

DEPARTMENT OF
ECOLOGY
State of Washington

2008 Permit Applicant Survey

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Survey Conducted, and Results Compiled, by

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National Agricultural Statistics Service
Washington State Field Office

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Department of Ecology

2008 Permit Applicant Survey

Introduction

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

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

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

Ecology's two permit process improvement objectives are:

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

Ecology's managers and permit staff will be reviewing the survey results. Actions will be developed to further improve the agency's permit processes and customer service.

Background

In the late summer of every other year since 2002, Ecology has contracted with the U.S. Department of Agriculture, National Agricultural Statistics Services (NASS) office in Washington State to conduct a survey of its permit applicants. The 2002 survey established a baseline for customer opinion about the agency's permit services, the permit process, and customer service. In the summer of 2008, the agency contracted with NASS again to survey its permit customers to find out how well they think the agency is doing to improve services.

Scope

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

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

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

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

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

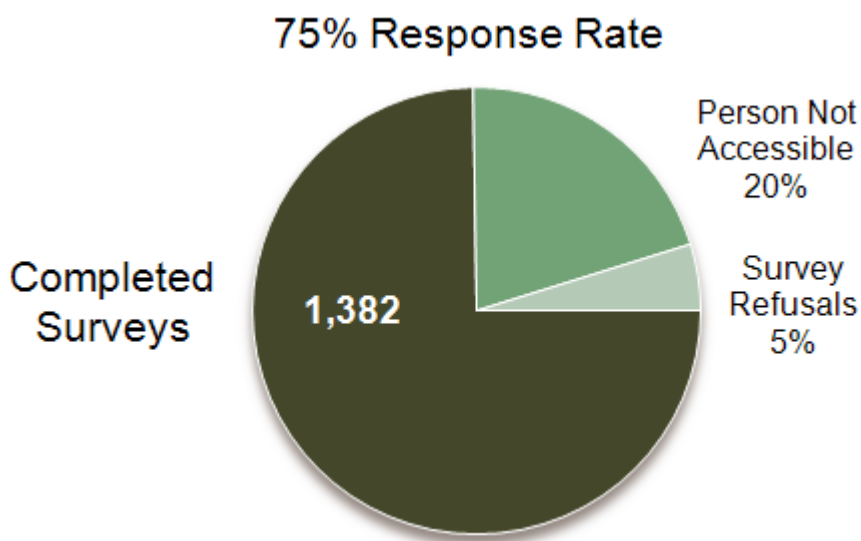
Survey Method

The U.S.D.A. National Agricultural Statistics Services (NASS), Washington Field Office, provided an independent, neutral administration of the survey; and collection, validation, and compilation of the data. Twelve different permit types were the focus of the survey. Between April 2006 and May 2008, Ecology received 4,661 permit applications. Ecology gave NASS a random sample of 1,849 people and businesses from that list to survey. A random sample was selected from permits where Ecology received over 250 permit applications. For permit applicant numbers under 250, the entire population was surveyed (detail on page 4).

In early July 2008, NASS mailed a letter to the sample group to tell them they had been selected to take part in a telephone survey on behalf of Ecology. From mid-July through August 2008, NASS-trained phone surveyors conducted the survey. NASS used Statistical Analysis Software to enter the response data. They tabulated the data in September 2008 and gave the results to Ecology on September 30, 2008.

Response Rate

NASS called 1,849 Ecology permit applicants to survey them by telephone in 2008. The number of calls that resulted in a complete survey was 1,382, or 75%. Eighty-nine people refused to participate in the survey. NASS could not reach 378 survey respondents. This was primarily due to a couple of reasons: the person who applied for an Ecology permit was no longer employed at the business or the contact information was not longer valid. For detailed response rate by permit type, refer to the table on page 4.



Twelve different types of environmental permits were the focus of the survey. The chart on the following page shows the number of permit applications received by Ecology between May 1, 2006 and March 31, 2008. The chart also shows the number contacted as part of the survey for each permit type and the response rate.

Detailed results for each permit type are included in Appendix A: Survey Results by Permit Type, page 19.

Response Rate by Permit Type

Permit	Population	Number Sampled	Completed Surveys	Refusals	Not Accessible	Percent Response
Agricultural & Outdoor Burning	1,895	383	288	29	66	75%
Air Operating	16	16	15	0	1	94%
Air New Source	196	196	140	13	43	71%
401 Water Quality Certification	196	171	126	2	43	74%
Water Quality Individual NPDES*	141	140	108	5	27	77%
Water Quality General NPDES*	1,796	554	412	18	124	74%
Biosolids	20	20	17	1	2	85%
Water Rights New	116	116	87	6	23	75%
Water Rights Change	238	206	155	15	36	75%
Dam Safety	24	24	17	0	7	71%
Industrial Section**	19	19	13	0	6	68%
Dangerous Waste	4	4	4	0	0	100%
Totals	4,661	1,849	1,382	89	378	75%

* NPDES – Water Quality National Pollutant Discharge Elimination System

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

Permits are defined on pages 23-24.

Response Rate Comparison by Survey Year

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

The 2002 survey was conducted by mail, with a phone call follow-up from NASS to non-respondents. The 2002 response rate was 51% with a high (908) refusal to participate in the survey. The mail survey coupled with a phone follow-up boosted the initial response rate from just mail returns. Based on this finding, the 2004 survey was conducted entirely by phone. The response rate increased while the refusal rate dropped significantly. A decision was made in 2006 and 2008 to continue conducting the survey entirely by phone.

In 2004, 2006 and 2008, many respondents noted that they were looking forward to participating in the survey. Ecology publicizes the results of the survey through a press release and has posted all reports on its Website at: <http://www.ecy.wa.gov/quality/survey/customersurvey.html>.

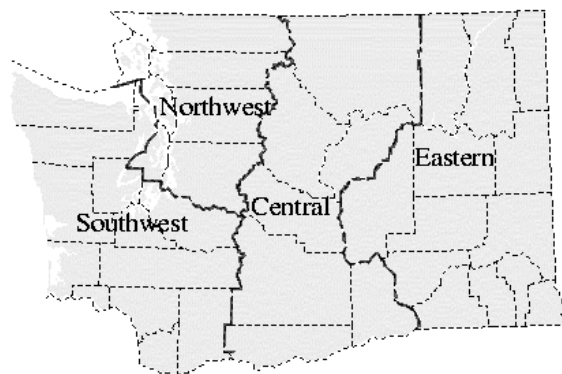
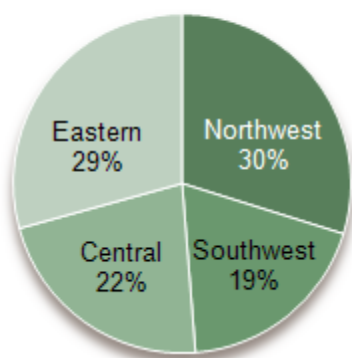
To make sure all responses remain confidential, NASS will keep all original survey responses and the identity of the respondents.

Response Rate by Region

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

Looking at the survey results by where the facility / site is located is used to help determine overall trends in permit applicant opinion of our services from each office location. The regional data coupled with the specific permit data is used by the agency to target areas for process improvement.

**Sample Group
by Washington State Region**



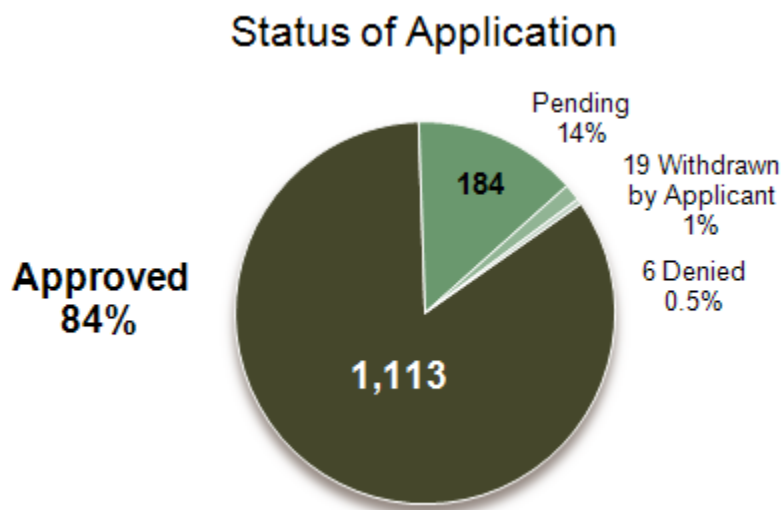
Regional data is based upon where the permitted facility or site was located. For survey results by regional location see pages 18-19.

Decision Status of Permit Applications

Survey respondents were asked if their application for an Ecology permit was:

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

Of the 1,382 completed surveys, 60 respondents did not answer this question. The following pie chart and table are based on 1,322 responses to the question on permit status.



	Approved	Withdrawn by Applicant	Denied	Pending
Agricultural & Outdoor Burning	272	2	1	2
Air Operating	12	0	0	3
Air New Source	125	2	0	6
401 Water Quality Certification	115	0	0	5
Water Quality Individual NPDES*	80	0	0	25
Water Quality General NPDES*	368	7	0	15
Biosolids	14	0	0	3
Water Rights New	20	0	3	59
Water Rights Change	79	6	2	62
Dam Safety	16	1	0	0
Industrial Section**	11	0	0	2
Dangerous Waste	1	1	0	2
	1113	19	6	184

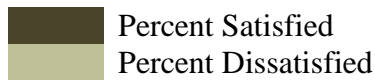
* NPDES – National Pollutant Discharge Elimination System

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

Results: Promptness in Response Time

Question 4 of the survey (Appendix B: Survey Questionnaire) asked respondents if they were satisfied with Ecology's response time to their phone calls, e-mail messages, letters, and requests for materials.

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Response time to phone calls.



Response time to emails.



Response time to letters.



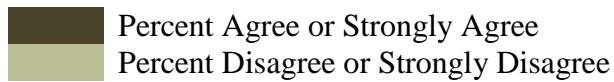
Response time for requests for material.



Results: Communicating with Ecology Staff

Questions 5 through 12 of the survey (Appendix B: Survey Questionnaire) asked the respondent if they agreed or disagreed with statements on communicating with Ecology staff about their permit application.

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Ecology staff were helpful.



Ecology staff were friendly.



Ecology staff listened.



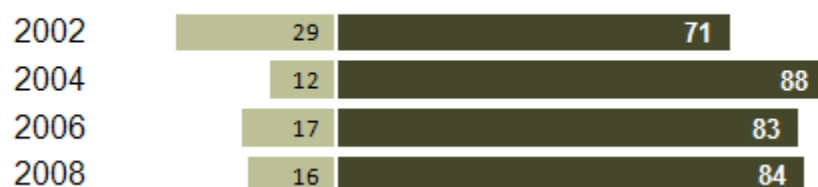
Ecology staff used professional judgment, not personal opinion.



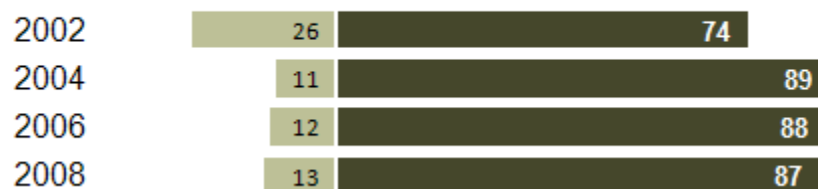
Ecology staff communicated information clearly.



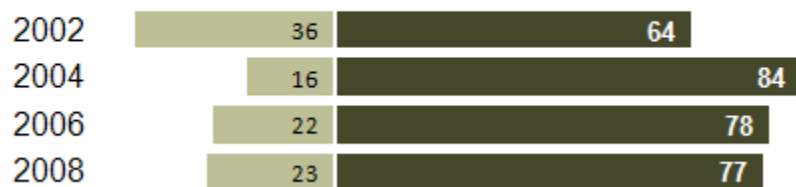
Ecology staff viewed the applicant as a partner.



Ecology staff worked on a cooperative relationship.



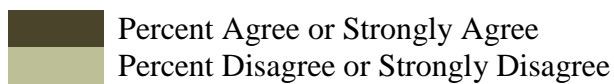
Ecology staff worked on innovative ways to solve problems.



Results: Permit Process

Questions 13 through 21 of the survey (Appendix B: Survey Questionnaire) asked the respondent if they agreed or disagreed with statements about the permit process.

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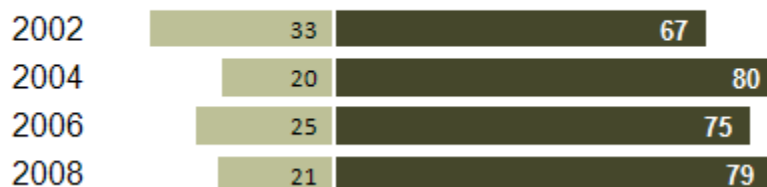
Ecology told applicant what was needed for a complete application.



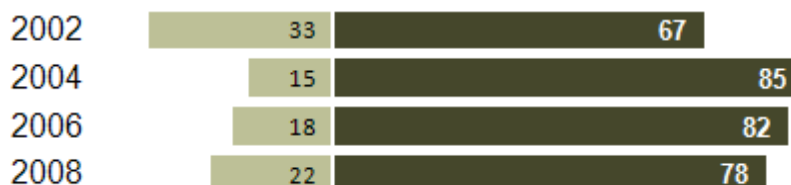
Ecology staff answered questions about the permit process.



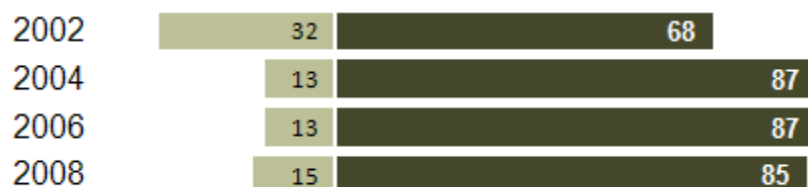
Ecology staff told applicant how long the decision would take.



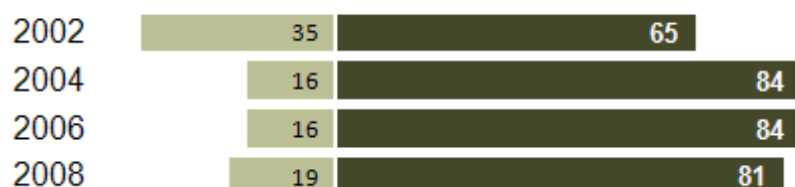
The permit forms were easy to use.



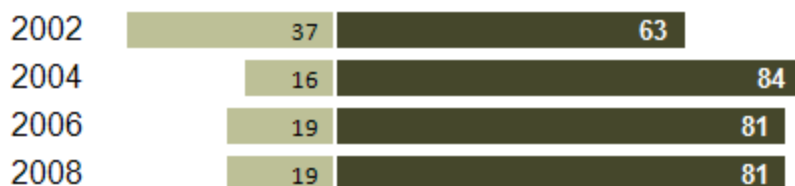
The permit application instructions were clear.



The permit environmental standards were clear.



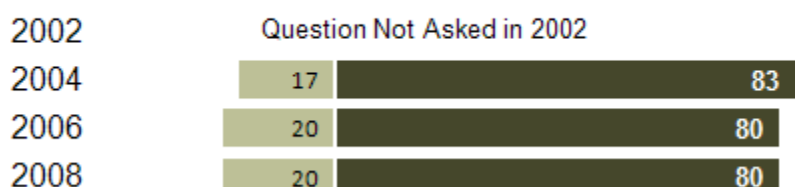
The permit decision was timely.



The permit decision was clear.



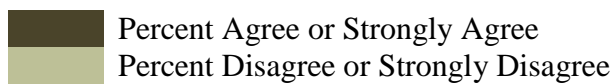
The time to issue the permit was reasonable.



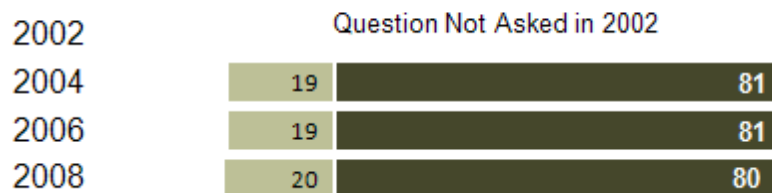
Results: Permit Requirements

Questions 22 through 24 of the survey (Appendix B: Survey Questionnaire) asked the respondent if they agreed or disagreed with statements about the permit requirements.

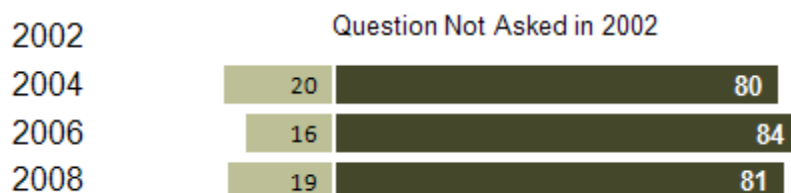
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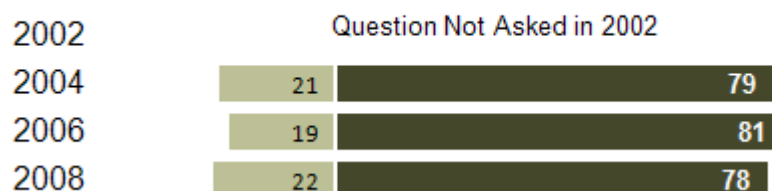
The permit conditions are reasonable.



The reporting requirements are reasonable.



The permit monitoring requirements are reasonable.



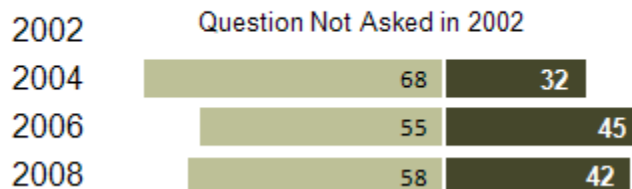
Results: Using the Web for Permit Information

Question 25 of the survey (Appendix B: Survey Questionnaire) asked respondents if they used Ecology's Web site for information to help them apply for their permit. If they answered yes, they were asked if the Web site was: a) easy to use, and, b) helpful. These questions were not asked in the 2002 survey.

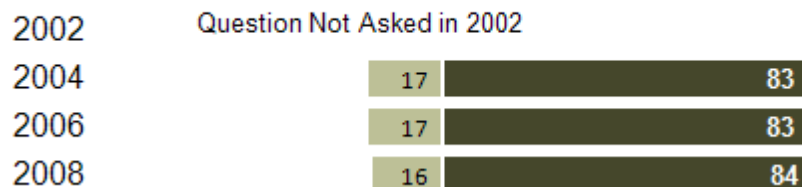
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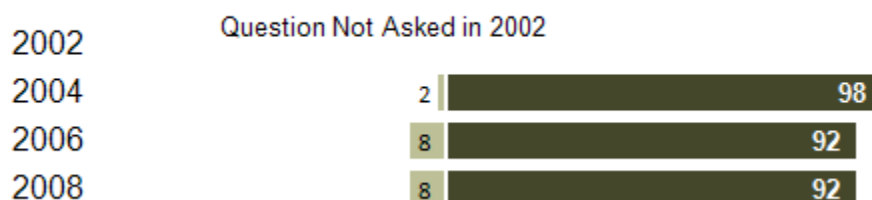
Was the Ecology Web site used to find permit information?



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



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



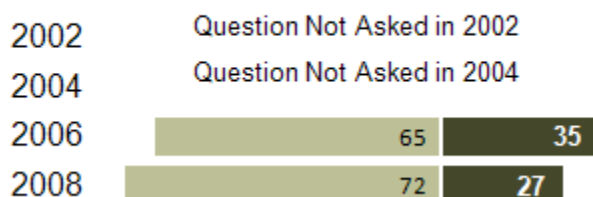
Results: Agency Coordination on Permits

Question 29 of the survey (Appendix B: Survey Questionnaire) asked respondents if their project required environmental permits from other agencies. If the answer was yes, the respondent was asked about their level of satisfaction with coordination between the permitting agencies. These questions were not asked in the 2002 and 2004 surveys.

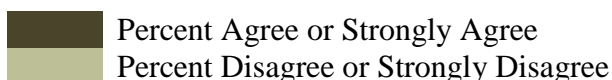
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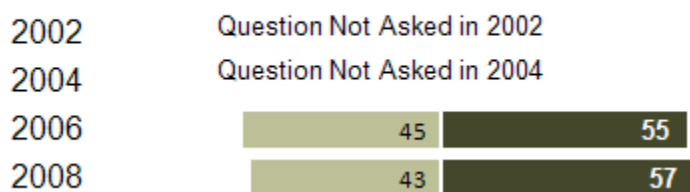
Did the project require environmental permits from other agencies?



If Yes, the survey respondent was asked if the permitting agencies were well coordinated.



The permitting agencies involved were well coordinated.



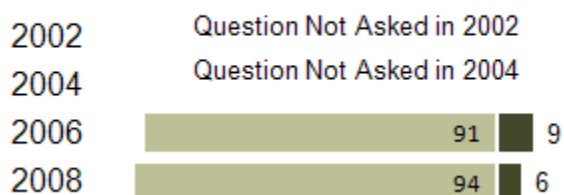
Results: Office of Regulatory Assistance

The Office of Regulatory Assistance (ORA) is a Governor-level service co-located with Ecology. This office helps permit applicants sort out what permits from multiple agencies and local government are needed for their project. Question 30 of the survey (Appendix B: Survey Questionnaire) asked the respondent if they had worked with the Office of Regulatory Assistance on their project. If the answer was yes, a follow-up question was asked about their help in applying for permits from multiple agencies. These questions were not asked in the 2002 and 2004 surveys.

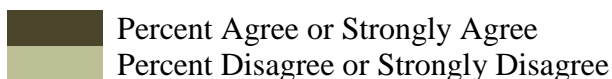
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Did you work with the Office of Regulatory Assistance?



If Yes, the survey respondent was asked if their assistance was helpful in applying for permits from multiple agencies.



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



Regional Response Summary

Northwest Region

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

Southwest Region

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

Regional Response Summary

Central Region

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

Eastern Region

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

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Appendix A

Survey Results by Permit Type

Permit Descriptions

The following permits were included in all four surveys. Charts that compare results from 2002, 2004, 2006, and 2008 are on pages 24-45. For more detail about a particular permit, visit the Ecology Web site at: <http://www.ecy.wa.gov/programs/sea/pac/index.html>

Permit Type	Description	Results on Page
Agriculture and Outdoor Burning	This permit is required for burning vegetative agricultural wastes, land clearing debris, and forest slash.	22-23
Air Quality Operating Permit	This five-year permit is required for major facilities that release contaminants to the air (facilities that release a large quantity of air contaminants).	24-25
Air Quality New Source - Notice of Construction, Prevention of Significant Deterioration, Temporary Source, and General Order	A permit is required for either the construction of new sources or modification of existing equipment/processes or temporary sources that release contaminants to the air (Prevention of Significant Deterioration, Notice of Construction, General Order, or Temporary Source).	26-27
401 Water Quality Certification	This permit is required for any activity that might result in a discharge of dredge or fill material into water or wetlands or excavation in water or wetlands.	28-29
Water Quality Municipal and Industrial Wastewater Discharge	Municipal sewage treatment facilities and industrial facilities that discharge wastewater to surface waters are required to get a National Pollution Discharge Elimination System permit.	30-31

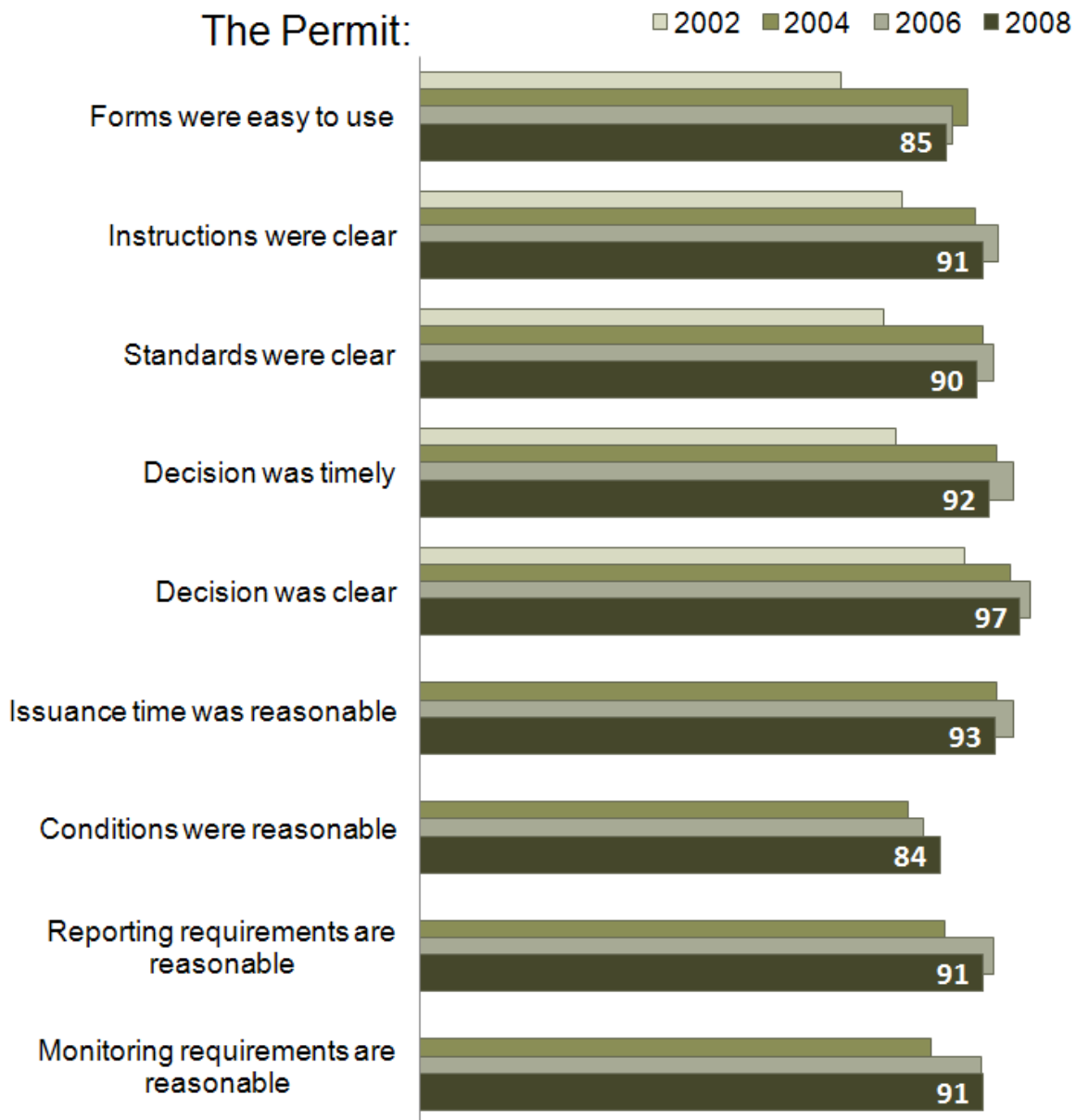
Permit Type	Description	Results on Page
Water Quality General Wastewater Discharge	A water quality general permit covers a group of like businesses or activities that have similar discharges to surface water (stormwater, boatyard, fruit packer, sand & gravel, animal feeding operation, and aquatic pesticide application).	32-33
Biosolids Management	This permit is for management and land application of biosolids. Biosolids are treated sewage sludge that meets quality standards that allow it to be applied to the land for beneficial use.	34-35
Water Rights New	A permit is required for new withdrawals of water from surface and ground sources.	36-37
Water Rights Change	A permit is needed for changes or transfers of an existing water right permit, certificate, or claim.	38-39
Dam Safety	A permit is required for any dam or control of 10 or more acre-feet of water, liquid waste, or mine tailings.	40-41
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.	42-43

Agricultural and Outdoor Burning Permits

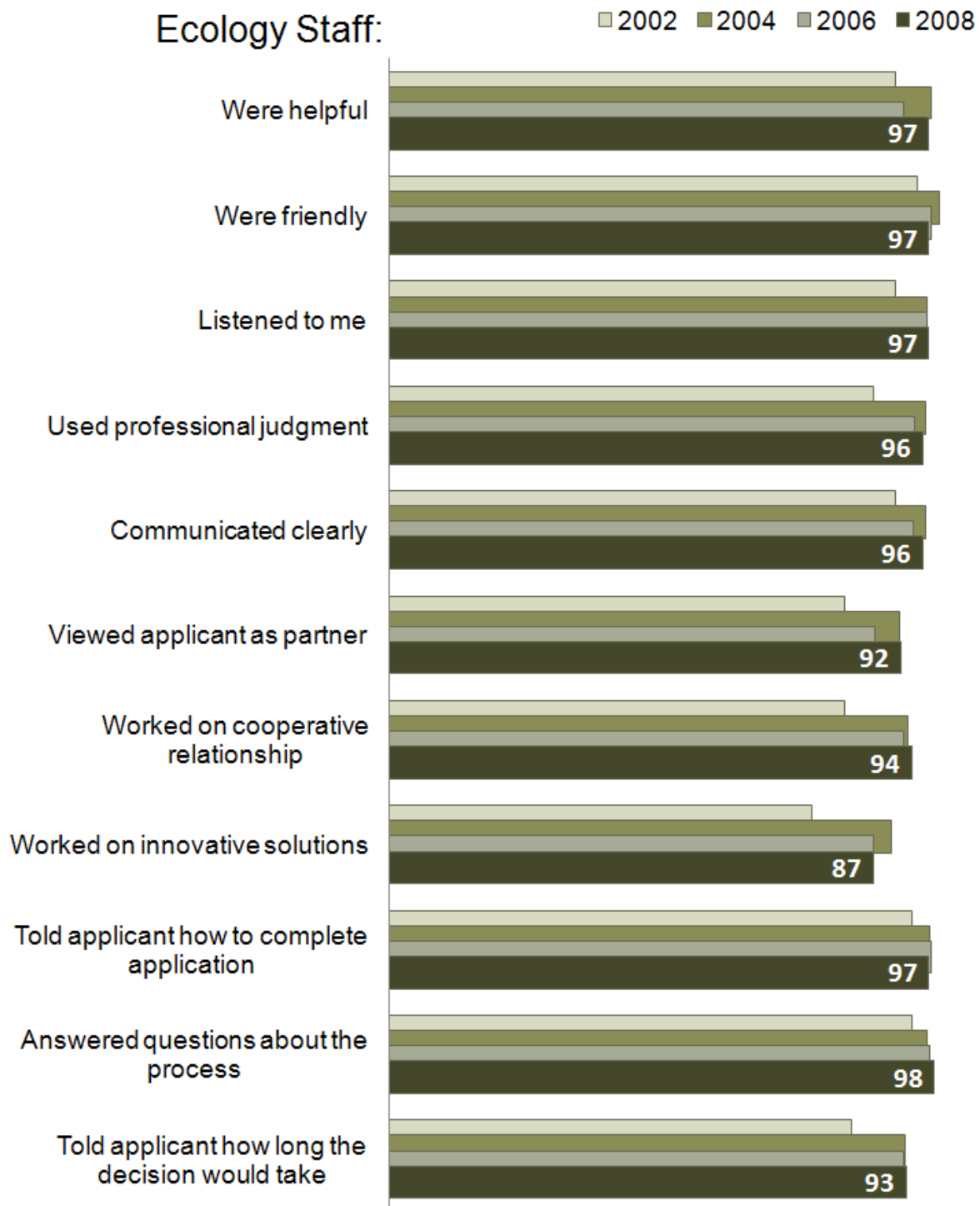
A permit is needed for burning vegetative agricultural wastes, land clearing debris, and forest slash.

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
383	288	29	66	75%

Percent who Agreed or Strongly Agreed with the statement.



Agricultural and Outdoor Burning Permits

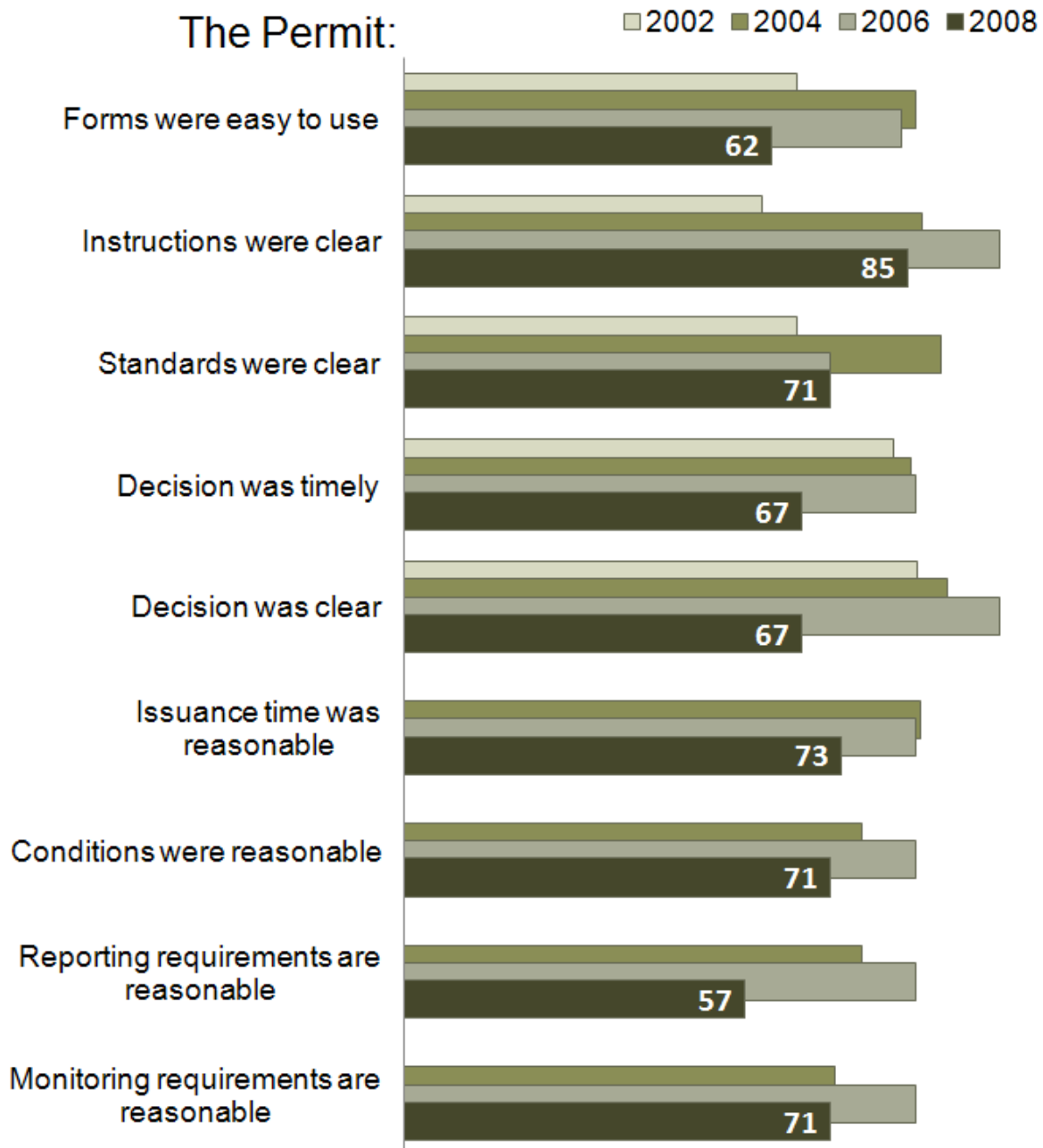


Air Quality Operating Permit

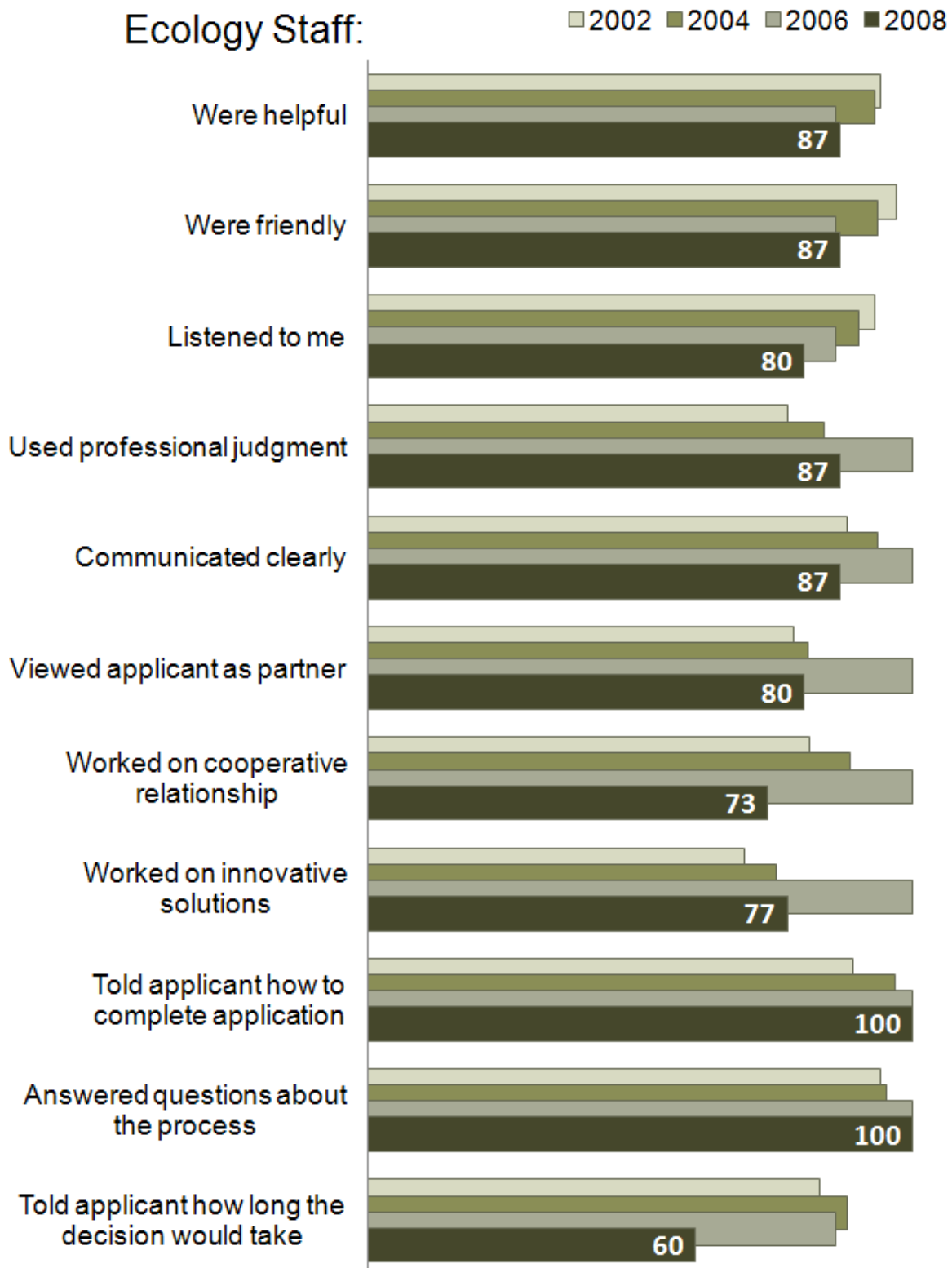
This five-year permit is required for major facilities that release contaminants to the air (facilities that release a large quantity of air contaminants).

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
16	15	0	1	94%

Percent who Agreed or Strongly Agreed with the statement.



Air Quality Operating Permit

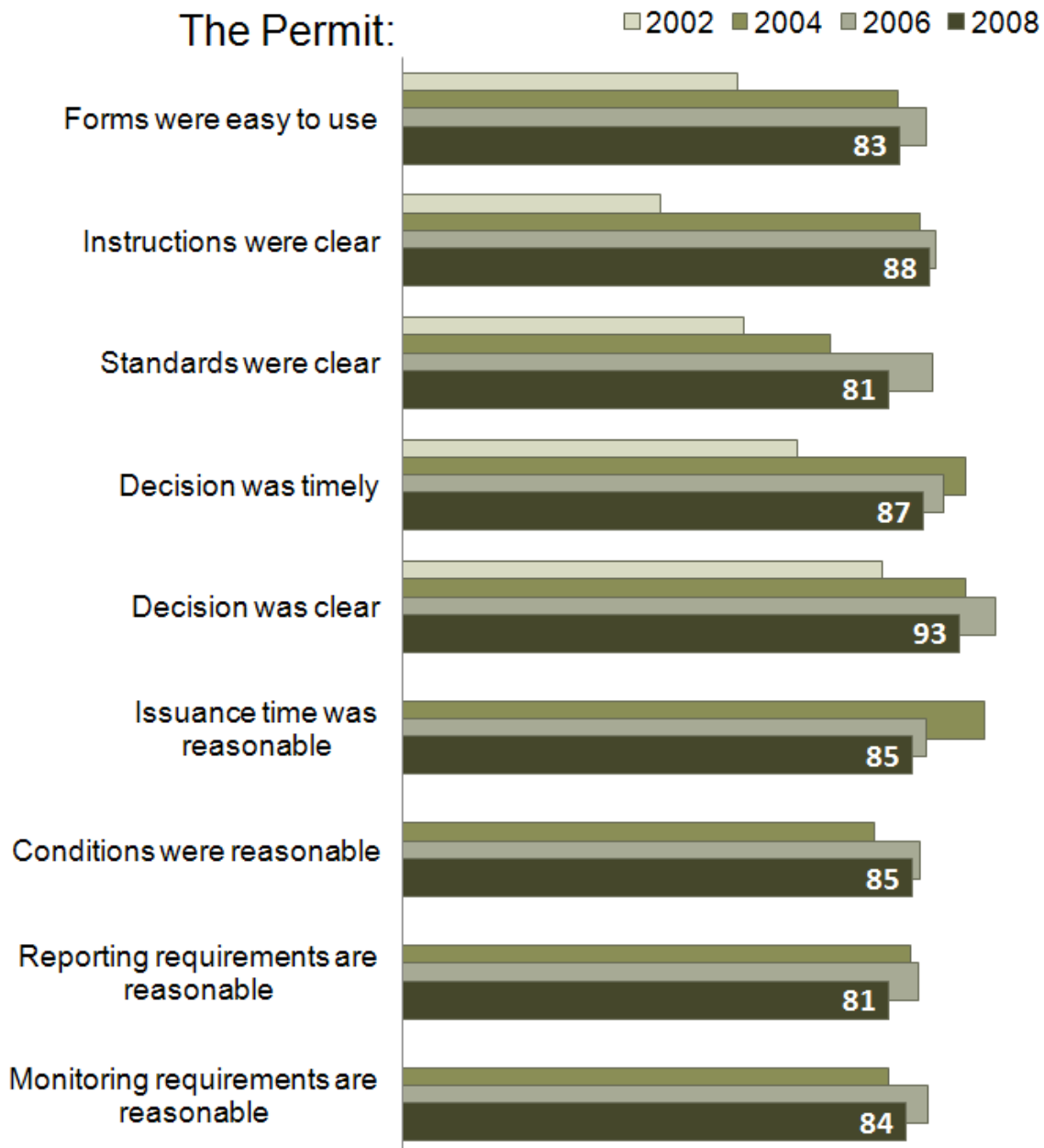


Air Quality New Source Permits

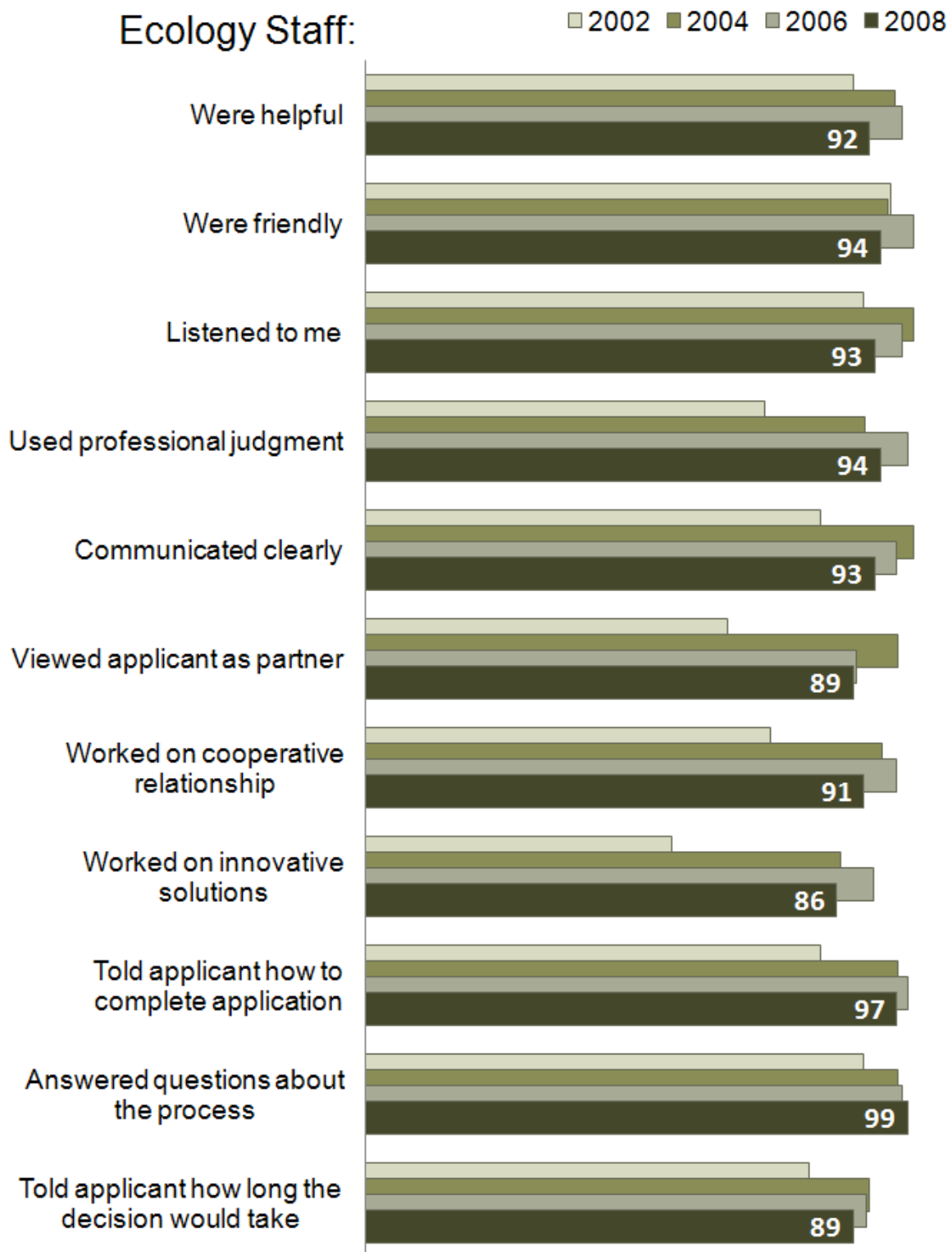
A permit is required for either the construction of new sources or modification of existing equipment/processes or temporary sources that release contaminants to the air (Prevention of Significant Deterioration, Notice of Construction, General Order, or Temporary Source).

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
196	140	13	43	71%

Percent who Agreed or Strongly Agreed with the statement.



Air Quality New Source Permits

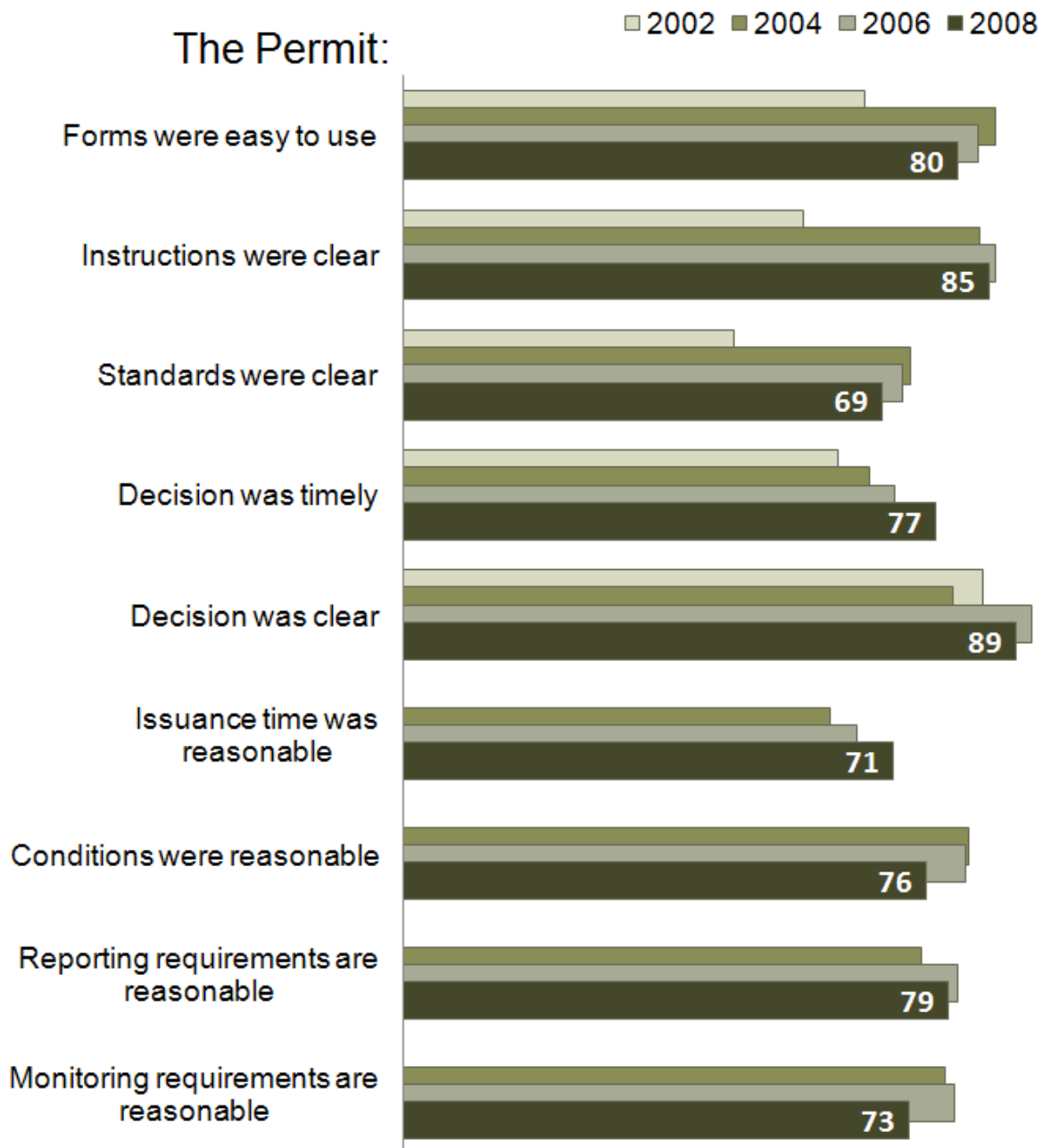


401 Water Quality Certification

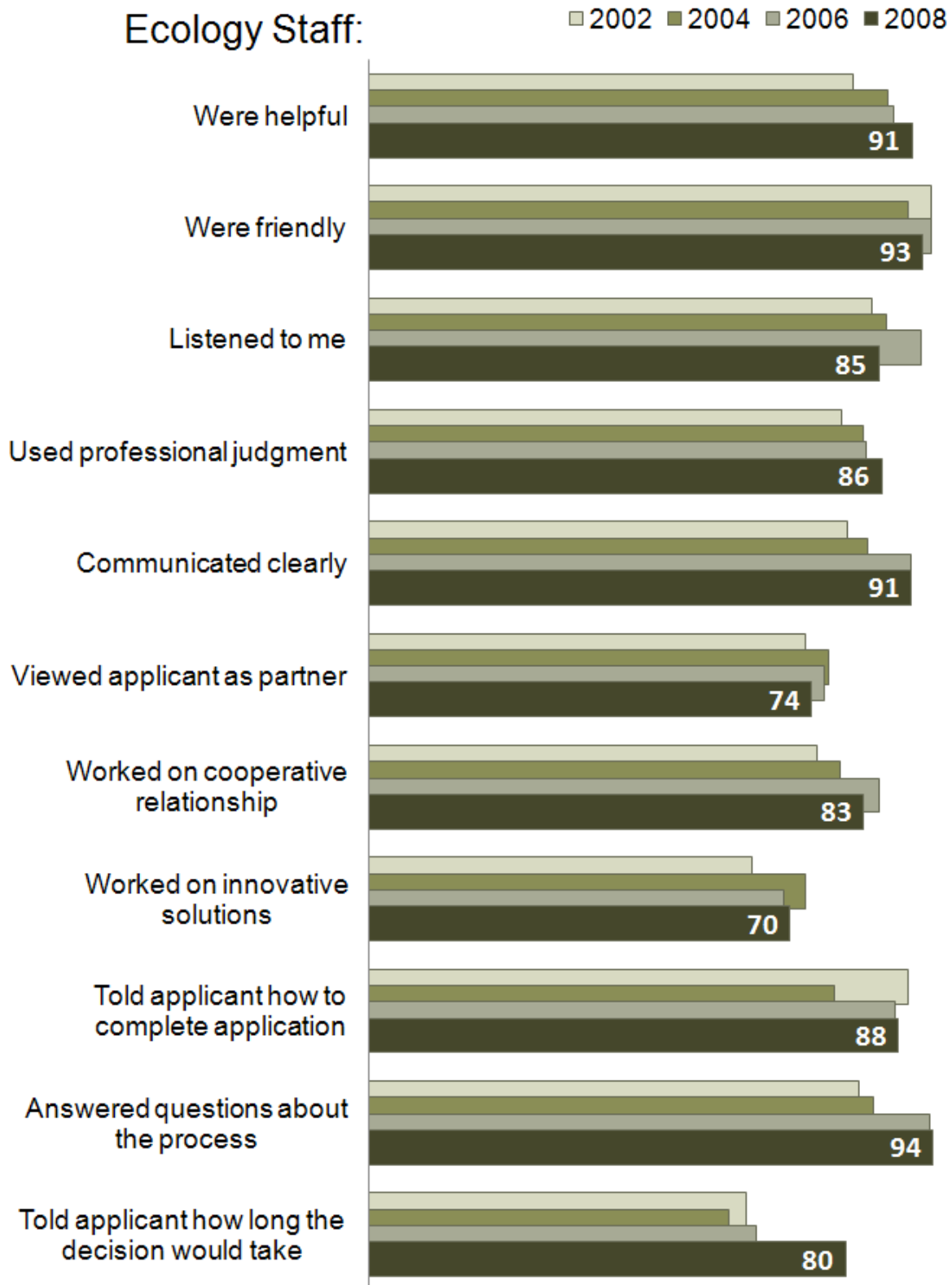
This permit is required for any activity that might result in a discharge of dredge or fill material into water or wetlands or excavation in water or wetlands.

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
171	126	2	43	74%

Percent who Agreed or Strongly Agreed with the statement.



401 Water Quality Certification

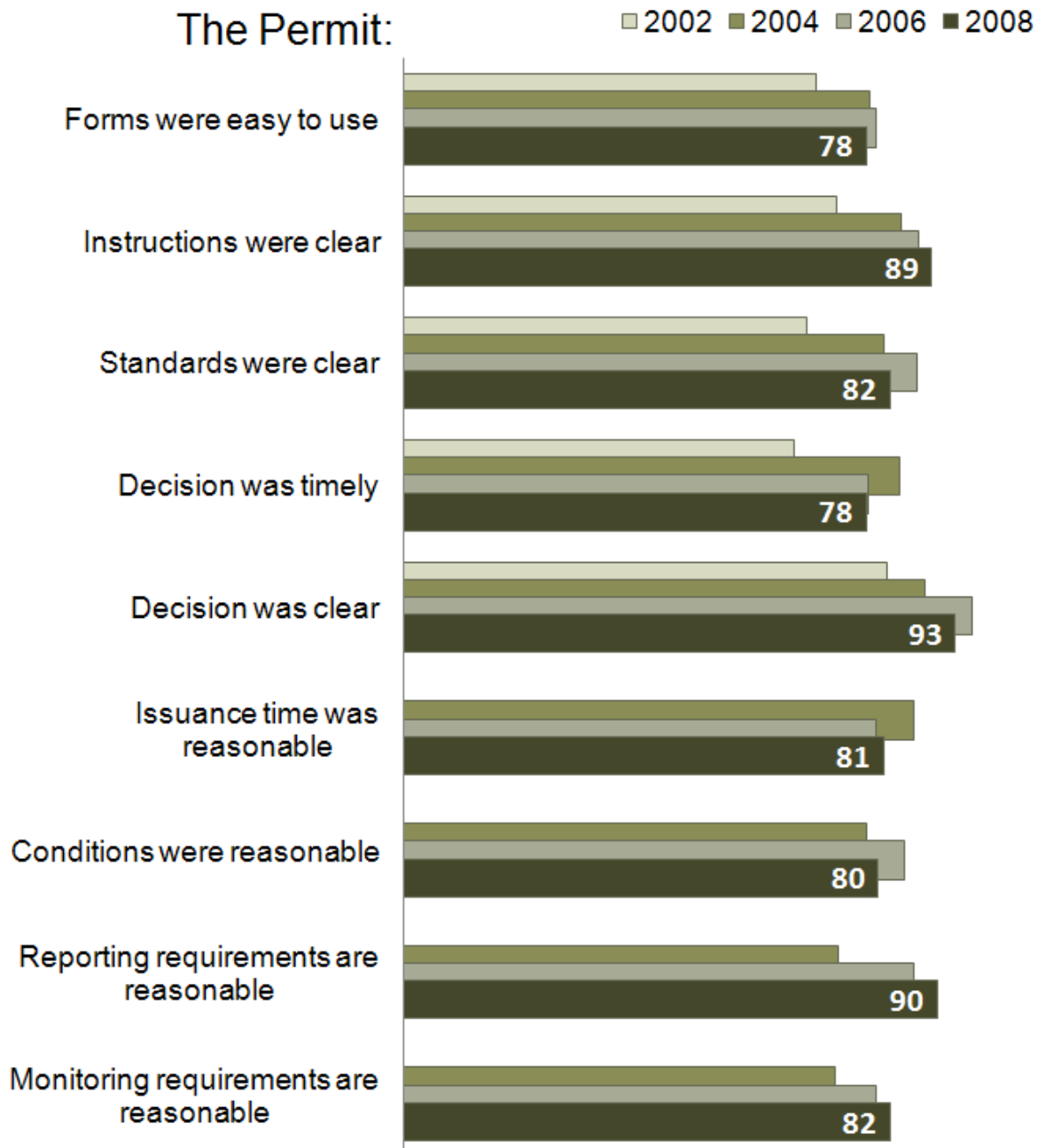


Municipal & Industrial Wastewater Discharges

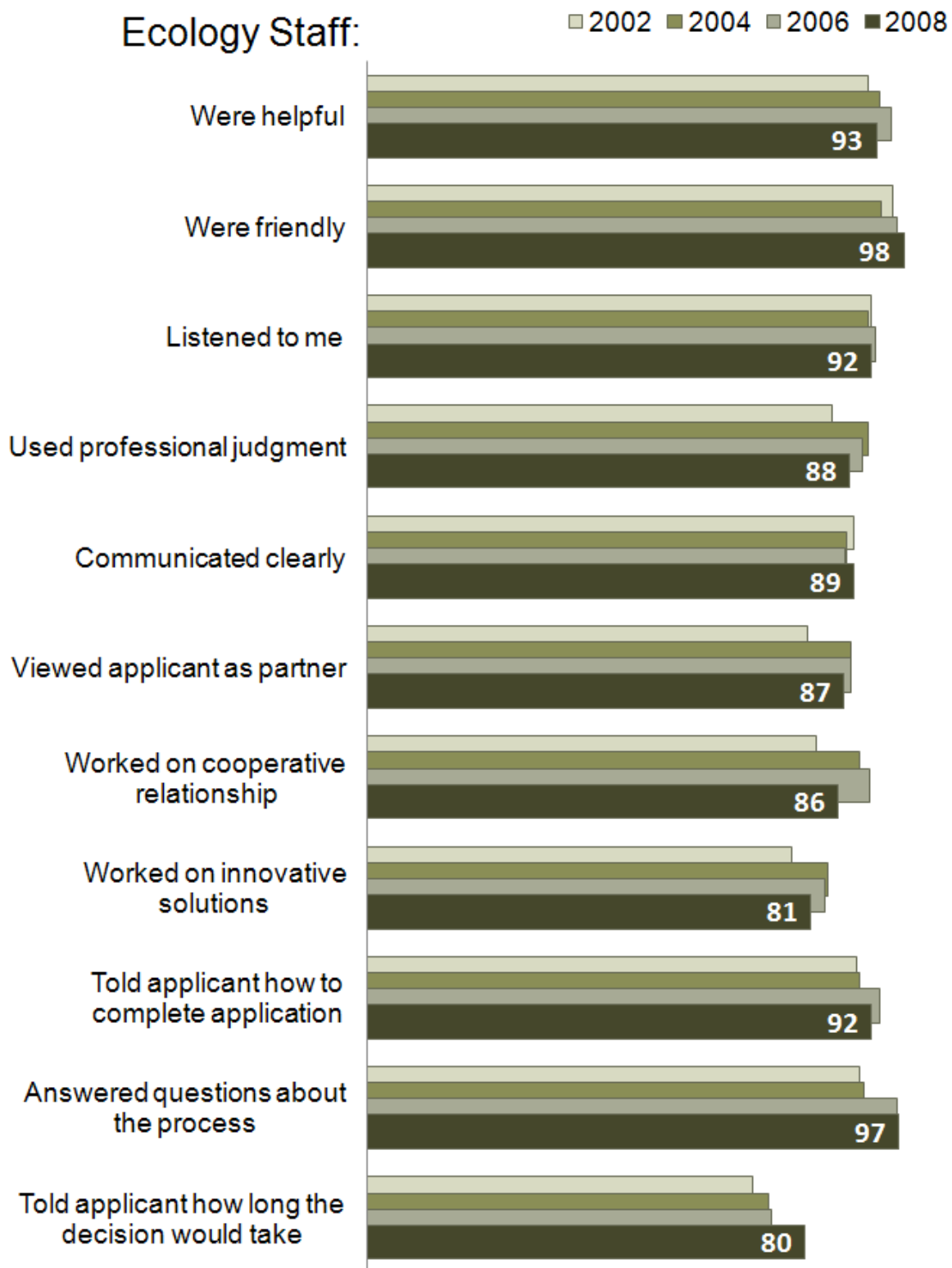
Municipal sewage treatment facilities and industrial facilities that discharge wastewater to surface waters are required to get a National Pollution Discharge Elimination System permit.

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
140	108	5	27	77%

Percent who Agreed or Strongly Agreed with the statement.



Municipal & Industrial Wastewater Discharges

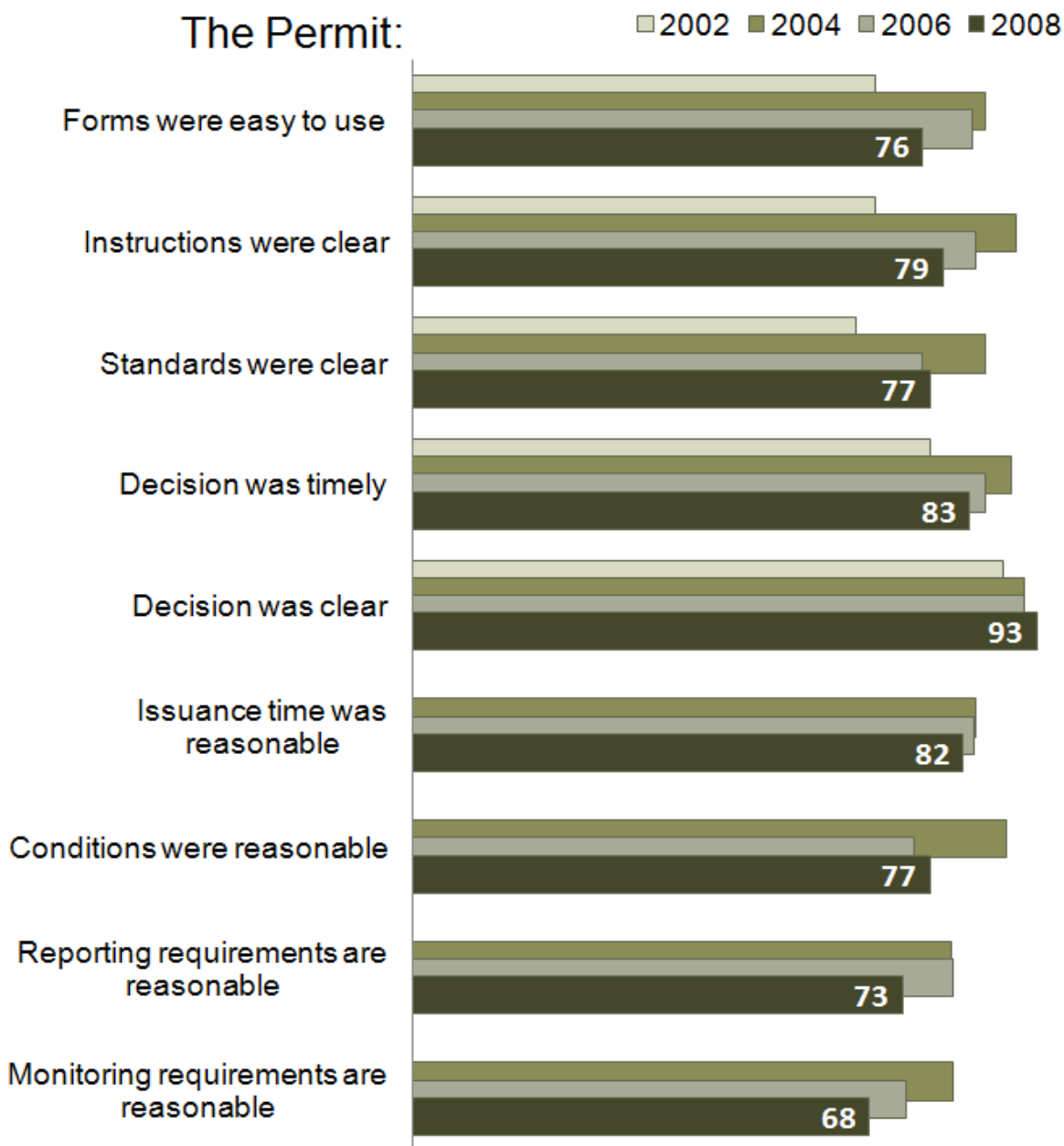


General Wastewater Discharge Permits

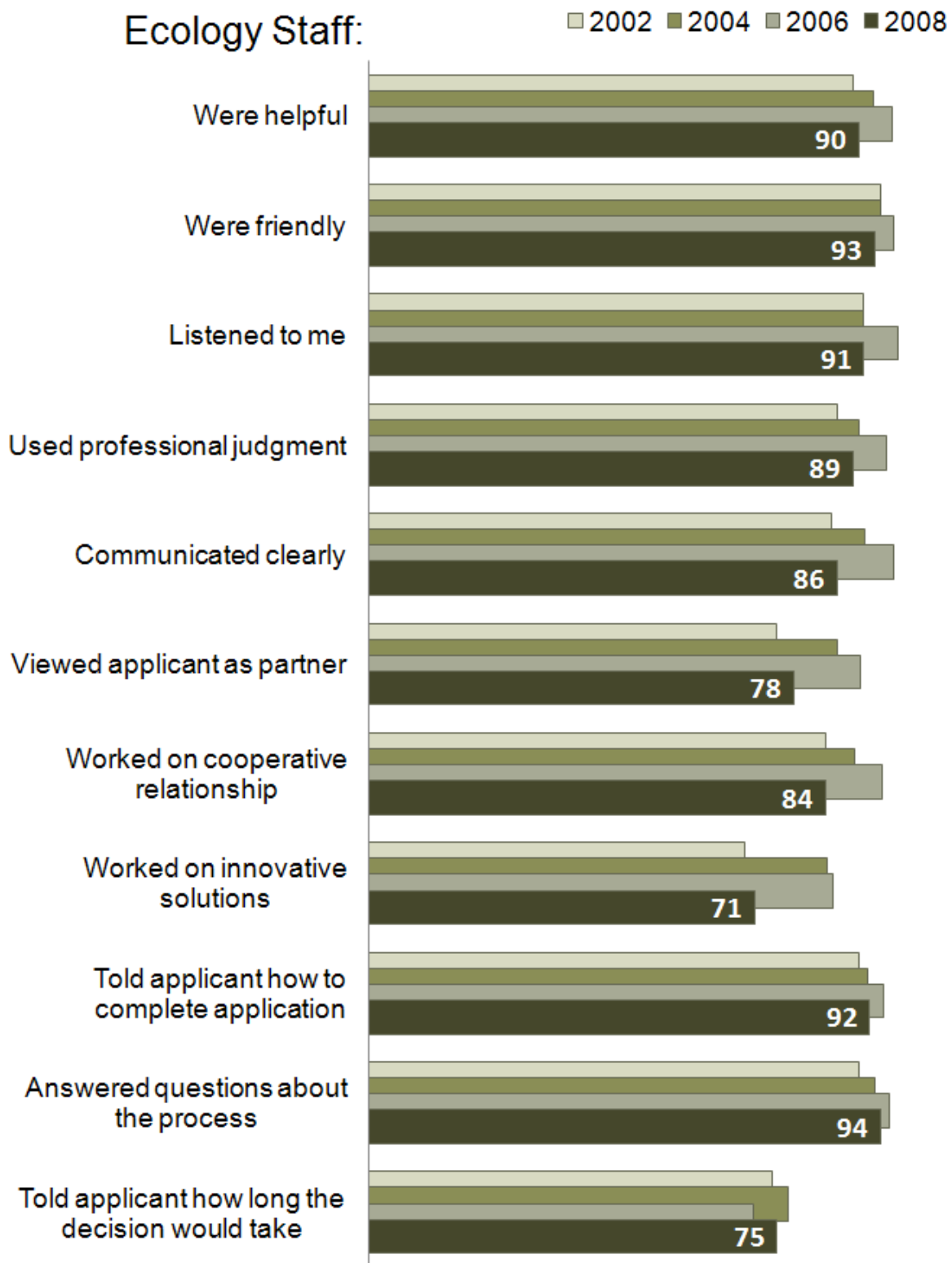
A water quality general permit covers a group of like businesses or activities that have similar discharges to surface water (stormwater, boatyard, fruit packer, sand & gravel, animal feeding operation, and aquatic pesticide application).

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
554	412	18	124	74%

Percent who Agreed or Strongly Agreed with the statement.



General Wastewater Discharges Permits

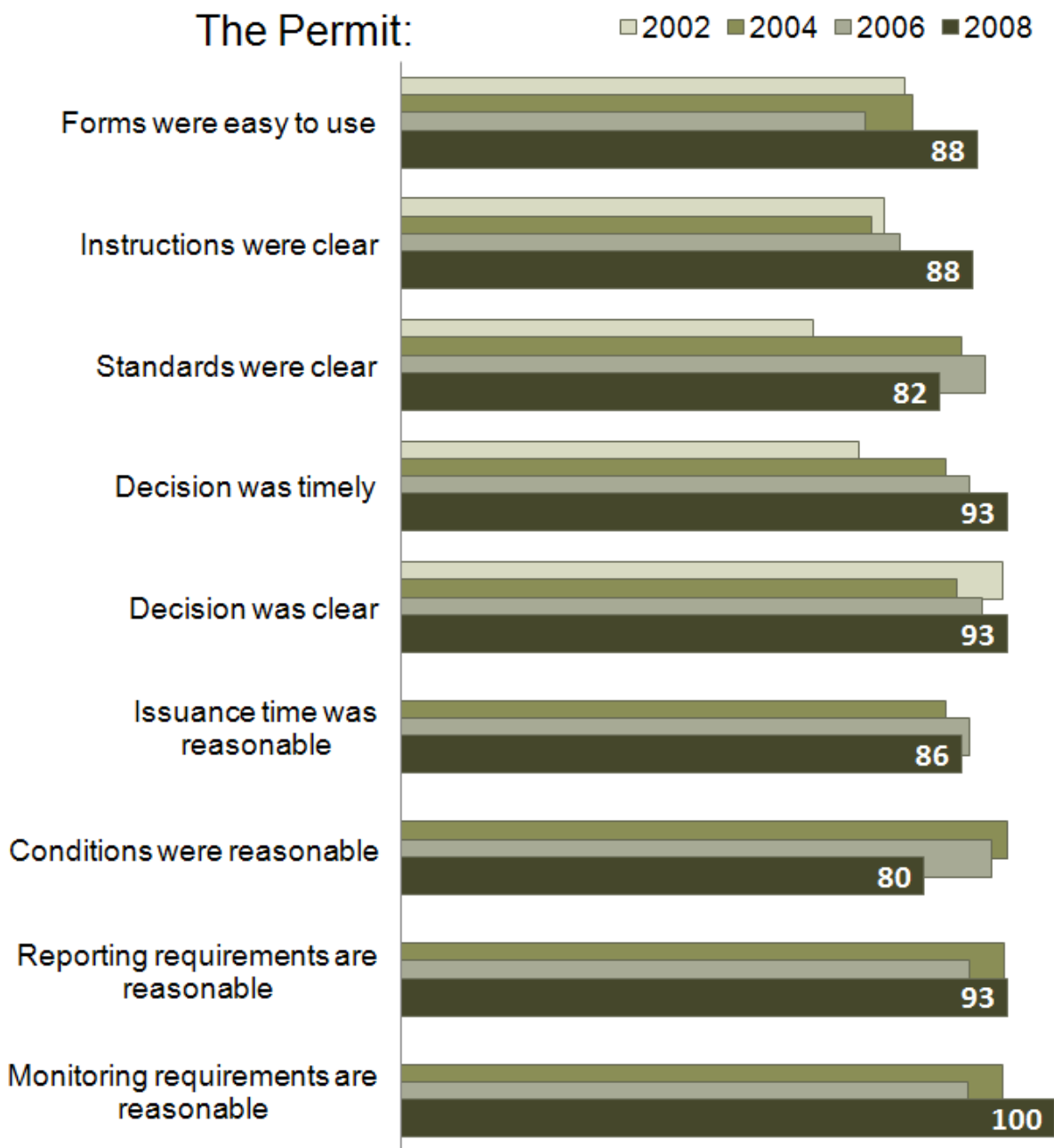


Biosolids Management Permit

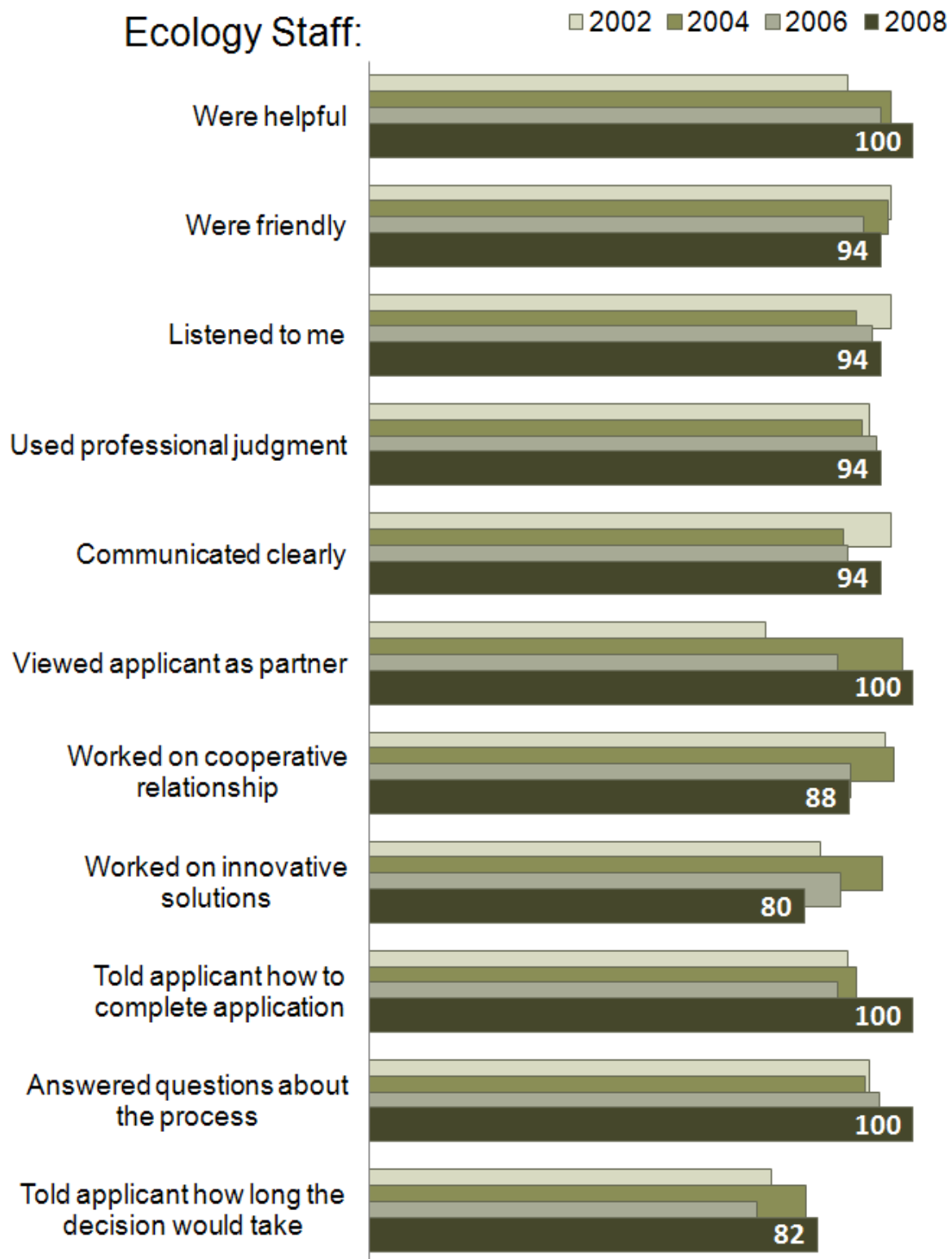
This permit is for management and land application of biosolids. Biosolids are treated sewage sludge that meets quality standards that allow it to be applied to the land for beneficial use.

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
20	17	1	2	85%

Percent who Agreed or Strongly Agreed with the statement.



Biosolids Management Permit

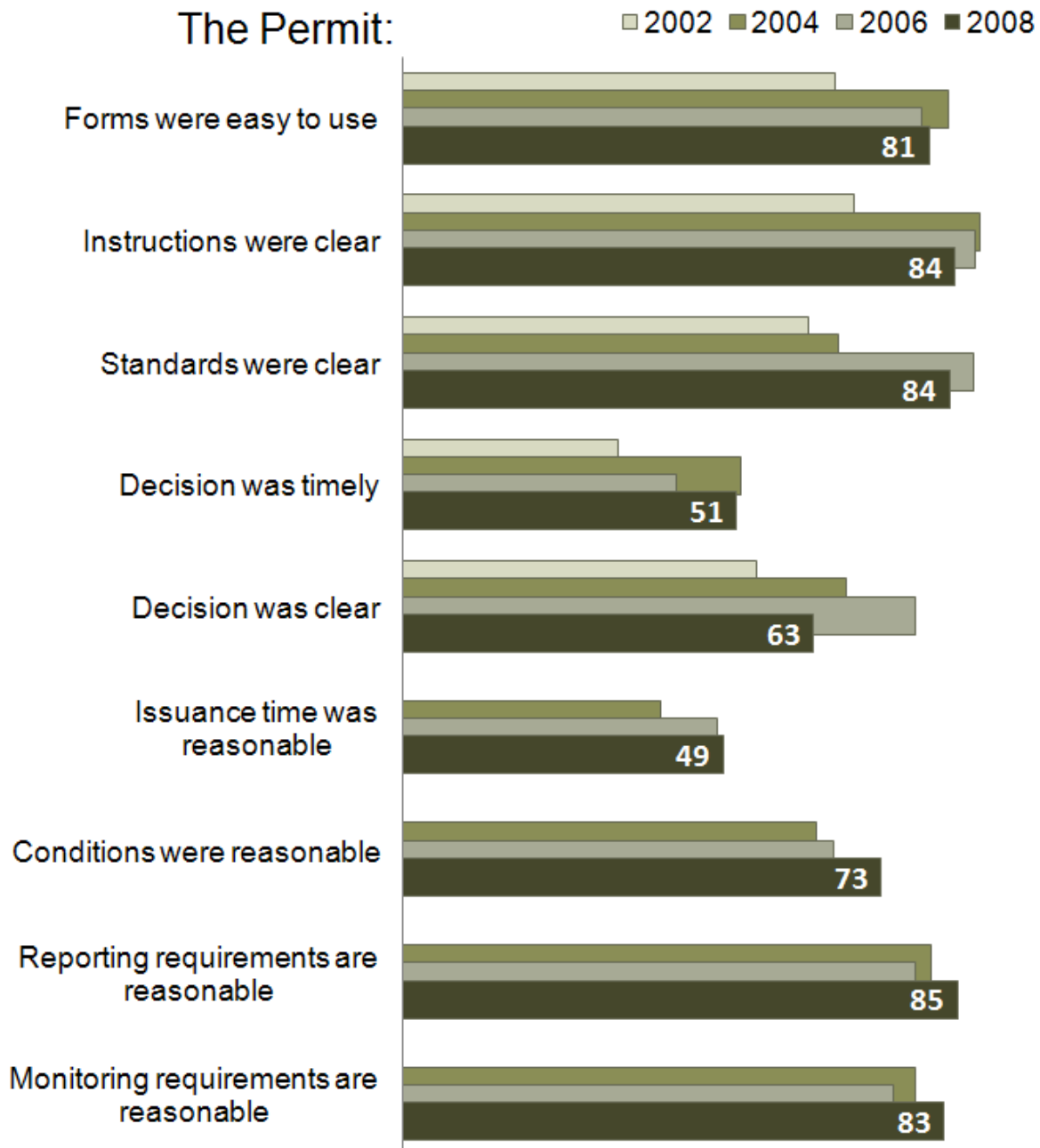


Water Rights New Permit

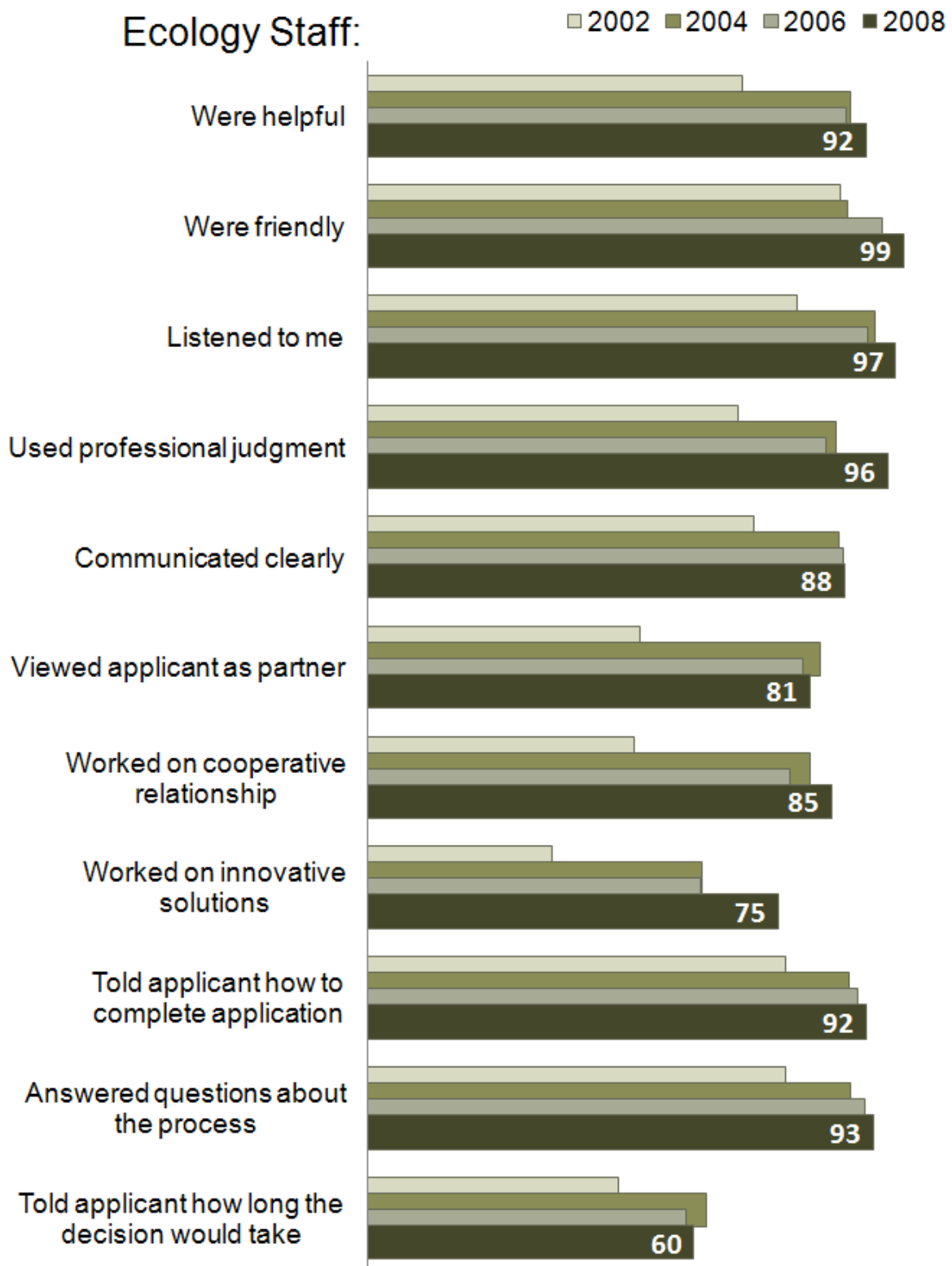
A permit is required for new withdrawals of water from surface and ground sources.

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
116	87	6	23	75%

Percent who Agreed or Strongly Agreed with the statement.



Water Rights New Permit

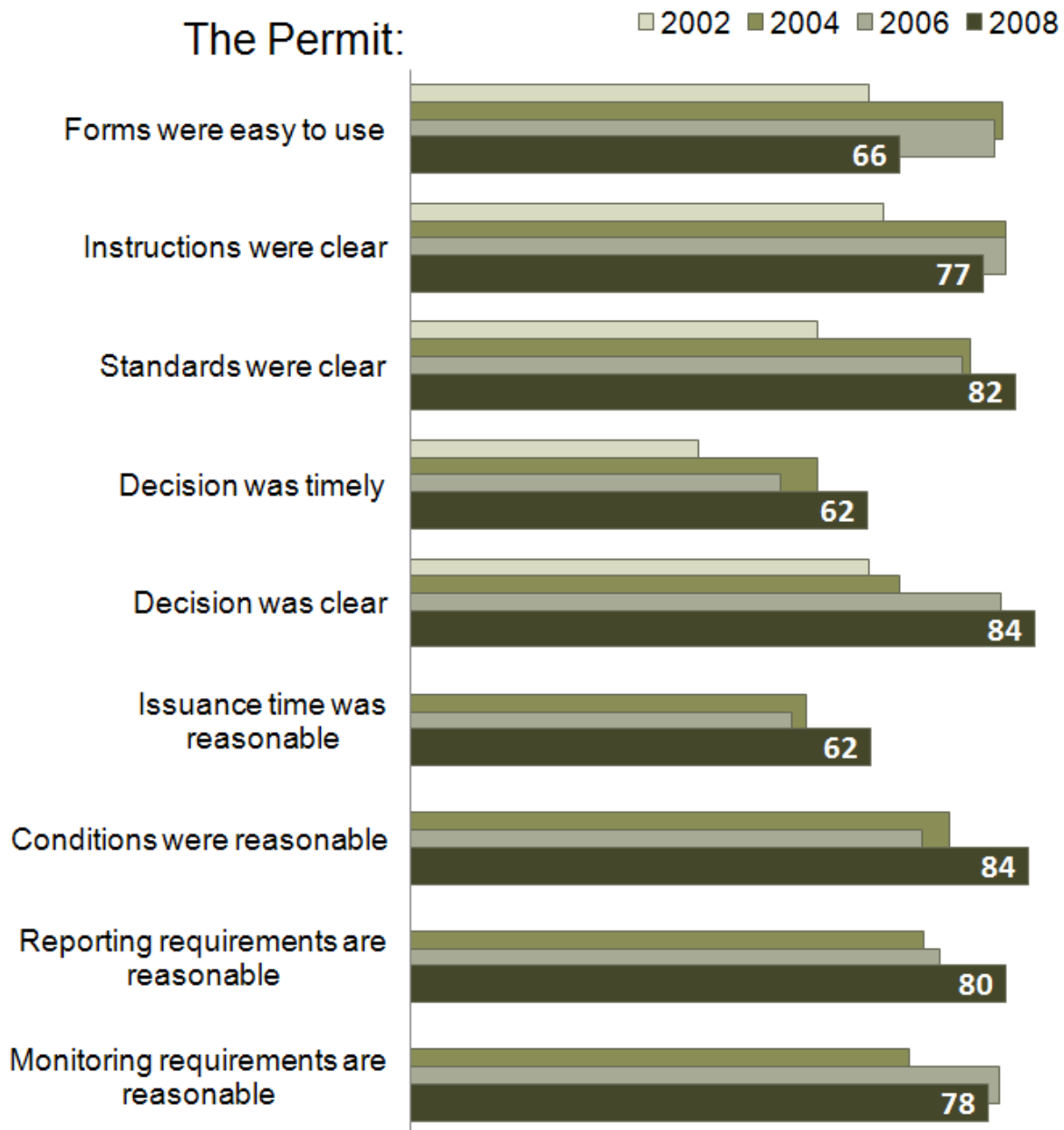


Water Rights Change Permit

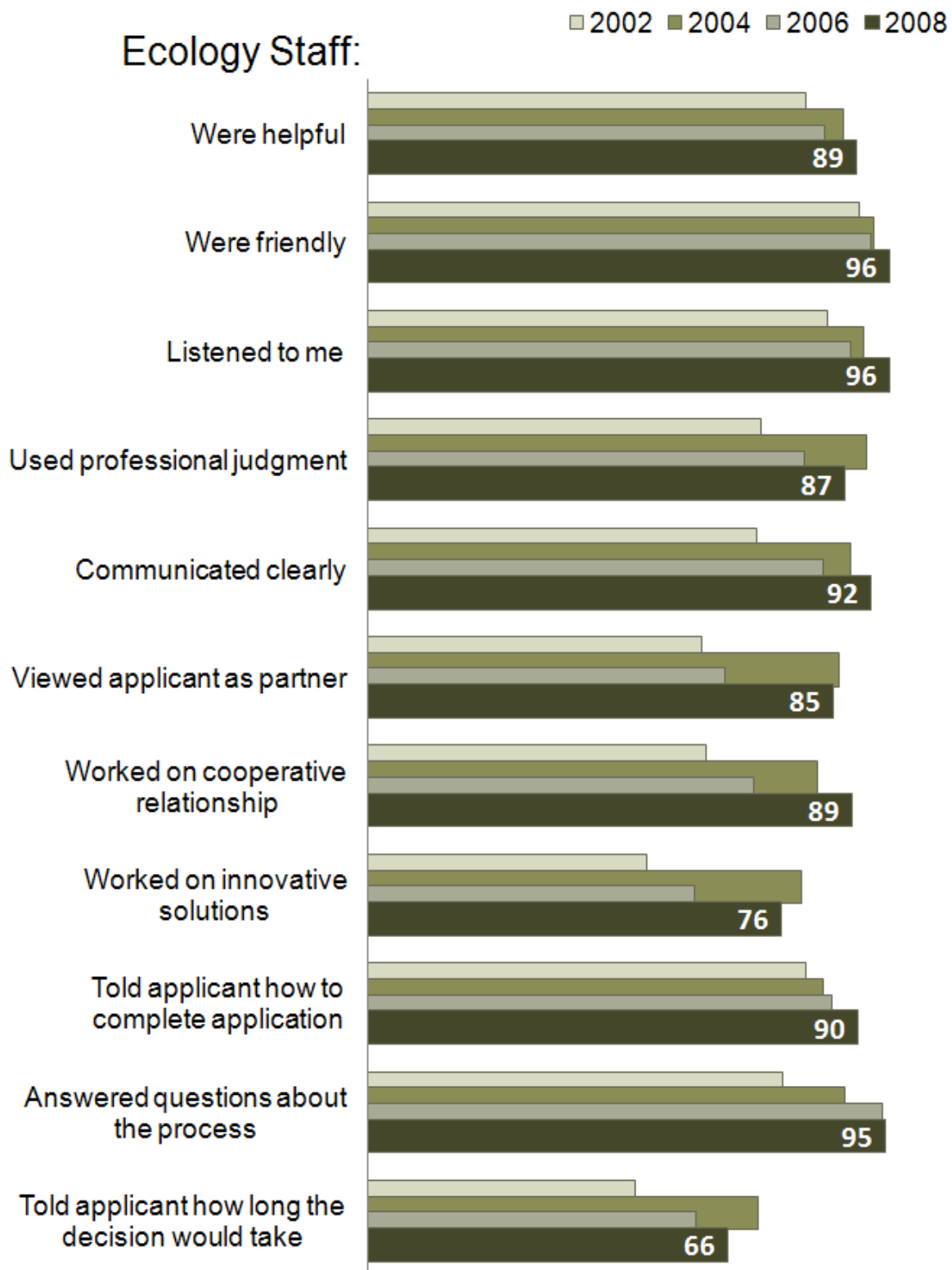
A permit is needed for changes or transfers of an existing water right permit, certificate, or claim.

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
206	155	15	36	75%

Percent who Agreed or Strongly Agreed with the statement.



Water Rights Change Permit

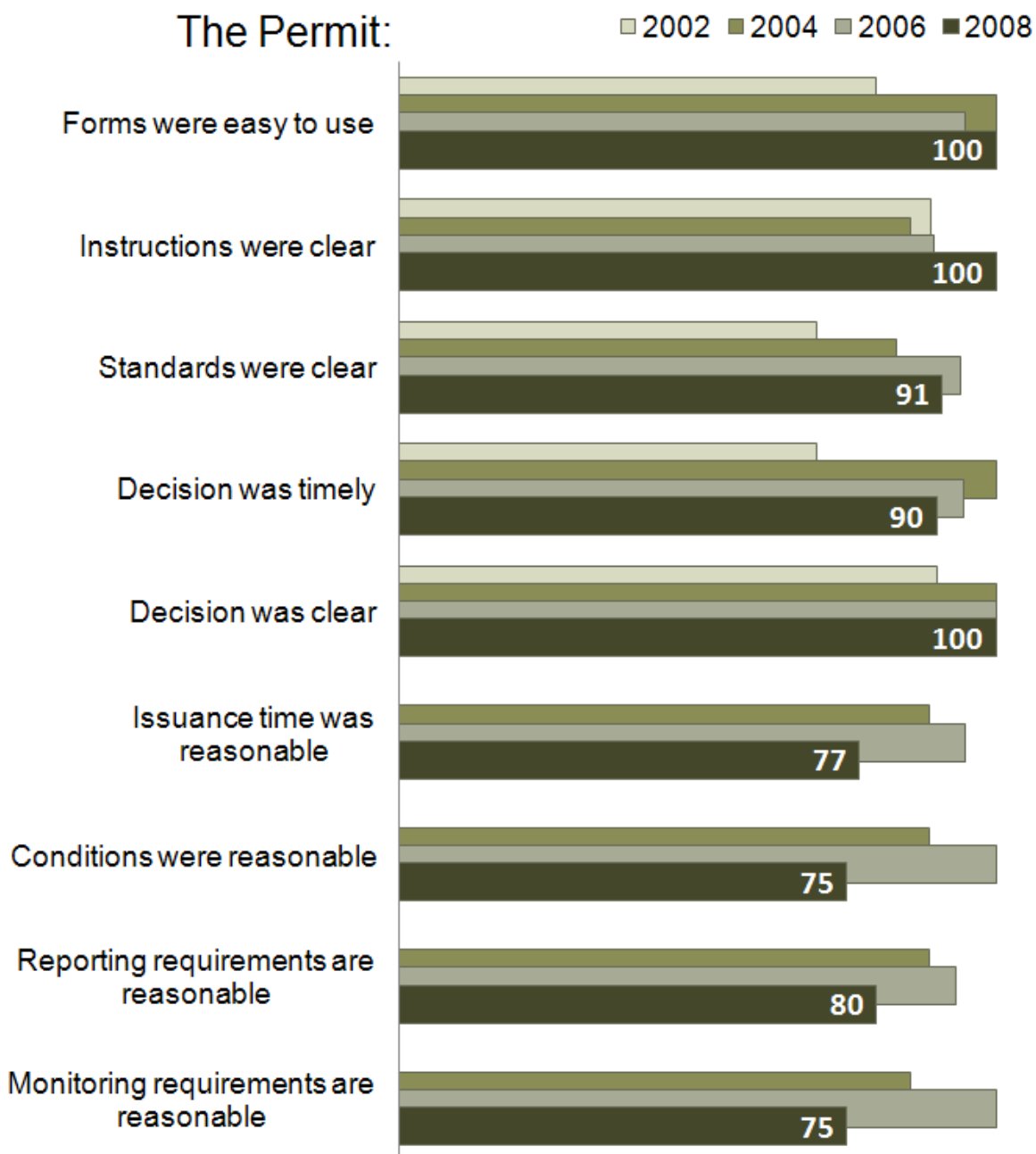


Dam Safety Permit

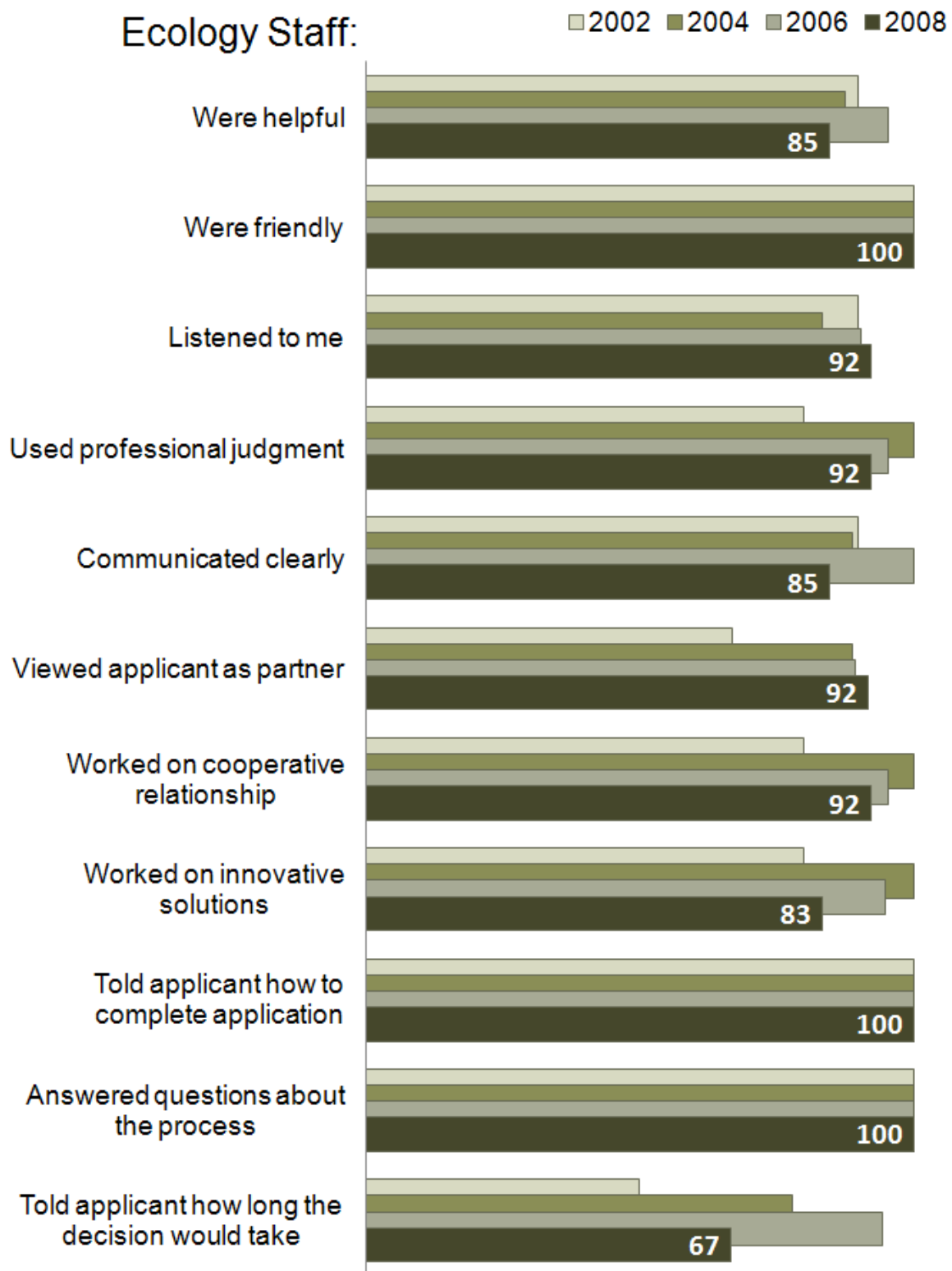
A permit is required for any dam or control of 10 or more acre-feet of water, liquid waste, or mine tailings.

Number of Calls	Completed Surveys	Refusals	Not Accessible	Response Rate
24	17	0	7	71%

Percent who Agreed or Strongly Agreed with the statement.



Dam Safety Permit

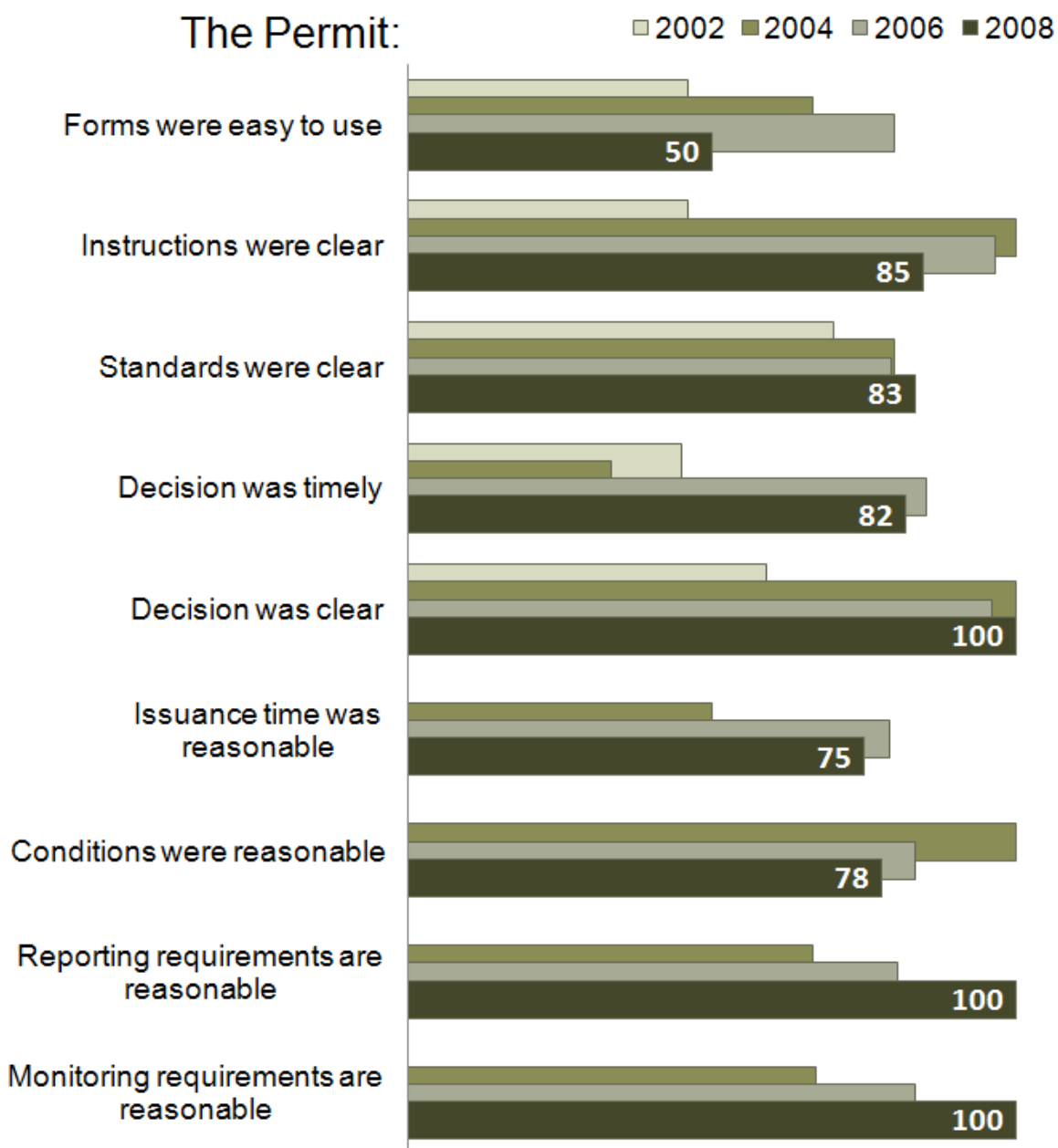


Industrial Section Permits

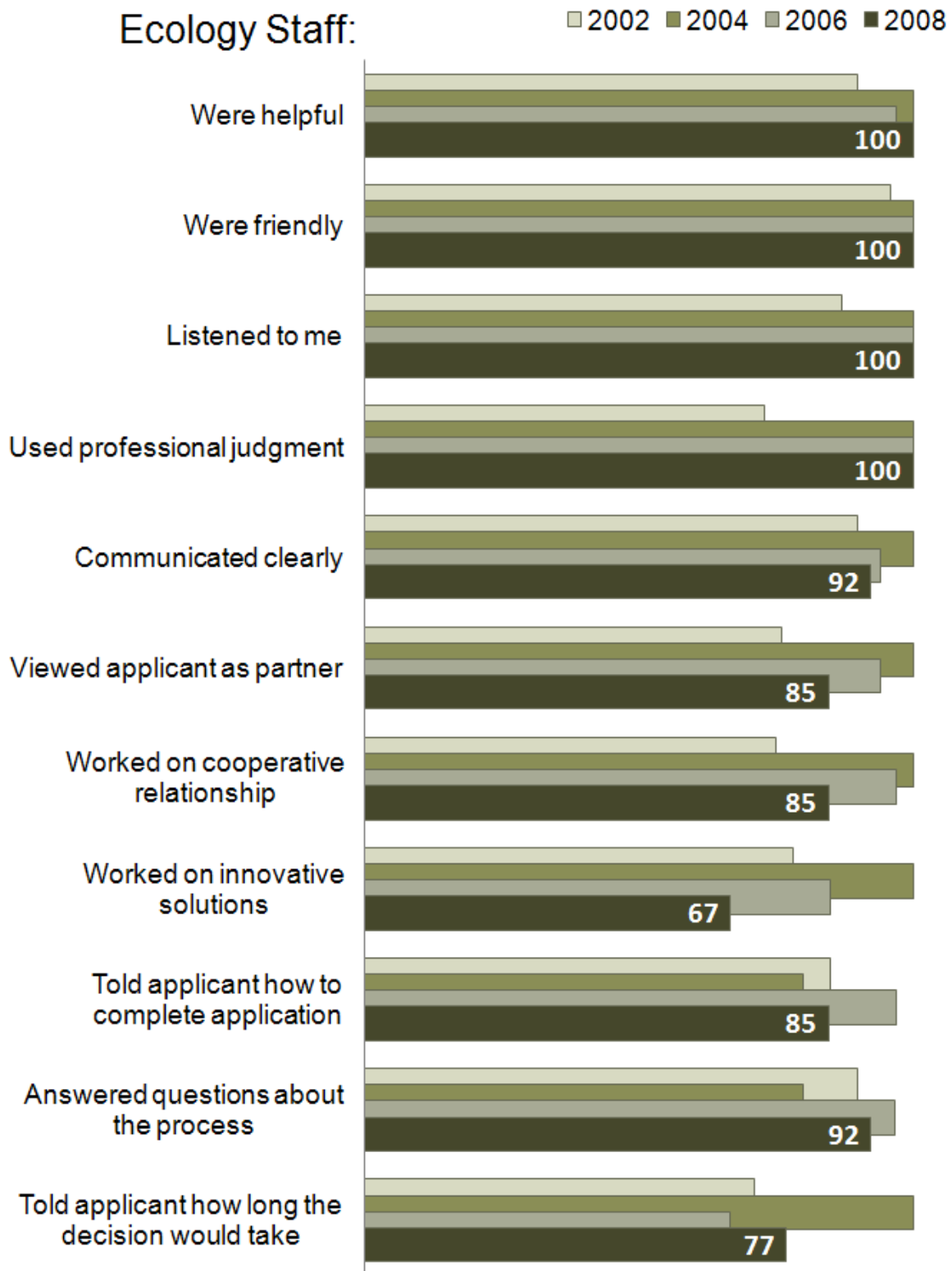
Pulp and paper, oil refining, and aluminum smelting facilities receive their air, water, and waste permits from one organizational unit (Industrial Section) within Ecology rather than having to apply to several programs.

Number of Calls 19 Completed Surveys 13 Refusals 0 Not Accessible 6 Response Rate 68%

Percent who Agreed or Strongly Agreed with the statement.



Industrial Section Permits



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Appendix B

2008 Permit Survey Questionnaire

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United States Department of Agriculture
National Agricultural Statistics Service
Washington Field Office



THE DEPARTMENT OF ECOLOGY

2008 Survey of Permit Customers

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

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

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

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

The survey questions focus on topics such as:

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

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

Sincerely,

Jay J. Manning
Director
Department of Ecology

David Knopf
Director
USDA/NASS

PO Box 609 · Olympia, WA 98507-0609
(800) 435-5883 · (800) 265-6275 FAX · www.nass.usda.gov

USDA is an equal opportunity provider and employer.

**SURVEY OF PERMIT CUSTOMERS
for the Washington State
Department of Ecology
July 2008**



**NATIONAL
AGRICULTURAL
STATISTICS
SERVICE**

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

Date	Time	Enum	Date	Time	Enum

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

Type of Permit (<i>Check Box</i>)	Enumerator Instructions
() 401 Water Quality Certification	<p>→ Go to question 2 on next page</p>
() Agriculture Burning (grass, cereal grain)	
() Air Quality Operating Permit	
() Air Quality Notice of Construction	
() Air Quality Prevention of Significant Deterioration	
() Air Quality Temporary Source	
() Biosolids Permit	
() Dam Safety	
() Dangerous Waste	
() Outdoor Burning Permit (orchard, forest)	
() Water Quality Construction Stormwater	
() Water Quality General Permit (dairy, boatyard, fish farm, fruit packer, sand and gravel)	
() Water Quality Industrial Stormwater	
() Water Quality Industrial Wastewater Discharge	
() Water Quality Municipal Wastewater Discharge	
() Water Rights Change	
() Water Rights New	
() Air Quality General Order	Go to question 3 on next page
Industrial Section	Was the permit: (71) Air Operating? (72) Dangerous Waste? (73) Wastewater Discharge?

Go to Question 3 on the Next Page

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

3. Was your application for a permit:

- 500 (1) Approved, permit issued (including conditionally approved)?
 (2) Withdrawn by you or your company?
 (3) Denied?
 (4) Pending a decision?
 (5) Or something else? Specify_____

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

PROMPTNESS:

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

	Value Code	Response time satisfactory?	Time Period	Value Code	Answers for Response Time
	(from list on the right)				
			Within One Day	1	Yes=1
4a. Phone calls?	600	610	Within One Week	2	No=3
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	

Now we're asking about:

CUSTOMER SERVICE; BUSINESS RELATIONSHIP and PERMIT PROCESS:

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

COMMUNICATIONS with Ecology staff:

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

Now we are going to ask about the:

PERMIT PROCESS:

	Value Code	Your Opinion	Value Code
13. They informed you about what was needed to submit a complete permit application	180	Strongly Disagree	1
14. They answered your questions about the permitting process	190	Disagree	2
15. You were informed about how long it would take to get a permit decision	200	Agree.....	3
		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 find out about the use of Ecology's website.

WEBSITE USE:

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

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

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

MISCELLANEOUS:

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

28. Any other comments?

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

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

How could the Office of Regulatory Assistance be more effective?

Respondent

Date

Enumerator

Office Use

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

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