



DEPARTMENT OF
ECOLOGY
State of Washington

2012 Customer Survey Results

Permit Applicants & Inspected Customers

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2012 Customer Survey Results

Permit Applicants & Inspected Customers

by
Dee Peace Ragsdale

Washington State Department of Ecology
Olympia, Washington

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

Summary of Permit Applicant Customer Results

Response Rate	2002	2004	2006	2008	2010	2012
Sample Size	2,320	1,835	1,858	1,849	1,601	2,237
Number of Usable Survey Responses	1,193	1,431	1,567	1,382	1,253	1,672
Response Rate	51%	78%	84%	75%	78%	75%
Ecology Staff:	Percent Agreed or Strongly Agreed					
Were helpful	86	94	92	92	91	93
Were friendly	93	95	95	95	95	96
Listened	89	93	94	93	93	93
Used professional judgment rather than personal opinion to influence their work on the application	80	91	90	91	90	93
Communicated information clearly	83	91	91	90	90	91
Viewed applicant as a partner who was equally committed to a healthy environment	71	88	83	84	86	83
Worked to build a cooperative relationship	74	89	88	87	88	86
Worked to find innovative ways to solve problems	64	84	78	77	78	80
Informed applicant what was needed to submit a complete permit application	87	91	92	93	93	93
Answered questions about the permitting process	87	93	95	96	95	95
Informed applicant how long it would take to get a permit decision	67	80	75	79	76	78
The Permit:	Percent Agreed or Strongly Agreed					
Forms were easy to use	67	85	82	78	80	83
Application instructions were clear	68	87	87	85	86	88
Environmental standards were clear	65	84	84	81	83	86
Decision was timely	63	84	81	81	83	82
Decision was clear	79	89	93	92	93	93
Time required to issue the permit was reasonable	Not asked in 2002	83	80	80	82	79
Conditions are reasonable		81	81	80	81	87
Reporting requirements are reasonable		80	84	81	81	87
Monitoring requirements are reasonable		79	81	78	81	84
Satisfaction with Response Time to:	Percent Satisfied					
Phone calls	82	95	94	92	90	87
Emails	83	95	96	93	91	89
Letters	70	93	90	88	88	84
Requests for materials	85	95	95	93	93	93
Website Use	Percent Answering Yes					
Was the Ecology website used to find permit information	Not asked in 2002	32	45	42	53	56
Was it easy to find the information on the Ecology website		83	83	84	80	77
Was the permit information helpful		98	92	92	89	90

Summary of Inspected Customer Results

Response Rate	2010	2012
Sample Size	622	1,361
Number of Usable Survey Responses	463	971
Response Rate	74%	71%
Ecology Staff:	Percent Agreed or Strongly Agreed	
Were helpful	95	96
Were friendly	95	97
Listened	96	95
Used professional judgment rather than personal opinion to influence their work	94	90
Communicated information clearly	95	96
Viewed applicant as a partner who was equally committed to a healthy environment	90	88
Worked to build a cooperative relationship	94	93
Worked to find innovative ways to solve problems	86	87
The Inspector:	Percent Agreed or Strongly Agreed	
Informed customer why their business received a site visit or inspection	93	93
Clearly described the site visit or inspection process	95	95
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	86	86
Clearly explained how to correct a deficiency, if found during the inspection	94	90
The Inspection:	Percent Agreed or Strongly Agreed	
Provided the customer with useful technical information applicable to their facility/operation	90	86
	Percent Answering Yes	
Resulted in Ecology issuing the business an enforcement notice, order, or penalty	25	13
Satisfaction with Response Time to:	Percent Satisfied	
Phone calls	93	94
Emails	94	96
Letters	91	94
Requests for materials	98	93
Website Use	Percent Answering Yes	
Was the Ecology website used to find information about compliance with environmental regulations	47	63
Was it easy to find the information on the Ecology website	78	75
Was the information helpful	90	93

Introduction

The Washington State Department of Ecology (Ecology) is committed to improving the agency's regulatory processes for permits and inspections, and customer service. 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 our customers are very important to the agency. Over the past ten years Ecology has focused on creating a work force that is supportive, helpful, responsive, and knowledgeable.

Since 2010, Ecology has aggressively 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 information about our continuous improvement work and Lean, visit <http://www.ecy.wa.gov/>

Ecology's two regulatory process improvement objectives are:

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

Ecology's managers and permit and compliance staff will review the survey results. Based upon our review of what our customers are telling us, we will develop actions to further improve our regulatory processes and customer service.

Background

In the late summer of 2002, and every other year since then, Ecology has contracted with the U.S. Department of Agriculture, National Agricultural Statistics Services (NASS), Washington Field Office to conduct a survey of our permit applicants. 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 that we had inspected or conducted a site visit of their business or facility. The sample group of inspected customers in 2010 was limited to customers who were not regulated through a permit. In 2012, we further expanded our survey to include customers whose business or facility had an environmental permit from Ecology and received an inspection or site visit.

Scope

Ecology is Washington State's primary environmental management and protection agency. 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 discharges into the air and water.
- To safely manage toxic and solid wastes.
- To protect natural resources and habitat.

Ecology 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 important for clarity and predictability. In an ongoing effort to improve our services, our customers were asked their opinion of:

- Satisfaction with customer service.
- The clarity, timeliness, and predictability of permit or inspection process.
- Ecology's Web information.

The following table shows the permit and inspection types that were included in the 2012 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

Permit and Inspection Types in the Survey

Permit Types	Inspection Types
Dam Safety	Dam Safety
Industrial Section	Industrial Section
401 Water Quality Certification	401 Water Quality Certification
Dangerous Waste Treatment, Storage, Disposal	Dangerous Waste Treatment, Storage, Disposal
Biosolids	Dangerous Waste Generators
	Underground Storage Tank Owners
Air Quality	Air Quality
Air Operating	Air Operating
Notice of Construction	Air New Source – Includes Notice of Construction, General Orders and Prevention of Significant Deterioration
General Orders	
Prevention of Significant Deterioration	
Agricultural Burning	
Outdoor Burning	
Water Quality	Water Quality
Construction Stormwater	Construction Stormwater
Industrial Stormwater	Industrial Stormwater
Water Quality General NPDES	Water Quality General NPDES
NPDES Industrial	NPDES Industrial
NPDES Municipal	NPDES Municipal
Water Rights	Oil Handling Facilities
New	Small Facilities
Change	Large Facilities

Survey Method

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

Permit applicants

The survey focused on 18 different permit types. Between April 2010 and March 2012, Ecology received approximately 7,500 permit applications. Excluding duplicate people and businesses within each permit type, Ecology gave NASS a list of 5,012 people and businesses to survey. NASS conducted a random sample within permit types from the list of applications received during that period. Details for each permit type sample numbers are on page 7. The permit applicant survey sample size was 2,237.

Inspected customers

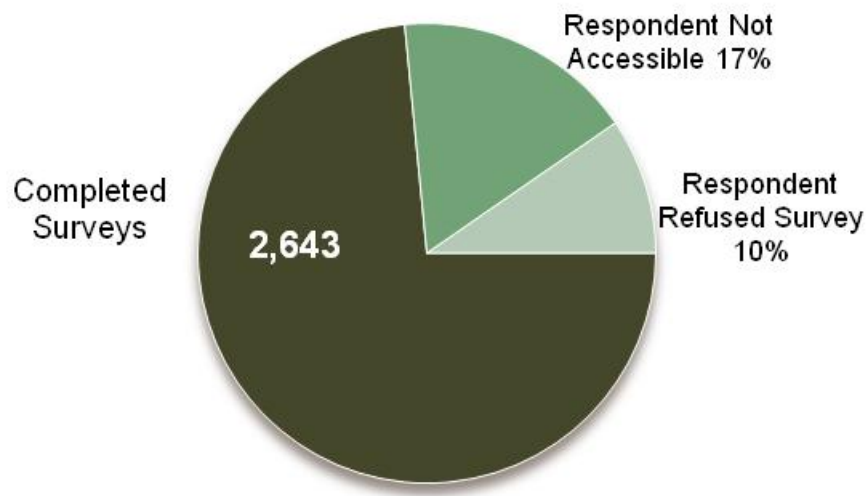
The survey focused on 15 different inspection types. Between April 2010 and March 2012, Ecology conducted approximately 6,300 inspections or site visits. Excluding duplicate people and businesses within each inspection type, Ecology gave NASS a list of 3,181 people and businesses to survey. NASS conducted a random sample within inspection types from the list of inspected customers during that period. Details for each inspection type sample numbers are on page 8. The inspected customer survey sample size was 1,361.

In July 2012, NASS mailed a postcard to the entire sample group to tell them they had been selected to take part in a telephone survey on behalf of Ecology. Between August and September 2012, NASS-trained phone surveyors conducted the survey. NASS used Statistical Analysis Software to enter the response data. They tabulated the data in October 2012 and transmitted the results to Ecology. All original data regarding the customers and their responses are maintained by NASS and are confidential. Ecology only received the final tabulated results.

Response Rate

NASS called 2,237 Ecology permit applicants and 1,361 inspected customers to survey them by telephone in 2012. The number of calls that resulted in a complete survey was 1,672 for permit applicants and 971 for inspected customers, or 73 percent. Three hundred forty-six people refused to participate in the survey. NASS could not reach 609 survey respondents. This was mostly because the person who applied for an Ecology permit or was present during the inspection was no longer employed at the business or the contact information was no longer valid. Detailed response rates by permit and inspection type are on pages 7 and 8.

73% Response Rate



The following two charts show the number of permit applicants and the number of inspected customers included in the survey. The charts also show the number of persons contacted as part of the survey for permit and inspection types and the response rates.

Permit Type	Population	Number Sampled	Completed Surveys	Refusal	Not Accessible	Percent Response
Agricultural Burning	974	195	141	35	19	72%
Outdoor Burning	229	46	36	3	7	78%
Air Operating	9	9	4	5	0	44%
Air Notice of Construction	68	68	50	10	8	74%
Air Prevention of Significant Deterioration	11	11	8	2	1	73%
Air Quality General Order	47	47	35	6	6	75%
401 Water Quality Certification	93	93	72	6	15	77%
Municipal Wastewater NPDES*	57	57	44	6	7	77%
Industrial Wastewater NPDES*	76	76	50	14	12	66%
Construction Stormwater	2137	543	381	55	107	70%
Industrial Stormwater	167	100	72	15	13	72%
Water Quality General NPDES	69	69	55	10	4	80%
Biosolids Management	384	307	271	18	18	88%
Water Rights New	357	286	216	25	45	76%
Water Rights Change	259	255	183	19	53	72%
Dam Safety	49	49	35	9	5	71%
Industrial Section**	24	24	16	4	4	67%
Dangerous Waste	2	2	2	0	0	100%
Total	5,012	2,237	1,672	241	324	75%

Inspection Type	Population	Number Sampled	Completed Surveys	Refusal	Not Accessible	Percent Response
Air Operating	21	21	14	1	6	67%
Air New Source	220	156	119	12	25	76%
401 Water Quality Certification	161	97	55	15	27	57%
Municipal Wastewater NPDES*	170	102	88	3	11	86%
Industrial Wastewater NPDES*	104	83	63	11	9	76%
Construction Stormwater	307	123	85	7	31	69%
Industrial Stormwater	377	151	105	12	34	70%
Water Quality General NPDES	213	107	67	14	26	63%
Dam Safety	130	91	67	8	16	74%
Industrial Section**	32	32	25	3	4	78%
Dangerous Waste Permitted Sites	5	5	4	1	0	80%
Dangerous Waste Handlers	677	169	138	6	25	82%
Oil Handling Facilities - Small	69	69	60	4	5	87%
Oil Handling Facilities - Large	20	20	16	3	1	80%
Underground Storage Tanks	675	135	65	5	65	48%
Total	3,181	1361	971	105	285	71%

* NPDES – Water Quality National Pollutant Discharge Elimination System

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

Response rate comparison by survey year

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

Note: Between 2002 and 2008, the survey was conducted for permit applicants only. In 2010, a limited set of inspected customers were included in the survey. In 2012, the survey of inspected customers was expanded to include a greater number.

Permit applicant results

	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	1,672	241	324	75%

Inspected customer results

	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%

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).

Of the 1,672 completed Permit Applicant surveys, 2 respondents did not answer this question. The following table is based on 1,670 responses to the question on permit status.

Permit Type	Approved	Withdrawn by Applicant	Denied	Pending	Other
Agricultural Burning	139	1	0	0	2
Outdoor Burn	35	0	1	0	0
Air Operating	4	0	0	0	0
Air Notice of Construction	41	1	0	6	2
Air Prevention of Significant Deterioration	7	0	0	0	1
Air Quality General Order	31	0	0	1	3
401 Water Quality Certification	65	4	0	1	2
Municipal Wastewater NPDES*	39	0	0	5	0
Industrial Wastewater NPDES*	39	0	0	11	0
Construction Stormwater	359	5	0	6	12
Industrial Stormwater	68	1	0	1	2
Water Quality General NPDES*	51	0	0	4	0
Biosolids Management	248	1	0	18	4
Water Rights New	112	6	2	75	21
Water Rights Change	118	2	5	50	5
Dam Safety	30	0	0	1	4
Industrial Section**	10	0	0	5	1
Dangerous Waste	2	0	0	0	0
Total	1,398	21	8	184	59

* NPDES – Water Quality National Pollutant Discharge Elimination System

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

Response Time Satisfaction

Survey respondents were asked if they were satisfied with Ecology's response time to their phone calls, e-mail messages, letters, and requests for materials. The following results compare all survey years through 2012.

Note: Between 2002 and 2008, the survey was conducted for permit applicants only. In 2010, a limited set of inspected customers were included in the survey. In 2012, the survey of inspected customers was expanded to include a greater number.

Permit applicant results

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

Inspected Customer Results

Percent Satisfaction with Response Time to:	2010	2012
Phone calls	93	94
Emails	94	96
Letters	91	94
Requests for materials	98	93

Communication with Ecology Staff

The survey asked respondents if they agreed or disagreed with statements on working with Ecology staff. The following results compare all survey years through 2010.

Note: Between 2002 and 2008, the survey was conducted for permit applicants only. In 2010, a limited set of inspected customers were included in the survey. In 2012, the survey of inspected customers was expanded to include a greater number.

Permit applicant results

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

Inspected customer results

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

Permit Application and Inspection Processes

The survey respondents were asked if they agreed or disagreed with statements about the permit application or inspection process. The following results compare all survey years through 2012.

Note: Between 2002 and 2008, the survey was conducted for permit applicants only. In 2010, a limited set of inspected customers were included in the survey. In 2012, the survey of inspected customers was expanded to include a greater number.

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

The Inspector:	Percent Agreed or Strongly Agreed	
	2010	2012
Informed customer why their business received a site visit or inspection	93	93
Clearly described the site visit or inspection process	95	95
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	86	86
Clearly explained how to correct a deficiency, if found during the inspection	94	90
Provided the customer with useful technical information applicable to their facility/operation	90	86

The Inspection:	Percent Answering Yes	
	2010	2012
Resulted in Ecology issuing the business an enforcement notice, order, or penalty	25	13

Web 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 2012 (Note: survey of inspected customers started in 2010 and these questions were not asked in the 2002 Permit Applicant survey).

Permit applicant results

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

Inspected customer results

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

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 of Regulatory Assistance (ORA) on their project. If they answered yes, a follow-up question was asked about ORA's assistance in helping with the permitting process.

Percent Answering Yes to the Following Questions	2006	2008	2010	2012
Did your project require environmental permits from other agencies	35	27	35	26
The environmental permitting agencies involved were well coordinated	55	57	52	63
Did you work with the Office of Regulatory Assistance on your project	9	6	3	6
Their assistance was helpful in applying for permits from multiple agencies	83	85	64	83

Appendix A: Permit and Inspection Descriptions

Permit and Inspection Descriptions

The following permit and inspection types are included in the survey. Tables that compare results from all survey years are in Appendices B and C. For more detail about a particular permit, visit the Ecology website at: <http://www.ecy.wa.gov/permit.html>

Permit Type	Permit Description	Inspection Survey Associated with Permit
Agriculture Burning	This permit is required for burning vegetative agricultural wastes.	No
Outdoor Burning	This permit is required for burning land clearing debris and forest slash.	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 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.	Yes
Municipal and Industrial Wastewater NPDES	Municipal sewage treatment facilities and industrial facilities that discharge wastewater to surface waters are required to get a National Pollution Discharge Elimination System (NPDES) permit.	Yes
Water Quality General NPDES, including Construction and Industrial Stormwater	A water quality general permit covers a group of like business activities that have similar discharges to surface water (stormwater, boatyard, fruit packer, sand & gravel, animal feeding operation, and aquatic pesticide application).	Yes
Biosolids Management	This permit is for management and land application of Biosolids (treated sewage sludge meeting quality standards that allow land application for beneficial use).	No

Permit Type	Permit Description	Inspection Survey Associated with Permit
Water Rights New	A permit is required for new withdrawals of water from surface and ground sources.	No
Water Rights Change	A permit is needed for changes or transfers of an existing water right permit, certificate, or claim.	No
Dam Safety	A 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	This permit applies to a limited number of facilities that store, treat, and/or dispose of dangerous wastes.	Yes

Other inspection types included in the survey, but not associated with a permit

Inspection Type	Inspection Description
Dangerous Waste Handlers	This is an inspection of 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 small marine fueling facilities that transfer oil to non-recreational vessels with a capacity of less than 10,500 gallons. 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	This is an inspection of businesses that have an underground oil storage tank. These businesses are required to obtain a license and display it at their facility for receiving oil in their tanks.

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Appendix B: Survey Results by Permit Type

Agricultural Burning Permit

	Percent of respondents who agreed or strongly agreed with the statement			
Ecology Staff:	2006	2008	2010	2012
Were helpful	92	98	96	95
Were friendly	96	98	96	96
Listened	96	98	93	97
Used professional judgment rather than personal opinion to influence their work	95	97	96	97
Communicated information clearly	92	97	96	93
Viewed applicant as partner equally committed to a healthy environment	86	92	86	90
Worked to build a cooperative relationship	91	94	89	92
Worked with applicant to find innovative solutions to solve problems	85	87	84	84
Informed applicant what was needed to submit a complete application	99	97	98	99
Answered applicants questions about the permitting process	96	99	98	97
Informed applicant how long a decision would take	92	93	91	97
The Permit:				
Forms were easy to use	82	83	92	83
Application instructions were clear	93	91	94	90
Environmental standards were clear	92	90	91	98
Decision was timely	96	92	97	97
Decision was clear	100	97	99	97
Time to issue the permit was reasonable	97	92	96	97
Permit conditions are reasonable	80	83	89	90
Reporting requirements are reasonable	91	93	96	95
Monitoring requirements are reasonable	90	90	93	91
Number of completed surveys	103	158	79	132

Outdoor Burning Permit

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

Air Operating Permit

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

Air Prevention of Significant Deterioration Permit

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

Air Notice of Construction Permit

	Percent of respondents who agreed or strongly agreed with the statement			
Ecology Staff:	2006	2008	2010	2012
Were helpful	94	89	94	89
Were friendly	100	93	97	91
Listened	94	91	91	90
Used professional judgment rather than personal opinion to influence their work	97	93	85	83
Communicated information clearly	91	91	87	83
Viewed applicant as partner equally committed to a healthy environment	81	87	86	80
Worked to build a cooperative relationship	91	88	86	85
Worked with applicant to find innovative solutions to solve problems	79	79	76	68
Informed applicant what was needed to submit a complete application	97	94	90	89
Answered applicants questions about the permitting process	94	98	99	93
Informed applicant how long a decision would take	87	85	76	73
The Permit:				
Forms were easy to use	82	73	64	77
Application instructions were clear	85	83	78	90
Environmental standards were clear	81	69	74	81
Decision was timely	87	80	90	74
Decision was clear	97	90	97	95
Time to issue the permit was reasonable	91	78	89	73
Permit conditions are reasonable	88	82	74	77
Reporting requirements are reasonable	83	79	77	87
Monitoring requirements are reasonable	82	81	88	85
Number of completed surveys	33	70	71	48

Air General Orders

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

401 Water Quality Certification

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

Industrial Section Permits

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

Municipal Wastewater NPDES Permit

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

Industrial Wastewater NPDES Permit

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

Construction Stormwater Permit

	Percent of respondents who agreed or strongly agreed with the statement			
Ecology Staff:	2006	2008	2010	2012
Were helpful	94	91	94	92
Were friendly	97	93	97	95
Listened	96	90	95	92
Used professional judgment rather than personal opinion to influence their work	92	91	92	94
Communicated information clearly	95	87	91	92
Viewed applicant as partner equally committed to a healthy environment	84	77	87	79
Worked to build a cooperative relationship	91	84	87	85
Worked with applicant to find innovative solutions to solve problems	76	72	72	81
Informed applicant what was needed to submit a complete application	96	91	94	92
Answered applicants questions about the permitting process	96	97	96	94
Informed applicant how long a decision would take	85	76	82	85
The Permit:				
Forms were easy to use	81	77	82	80
Application instructions were clear	85	80	90	88
Environmental standards were clear	83	77	86	88
Decision was timely	90	83	90	87
Decision was clear	98	95	96	96
Time to issue the permit was reasonable	85	77	83	82
Permit conditions are reasonable	87	78	86	88
Reporting requirements are reasonable	77	73	76	83
Monitoring requirements are reasonable	68	69	81	78
Number of completed surveys	170	199	245	364

Industrial Stormwater Permit

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

General Wastewater NPDES Permit

	Percent of respondents who agreed or strongly agreed with the statement			
Ecology Staff:	2006	2008	2010	2012
Were helpful	95	94	89	98
Were friendly	92	97	95	100
Listened	96	94	90	98
Used professional judgment rather than personal opinion to influence their work	93	88	87	94
Communicated information clearly	94	90	86	98
Viewed applicant as partner equally committed to a healthy environment	86	81	83	88
Worked to build a cooperative relationship	92	86	89	92
Worked with applicant to find innovative solutions to solve problems	80	68	76	91
Informed applicant what was needed to submit a complete application	88	91	96	100
Answered applicants questions about the permitting process	97	94	96	100
Informed applicant how long a decision would take	67	75	80	88
The Permit:				
Forms were easy to use	80	74	87	86
Application instructions were clear	83	79	92	86
Environmental standards were clear	78	80	85	94
Decision was timely	77	84	91	85
Decision was clear	86	93	95	98
Time to issue the permit was reasonable	77	89	87	81
Permit conditions are reasonable	59	81	76	78
Reporting requirements are reasonable	70	71	82	81
Monitoring requirements are reasonable	69	71	77	83
Number of completed surveys	79	70	161	54

Biosolids Management Permit

	Percent of respondents who agreed or strongly agreed with the statement					
Ecology Staff:	2002	2004	2006	2008	2010	2012
Were helpful	88	96	94	100	93	97
Were friendly	96	95	91	94	98	98
Listened	96	89	92	94	93	98
Used professional judgment rather than personal opinion to influence their work	92	91	93	94	86	95
Communicated information clearly	96	87	88	94	95	96
Viewed applicant as partner equally committed to a healthy environment	73	98	86	100	86	95
Worked to build a cooperative relationship	95	96	89	88	93	95
Worked with applicant to find innovative solutions to solve problems	83	94	87	80	87	91
Informed applicant what was needed to submit a complete application	88	89	86	100	90	97
Answered applicants questions about the permitting process	92	91	94	100	95	99
Informed applicant how long a decision would take	74	80	71	82	74	80
The Permit:						
Forms were easy to use	77	78	71	88	83	90
Application instructions were clear	74	72	76	88	88	92
Environmental standards were clear	63	86	89	82	93	95
Decision was timely	70	83	87	93	78	90
Decision was clear	92	85	89	93	97	91
Time to issue the permit was reasonable		83	87	86	81	90
Permit conditions are reasonable		93	90	80	90	96
Reporting requirements are reasonable		92	87	93	86	95
Monitoring requirements are reasonable		92	87	100	93	94
Number of completed surveys	36	48	132	17	42	265

Water Rights New Permit

	Percent of respondents who agreed or strongly agreed with the statement					
	2002	2004	2006	2008	2010	2012
Ecology Staff:						
Were helpful	69	89	88	92	88	86
Were friendly	87	88	95	99	97	92
Listened	79	93	92	97	92	90
Used professional judgment rather than personal opinion to influence their work	68	86	84	96	91	88
Communicated information clearly	71	87	87	88	88	81
Viewed applicant as partner equally committed to a healthy environment	50	83	80	81	87	73
Worked to build a cooperative relationship	49	81	78	85	86	79
Worked with applicant to find innovative solutions to solve problems	34	62	61	75	74	73
Informed applicant what was needed to submit a complete application	77	89	90	92	94	88
Answered applicants questions about the permitting process	77	89	92	93	92	89
Informed applicant how long a decision would take	46	62	59	60	76	61
The Permit:						
Forms were easy to use	66	83	79	81	78	76
Application instructions were clear	69	88	88	84	86	83
Environmental standards were clear	62	67	87	84	88	81
Decision was timely	33	52	42	51	65	56
Decision was clear	54	68	78	63	79	85
Time to issue the permit was reasonable		39	48	49	63	56
Permit conditions are reasonable		63	66	73	86	84
Reporting requirements are reasonable		81	78	85	78	86
Monitoring requirements are reasonable		78	75	83	77	86
Number of completed surveys	174	36	116	83	78	155

Water Rights Change Permit

	Percent of respondents who agreed or strongly agreed with the statement					
Ecology Staff:	2002	2004	2006	2008	2010	2012
Were helpful	80	87	84	89	83	88
Were friendly	90	93	92	96	91	92
Listened	84	91	88	96	91	81
Used professional judgment rather than personal opinion to influence their work	72	91	80	87	86	88
Communicated information clearly	71	88	83	92	84	89
Viewed applicant as partner equally committed to a healthy environment	61	86	65	85	83	69
Worked to build a cooperative relationship	62	82	70	89	81	68
Worked with applicant to find innovative solutions to solve problems	51	79	60	76	64	62
Informed applicant what was needed to submit a complete application	80	83	85	90	86	90
Answered applicants questions about the permitting process	76	87	94	95	86	92
Informed applicant how long a decision would take	49	71	60	66	53	56
The Permit:						
Forms were easy to use	62	80	79	66	71	87
Application instructions were clear	64	80	80	77	72	90
Environmental standards were clear	55	76	74	82	75	72
Decision was timely	39	55	50	62	55	55
Decision was clear	62	66	80	84	78	82
Time to issue the permit was reasonable		54	52	62	52	47
Permit conditions are reasonable		73	69	84	78	82
Reporting requirements are reasonable		69	71	80	76	87
Monitoring requirements are reasonable		67	80	78	69	78
Number of completed surveys	129	61	128	113	124	180

Dam Safety Permit

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

Dangerous Waste Permit

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

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Appendix C: Survey Results by Inspection Type

Air Operating Inspection

	Percent of respondents who agreed or strongly agreed with the statement
	2012
Ecology Staff:	
Were helpful	100
Were friendly	100
Listened to me	100
Used professional judgment rather than personal opinion to influence their work	83
Communicated information clearly	92
Viewed customer as partner who was equally committed to a healthy environment	75
Worked to build a cooperative relationship	92
Worked with customer to find innovative ways to solve problems	75
Informed why the business received a site visit or inspection	100
Described site visit or inspection process	100
Answered questions about the site visit or inspection process	100
Explained the regulatory requirements he or she was there to inspect	93
Was knowledgeable about the facility or operation	86
Clearly explained how to correct a deficiency, if found	82
The Inspection:	
Process provided the customer useful technical information applicable to their facility or operation	69
Lead to the issuance of an enforcement notice, order or penalty	7
Number of completed surveys	14

Air New Source Inspection

	Percent of respondents who agreed or strongly agreed with the statement
	2012
Ecology Staff:	
Were helpful	100
Were friendly	100
Listened to me	94
Used professional judgment rather than personal opinion to influence their work	88
Communicated information clearly	98
Viewed customer as partner who was equally committed to a healthy environment	84
Worked to build a cooperative relationship	93
Worked with customer to find innovative ways to solve problems	88
Informed why the business received a site visit or inspection	95
Described site visit or inspection process	99
Answered questions about the site visit or inspection process	98
Explained the regulatory requirements he or she was there to inspect	99
Was knowledgeable about the facility or operation	91
Clearly explained how to correct a deficiency, if found	93
The Inspection:	
Process provided the customer useful technical information applicable to their facility or operation	88
Lead to the issuance of an enforcement notice, order or penalty	14
Number of completed surveys	119

401 Water Quality Certification Inspection

	Percent of respondents who agreed or strongly agreed with the statement
	2012
Ecology Staff:	
Were helpful	94
Were friendly	98
Listened to me	84
Used professional judgment rather than personal opinion to influence their work	72
Communicated information clearly	92
Viewed customer as partner who was equally committed to a healthy environment	81
Worked to build a cooperative relationship	94
Worked with customer to find innovative ways to solve problems	85
Informed why the business received a site visit or inspection	80
Described site visit or inspection process	96
Answered questions about the site visit or inspection process	96
Explained the regulatory requirements he or she was there to inspect	84
Was knowledgeable about the facility or operation	88
Clearly explained how to correct a deficiency, if found	80
The Inspection:	
Process provided the customer useful technical information applicable to their facility or operation	83
Lead to the issuance of an enforcement notice, order or penalty	4
Number of completed surveys	55

Industrial Section Inspections

	Percent of respondents who agreed or strongly agreed with the statement
	2012
Ecology Staff:	
Were helpful	100
Were friendly	100
Listened to me	100
Used professional judgment rather than personal opinion to influence their work	100
Communicated information clearly	100
Viewed customer as partner who was equally committed to a healthy environment	100
Worked to build a cooperative relationship	100
Worked with customer to find innovative ways to solve problems	95
Informed why the business received a site visit or inspection	100
Described site visit or inspection process	100
Answered questions about the site visit or inspection process	100
Explained the regulatory requirements he or she was there to inspect	100
Was knowledgeable about the facility or operation	92
Clearly explained how to correct a deficiency, if found	100
The Inspection:	
Process provided the customer useful technical information applicable to their facility or operation	89
Lead to the issuance of an enforcement notice, order or penalty	4
Number of completed surveys	25

Municipal Wastewater NPDES Inspection

	Percent of respondents who agreed or strongly agreed with the statement
	2012
Ecology Staff:	
Were helpful	100
Were friendly	99
Listened to me	100
Used professional judgment rather than personal opinion to influence their work	96
Communicated information clearly	100
Viewed customer as partner who was equally committed to a healthy environment	94
Worked to build a cooperative relationship	96
Worked with customer to find innovative ways to solve problems	97
Informed why the business received a site visit or inspection	95
Described site visit or inspection process	100
Answered questions about the site visit or inspection process	100
Explained the regulatory requirements he or she was there to inspect	100
Was knowledgeable about the facility or operation	92
Clearly explained how to correct a deficiency, if found	100
The Inspection:	
Process provided the customer useful technical information applicable to their facility or operation	90
Lead to the issuance of an enforcement notice, order or penalty	6
Number of completed surveys	88

Industrial Wastewater NPDES Inspection

	Percent of respondents who agreed or strongly agreed with the statement
Ecology Staff:	2012
Were helpful	93
Were friendly	92
Listened to me	95
Used professional judgment rather than personal opinion to influence their work	87
Communicated information clearly	95
Viewed customer as partner who was equally committed to a healthy environment	85
Worked to build a cooperative relationship	89
Worked with customer to find innovative ways to solve problems	81
Informed why the business received a site visit or inspection	95
Described site visit or inspection process	95
Answered questions about the site visit or inspection process	96
Explained the regulatory requirements he or she was there to inspect	96
Was knowledgeable about the facility or operation	85
Clearly explained how to correct a deficiency, if found	83
The Inspection:	
Process provided the customer useful technical information applicable to their facility or operation	81
Lead to the issuance of an enforcement notice, order or penalty	10
Number of completed surveys	63

Construction Stormwater Inspection

	Percent of respondents who agreed or strongly agreed with the statement
	2012
Ecology Staff:	
Were helpful	96
Were friendly	99
Listened to me	94
Used professional judgment rather than personal opinion to influence their work	92
Communicated information clearly	96
Viewed customer as partner who was equally committed to a healthy environment	86
Worked to build a cooperative relationship	96
Worked with customer to find innovative ways to solve problems	92
Informed why the business received a site visit or inspection	88
Described site visit or inspection process	91
Answered questions about the site visit or inspection process	100
Explained the regulatory requirements he or she was there to inspect	96
Was knowledgeable about the facility or operation	89
Clearly explained how to correct a deficiency, if found	90
The Inspection:	
Process provided the customer useful technical information applicable to their facility or operation	87
Lead to the issuance of an enforcement notice, order or penalty	15
Number of completed surveys	85

Industrial Stormwater Inspection

	Percent of respondents who agreed or strongly agreed with the statement
	2012
Ecology Staff:	
Were helpful	95
Were friendly	94
Listened to me	94
Used professional judgment rather than personal opinion to influence their work	91
Communicated information clearly	92
Viewed customer as partner who was equally committed to a healthy environment	86
Worked to build a cooperative relationship	88
Worked with customer to find innovative ways to solve problems	83
Informed why the business received a site visit or inspection	90
Described site visit or inspection process	94
Answered questions about the site visit or inspection process	99
Explained the regulatory requirements he or she was there to inspect	96
Was knowledgeable about the facility or operation	81
Clearly explained how to correct a deficiency, if found	90
The Inspection:	
Process provided the customer useful technical information applicable to their facility or operation	88
Lead to the issuance of an enforcement notice, order or penalty	16
Number of completed surveys	105

Water Quality General NPDES Inspection

	Percent of respondents who agreed or strongly agreed with the statement
	2012
Ecology Staff:	
Were helpful	94
Were friendly	95
Listened to me	94
Used professional judgment rather than personal opinion to influence their work	82
Communicated information clearly	85
Viewed customer as partner who was equally committed to a healthy environment	85
Worked to build a cooperative relationship	90
Worked with customer to find innovative ways to solve problems	73
Informed why the business received a site visit or inspection	87
Described site visit or inspection process	87
Answered questions about the site visit or inspection process	90
Explained the regulatory requirements he or she was there to inspect	84
Was knowledgeable about the facility or operation	75
Clearly explained how to correct a deficiency, if found	78
The Inspection:	
Process provided the customer useful technical information applicable to their facility or operation	72
Lead to the issuance of an enforcement notice, order or penalty	12
Number of completed surveys	67

Dam Safety Inspection

	Percent of respondents who agreed or strongly agreed with the statement
	2012
Ecology Staff:	
Were helpful	98
Were friendly	100
Listened to me	100
Used professional judgment rather than personal opinion to influence their work	95
Communicated information clearly	100
Viewed customer as partner who was equally committed to a healthy environment	93
Worked to build a cooperative relationship	95
Worked with customer to find innovative ways to solve problems	86
Informed why the business received a site visit or inspection	94
Described site visit or inspection process	95
Answered questions about the site visit or inspection process	100
Explained the regulatory requirements he or she was there to inspect	97
Was knowledgeable about the facility or operation	91
Clearly explained how to correct a deficiency, if found	91
The Inspection:	
Process provided the customer useful technical information applicable to their facility or operation	83
Lead to the issuance of an enforcement notice, order or penalty	6
Number of completed surveys	67

Dangerous Waste Permitted Sites Inspection

	Percent of respondents who agreed or strongly agreed with the statement
	2012
Ecology Staff:	
Were helpful	100
Were friendly	100
Listened to me	100
Used professional judgment rather than personal opinion to influence their work	75
Communicated information clearly	75
Viewed customer as partner who was equally committed to a healthy environment	100
Worked to build a cooperative relationship	100
Worked with customer to find innovative ways to solve problems	100
Informed why the business received a site visit or inspection	100
Described site visit or inspection process	100
Answered questions about the site visit or inspection process	100
Explained the regulatory requirements he or she was there to inspect	100
Was knowledgeable about the facility or operation	100
Clearly explained how to correct a deficiency, if found	100
The Inspection:	
Process provided the customer useful technical information applicable to their facility or operation	50
Lead to the issuance of an enforcement notice, order or penalty	0
Number of completed surveys	4

Dangerous Waste Handlers Inspection

	Percent of respondents who agreed or strongly agreed with the statement	
	2010	2012
Ecology Staff:		
Were helpful	93	93
Were friendly	95	94
Listened to me	93	93
Used professional judgment rather than personal opinion to influence their work	90	93
Communicated information clearly	92	94
Viewed customer as partner who was equally committed to a healthy environment	84	88
Worked to build a cooperative relationship	93	90
Worked with customer to find innovative ways to solve problems	84	89
Informed why the business received a site visit or inspection	90	93
Described site visit or inspection process	92	95
Answered questions about the site visit or inspection process	94	98
Explained the regulatory requirements he or she was there to inspect	93	95
Was knowledgeable about the facility or operation	77	79
Clearly explained how to correct a deficiency, if found	87	89
The Inspection:		
Process provided the customer useful technical information applicable to their facility or	80	88
Lead to the issuance of an enforcement notice, order or penalty	43	27
Number of completed surveys	111	138

Small Oil Handling Facility Inspection

	Percent of respondents who agreed or strongly agreed with the statement	
	2010	2012
Ecology Staff:		
Were helpful	98	95
Were friendly	100	98
Listened to me	98	98
Used professional judgment rather than personal opinion to influence their work	98	97
Communicated information clearly	98	100
Viewed customer as partner who was equally committed to a healthy environment	94	91
Worked to build a cooperative relationship	94	96
Worked with customer to find innovative ways to solve problems	87	88
Informed why the business received a site visit or inspection	96	97
Described site visit or inspection process	98	97
Answered questions about the site visit or inspection process	98	98
Explained the regulatory requirements he or she was there to inspect	100	98
Was knowledgeable about the facility or operation	90	95
Clearly explained how to correct a deficiency, if found	96	100
The Inspection:		
Process provided the customer useful technical information applicable to their facility or	96	93
Lead to the issuance of an enforcement notice, order or penalty	12	7
Number of completed surveys	52	60

Large Oil Handling Facility Inspection

	Percent of respondents who agreed or strongly agreed with the statement	
	2010	2012
Ecology Staff:		
Were helpful	100	100
Were friendly	100	100
Listened to me	100	100
Used professional judgment rather than personal opinion to influence their work	94	100
Communicated information clearly	88	100
Viewed customer as partner who was equally committed to a healthy environment	81	93
Worked to build a cooperative relationship	94	100
Worked with customer to find innovative ways to solve problems	85	87
Informed why the business received a site visit or inspection	100	100
Described site visit or inspection process	94	100
Answered questions about the site visit or inspection process	100	100
Explained the regulatory requirements he or she was there to inspect	100	100
Was knowledgeable about the facility or operation	94	94
Clearly explained how to correct a deficiency, if found	92	93
The Inspection:		
Process provided the customer useful technical information applicable to their facility or	87	93
Lead to the issuance of an enforcement notice, order or penalty	6	0
Number of completed surveys	17	16

Underground Storage Tank Inspection

	Percent of respondents who agreed or strongly agreed with the statement	
	2010	2012
Ecology Staff:		
Were helpful	95	92
Were friendly	94	90
Listened to me	97	90
Used professional judgment rather than personal opinion to influence their work	95	93
Communicated information clearly	96	95
Viewed customer as partner who was equally committed to a healthy environment	92	85
Worked to build a cooperative relationship	94	88
Worked with customer to find innovative ways to solve problems	87	83
Informed why the business received a site visit or inspection	93	94
Described site visit or inspection process	96	94
Answered questions about the site visit or inspection process	97	97
Explained the regulatory requirements he or she was there to inspect	97	95
Was knowledgeable about the facility or operation	88	85
Clearly explained how to correct a deficiency, if found	97	92
The Inspection:		
Process provided the customer useful technical information applicable to their facility or	93	85
Lead to the issuance of an enforcement notice, order or penalty	22	12
Number of completed surveys	307	65