Response
NWRO	4.8%	22.0%	43.1%	6.8%	16.6%	6.8%
SWRO	8.1%	13.5%	49.4%	9.3%	12.0%	7.7%
CRO	5.8%	26.0%	44.6%	7.4%	12.0%	4.1%
ERO	7.1%	24.9%	38.3%	9.1%	16.4%	4.3%
State	6.5%	22.0%	43.2%	8.2%	14.6%	5.6%
Number	77	262	515	98	174	67

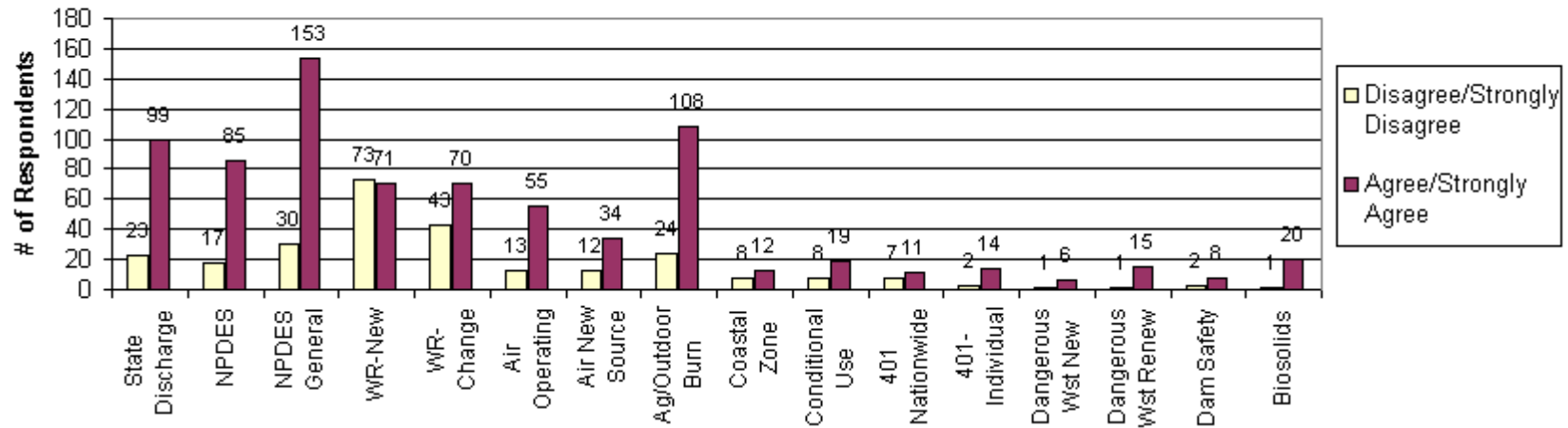




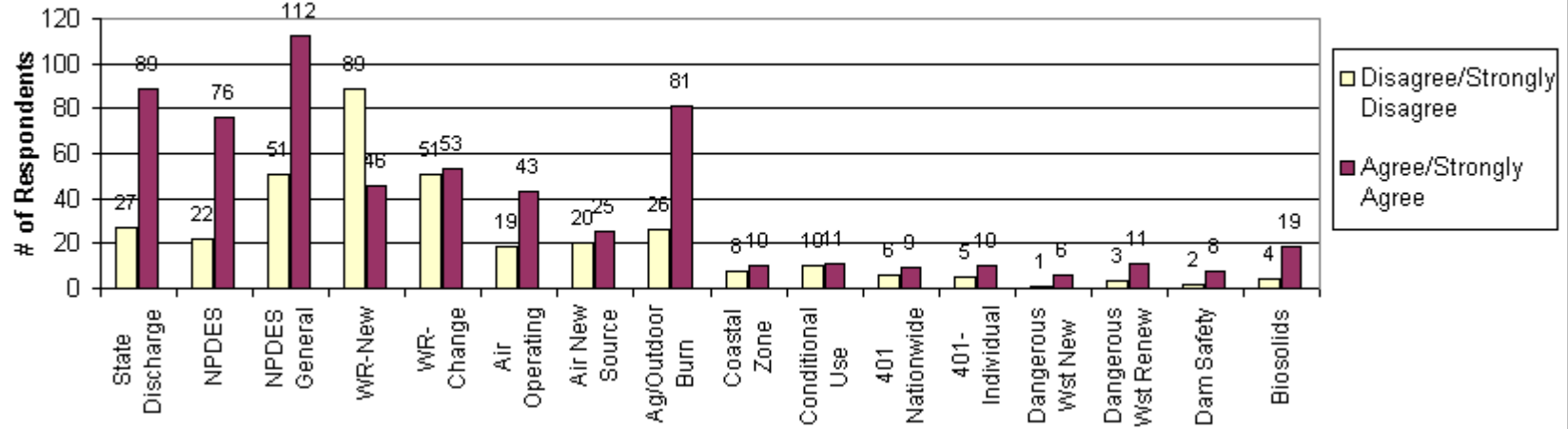




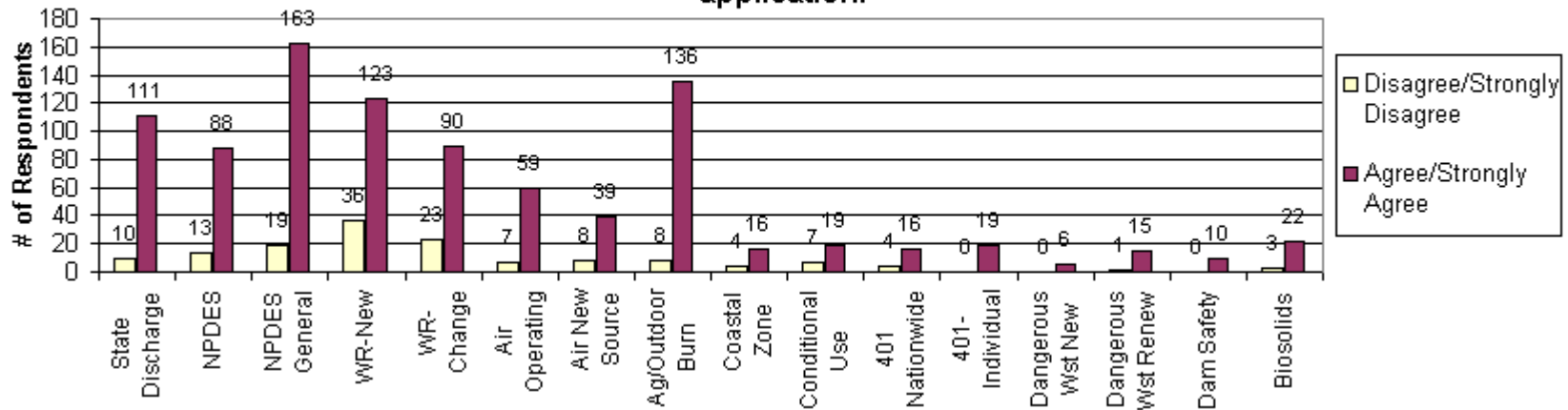
Ecology staff worked to build a cooperative relationship.



Ecology staff worked with me to find innovative ways to solve problems.



Ecology staff informed me about what was needed to submit a complete permit application.



Ecology staff were able to answer my questions about the permitting process.

