



DEPARTMENT OF  
**ECOLOGY**  
State of Washington

# **2016 Customer Survey Results**

---

## **Permit Applicants & Inspected Customers**

December 2017  
Publication Number 17-01-010

# Publication and Contact Information

This report is available on the Department of Ecology's website at <https://fortress.wa.gov/ecy/publications/SummaryPages/1701010.html>

For more information contact:

Washington Department of Ecology  
Governmental Relations  
P.O. Box 47600  
Olympia, WA 98504-7600

Phone: 360-407-7000

Washington State Department of Ecology – [www.ecology.wa.gov](http://www.ecology.wa.gov)

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

**Accommodation Requests:** To request ADA accommodation including materials in a format for the visually impaired, call Ecology at 360-407-7000 or visit <https://ecology.wa.gov/accessibility>. People with impaired hearing may call Washington Relay Service at 711. People with speech disability may call TTY at 877-833-6341.

# **2016 Customer Survey Results**

---

## **Permit Applicants & Inspected Customers**

*by*

*Marizen Ramos*

Governmental Relations  
Washington State Department of Ecology  
Olympia, Washington

*This page intentionally left blank.*

# Table of Contents

Table of Contents .....	i
Table of Tables .....	iii
Table of Figures .....	v
Acknowledgements.....	vii
Executive Summary .....	ix
Introduction.....	1
Background and Scope .....	3
Survey Method.....	5
Sample.....	5
Method .....	5
Timeline .....	5
Survey Response Rate.....	7
Overall response rate.....	7
Response rates by permit and inspection type .....	9
Response rate comparison by survey year .....	11
Response rate by region .....	12
Survey Results .....	13
Permit application decision status.....	13
Response time satisfaction.....	14
Communications with our staff.....	15
Permit application and inspection processes.....	16
Website use for permit and inspection information .....	20
Open-ended questions.....	21
Conclusion .....	25
Response rate .....	25
Customer service and transparency .....	25
Availability vs awareness of availability of online resources.....	26
Lean at Ecology .....	26
Opportunities for improvement.....	26
Appendices.....	27
Appendix A: Permit and Inspection Descriptions .....	27

Appendix B: Summary of Permit and Inspection Applicants Result per Year.....	31
Appendix C: Summary of Permit and Inspection Applicants Result per Program.....	35
Appendix D: Survey Results by Permit Type.....	53
Appendix E: Survey Results by Inspection Type .....	75
Appendix F: Survey Questionnaire.....	95
Introductory questions .....	95
Communications with Ecology Staff .....	95
Permit Process [asked only to permit applicants] .....	96
Site Visits and Inspections [asked only to inspected customers].....	96
Website and Online Resources .....	97
Miscellaneous .....	97

# Table of Tables

Table 1: Permit and inspection types included in the 2016 survey.....	4
Table 2: Contact Schedule .....	6
Table 3: Survey response count per category .....	7
Table 4: 2016 response rates by permit type .....	9
Table 5: 2016 response rates by inspection type .....	10
Table 6: List of Washington counties per region.....	12
Table 7: Permit descriptions .....	27
Table 8: Other inspections description .....	28
Table 9: Summary of permit applicant results.....	31
Table 10: Summary of inspected customer results .....	32
Table 11: Summary of agricultural burning permit customer survey response results .....	54
Table 12: Summary of outdoor burning permit customer survey response results .....	55
Table 13: Summary of air operating permit customer survey response results.....	56
Table 14: Summary of air notice of construction permit customer survey response results .....	57
Table 15: Summary of air prevention of significant deterioration permit customer survey response results .....	58
Table 16: Summary of air general order permit customer survey response results.....	59
Table 17: Summary of accredited labs permit customer survey response results .....	60
Table 18: Summary of Hanford dangerous waste permit customer survey response results .....	61
Table 19: Summary of 401 water quality certification permit customer survey response results .....	62
Table 20: Summary of biosolids management permit customer survey response results .....	63
Table 21: Summary of industrial section permit customer survey response results.....	64
Table 22: Summary of construction stormwater permit customer survey response results .....	65
Table 23: Summary of water quality general NPDES permit customer survey response results.....	66
Table 24: Summary of industrial stormwater permit customer survey response results .....	67
Table 25: Summary of industrial wastewater discharge permit customer survey response results .....	68
Table 26: Summary of municipal wastewater discharge permit customer survey response results .....	69
Table 27: Summary of dam safety permit customer survey response results.....	70
Table 28: Summary of water rights new permit customer survey response results.....	71
Table 29: Summary of water rights change permit customer survey response results.....	72
Table 30: Summary of well driller notice of intent permit customer survey response results .....	73
Table 31: Summary of water rights application (waiting) permit customer survey response results .....	74
Table 32: Summary of air operating inspected customer survey response results .....	76
Table 33: Summary of air quality annual inspections customer survey response results.....	77
Table 34: Summary of air quality periodic inspections customer survey response results .....	78
Table 35: Summary of air quality other inspections customer survey response results .....	79
Table 36: Summary of accredited labs inspected customer survey response results.....	80
Table 37: Summary of dangerous waste (TSD) inspections customer survey response results...	81
Table 38: Summary of dangerous waste handlers inspections customer survey response results .....	82
Table 39: Summary of 401 water quality certification inspections customer survey response results .....	83

Table 40: Summary of small oil handling facility inspections customer survey response results	84
Table 41: Summary of large oil handling facility inspections customer survey response results	85
Table 42: Summary of class 4 marinas inspections customer survey response results .....	86
Table 43: Summary of underground storage tank inspections customer survey response results	87
Table 44: Summary of industrial section inspections customer survey response results .....	88
Table 45: Summary of construction stormwater inspections customer survey response results..	89
Table 46: Summary of water quality general NPDES inspections customer survey response results .....	90
Table 47: Summary of industrial stormwater inspections customer survey response results.....	91
Table 48: Summary of industrial wastewater discharge inspections customer survey response results .....	92
Table 49: Summary of dam safety inspections customer survey response results .....	94



# Table of Figures

Figure 1: Agency results summary .....	x
Figure 2: 2016 overall response rate.....	8
Figure 3: Permit applicant response rate comparison by survey year .....	11
Figure 4: Inspected customers response rate comparison by survey year .....	11
Figure 5: 2016 overall response rate per region.....	12
Figure 6: Permit application decision status results.....	13
Figure 7: Response time satisfaction results .....	14
Figure 8: Communication with our staff - satisfaction results.....	15
Figure 9: Permit application customer service experience survey results .....	16
Figure 10: Customer experience with the permit application process .....	17
Figure 11: Customer experience with the inspection process.....	18
Figure 12: Inspected customer survey response results regarding useful regulatory information	19
Figure 13: Summary of inspection results .....	19
Figure 14: Use of our website -response summary.....	20
Figure 15: Accessibility of our website - response summary .....	20
Figure 16: Ecology website content.....	20
Figure 17: Air quality program summary of permitted customer survey results.....	37
Figure 18: Air quality program summary of inspected customer survey results .....	38
Figure 19: Environmental assessment program summary of permitted customer survey results.	39
Figure 20: Environmental assessment program summary of inspected customer survey results.	40
Figure 21: Hazardous waste & toxics reduction program summary of inspected customer survey results .....	41
Figure 22: Nuclear waste program summary of permitted customer survey results .....	42
Figure 23: Shorelands & environmental assistance program summary of permitted customer survey results .....	43
Figure 24: Shorelands & environmental assistance program summary of inspected customer survey results .....	44
Figure 25: Spill prevention, preparedness, & response program summary of inspected customer survey results .....	45
Figure 26: Toxics clean-up program summary of inspected customer survey results.....	46
Figure 27: Waste 2 resources program summary of permitted customer survey results .....	47
Figure 28: Waste 2 resources program summary of inspected customer survey results .....	48
Figure 29: Water quality program summary of permitted customer survey results .....	49
Figure 30: Water quality program summary of inspected customer survey results .....	50
Figure 31: Water resources program summary of permitted customer survey results .....	51
Figure 32: Water resources program summary of inspected customer survey results .....	52

*This page intentionally left blank.*

# Acknowledgements

The author of this report would like to thank the following organization for the administration of Ecology's Customer Survey:

Washington State University  
Social and Economic Sciences Research Center  
P.O. Box 644014  
Pullman, Washington 99164-4014  
Telephone: (509) 335-1511  
[www.sesrc.wsu.edu](http://www.sesrc.wsu.edu)

*This page intentionally left blank.*

# Executive Summary

Since 2002, the Washington State Department of Ecology has conducted a biennial customer survey to ask our customers about their experiences and satisfaction regarding our services. This includes their satisfaction with:

- Customer service;
- Staff knowledge and helpfulness;
- Ease of use of required forms and paperwork; and
- Online resources.

There are also open-ended questions that ask how we should improve and what their biggest challenge was in dealing with us in 2016. The questionnaire included 39 questions and 42 variables for permit customers and 33 questions and variables for inspection customers. We use the results of the survey to identify actions to improve permit and inspection processes and customer service.

For the 2016 Customer Survey of Permitted and Inspected Customers, we contracted with the Washington State University's Social & Economic Sciences Research Center (SESRC). The survey instrument was largely based on previous iterations of the survey with two notable differences in terms of data collection and response rate computation. The SESRC conducted the survey from August through October 2016.

The SESRC initially contacted customers by mail and gave them the choice to complete the survey online or by phone.

A total of 787 respondents completed the survey online, 73 partially completed the survey online, 1,236 completed the survey over the phone, and 111 partially completed the survey over the phone. This return yields an adjusted response rate of 63.2 percent.

Key observations from this survey include:

- Lower response rate compared to the 2014 survey results.
- Most of the respondents are satisfied with our response timeliness.
- Respondents thought that our customer service is generally satisfactory.
- We could improve on informing our customers about how long it would take to get a decision.
- We could also improve on the website's ease-of-use and navigation.

The following infographic provides summaries of the 2016 survey results:

Figure 1: Agency results summary



# How are we doing?

## 2016 Survey of Permitted and Inspected Customers

**4,106**  
Customers  
Contacted

We contracted with the Social & Economic Sciences Research Center (SESRC) of the Washington State University to develop the survey instrument and conduct the data collection. For this survey, we included customers from permit (21) and inspection (19) groups.



Selected from  
**15,427**  
customers



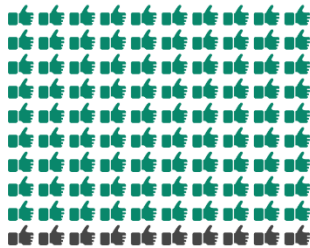
**58%** permit applicants  
**42%** inspected customers



**63%** response rate

### Customer Service

The survey respondents were asked about their experience and satisfaction with regards to working with Ecology staff.



**90%** of the respondents thought our staff listened and were helpful and friendly



**86%** of the respondents said that they were satisfied with our response timeliness



**92%** of the respondents said that they know who to contact if they have questions

### Processes and Resources

Survey respondents were asked about their opinions, experiences, and satisfaction about the permit or inspection process, including the requirements and resources.



**58%** used the Ecology website to find information



**64%** of respondents thought that information on the website was helpful **BUT...**

**39%** said information was hard to find



**77%** said the permit forms were easy to use  
**79%** said the permit application instructions were clear

**88%** said that the inspector explained the inspection process  
**80%** thought that the inspection process provided them with useful regulatory information



# Introduction

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

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

To support this vision, we are committed to:

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

As part of our core services, we issue environmental permits to individuals, businesses, and corporations. We also inspect and visit businesses required to comply with Washington's environmental laws and rules.

Our 2017-2019 Strategic Plan identifies the delivery of efficient and effective services as one of four primary goals for the agency. We are committed to improving customer service and our permit and inspection processes. We use this survey to:

- Find out how well we are doing; and
- Help identify areas to focus our improvement efforts.

This work also supports the Governor's Goal #5 for efficient, effective, and accountable government; specifically service reliability.

*This page intentionally left blank.*



# Background and Scope

Since 2002, we have surveyed our permitted and inspected customers to ask for feedback about their experience with our services and interaction with our staff including:

- Satisfaction with customer service;
- Staff knowledge and helpfulness;
- Clarity and timeliness of the processes and requirements; and
- Ease of use of required forms and paperwork, and online resources.

Since our first survey in 2002, we have added more permit and inspection types which added more customers to the survey (see Table 1 below). For the 2016 survey, Ecology included the following groups for the first time:

- Accredited labs;
- Well drillers notice of intent;
- Water right applicants waiting;
- Marina inspections (spills); and
- Hanford class 2 or above modifications.

We contracted with the Social & Economic Sciences Research Center (SESRC) of the Washington State University to develop and conduct the survey.

Table 1: Permit and inspection types included in the 2016 survey

<b>PROGRAM</b>	<b>PERMIT TYPES</b>	<b>INSPECTION TYPES</b>
<b>Air Quality</b>	<ul style="list-style-type: none"> <li>• Agricultural Burning</li> <li>• Outdoor Burning</li> <li>• Air Operating</li> <li>• Air Notice of Construction</li> <li>• Air Prevention of Significant Deterioration</li> <li>• Air General Order</li> </ul>	<ul style="list-style-type: none"> <li>• Air Operating Inspection</li> <li>• Air Quality Annual Inspections</li> <li>• Air Quality Periodic Inspections</li> <li>• Air Quality Other Inspections</li> </ul>
<b>Environmental Assessment</b>	<ul style="list-style-type: none"> <li>• Accredited Labs</li> </ul>	<ul style="list-style-type: none"> <li>• Accredited Labs</li> </ul>
<b>Hazardous Waste and Toxics Reduction</b>		<ul style="list-style-type: none"> <li>• Dangerous Waste (TSD) Inspection</li> <li>• Dangerous Waste Handlers Inspection</li> </ul>
<b>Nuclear Waste</b>	<ul style="list-style-type: none"> <li>• Hanford Dangerous Waste</li> </ul>	
<b>Shorelands and Environmental Assistance</b>	<ul style="list-style-type: none"> <li>• 401 Water Quality Certification</li> </ul>	<ul style="list-style-type: none"> <li>• 401 Water Quality Certification Inspections</li> </ul>
<b>Spill Prevention, Preparedness, &amp; Response</b>		<ul style="list-style-type: none"> <li>• Small Oil Handling Facility Inspection</li> <li>• Large Oil Handling Facility Inspection</li> <li>• Class 4 Marinas</li> </ul>
<b>Toxics Clean-up</b>		<ul style="list-style-type: none"> <li>• Underground Storage Tank Inspection</li> </ul>
<b>Waste 2 Resources</b>	<ul style="list-style-type: none"> <li>• Biosolids Management</li> <li>• Industrial Section</li> </ul>	<ul style="list-style-type: none"> <li>• Industrial Section Inspection</li> </ul>
<b>Water Quality</b>	<ul style="list-style-type: none"> <li>• Construction Stormwater Permit</li> <li>• Water Quality General NPDES Permit</li> <li>• Industrial Stormwater Permit</li> <li>• Industrial Wastewater Discharge Permit</li> <li>• Municipal Wastewater Discharge Permit</li> </ul>	<ul style="list-style-type: none"> <li>• Construction Stormwater Inspection</li> <li>• Water Quality General NPDES Inspection</li> <li>• Industrial Stormwater Inspection</li> <li>• Industrial Wastewater Discharge Inspection</li> <li>• Municipal Wastewater Discharge Inspection</li> </ul>
<b>Water Resources</b>	<ul style="list-style-type: none"> <li>• Dam Safety Construction</li> <li>• Water Rights New Permit</li> <li>• Water Rights Change Permit</li> <li>• Well Driller Notice of Intent</li> <li>• Water Rights Application</li> </ul>	<ul style="list-style-type: none"> <li>• Dam Safety Construction Inspection</li> </ul>

# Survey Method

## Sample

We submitted a total of 15,427 customers, which included 40 different permit (21) and inspection (19) groups, to SESRC for this project. Of the 15,427 customers in the combined sample, 10,750 were permit customers and 4,677 were inspection customers. Each sample included contact information and up to three potential respondents along with their organization or facility name.

The SESRC removed duplicates to get to a final sample. As a result, 3,906 were removed leaving a total of 11,521 selectable customers.

## Method

The SESRC contacted our customers through one postal mail, up to four emails, and up to 12 telephone calls. This method was new this year. In previous years we did not offer an online option.

The postal mail and email communications included:

- A brief description of the survey's purpose;
- The respondent's access code;
- The URL of the survey website; and
- Telephone number that they could call to finish taking the survey over the phone

One week after SESRC sent the initial invitation letter, they made phone calls to non-respondents to see if they would like to complete the survey over the phone or have an additional email sent to them with the survey link and access code.

The call attempts were made on different days and at different times of the day in the hopes of reaching customers at their most convenient time. The call attempts lasted for six and a half weeks.

## Timeline

SESRC began calling on August 16, 2016. They used a computer assisted telephone interview (CATI) system to conduct interviews and manage the survey sample. Telephone interviewing took place Sunday through Friday, during both evening and daytime hours. Standard procedures followed for rotation of calls over days of the week and time of day/evening. Calling ended on September 30, 2016, and the webpage was closed on October 10, 2016. (Krebill-Prather, 2016)

Table 2: Contact Schedule

<b>Mode</b>	<b>Date</b>
Postcard mailed	8/8/2016
Phone calling	8/16 - 9/30/2016
Email 1	8/31/2016
Email 2	9/8/2016
Email 3	9/19/2016
Email 4	9/27/2016
Close down data collection	10/10/2016

# Survey Response Rate

## Overall response rate

Table 3: Survey response count per category

Phone complete	1236
Web complete	787
Phone partial complete	111
Web partial complete	73
<b>Subtotal</b>	<b>2,207</b>
Noncontacts (answering machine, left message)	547
Callbacks	202
Refusals	454
Nonworking (blocked call, busy, no answer)	64
Can't complete (hearing challenge, language barrier, deceased)	16
<b>Subtotal</b>	<b>1,283</b>
Ineligible (duplicate, missing phone number, disconnect, wrong phone number)	616

For the total sample, 2,207 respondents completed or partially completed the survey. The response rate is the ratio of completed and partially completed interviews to the total eligible survey group. The formula used was:

$$\frac{(CM + PC)}{[(CM+PC) + RF+NR]}$$

where:

CM = number of completed interviews

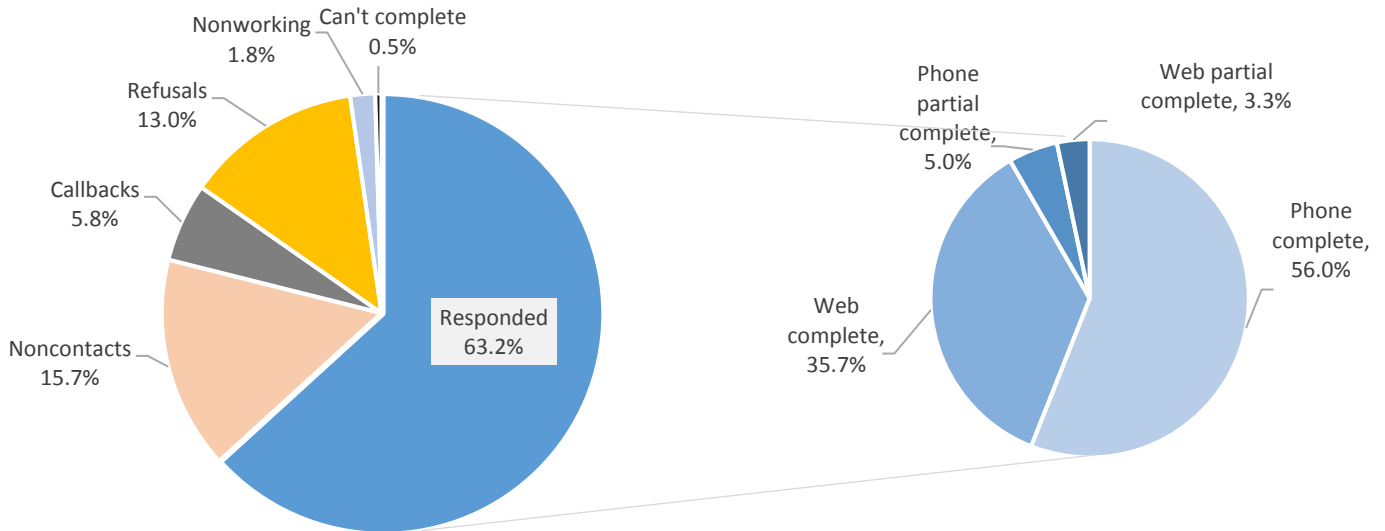
PC = number of partially completed interviews

RF = number of refusals

NR = number of no response, unable to reach, unable to interview

The response rate for this study was **63.2 percent**. The following provides a complete breakdown of the response rate:

Figure 2: 2016 overall response rate



Note that the overall response rate was computed by excluding the ineligible samples in the formula. However, for the purposes of data presentation and analysis for this report, SESRC made use of the raw response rate (54 percent) which was obtained by dividing the total number of respondents who completed and partially completed the survey by the total number of customers contacted (including ineligible). This percentage is lower than the 2012 and 2014 which both had approximately 70 percent. There is no concrete reason why the response rate went down but one thing that we can take note of is the change in the survey method. In the past, the survey was done only by phone. This year, we included communication through email and provided the opportunity to complete the survey online.

## Response rates by permit and inspection type

Tables 4 and 5 below show the number of permit applicants and inspected customers, respectively. These tables are categorized by program and permit/inspection type. The tables also include the number of customers contacted and the actual number of respondents who participated (complete and partially complete phone or web survey).

Table 4: 2016 response rates by permit type

Program	Permit Type	Sample Contacted	Participated	Raw %
<b>Air Quality</b>	Agricultural Burning	216	103	<b>48%</b>
	Outdoor Burning	146	95	<b>65%</b>
	Air Operating	7	2	<b>29%</b>
	Air Notice of Construction	60	37	<b>62%</b>
	Air Prevention of Significant Deterioration	10	9	<b>90%</b>
	Air General Order	13	7	<b>54%</b>
	<i>Subtotal</i>	<i>452</i>	<i>253</i>	<i>56%</i>
<b>Environmental Assessment</b>	Accredited Labs	184	146	<b>79%</b>
	<i>Subtotal</i>	<i>184</i>	<i>146</i>	<i>79%</i>
<b>Nuclear Waste</b>	Hanford Dangerous Waste	10	6	<b>60%</b>
	<i>Subtotal</i>	<i>10</i>	<i>6</i>	<i>60%</i>
<b>Shorelands and Environmental Assistance</b>	401 Water Quality Certification	131	70	<b>53%</b>
	<i>Subtotal</i>	<i>131</i>	<i>70</i>	<i>53%</i>
<b>Waste 2 Resources</b>	Biosolids Management	165	118	<b>72%</b>
	Industrial Section	13	7	<b>54%</b>
	<i>Subtotal</i>	<i>178</i>	<i>125</i>	<i>70%</i>
<b>Water Quality</b>	Construction Stormwater Permit	241	118	<b>49%</b>
	Water Quality General NPDES Permit	194	110	<b>57%</b>
	Industrial Stormwater Permit	220	129	<b>59%</b>
	Industrial Wastewater Discharge Permit	95	51	<b>54%</b>
	Municipal Wastewater Discharge Permit	60	34	<b>57%</b>
<i>Subtotal</i>	<i>810</i>	<i>442</i>	<i>55%</i>	
<b>Water Resources</b>	Dam Safety Construction	11	7	<b>64%</b>
	Water Rights New Permit	194	52	<b>27%</b>
	Water Rights Change Permit	137	46	<b>34%</b>
	Well Driller Notice of Intent	124	78	<b>63%</b>
	Water Rights Application	154	51	<b>33%</b>
<i>Subtotal</i>	<i>620</i>	<i>234</i>	<i>38%</i>	
<b>TOTAL</b>		<b>2,385</b>	<b>1,276</b>	<b>54%</b>

Table 5: 2016 response rates by inspection type

Program	Inspection Type	Sample Contacted	Participated	Raw %
<b>Air Quality</b>	Air Operating Inspection	11	9	<b>82%</b>
	Air Quality Annual Inspections	16	9	<b>56%</b>
	Air Quality Periodic Inspections	113	67	<b>59%</b>
	Air Quality Other Inspections	26	13	<b>50%</b>
	<i>Subtotal</i>	<b>166</b>	<b>98</b>	<b>59%</b>
<b>Environmental Assessment</b>	Accredited Labs	74	54	<b>73%</b>
	<i>Subtotal</i>	<b>74</b>	<b>54</b>	<b>73%</b>
<b>Hazardous Waste and Toxics Reduction</b>	Dangerous Waste (TSD) Inspection	7	6	<b>86%</b>
	Dangerous Waste Handlers Inspection	212	115	<b>54%</b>
	<i>Subtotal</i>	<b>219</b>	<b>121</b>	<b>55%</b>
<b>Shorelands and Environmental Assistance</b>	401 Water Quality Certification Inspections	26	16	<b>62%</b>
	<i>Subtotal</i>	<b>26</b>	<b>16</b>	<b>62%</b>
<b>Spill Prevention, Preparedness, &amp; Response</b>	Small Oil Handling Facility Inspection	24	17	<b>71%</b>
	Large Oil Handling Facility Inspection	15	8	<b>53%</b>
	Class 4 Marinas	76	46	<b>61%</b>
	<i>Subtotal</i>	<b>115</b>	<b>71</b>	<b>62%</b>
<b>Toxics Clean-up</b>	Underground Storage Tank Inspection	165	83	<b>50%</b>
	<i>Subtotal</i>	<b>165</b>	<b>83</b>	<b>50%</b>
<b>Waste 2 Resources</b>	Industrial Section Inspection	29	19	<b>66%</b>
	<i>Subtotal</i>	<b>29</b>	<b>19</b>	<b>66%</b>
<b>Water Quality</b>	Construction Stormwater Inspection	216	110	<b>51%</b>
	Water Quality General NPDES Inspection	146	62	<b>42%</b>
	Industrial Stormwater Inspection	197	87	<b>44%</b>
	Industrial Wastewater Discharge Inspection	134	72	<b>54%</b>
	Municipal Wastewater Discharge Inspection	136	78	<b>57%</b>
	<i>Subtotal</i>	<b>829</b>	<b>409</b>	<b>49%</b>
<b>Water Resources</b>	Dam Safety Inspection	98	60	<b>61%</b>
	<i>Subtotal</i>	<b>98</b>	<b>60</b>	<b>61%</b>
<b>TOTAL</b>		<b>1,721</b>	<b>931</b>	<b>54%</b>



# Response rate comparison by survey year

Figure 3: Permit applicant response rate comparison by survey year

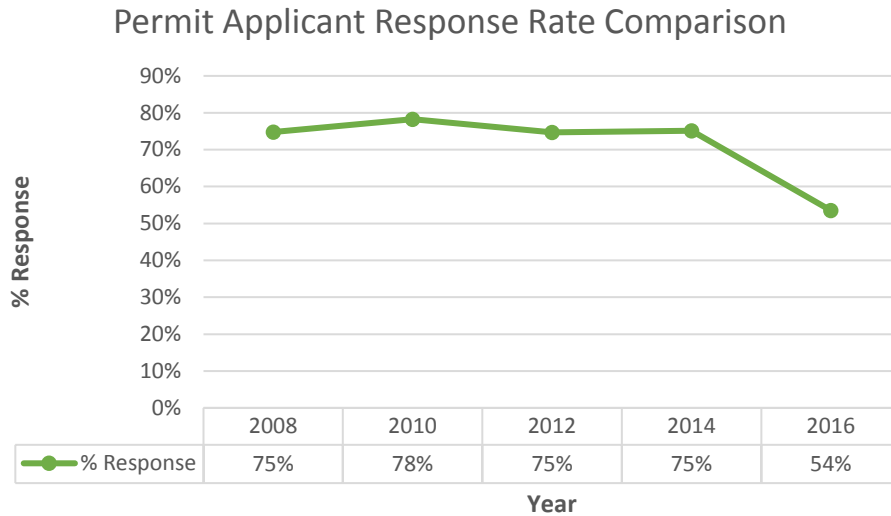
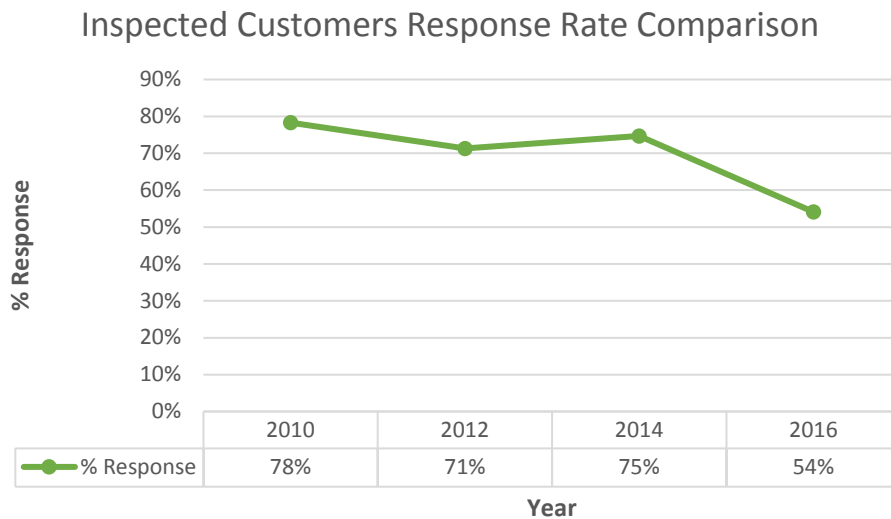


Figure 4: Inspected customers response rate comparison by survey year



The response rate for both the permit applicants and inspected customers survey dropped by 21 percent compared to the data from 2014. This drop in response rate happened even after we added sending emails and the option to take the survey online.

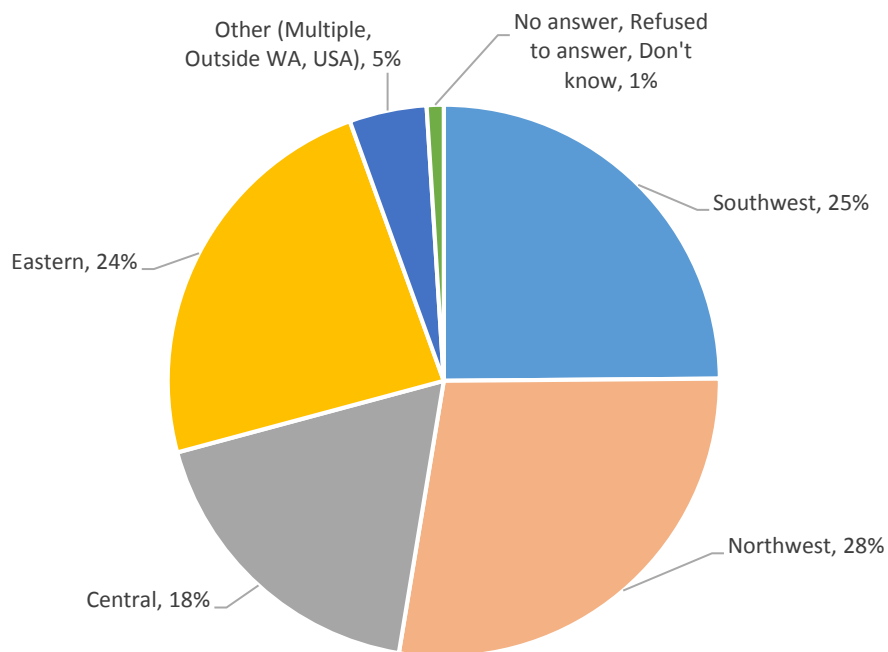
## Response rate by region

We asked the respondents to identify the county where the facility or site being permitted or inspected was located. The counties were grouped into four regions as shown in the table below:

Table 6: List of Washington counties per region

Region	Counties		
<i>Southwest</i>	Clallam Clark Cowlitz Grays Harbor	Jefferson Mason Lewis Pacific	Pierce Skamania Thurston Wahkiakum
<i>Northwest</i>	Island King Kitsap	San Juan Skagit	Snohomish Whatcom
<i>Central</i>	Benton Chelan Douglas	Kittitas Klickitat	Okanogan Yakima
<i>Eastern</i>	Adams Asotin Columbia Ferry Franklin	Garfield Grant Lincoln Pend Oreille	Spokane Stevens Walla Walla Whitman

Figure 5: 2016 overall response rate per region



# Survey Results

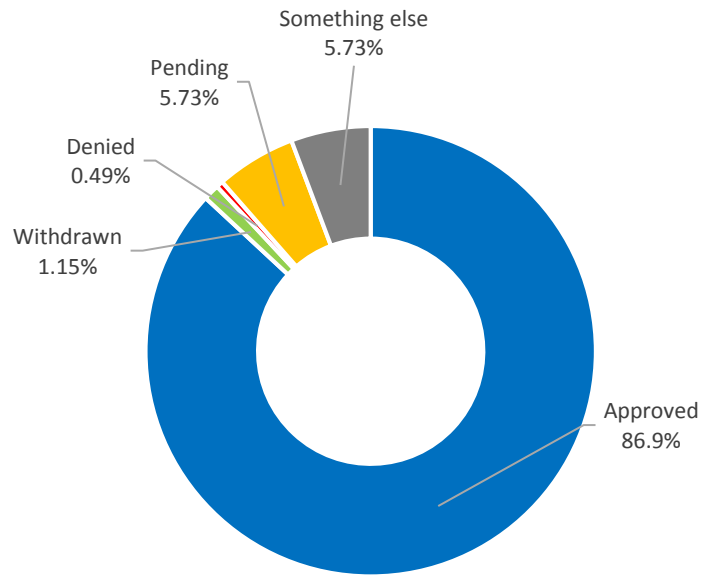
This chapter provides the agency-wide results of the 2016 survey. Detailed survey results per program and per permit and inspection type are included in the Appendix.

## Permit application decision status

Permit applicant customers were asked for the status of their permit application. Response options were:

- Approved and permit was issued including conditionally approved;
- Withdrawn by you or your company;
- Denied;
- Pending a decision; and
- Something else

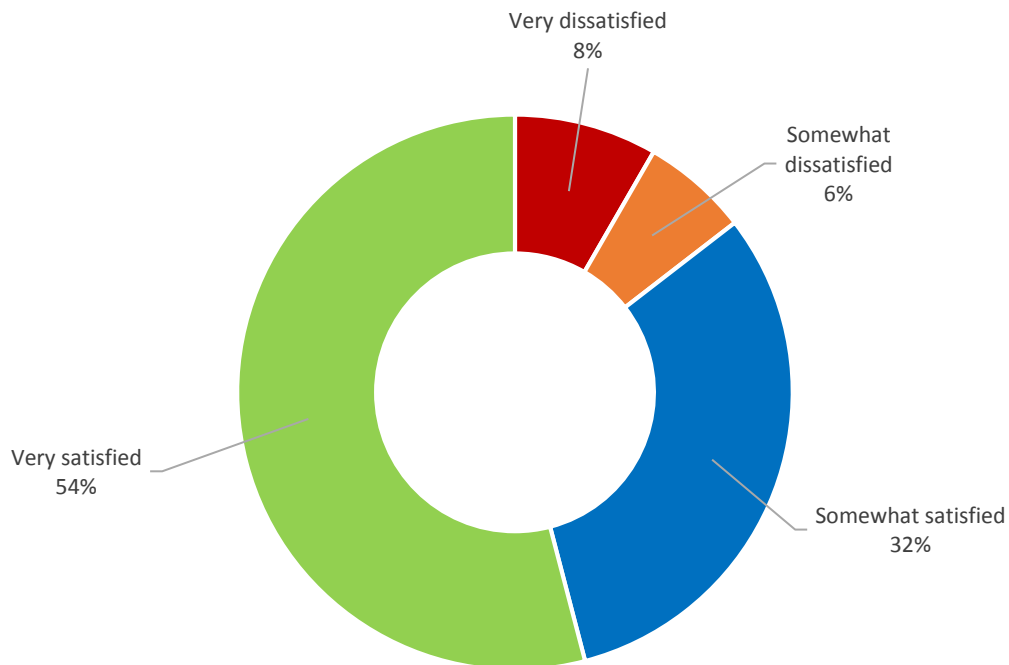
Figure 6: Permit application decision status results



## Response time satisfaction

We asked permit applicant and inspection customers how long it took for us to get back to them after they tried contacting the agency. We also asked them if they were satisfied with the timeliness of our response.

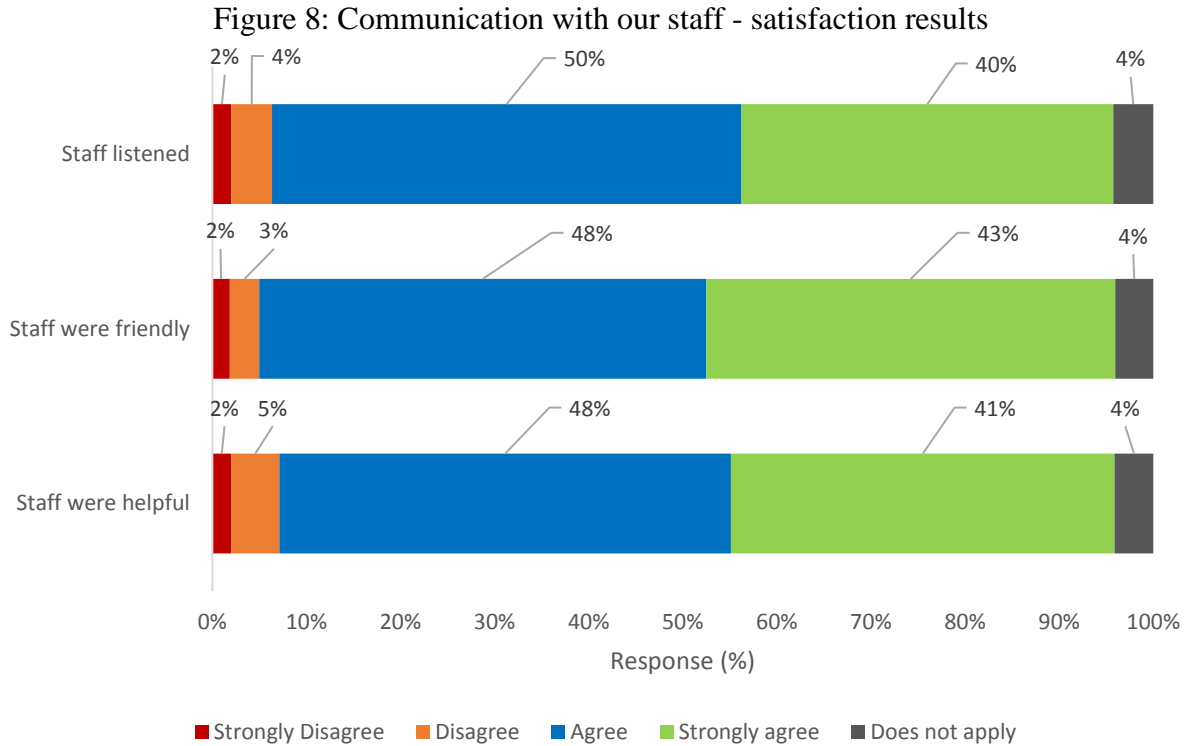
Figure 7: Response time satisfaction results



The response timeliness satisfaction results are mostly satisfactory at **86 percent**. In 2016, we focused on general timelines of responses, and did not ask about mode (phone, email, etc.) in contrast to the earlier surveys. The 2014 response time satisfaction results for both phone calls and emails are 92 percent while the letters and requests for materials are at 83 percent and 89percent, respectively.

# Communications with our staff

We asked permit applicants and inspection customers, about their experience and satisfaction with regards to working and communicating with our staff.



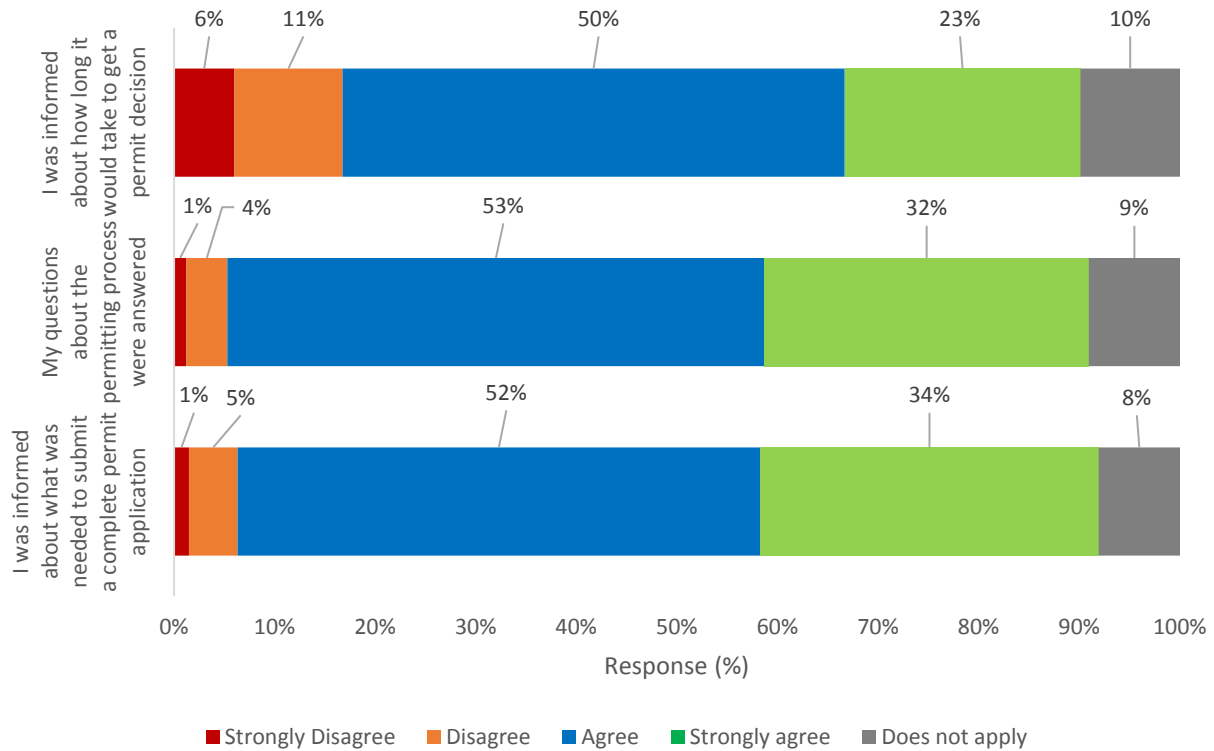
Although the response is generally positive, the results from all three categories are lower compared to the 2014 results: **90 percent** of the respondents thought that our staff listened (4 percent lower than 2014); **91 percent** thought that are staff were friendly (five percent lower than 2014); and **89 percent** of the respondents thought that our staff were helpful (5 percent lower than 2014).

# Permit application and inspection processes

We ask survey respondent about their opinions, experiences, and satisfaction with the permit or inspection process. The infographic below shows the results of the survey:

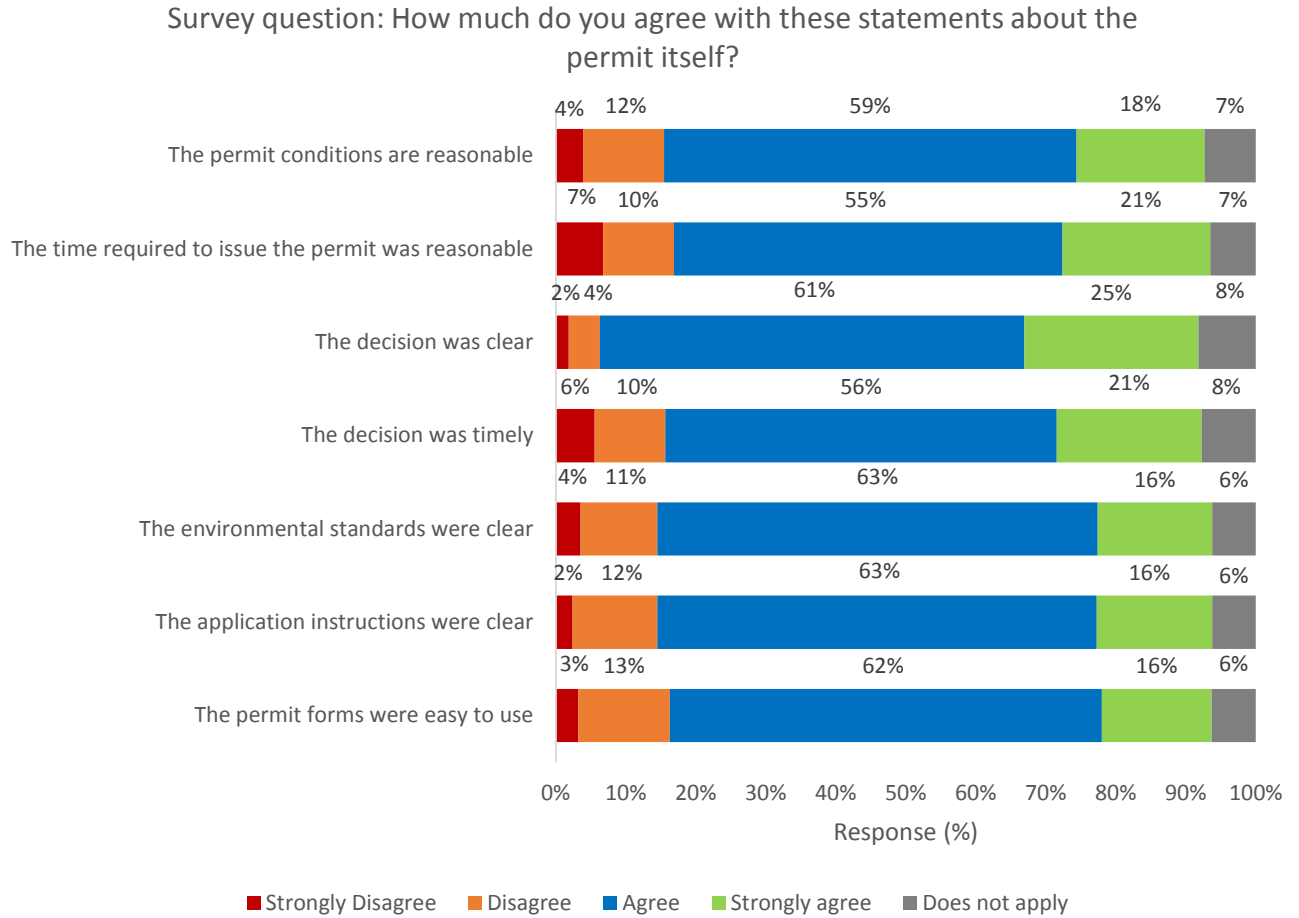
Figure 9: Permit application customer service experience survey results

Survey question: How much do you agree with these statements about the permit itself?



The data suggests that we could improve how we explain the process to customers. There was a drop in the percentage of respondents who said that they were informed about how long it would take to get a permit decision, those who said that their questions about the process were answered, and those who said that they were informed about what was needed to submit a permit application. The results for the 2016 survey are **73 percent**, **85 percent**, and **86 percent** respectively. All these numbers are lower compared to the 2014 survey results of 80 percent, 97 percent, and 94 percent for the same questions.

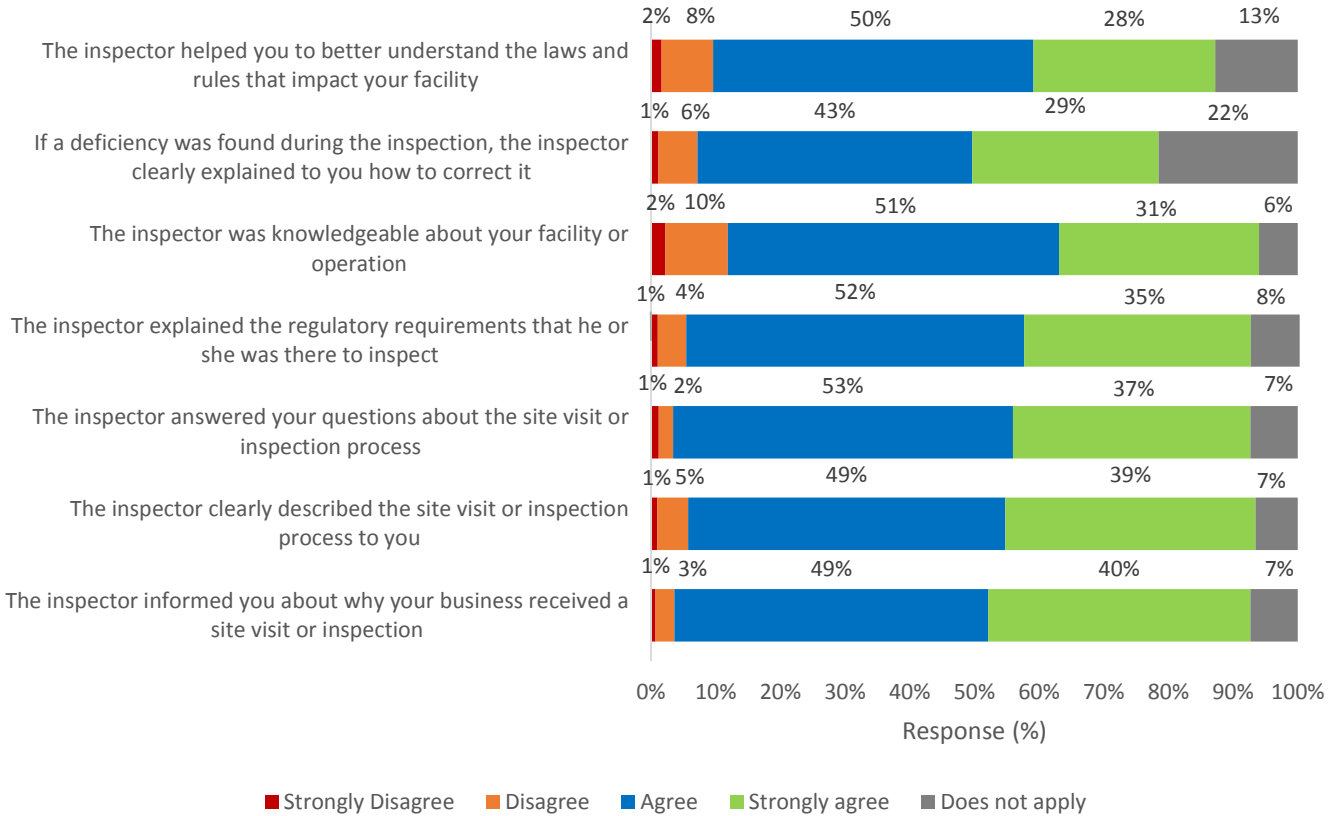
Figure 10: Customer experience with the permit application process



Another category that has lower satisfactory results compared to the previous years is customer experience with the permit application process. With the exemption of the percentage of people who think that the time required to issue a permit was reasonable, all the other numbers dropped from the 2014 results.

Figure 11: Customer experience with the inspection process

Survey question: How much do you agree with these statements about your inspection or site visit from Ecology staff?



For the 2016 survey, we added a question about whether the inspected customers thought the inspector helped them better understand the laws and rules that impact their facility. The result is generally satisfactory at **78 percent**. For the other questions, the results were lower compared to the 2014 results. The difference varies from 5 percent to as high as 19 percent. This is similar to the results of the permit applicant’s customer experience.



Figure 12: Inspected customer survey response results regarding useful regulatory information

Survey statement: The inspection process provided you with useful regulatory information that was applicable to your facility or operation.

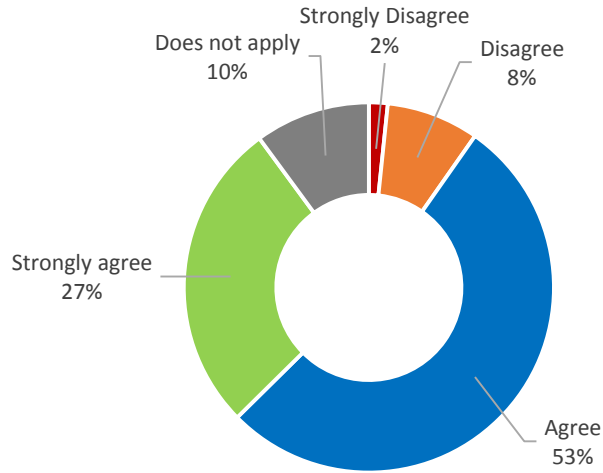
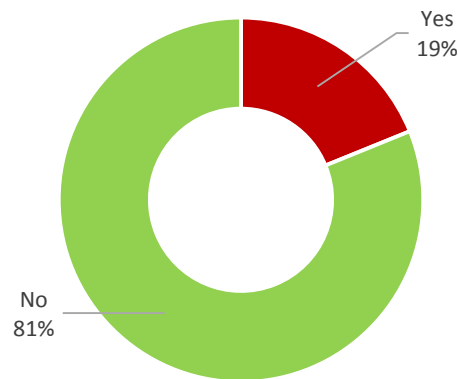


Figure 13: Summary of inspection results

Survey question: As a result of the inspection, did Ecology issue your business an enforcement notice, order, or penalty?



The percentage of respondents who thought the inspection process provided them with useful regulatory information also dropped by 14 percent compared to the 2014 results (from 94 percent to **80 percent**). Furthermore, the percentage of respondents who said that they received a notice, order, or penalty as a result of an inspection was **19 percent** for 2016 – a 3 percent increase from the 2014 results.

# Website use for permit and inspection information

We asked the survey respondents if they used our website to get information about their permit application or inspection. Respondents who answered yes were also asked about the ease of use and the value of these resources. The figures below summarize the results:

Figure 14: Use of our website -response summary

Survey question: Did you use the Department of Ecology website to find information about compliance with environmental regulations related to your facility/applying for this permit?

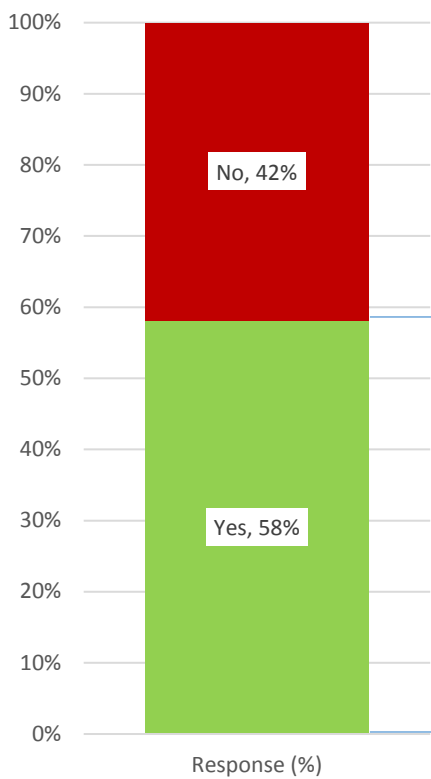


Figure 15: Accessibility of our website - response summary

Survey question: How easy was it to find the information you needed on the Ecology website?

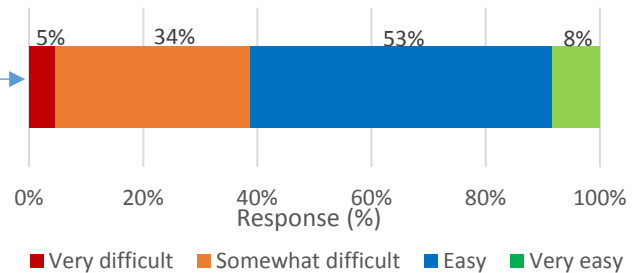
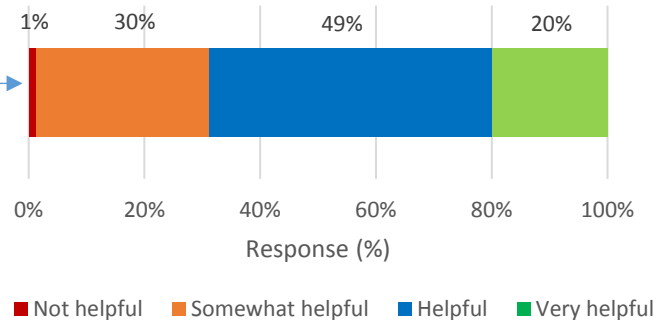


Figure 16: Ecology website content helpfulness response summary

Survey question: How helpful was the information you found on the Ecology website?



Only **58 percent** of the respondents said they used our website to find information about environmental rules and information about their permit application.

The 2014 survey categorized the results for this question into permit applicants (57 percent) and inspected customers (62 percent). For the purpose of comparison, permit applicants and inspected customers in the 2016 survey are **60 percent** and **56 percent**, respectively.

There are noticeable opportunities for improvement as the percentage of respondents who thought the information on the website was easy to find is only **61 percent** and those who thought the contents were useful is only **69 percent**.

## Open-ended questions

The last four questions of the survey were open-ended questions to seek recommendations from the respondents about online resources and process improvement. We also asked them about their biggest challenge they had in dealing with us.

### **Survey question: How should the Department of Ecology make it easier to access information online?**

We asked respondents for their opinions and/or suggestions for how we can improve our website. Below is the summary of the responses we collected:

- Provide a flowchart diagram for the process.
- Make navigation easier.
- Promote online resources and make them easier to find (including a compliance handbook, WACs, and other guidelines).
- Provide a smarter search engine and remove outdated publications.
- Provide an extensive frequently asked questions and hot topics page.
- Make the website more compatible with all kinds of browsers.
- Provide training and/or guidance on how to navigate through the website (i.e., live chat option).
- Get rid of the clutter on the website.

### **Survey question: How should the Department of Ecology improve [its site visit or inspection process/the process of getting a permit]?**

Responses are summarized into four general categories – communications, process, staff, and no change.

#### **A. Communication**

- Timely response – Survey respondents request a more timely response from our staff when they do follow-ups, check-ins, or just general inquiries.
- Posted guidelines – One of the suggestions is to post clearer guidelines on our website.
- Clear agenda and time frame – Respondents also said that it would be helpful if we provided a clear agenda and time frame for the permitting and inspection processes.
- Point of contact for questions – Some respondents said it is hard to find the right staff person to talk to who knows the specifics of the permit or inspection process.
- Notice of regulation changes – Several inspected applicants are suggesting that we notify affected customers when we revise a rule.

- Interpretation and staff perspective – Some respondents mentioned there are some inconsistencies with the information they are receiving.

## **B. Process**

- Notification before an inspection and when the permit is about to expire –Although we are required to do surprise visits and inspections, respondents are asking if we could give at least an hour for them to get the right people on the site. Permit applicants would also like a longer notification time before their permit expires so they can prepare for their renewal application.
- Standardization – As mentioned under communication, one of the things the respondents talked about was receiving different and conflicting information. They suggested that instead of relying on staff perspective, they want a more standard and consistent decision making process.
- Simplified forms, process, and instructions – Several respondents also asked us to simplify our forms, processes, and instructions. Some responses also included making the application process electronic and online – not just a PDF that needs to be downloaded to be filled out.
- Process completion timeliness – Respondents suggested that we reduce the time it takes to process their permit application or deliver their inspection report.

## **C. Customer Service**

- Clear expectations – Respondents would like to have clear expectations when a process is initiated, including presentation of a clear agenda and timeline.
- Industry and facility knowledge – Respondents also suggested our staff need to have more in-depth knowledge of their facility and/or operation before an inspection and how the rules apply to them.
- Genuine desire to help – Instead of just pointing out errors, the respondents noted they would like it better if we helped them understand how they can fix the error.
- More staff – Some respondents noted they felt our staff is spread thinly. They recommended hiring more people to process permits and answer their questions.

## **D. Website**

- Accessibility – The respondents generally thought the website is too complex, making it hard to find the information they need.

## **E. No change**

- There were some respondents who also said the current process is good as it is.

**Survey question: What is the biggest challenge you had in dealing with the Department of Ecology?**

The survey also asked the respondents for their biggest challenge in dealing with us. Below are some of their responses:

- Changing rules.
- Untimely response and inspection reports submission.
- Unclear instructions, requirements, and regulations.
- Inconsistent feedback.
- Complicated website.
- Communication with staff.
- Personal bias regarding their facility and/or operation.

*This page intentionally left blank.*

## Conclusion

We take accountability seriously. As stated in the 2017-19 Agency Strategic Plan, one of our goals is to *deliver efficient and effective services*. Four integrated systems guide us towards improving our performance:

- Understanding and working with our customers;
- Program planning;
- Budget review and development; and
- Employee engagement and feedback

We are committed to continuously improving how we deliver services to the people of Washington by soliciting and hearing their feedback and suggestions. To accomplish this, we use this biennial customer survey to measure and improve customer service satisfaction and timeliness. We use the data from this survey as we develop and revise program plans and identify activities that will allow us to provide better services to our clients.

## Response rate

The response rate is the lowest since 2004. One of the many factors that could have led to this is the change in data collection methodology. We have been collecting data via phone calls since 2002 and it was only this year that we added emails and online survey links. The sample size, however, remained fairly the same since 2002 – varying from 1,700 to 2,300 samples. For the 2018 customer survey, we should use the same data collection method used in this year’s survey to see if there will be any change in the response rate.

## Customer service and transparency

One observation from the survey results is how giving the customers a clear expectation of the process affects their satisfaction with our response timeliness and how much they agree that the time required to issue the permit was reasonable. Generally, it was observed that the customers who said they were well informed of how long the permit process would take, were more satisfied with the response timeliness.

## **Availability vs awareness of availability of online resources**

While more than half of the respondents thought that the information in the website was helpful, 39 percent said that this information was hard to find. We are currently revising our website to address this concern.

Another observation was how only half of the customers used the website to find information that they need such as permit requirements and inspection guidelines. This data suggests that we could do a better job of promoting the tools, resources, and other technical assistance available for our customers to use.

## **Lean at Ecology**

Governor Jay Inslee issued Executive Order 13-04 which called on state agencies to be committed to continuously improve their services, outcomes, and performance. We embrace continuous improvement and organizational excellence. We see lean as a way of listening to our customers, the people of Washington, to continually improve the services we provide.

We are committed to working in partnership with the people of Washington to sustain healthy land, air, and water in harmony with a strong economy.

## **Opportunities for improvement**

The analysis of the 2016 customer survey suggests that there are opportunities for us to improve and be better at what we do. We use this survey as an opportunity to evaluate our current processes and identify where to focus our improvement efforts.



# Appendices

## Appendix A: Permit and Inspection Descriptions

The following permit and inspection types are included in this survey:

Table 7: Permit descriptions

PERMIT TYPE	PERMIT DESCRIPTION	RELATED INSPECTION INCLUDED IN SURVEY?
<b>Agricultural Burning</b>	This permit is required for burning vegetative agricultural wastes.	No
<b>Outdoor Burning</b>	This permit is required for burning land clearing debris.	No
<b>Air Operating</b>	This five-year permit is required for major facilities that release a large quantity of contaminants to the air.	Yes
<b>Air Notice of Construction</b>	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.	No
<b>Air Prevention of Significant Deterioration</b>	This permit allows for the construction and operation of large new or modified facilities that may significantly increase air pollutant emissions.	No
<b>Air General Order</b>	This permit allows for the construction and operation of "select" new and modified sources of air pollution, in lieu of a Notice of Construction permit.	Yes
<b>Accredited Labs</b>	This accreditation is for laboratories that submit analytical data from the analysis of environmental or drinking water samples to Ecology, the Department of Health, or other entities.	Yes
<b>Hanford Dangerous Waste</b>	This permit is to ensure protection of human health and the environment and to ensure that the Hanford facility knows what is required to be in compliance with the dangerous waste regulations.	No
<b>401 Water Quality Certification</b>	This certification is required for any activity that might result in a discharge of dredge or fill material into water or wetlands, or excavation in water or wetlands.	Yes
<b>Biosolids Management</b>	This permit is required for management and land application of biosolids, (organic, semisolid product from wastewater treatment).	No
<b>Industrial Section</b>	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

PERMIT TYPE	PERMIT DESCRIPTION	RELATED INSPECTION INCLUDED IN SURVEY?
<b>Construction Stormwater Permit</b>	Water Quality General NPDES permits cover groups of like business activities that have similar discharges to surface water (stormwater, boatyard, fruit packer, sand & gravel, animal feeding operation, fish hatchery, and aquatic pesticide application).	Yes
<b>Water Quality General NPDES Permit</b>		Yes
<b>Industrial Stormwater Permit</b>		Yes
<b>Industrial Wastewater Discharge Permit</b>	These National Pollution Discharge Elimination System (NPDES) and State Wastewater Discharge (SWDP) permits are required for municipal sewage treatment facilities and industrial facilities that discharge wastewater to surface waters or the ground.	Yes
<b>Municipal Wastewater Discharge Permit</b>		Yes
<b>Dam Safety</b>	This permit is required for any dam or control of 10 or more acre-feet of water, liquid waste, or mine tailings.	Yes
<b>Water Rights New Permit</b>	This permit is required for new withdrawals of water from surface and ground sources.	No
<b>Water Rights Application</b>		No
<b>Water Rights Change Permit</b>	This permit is required for changes or transfers of an existing water right permit, certificate, or claim to another person or use.	No
<b>Well Driller NOI</b>	This notice provides Ecology well coordinators and county well inspectors time to plan an inspection for a well construction or decommissioning project.	No

Other inspection types that are not associated with a permit are shown in the table below:

Table 8: Other inspections description

INSPECTION TYPE	INSPECTION DESCRIPTION
<b>Air Quality Annual Inspections</b>	Under the Air Quality Registration Program, “annual” businesses are typically inspected every year.
<b>Air Quality Periodic Inspections</b>	Under the Air Quality Registration Program, “periodic” businesses are typically inspected every three years.
<b>Air Quality Other Inspections</b>	Inspections conducted to document business closures, investigate complaints, provide technical assistance, determine air program applicability, or other business needs, while performing air quality duties.
<b>Dangerous Waste (TSD) Inspection</b>	This is required for certain facilities that store, treat, and/or dispose of dangerous wastes.
<b>Dangerous Waste Handlers Inspection</b>	Ecology conducts inspections at businesses that generate, store or dispose of dangerous wastes in quantities over 220 pounds per month (or about half of a 55-gallon drum). These businesses are required to obtain a dangerous waste number and report annually to Ecology.
<b>Small Oil Handling Facility Inspection</b>	Ecology conducts compliance inspections at marinas and other small fueling facilities that transfer oil to non-recreational vessels with a capacity of less than 10,500 gallons. Compliance inspections are also conducted at large, fixed shore-side facilities such as refineries,
<b>Large Oil Handling Facility Inspection</b>	

INSPECTION TYPE	INSPECTION DESCRIPTION
	refueling terminals, and oil pipelines. This includes facilities that transfer to or from tank vessels and pipelines.
<b>Class 4 Marinas</b>	Ecology conducts inspections and provides technical assistance to marinas and other small fueling facilities that transfer oil to smaller non-recreational vessels.
<b>Underground Storage Tank Inspection</b>	Ecology conducts compliance inspections at businesses that have an underground oil storage tank (most sites have multiple tanks) and provides technical assistance to tank owners. These businesses are required to obtain a license and display it at their facility for receiving oil in their tanks.

*This page intentionally left blank.*

## Appendix B: Summary of Permit and Inspection Applicants Result per Year

Table 9: Summary of permit applicant results

Response Rate:	2002	2004	2006	2008	2010	2012	2014	2016
Sample Size	2,320	1,835	1,858	1,849	1,601	2,237	1,722	<b>2,385</b>
Number of Usable Survey Responses	1,193	1,431	1,567	1,382	1,253	1,671	1,294	<b>1,276</b>
Response Rate <sup>1</sup>	51%	78%	84%	75%	78%	75%	75%	<b>54%</b>
Ecology Staff:	Percent Agreed or Strongly Agreed							
Were helpful	86	94	92	92	91	93	94	<b>87</b>
Were friendly	93	95	95	95	95	96	96	<b>89</b>
Listened	89	93	94	93	93	93	94	<b>87</b>
Used professional judgment rather than personal opinion to influence their work	80	91	90	91	90	93	93	<b>84</b>
Communicated information clearly	83	91	91	90	90	91	91	<b>87</b>
Viewed applicant as a partner equally committed to a healthy environment	71	88	83	84	86	83	85	<b>78</b>
Worked to build a cooperative relationship	74	89	88	87	88	86	88	<b>81</b>
Worked to find innovative ways to solve problems	64	84	78	77	78	80	78	<b>79</b>
Took the time to understand the applicant's unique situation and needs	Not asked							<b>75</b>
Provided contact information for future questions/inquiries								<b>90</b>
Provided follow through that was promised								<b>81</b>
Informed applicant what was needed to submit a complete permit application	87	91	92	93	93	93	94	<b>86</b>
Answered questions about the permitting process	87	93	95	96	95	95	97	<b>86</b>
Informed applicant how long it would take to get a permit decision	67	80	75	79	76	78	80	<b>73</b>
The Permit:	Percent Agreed or Strongly Agreed							
Forms were easy to use	67	85	82	78	80	83	85	<b>77</b>
Application instructions were clear	68	87	87	85	86	88	89	<b>79</b>
Environmental standards were clear	65	84	84	81	83	86	85	<b>79</b>
Decision was timely	63	84	81	81	83	82	78	<b>77</b>
Decision was clear	79	89	93	92	93	93	93	<b>86</b>
Time required to issue the permit was reasonable	Not asked in 2002	83	80	80	82	79	74	<b>77</b>
Permit conditions are reasonable		81	81	80	81	87	82	<b>77</b>
Reporting requirements are reasonable		80	84	81	81	87	84	Not asked
Monitoring requirements are reasonable		79	81	78	81	84	82	
Satisfaction with Response Time to:	Percent Satisfied							
Phone calls	82	95	94	92	90	87	92	<b>81</b>

<sup>1</sup> The response rate was computed by dividing the total number of respondents who completed and partially completed the survey by the total number of customers contacted (**including** ineligible). In contrast, the overall response rate of 63.2 percent was computed by dividing the total number of respondents who completed and partially completed the survey by the total number of customers contacted (**excluding** ineligible).

<b>Response Rate:</b>	<b>2002</b>	<b>2004</b>	<b>2006</b>	<b>2008</b>	<b>2010</b>	<b>2012</b>	<b>2014</b>	<b>2016</b>
Emails	83	95	96	93	91	89	92	
Letters	70	93	90	88	88	84	83	
Requests for materials	85	95	95	93	93	93	89	
<b>Website Use:</b>	<b>Percent Answering Yes</b>							
Was the Ecology website used to find permit information	Not asked in 2002	32	45	42	53	56	57	60
Was it easy to find the information on the Ecology website		83	83	84	80	77	78	63
Was the permit information helpful		98	92	92	89	90	90	64

Table 10: Summary of inspected customer results

<b>Response Rate:</b>	<b>2010</b>	<b>2012</b>	<b>2014</b>	<b>2016</b>
Sample Size	622	1,361	1,878	1,721
Number of Usable Survey Responses	487	971	1,402	931
Response Rate <sup>2</sup>	78%	71%	75%	54%
<b>Ecology Staff:</b>	<b>Percent Agreed or Strongly Agreed</b>			
Were helpful	95	96	96	92
Were friendly	95	97	97	94
Listened	96	95	95	93
Used professional judgment rather than personal opinion to influence their work	94	90	92	90
Communicated information clearly	95	96	94	90
Viewed customer as a partner equally committed to a healthy environment	90	88	90	87
Worked to build a cooperative relationship	94	93	93	89
Worked to find innovative ways to solve problems	86	87	85	86
Took the time to understand the applicant's unique situation and needs	Not asked			84
Provided contact information for future questions/inquiries				94
Provided follow through that was promised				86
<b>The Inspector:</b>	<b>Percent Agreed or Strongly Agreed</b>			
Informed customer why their business received a site visit or inspection	93	93	97	89
Clearly described the site visit or inspection process	95	95	95	88
Answered questions about the site visit or inspection process	96	98	97	89
Explained the regulatory requirements that he or she was there to inspect	96	96	96	87
Was knowledgeable about the customer's facility or operation	86	86	87	82
Clearly explained how to correct a deficiency, if found during the inspection	94	90	91	71
Helped the customer understand the laws and rules that impacts the facility	Not asked			78
<b>The Inspection:</b>	<b>Percent Agreed or Strongly Agreed</b>			
Provided the customer with useful regulatory information applicable to their facility or operation	90	86	94	80

<sup>2</sup> The response rate was computed by dividing the total number of respondents who completed and partially completed the survey by the total number of customers contacted (**including** ineligible). In contrast, the overall response rate of 63.2 percent was computed by dividing the total number of respondents who completed and partially completed the survey by the total number of customers contacted (**excluding** ineligible).

<b>Response Rate:</b>	<b>2010</b>	<b>2012</b>	<b>2014</b>	<b>2016</b>
<b>Percent Answering Yes</b>				
Resulted in Ecology issuing the business an enforcement notice, order, or penalty	25	13	16	19
<b>Satisfaction with Response Time to:</b>				
<b>Percent Satisfied</b>				
Phone calls	93	94	95	<b>83</b>
Emails	94	96	95	
Letters	91	94	88	
Requests for materials	98	93	95	
<b>Website Use:</b>				
<b>Percent Answering Yes</b>				
Was the Ecology website used to find information about compliance with environmental regulations	47	63	62	56
Was it easy to find the information on the Ecology website	78	75	74	59
Was the information helpful	90	93	92	64

*This page intentionally left blank.*



## **Appendix C: Summary of Permit and Inspection Applicants Result per Program**

*This page intentionally left blank.*

Figure 17: Air quality program summary of permitted customer survey results



# Air Quality Program

## 2016 Survey of Permitted Customers

- Agricultural Burning
- Outdoor Burning
- Air Operating
- Air General Order
- Air Notice of Construction
- Air Prevention of Significant Deterioration

**452**  
Customers  
Contacted



**253**  
customers  
participated



**56%** participation rate

### Timeliness and Customer Service



**88%** thought that our staff were **helpful**

**91%** thought that our staff were **friendly**

**90%** thought that our staff **listened**

*How long did it take for the Ecology staff to get back to you?*



**46%** said within one day

**45%** said within one week

**8%** said more than a week



**90%** of the respondents said that they are **satisfied with the timeliness** of the response from Ecology

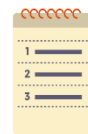
### Processes and Resources



**93%** said that they were informed about what was needed to complete a permit application

**94%** said that their questions about the permitting process were answered

**87%** said they were informed about how long it would take to get a permit decision



**84%** thought the permit forms were **easy to use**

**86%** thought the instructions were **clear**

**87%** thought the environmental standards were **clear**

**93%** said the decision was **timely**

**94%** said the decision was **clear**

**92%** said the **time required to issue the permit was reasonable**

**83%** said the **permit conditions were reasonable**



Figure 18: Air quality program summary of inspected customer survey results



# Air Quality Program

## 2016 Survey of Inspected Customers

- Air Operating Inspection
- Air Quality Annual Inspections
- Air Quality Periodic Inspections
- Air Quality Other Inspections

**166**  
Customers  
Contacted



**98**  
customers  
participated



**59%** participation rate

### Timeliness and Customer Service



**93%** thought that our staff were **helpful**

**96%** thought that our staff were **friendly**

**93%** thought that our staff **listened**

*How long did it take for the Ecology staff to get back to you?*



**37%** said within one day

**56%** said within one week

**8%** said more than a week



**93%** of the respondents said that they are **satisfied with the timeliness** of the response from Ecology

### Inspection Process



**89%** said the inspector explained the regulatory requirements



**15%** of the customers were issued a notice/order/penalty as a result of the inspection

**87%** said they know why their business received an inspection

**83%** thought the inspector was knowledgeable about their facility



**87%** said the inspector described the inspection process

**72%** said the inspector explained how to correct deficiencies

**77%** thought that the inspection process provided useful regulatory information

**90%** said the inspector answered their questions about the inspection

**77%** thought the inspector helped them understand the law & rules that impact their facility

Figure 19: Environmental assessment program summary of permitted customer survey results

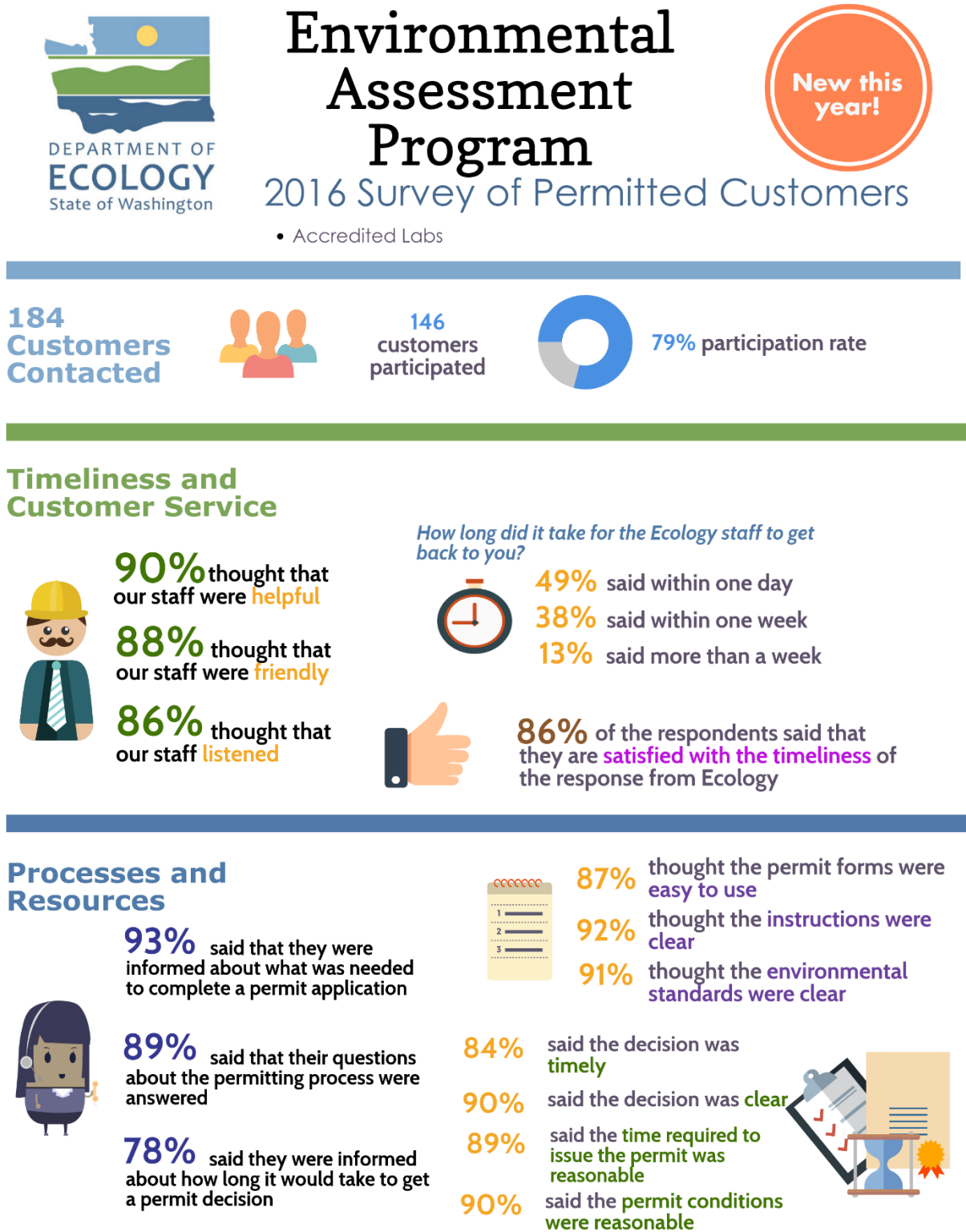


Figure 20: Environmental assessment program summary of inspected customer survey results



Figure 21: Hazardous waste & toxics reduction program summary of inspected customer survey results



# Hazardous Waste & Toxics Reduction Program

## 2016 Survey of Inspected Customers

- Dangerous Waste (TSD) Inspection
- Dangerous Waste Handlers Inspection

**219 Customers Contacted**



**121 customers participated**



**55% participation rate**

### Timeliness and Customer Service



**95%** thought that our staff were **helpful**

**96%** thought that our staff were **friendly**

**93%** thought that our staff **listened**

*How long did it take for the Ecology staff to get back to you?*



**41%** said within one day


**43%** said within one week

**16%** said more than a week




**89%** of the respondents said that they are **satisfied with the timeliness** of the response from Ecology

### Inspection Process



**91%** said the inspector explained the regulatory requirements



**37%** of the customers were issued a notice/order/penalty as a result of the inspection

**94%** said they know why their business received an inspection

**77%** thought the inspector was knowledgeable about their facility



**94%** said the inspector described the inspection process

**83%** said the inspector explained how to correct deficiencies

**92%** said the inspector answered their questions about the inspection

**82%** thought the inspector helped them understand the law & rules that impact their facility

**83%** thought that the inspection process provided useful regulatory information

Figure 22: Nuclear waste program summary of permitted customer survey results



# Nuclear Waste Program



## 2016 Survey of Permitted Customers

• Hanford Dangerous Waste

**10**  
Customers  
Contacted



**6**  
customers  
participated



60% participation rate

### Timeliness and Customer Service



**0%** thought that our staff were **helpful**  
**40%** thought that our staff were **friendly**  
**0%** thought that our staff **listened**

*How long did it take for the Ecology staff to get back to you?*



**40%** said within one day  
**0%** said within one week  
**60%** said more than a week



**0%** of the respondents said that they are **satisfied with the timeliness** of the response from Ecology

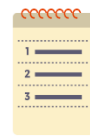
### Processes and Resources



**0%** said that they were informed about what was needed to complete a permit application

**80%** said that their questions about the permitting process were answered

**0%** said they were informed about how long it would take to get a permit decision



**20%** thought the permit forms were **easy to use**  
**20%** thought the instructions were **clear**  
**40%** thought the environmental standards were **clear**

**0%** said the decision was **timely**  
**0%** said the decision was **clear**  
**0%** said the **time required to issue the permit** was reasonable  
**0%** said the **permit conditions** were reasonable





Figure 23: Shorelands & environmental assistance program summary of permitted customer survey results



# Shorelands & Environmental Assistance Program

## 2016 Survey of Permitted Customers

• 401 Water Quality Certification

**131**  
Customers  
Contacted



**70**  
customers  
participated



**53%** participation rate

### Timeliness and Customer Service



**87%** thought that our staff were **helpful**

**88%** thought that our staff were **friendly**

**88%** thought that our staff **listened**

*How long did it take for the Ecology staff to get back to you?*



**16%** said within one day

**36%** said within one week

**47%** said more than a week



**74%** of the respondents said that they are **satisfied with the timeliness** of the response from Ecology

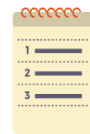
### Processes and Resources

**75%** said that they were informed about what was needed to complete a permit application



**83%** said that their questions about the permitting process were answered

**60%** said they were informed about how long it would take to get a permit decision



**70%** thought the permit forms were **easy to use**

**64%** thought the instructions were **clear**

**65%** thought the **environmental standards** were clear

**68%** said the decision was **timely**

**82%** said the decision was **clear**

**67%** said the **time required to issue the permit** was reasonable

**67%** said the **permit conditions** were reasonable



Figure 24: Shorelands & environmental assistance program summary of inspected customer survey results



# Shorelands & Environmental Assistance Program


## 2016 Survey of Inspected Customers

• 401 Water Quality Certification Inspections


**26 Customers Contacted**  **16 customers participated**  **62% participation rate**

### Timeliness and Customer Service


*How long did it take for the Ecology staff to get back to you?*



- 88%** thought that our staff were **helpful**
- 88%** thought that our staff were **friendly**
- 88%** thought that our staff **listened**




- 67%** said within one day
- 0%** said within one week
- 33%** said more than a week




**86%** of the respondents said that they are **satisfied with the timeliness** of the response from Ecology

### Inspection Process




**75%** said the inspector explained the regulatory requirements



**7%** of the customers were issued a notice/order/penalty as a result of the inspection

- 75%** said they know why their business received an inspection
- 69%** thought the inspector was knowledgeable about their facility
- 69%** said the inspector described the inspection process
- 56%** said the inspector explained how to correct deficiencies
- 81%** said the inspector answered their questions about the inspection
- 50%** thought the inspector helped them understand the law & rules that impact their facility



**69%** thought that the inspection process provided useful regulatory information

Figure 25: Spill prevention, preparedness, & response program summary of inspected customer survey results



# Spill Prevention, Preparedness, & Response Program

2016 Survey of Inspected Customers

Added this year: Class 4 Marina Inspection

- Small Oil Handling Facility Inspection
- Large Oil Handling Facility Inspection
- Class 4 Marinas

**115 Customers Contacted**




**71 customers participated**




**62% participation rate**

### Timeliness and Customer Service


*How long did it take for the Ecology staff to get back to you?*



- 94%** thought that our staff were **helpful**
- 100%** thought that our staff were **friendly**
- 100%** thought that our staff **listened**




- 40%** said within one day
- 53%** said within one week
- 5%** said more than a week




**99%** of the respondents said that they are **satisfied with the timeliness** of the response from Ecology


### Inspection Process



- 91%** said the inspector explained the regulatory requirements
- 96%** said they know why their business received an inspection
- 94%** said the inspector described the inspection process
- 96%** said the inspector answered their questions about the inspection



**7%** of the customers were issued a notice/order/penalty as a result of the inspection



- 88%** thought that the inspection process provided useful regulatory information
- 88%** thought the inspector was knowledgeable about their facility
- 67%** said the inspector explained how to correct deficiencies
- 84%** thought the inspector helped them understand the law & rules that impact their facility

Figure 26: Toxics clean-up program summary of inspected customer survey results



# Toxics Clean-Up Program

## 2016 Survey of Inspected Customers

- Underground Storage Tank Inspection

**165**  
Customers  
Contacted



**83**  
customers  
participated



60% participation rate

### Timeliness and Customer Service



**97%** thought that our staff were **helpful**

**96%** thought that our staff were **friendly**

**97%** thought that our staff **listened**

*How long did it take for the Ecology staff to get back to you?*



**43%** said within one day

**49%** said within one week

**4%** said more than a week



**92%** of the respondents said that they are **satisfied with the timeliness** of the response from Ecology

### Inspection Process



**95%** said the inspector explained the regulatory requirements



**29%** of the customers were issued a notice/order/penalty as a result of the inspection

**96%** said they know why their business received an inspection

**95%** thought the inspector was knowledgeable about their facility



**95%** said the inspector described the inspection process

**84%** said the inspector explained how to correct deficiencies

**90%** thought that the inspection process provided useful regulatory information

**93%** said the inspector answered their questions about the inspection

**88%** thought the inspector helped them understand the law & rules that impact their facility

Figure 27: Waste 2 resources program summary of permitted customer survey results



# Waste 2 Resources Program

## 2016 Survey of Permitted Customers

- Biosolids Management
- Industrial Section

**178**  
Customers  
Contacted



**125**  
customers  
participated



**70%** participation rate

### Timeliness and Customer Service



**92%** thought that our staff were **helpful**

**95%** thought that our staff were **friendly**

**94%** thought that our staff **listened**

*How long did it take for the Ecology staff to get back to you?*



**43%** said within one day

**44%** said within one week

**13%** said more than a week



**88%** of the respondents said that they are **satisfied with the timeliness** of the response from Ecology

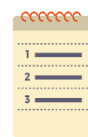
### Processes and Resources



**89%** said that they were informed about what was needed to complete a permit application

**89%** said that their questions about the permitting process were answered

**79%** said they were informed about how long it would take to get a permit decision



**79%** thought the permit forms were **easy to use**

**82%** thought the instructions were **clear**

**85%** thought the environmental standards were **clear**

**78%** said the decision was **timely**

**84%** said the decision was **clear**

**80%** said the **time required to issue the permit** was reasonable

**82%** said the **permit conditions** were reasonable



Figure 28: Waste 2 resources program summary of inspected customer survey results



# Waste 2 Resources Program

## 2016 Survey of Inspected Customers

• Industrial Section Inspection

**29**  
Customers  
Contacted



**19**  
customers  
participated



66% participation rate

### Timeliness and Customer Service



**100%** thought that our staff were **helpful**

**100%** thought that our staff were **friendly**

**100%** thought that our staff **listened**

*How long did it take for the Ecology staff to get back to you?*



**67%** said within one day

**33%** said within one week

**0%** said more than a week



**100%** of the respondents said that they are **satisfied with the timeliness** of the response from Ecology

### Inspection Process



**100%** said the inspector explained the regulatory requirements



**7%** of the customers were issued a notice/order/penalty as a result of the inspection

**100%** said they know why their business received an inspection

**100%** thought the inspector was knowledgeable about their facility



**100%** said the inspector described the inspection process

**47%** said the inspector explained how to correct deficiencies

**94%** thought that the inspection process provided useful regulatory information

**100%** said the inspector answered their questions about the inspection

**82%** thought the inspector helped them understand the law & rules that impact their facility

Figure 29: Water quality program summary of permitted customer survey results



# Water Quality Program

## 2016 Survey of Permitted Customers

- Construction Stormwater
- Water Quality General NPDES
- Industrial Stormwater
- Industrial Wastewater Discharge
- Municipal Wastewater Discharge

**810**  
Customers  
Contacted



**442**  
customers  
participated



**55%** participation rate

### Timeliness and Customer Service



**87%** thought that our staff were **helpful**

**88%** thought that our staff were **friendly**

**87%** thought that our staff **listened**

*How long did it take for the Ecology staff to get back to you?*



**23%** said within one day

**51%** said within one week

**26%** said more than a week



**84%** of the respondents said that they are **satisfied with the timeliness** of the response from Ecology

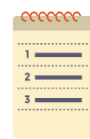
### Processes and Resources



**83%** said that they were informed about what was needed to complete a permit application

**83%** said that their questions about the permitting process were answered

**72%** said they were informed about how long it would take to get a permit decision



**75%** thought the permit forms were **easy to use**

**76%** thought the instructions were **clear**

**78%** thought the environmental standards were **clear**

**76%** said the decision was **timely**

**86%** said the decision was **clear**

**75%** said the **time required to issue the permit** was reasonable

**74%** said the **permit conditions** were reasonable



Figure 30: Water quality program summary of inspected customer survey results

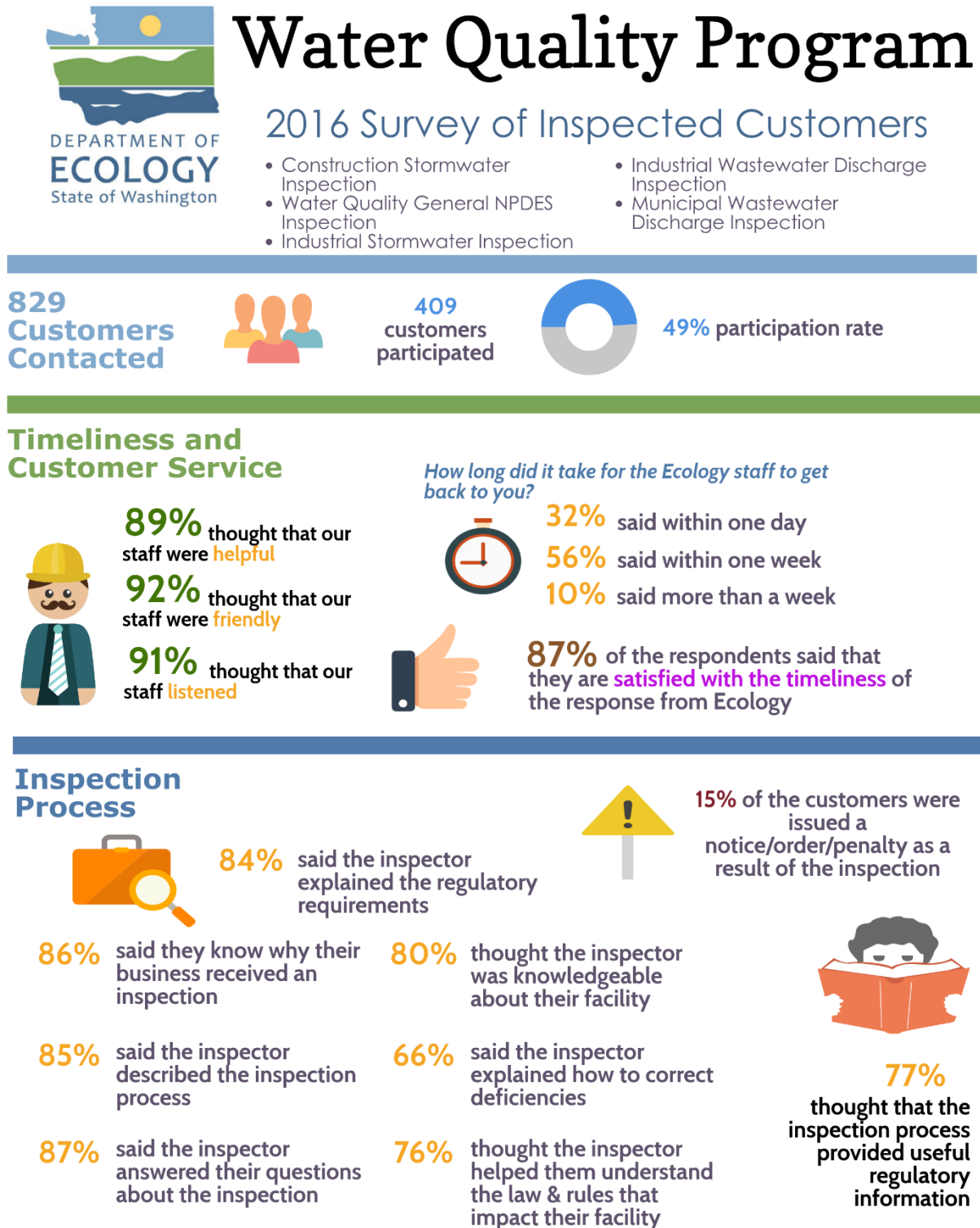




Figure 31: Water resources program summary of permitted customer survey results

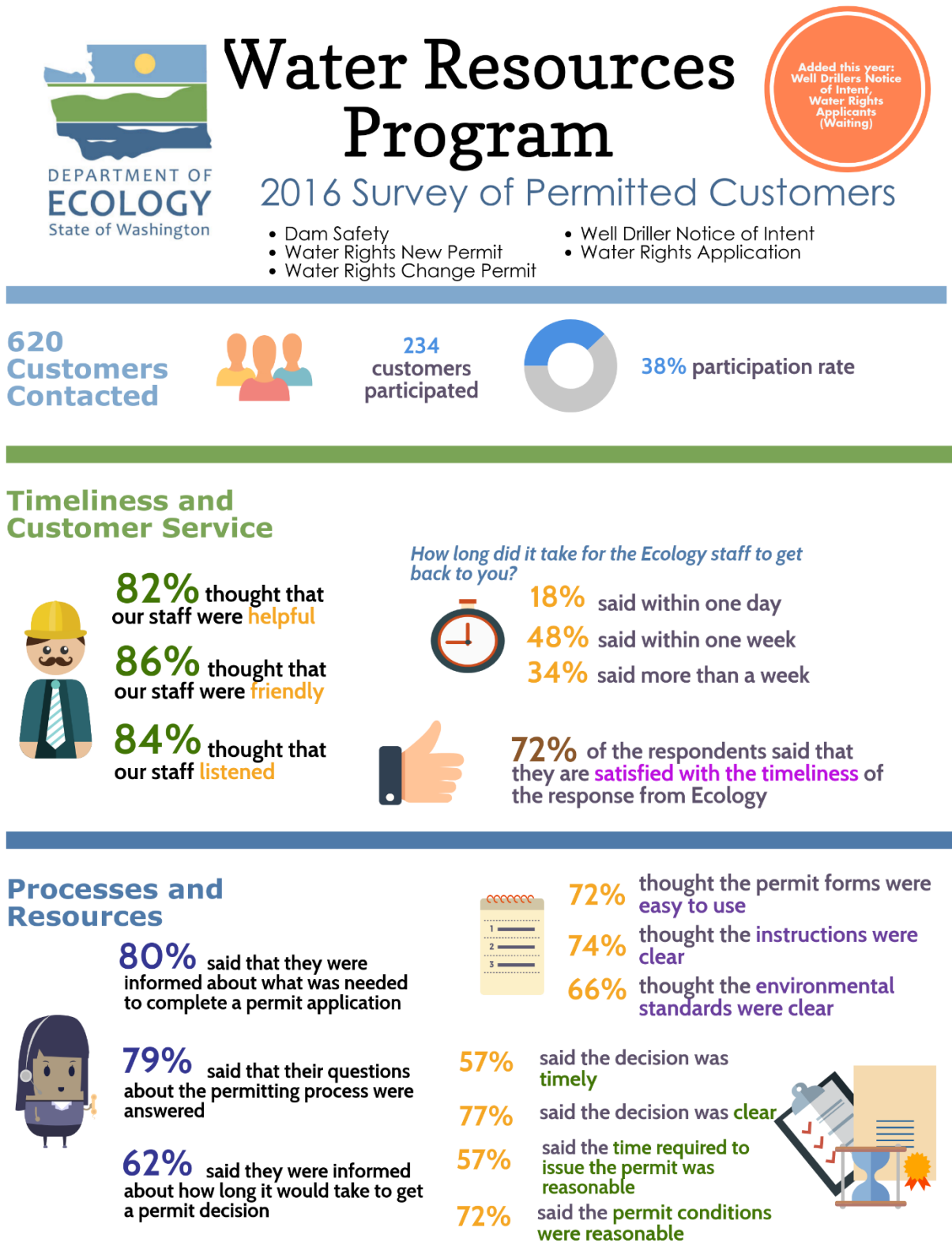


Figure 32: Water resources program summary of inspected customer survey results



# Water Resources Program

## 2016 Survey of Inspected Customers

• Dam Safety Inspection

**98**  
Customers  
Contacted



**60**  
customers  
participated



61% participation rate

### Timeliness and Customer Service



**93%** thought that our staff were **helpful**

**97%** thought that our staff were **friendly**

**93%** thought that our staff **listened**

*How long did it take for the Ecology staff to get back to you?*



**19%** said within one day

**57%** said within one week

**22%** said more than a week



**87%** of the respondents said that they are **satisfied with the timeliness** of the response from Ecology

### Inspection Process



**90%** said the inspector explained the regulatory requirements



**16%** of the customers were issued a notice/order/penalty as a result of the inspection

**90%** said they know why their business received an inspection

**84%** thought the inspector was knowledgeable about their facility



**86%** said the inspector described the inspection process

**76%** said the inspector explained how to correct deficiencies

**74%** thought that the inspection process provided useful regulatory information

**88%** said the inspector answered their questions about the inspection

**72%** thought the inspector helped them understand the law & rules that impact their facility

# Appendix D: Survey Results by Permit Type

Table 11: Summary of agricultural burning permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Air Quality	Agricultural Burning		Strongly disagree	Disagree	Agree	Strongly agree	Does not apply
		<b>Customer Service</b>					
		They were helpful	1.1	3.2	57	25.8	12.9
		They were friendly	1.1	2.2	51.6	32.3	12.9
		They listened	1.1	1.1	57.1	26.4	14.3
		They used professional judgement rather than personal opinion to influence their work	2.3	0	58.6	26.4	12.6
		They communicated information clearly	1.1	0	59.1	31.2	8.6
		They viewed you as a partner who was equally committed to a healthy environment	3.4	5.6	56.2	22.5	12.4
		They worked to build a cooperative relationship	2.2	3.3	58.9	24.4	11.1
		They worked with you to solve problems	2.2	2.2	55.4	23.9	16.3
		Where necessary, they took the time to understand my unique situation and needs	2.2	6.7	47.8	23.3	20
		I know who to contact if I have questions in the future	2.2	5.4	66.3	22.8	3.3
		They provided the follow through that was promised	1.1	0	61.8	19.1	18
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0	0	61.5	29.7	8.8
		They answered your questions about the permitting process	0	1.1	60.7	30.3	7.9
		You were informed about how long it would take to get a permit decision	2.2	1.1	67	19.8	9.9
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	2.2	10	68.9	16.7	2.2
		The application instructions were clear	2.2	7.8	73.3	14.4	2.2
		The environmental standards were clear	2.2	8.8	68.1	16.5	4.4
		The decision was timely	0	0	67.8	27.8	4.4
		The decision was clear	1.1	1.1	69.2	25.3	3.3
		The time required to issue the permit was reasonable	1.1	3.3	65.9	27.5	2.2
		The permit conditions were reasonable	3.3	13.2	65.9	15.4	2.2

Table 12: Summary of outdoor burning permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
			Strongly disagree	Disagree	Agree	Strongly agree	Does not apply
Air Quality	Outdoor Burning	<b>Customer Service</b>					
		They were helpful	0	1.1	40.7	53.8	4.4
		They were friendly	0	1.1	40.7	53.8	4.4
		They listened	0	1.1	43.3	50	5.6
		They used professional judgement rather than personal opinion to influence their work	1.2	1.2	32.9	56.1	8.5
		They communicated information clearly	0	1.1	44.9	52.8	1.1
		They viewed you as a partner who was equally committed to a healthy environment	2.3	3.4	41.4	39.1	13.8
		They worked to build a cooperative relationship	1.1	3.4	39.3	42.7	13.5
		They worked with you to solve problems	2.3	0	37.5	43.2	17
		Where necessary, they took the time to understand my unique situation and needs	1.1	1.1	33.7	46.1	18
		I know who to contact if I have questions in the future	1.2	4.7	48.2	44.7	1.2
		They provided the follow through that was promised	0	4.5	36	41.6	18
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0	0	55.1	41.6	3.4
		They answered your questions about the permitting process	0	0	53.9	42.7	3.4
		You were informed about how long it would take to get a permit decision	0	1.2	48.8	41.9	8.1
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	1.1	5.7	63.2	25.3	4.6
		The application instructions were clear	0	4.6	67.8	24.1	3.4
		The environmental standards were clear	1.1	3.4	63.2	29.9	2.3
		The decision was timely	0	1.1	56.8	40.9	1.1
		The decision was clear	0	1.1	52.8	43.8	2.2
		The time required to issue the permit was reasonable	0	2.3	51.1	45.5	1.1
		The permit conditions were reasonable	3.4	9	53.9	31.5	2.2

Table 13: Summary of air operating permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Air Quality	Air Operating	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0	0	50	50	0
		They were friendly	0	50	0	50	0
		They listened	0	50	0	50	0
		They used professional judgement rather than personal opinion to influence their work	0	50	0	50	0
		They communicated information clearly	0	50	50	0	0
		They viewed you as a partner who was equally committed to a healthy environment	0	50	50	0	0
		They worked to build a cooperative relationship	0	50	50	0	0
		They worked with you to solve problems	0	50	50	0	0
		Where necessary, they took the time to understand my unique situation and needs	0	0	0	50	50
		I know who to contact if I have questions in the future	0	0	50	50	0
		They provided the follow through that was promised	0	0	50	50	0
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0	0	100	0	0
		They answered your questions about the permitting process	0	0	100	0	0
		You were informed about how long it would take to get a permit decision	0	0	50	50	0
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	0	0	50	0	50
		The application instructions were clear	0	0	50	0	50
		The environmental standards were clear	0	50	50	0	0
		The decision was timely	0	50	50	0	0
		The decision was clear	0	50	50	0	0
		The time required to issue the permit was reasonable	0	50	50	0	0
		The permit conditions were reasonable	50	0	50	0	0

Table 14: Summary of air notice of construction permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Air Quality	Air Notice of Construction	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	3	15.2	42.4	36.4	3
		They were friendly	0	3	51.5	42.4	3
		They listened	0	3.1	53.1	40.6	3.1
		They used professional judgement rather than personal opinion to influence their work	0	9.1	54.5	36.4	0
		They communicated information clearly	3	9.1	60.6	27.3	0
		They viewed you as a partner who was equally committed to a healthy environment	3	15.2	39.4	42.4	0
		They worked to build a cooperative relationship	6.1	3	45.5	45.5	0
		They worked with you to solve problems	6.1	6.1	42.4	45.5	0
		Where necessary, they took the time to understand my unique situation and needs	9.1	3	42.4	45.5	0
		I know who to contact if I have questions in the future	3	3	60.6	33.3	0
		They provided the follow through that was promised	3	12.1	57.6	27.3	0
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	3.1	6.3	68.8	21.9	0
		They answered your questions about the permitting process	3	6.1	69.7	21.2	0
		You were informed about how long it would take to get a permit decision	15.2	12.1	48.5	24.2	0
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	6.3	9.4	59.4	12.5	12.5
		The application instructions were clear	6.3	15.6	62.5	3.1	12.5
		The environmental standards were clear	9.4	12.5	68.8	6.3	3.1
		The decision was timely	9.1	15.2	57.6	18.2	0
		The decision was clear	9.1	3	63.6	24.2	0
		The time required to issue the permit was reasonable	9.1	12.1	54.5	18.2	6.1
		The permit conditions were reasonable	3	12.1	66.7	12.1	6.1

Table 15: Summary of air prevention of significant deterioration permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Air Quality	Air Prevention of Significant Deterioration	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0	0	22.2	77.8	0
		They were friendly	0	0	11.1	88.9	0
		They listened	0	0	11.1	88.9	0
		They used professional judgement rather than personal opinion to influence their work	0	11.1	11.1	77.8	0
		They communicated information clearly	0	0	22.2	77.8	0
		They viewed you as a partner who was equally committed to a healthy environment	0	11.1	11.1	77.8	0
		They worked to build a cooperative relationship	0	0	11.1	88.9	0
		They worked with you to solve problems	0	0	22.2	77.8	0
		Where necessary, they took the time to understand my unique situation and needs	0	0	22.2	77.8	0
		I know who to contact if I have questions in the future	0	0	44.4	55.6	0
		They provided the follow through that was promised	0	0	33.3	66.7	0
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0	0	22.2	77.8	0
		They answered your questions about the permitting process	0	0	22.2	77.8	0
		You were informed about how long it would take to get a permit decision	0	0	66.7	33.3	0
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	0	11.1	55.6	11.1	22.2
		The application instructions were clear	0	11.1	66.7	22.2	0
		The environmental standards were clear	0	11.1	66.7	22.2	0
		The decision was timely	0		33.3	66.7	0
		The decision was clear	0	11.1	22.2	66.7	0
		The time required to issue the permit was reasonable	0	0	66.7	33.3	0
		The permit conditions were reasonable	0	0	55.6	44.4	0



Table 16: Summary of air general order permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Air Quality	Air General Order	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0	0	100	0	0
		They were friendly	0	0	100	0	0
		They listened	0	0	100	0	0
		They used professional judgement rather than personal opinion to influence their work	0	0	71.4	28.6	0
		They communicated information clearly	0	14.3	71.4	14.3	0
		They viewed you as a partner who was equally committed to a healthy environment	0	14.3	71.4	14.3	0
		They worked to build a cooperative relationship	0	0	71.4	28.6	0
		They worked with you to solve problems	0	0	85.7	14.3	0
		Where necessary, they took the time to understand my unique situation and needs	0	28.6	57.1	14.3	0
		I know who to contact if I have questions in the future	0	0	71.4	28.6	0
		They provided the follow through that was promised	0	0	85.7	14.3	0
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0	14.3	71.4	14.3	0
		They answered your questions about the permitting process	0	0	100	0	0
		You were informed about how long it would take to get a permit decision	0	0	100	0	0
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	0	14.3	85.7	0	0
		The application instructions were clear	0	14.3	71.4	14.3	0
		The environmental standards were clear	0	0	85.7	14.3	0
		The decision was timely	0	0	85.7	14.3	0
		The decision was clear	0	14.3	71.4	14.3	0
		The time required to issue the permit was reasonable	0	0	85.7	14.3	0
		The permit conditions were reasonable	0	28.6	71.4	0	0

Table 17: Summary of accredited labs permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Environmental Assessment	Accredited Labs	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0.7	1.5	34.3	55.5	8
		They were friendly	2.2	2.2	35	52.6	8
		They listened	1.5	3.7	39.7	46.3	8.8
		They used professional judgement rather than personal opinion to influence their work	1.5	3.7	43.4	42.6	8.8
		They communicated information clearly	1.5	5.1	41.6	48.2	3.6
		They viewed you as a partner who was equally committed to a healthy environment	1.5	6	38.8	44	9.7
		They worked to build a cooperative relationship	2.2	4.4	38.7	47.4	7.3
		They worked with you to solve problems	0.8	2.3	42.1	44.4	10.5
		Where necessary, they took the time to understand my unique situation and needs	2.2	3.7	36.3	43	14.8
		I know who to contact if I have questions in the future	0	0.7	35.6	61.5	2.2
		They provided the follow through that was promised	2.2	0.7	36	50.7	10.3
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0.7	1.5	41.5	51.1	5.2
		They answered your questions about the permitting process	0.7	1.5	40	48.9	8.9
		You were informed about how long it would take to get a permit decision	0.8	9.9	43.5	34.4	11.5
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	1.5	6.7	63.4	23.9	4.5
		The application instructions were clear	0	3.8	57.1	35.3	3.8
		The environmental standards were clear	0.8	0.8	60.9	30.1	7.5
The decision was timely	0.8	6.8	49.6	34.6	8.3		
The decision was clear	0	2.3	49.6	40.6	7.5		
The time required to issue the permit was reasonable	0.8	6.8	52.6	36.8	3		
The permit conditions were reasonable	0	4.5	53	37.3	5.2		

Table 18: Summary of Hanford dangerous waste permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Nuclear Waste	Hanford Dangerous Waste	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	40	40	0	0	20
		They were friendly	20	40	40	0	0
		They listened	60	40	0	0	0
		They used professional judgement rather than personal opinion to influence their work	80	20	0	0	0
		They communicated information clearly	20	60	20	0	0
		They viewed you as a partner who was equally committed to a healthy environment	60	0	40	0	0
		They worked to build a cooperative relationship	40	40	20	0	0
		They worked with you to solve problems	60	20	20	0	0
		Where necessary, they took the time to understand my unique situation and needs	40	40	20	0	0
		I know who to contact if I have questions in the future	0	20	60	20	0
		They provided the follow through that was promised	20	60	20	0	0
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0	100	0	0	0
		They answered your questions about the permitting process	0	20	80	0	0
		You were informed about how long it would take to get a permit decision	60	40	0	0	0
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	40	20	20	0	20
		The application instructions were clear	40	20	20	0	20
		The environmental standards were clear	20	40	40	0	0
		The decision was timely	40	60	0	0	0
		The decision was clear	20	80	0	0	0
		The time required to issue the permit was reasonable	80	20	0	0	0
		The permit conditions were reasonable	40	20	0	0	40

Table 19: Summary of 401 water quality certification permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Shorelands and Environmental Assistance	401 Water Quality Certification	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	3.3	8.3	53.3	33.3	1.7
		They were friendly	3.4	1.7	55.9	32.2	6.8
		They listened	3.3	3.3	61.7	26.7	5
		They used professional judgement rather than personal opinion to influence their work	3.3	11.5	49.2	32.8	3.3
		They communicated information clearly	1.7	10.2	61	25.4	1.7
		They viewed you as a partner who was equally committed to a healthy environment	6.8	18.6	39	28.8	6.8
		They worked to build a cooperative relationship	3.4	11.9	57.6	22	5.1
		They worked with you to solve problems	5	11.7	55	21.7	6.7
		Where necessary, they took the time to understand my unique situation and needs	6.7	13.3	48.3	23.3	8.3
		I know who to contact if I have questions in the future	4.9	9.8	37.7	44.3	3.3
		They provided the follow through that was promised	5	5	60	21.7	8.3
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	1.7	16.7	51.7	23.3	6.7
		They answered your questions about the permitting process	3.4	6.9	51.7	31	6.9
		You were informed about how long it would take to get a permit decision	13.3	20	40	20	6.7
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	0	15.3	64.4	5.1	15.3
		The application instructions were clear	0	16.9	57.6	6.8	18.6
		The environmental standards were clear	8.3	20	56.7	8.3	6.7
The decision was timely	12.3	12.3	59.6	8.8	7		
The decision was clear	3.3	6.7	71.7	10	8.3		
The time required to issue the permit was reasonable	15.5	10.3	60.3	6.9	6.9		
The permit conditions were reasonable	5	20	60	6.7	8.3		

Table 20: Summary of biosolids management permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Waste 2 Resources	Biosolids Management	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	1.8	4.5	45.5	45.5	2.7
		They were friendly	0.9	2.7	46.8	47.7	1.8
		They listened	1.8	2.8	53.2	40.4	1.8
		They used professional judgement rather than personal opinion to influence their work	3.6	5.4	44.6	45.5	0.9
		They communicated information clearly	1.8	7.1	46.4	43.8	0.9
		They viewed you as a partner who was equally committed to a healthy environment	3.6	5.5	50	39.1	1.8
		They worked to build a cooperative relationship	2.7	4.5	47.7	40.5	4.5
		They worked with you to solve problems	3.6	3.6	45	42.3	5.4
		Where necessary, they took the time to understand my unique situation and needs	5.4	8	42	38.4	6.3
		I know who to contact if I have questions in the future	1.8	2.7	46.8	48.6	0
		They provided the follow through that was promised	5.4	4.5	47.3	38.4	4.5
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0.9	4.5	51.8	37.5	5.4
		They answered your questions about the permitting process	0.9	5.4	48.2	40.2	5.4
		You were informed about how long it would take to get a permit decision	5.6	12	53.7	21.3	7.4
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	2.7	14.4	64	14.4	4.5
		The application instructions were clear	1.8	13.4	69.6	11.6	3.6
		The environmental standards were clear	1.8	8.9	72.3	12.5	4.5
		The decision was timely	3.6	10.7	64.3	15.2	6.3
		The decision was clear	2.7	2.7	69.4	16.2	9
		The time required to issue the permit was reasonable	3.6	9	64.9	16.2	6.3
		The permit conditions were reasonable	5.4	6.3	64.3	17.9	6.3

Table 21: Summary of industrial section permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
			Strongly disagree	Disagree	Agree	Strongly agree	Does not apply
Waste 2 Resources	Industrial Section	<b>Customer Service</b>					
		They were helpful	0	0	28.6	71.4	0
		They were friendly	0	0	14.3	85.7	0
		They listened	0	0	0	100	0
		They used professional judgement rather than personal opinion to influence their work	0	0	14.3	85.7	0
		They communicated information clearly	0	0	14.3	85.7	0
		They viewed you as a partner who was equally committed to a healthy environment	0	0	14.3	85.7	0
		They worked to build a cooperative relationship	0	0	14.3	85.7	0
		They worked with you to solve problems	0	0	14.3	85.7	0
		Where necessary, they took the time to understand my unique situation and needs	0	0	28.6	71.4	0
		I know who to contact if I have questions in the future	0	0	14.3	85.7	0
		They provided the follow through that was promised	0	0	14.3	85.7	0
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0	14.3	14.3	71.4	0
They answered your questions about the permitting process	0	0	14.3	85.7	0		
You were informed about how long it would take to get a permit decision	0	0	28.6	71.4	0		
<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>		
The permit forms were easy to use	0	14.3	71.4	14.3	0		
The application instructions were clear	0	14.3	57.1	28.6	0		
The environmental standards were clear	0	14.3	57.1	28.6	0		
The decision was timely	0	0	14.3	42.9	0		
The decision was clear	0	0	14.3	42.9	0		
The time required to issue the permit was reasonable	0	0	14.3	42.9	0		
The permit conditions were reasonable	0	0	42.9	28.6	0		

Table 22: Summary of construction stormwater permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Water Quality	Construction Stormwater Permit	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	1.8	10	54.5	26.4	7.3
		They were friendly	5.4	6.3	53.2	28.8	6.3
		They listened	3.7	9.3	54.2	23.4	9.3
		They used professional judgement rather than personal opinion to influence their work	4.6	7.4	50.9	26.9	10.2
		They communicated information clearly	3.6	10	53.6	28.2	4.5
		They viewed you as a partner who was equally committed to a healthy environment	8.3	11.9	50.5	19.3	10.1
		They worked to build a cooperative relationship	8.3	10.1	48.6	21.1	11.9
		They worked with you to solve problems	3.7	13	49.1	20.4	13.9
		Where necessary, they took the time to understand my unique situation and needs	7.5	13.1	44.9	19.6	15
		I know who to contact if I have questions in the future	3.7	12.8	48.6	29.4	5.5
		They provided the follow through that was promised	3.7	5.6	58.3	20.4	12
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0.9	4.7	59.4	21.7	13.2
		They answered your questions about the permitting process	0	8.6	58.1	18.1	15.2
		You were informed about how long it would take to get a permit decision	3.8	10.5	60	14.3	11.4
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	4.7	10.4	67	10.4	7.5
		The application instructions were clear	3.8	11.4	70.5	8.6	5.7
		The environmental standards were clear	5.7	8.6	72.4	8.6	4.8
		The decision was timely	1.9	14.3	61.9	11.4	10.5
		The decision was clear	0	5.7	68.9	16	9.4
		The time required to issue the permit was reasonable	3.8	14.4	64.4	9.6	7.7
		The permit conditions were reasonable	2.9	13.3	70.5	6.7	6.7

Table 23: Summary of water quality general NPDES permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
			Strongly disagree	Disagree	Agree	Strongly agree	Does not apply
Water Quality	Water Quality General NPDES Permit	<b>Customer Service</b>					
		They were helpful	4	7.9	52.5	30.7	5
		They were friendly	4	3	56.4	30.7	5.9
		They listened	4	7	52	33	4
		They used professional judgement rather than personal opinion to influence their work	5.1	6.1	56.1	26.5	6.1
		They communicated information clearly	5.1	8.1	59.6	24.2	3
		They viewed you as a partner who was equally committed to a healthy environment	7.1	8.1	56.6	20.2	8.1
		They worked to build a cooperative relationship	7	9	51	23	10
		They worked with you to solve problems	6.1	10.2	49	26.5	8.2
		Where necessary, they took the time to understand my unique situation and needs	5.1	12.2	50	24.5	8.2
		I know who to contact if I have questions in the future	3	4	58.6	32.3	2
		They provided the follow through that was promised	1	6.1	59.2	22.4	11.2
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	2	6.1	63.3	21.4	7.1
		They answered your questions about the permitting process	1	5.1	55.1	28.6	10.2
		You were informed about how long it would take to get a permit decision	8.4	10.5	51.6	20	9.5
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	5.2	27.8	55.7	7.2	4.1
		The application instructions were clear	6.3	21.1	60	8.4	4.2
		The environmental standards were clear	4.3	16.1	66.7	6.5	6.5
		The decision was timely	4.2	11.6	66.3	11.6	6.3
		The decision was clear	0	4.1	69.1	19.6	7.2
		The time required to issue the permit was reasonable	5.3	13.8	61.7	11.7	7.4
		The permit conditions were reasonable	4.1	17.5	61.9	11.3	5.2



Table 24: Summary of industrial stormwater permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Water Quality	Industrial Stormwater Permit	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	3.3	6.6	50.4	35.5	4.1
		They were friendly	0.8	5.9	52.9	37	3.4
		They listened	3.4	4.2	54.2	34.7	3.4
		They used professional judgement rather than personal opinion to influence their work	1.7	6.8	48.3	37.3	5.9
		They communicated information clearly	1.7	8.4	56.3	31.1	2.5
		They viewed you as a partner who was equally committed to a healthy environment	2.5	10.1	52.9	30.3	4.2
		They worked to build a cooperative relationship	2.6	10.3	50.4	32.5	4.3
		They worked with you to solve problems	2.6	9.4	47	30.8	10.3
		Where necessary, they took the time to understand my unique situation and needs	3.4	10.2	46.6	29.7	10.2
		I know who to contact if I have questions in the future	2.5	2.5	56.8	36.4	1.7
		They provided the follow through that was promised	2.5	5.9	53.4	28	10.2
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0.9	6	55.2	25	12.9
		They answered your questions about the permitting process	0.9	3.4	61.5	21.4	12.8
		You were informed about how long it would take to get a permit decision	4.4	9.7	56.6	11.5	17.7
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	3.4	15.5	61.2	12.1	7.8
		The application instructions were clear	1.7	16.5	58.3	13	10.4
		The environmental standards were clear	3.4	15.4	63.2	12	6
The decision was timely	1.7	7.7	67.5	12.8	10.3		
The decision was clear	1.7	1.7	69.8	18.1	8.6		
The time required to issue the permit was reasonable	0.9	7.7	62.4	18.8	10.3		
The permit conditions were reasonable	4.3	20.7	56	12.1	6.9		

Table 25: Summary of industrial wastewater discharge permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
			Strongly disagree	Disagree	Agree	Strongly agree	Does not apply
Water Quality	Industrial Wastewater Discharge Permit	<b>Customer Service</b>					
		They were helpful	0	0	44.9	55.1	0
		They were friendly	0	4.1	46.9	49	0
		They listened	0	2	55.1	42.9	0
		They used professional judgement rather than personal opinion to influence their work	2	6.1	40.8	49	2
		They communicated information clearly	0	6.1	40.8	51	2
		They viewed you as a partner who was equally committed to a healthy environment	0	6.4	51.1	42.6	0
		They worked to build a cooperative relationship	0	4.1	57.1	38.8	0
		They worked with you to solve problems	0	4.2	52.1	41.7	2.1
		Where necessary, they took the time to understand my unique situation and needs	0	2.1	54.2	39.6	4.2
		I know who to contact if I have questions in the future	0	2	42.9	55.1	0
		They provided the follow through that was promised	2.1	4.2	52.1	35.4	6.3
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0	8.3	45.8	39.6	6.3
		They answered your questions about the permitting process	0	2.2	58.7	30.4	8.7
		You were informed about how long it would take to get a permit decision	8.7	21.7	34.8	32.6	2.2
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	2.2	10.9	69.6	10.9	6.5
		The application instructions were clear	0	10.6	68.1	12.8	8.5
		The environmental standards were clear	0	19.1	66	12.8	2.1
		The decision was timely	8.5	21.3	55.3	6.4	8.5
		The decision was clear	4.3	6.5	56.5	17.4	15.2
		The time required to issue the permit was reasonable	8.9	22.2	44.4	13.3	11.1
		The permit conditions were reasonable	4.3	8.7	65.2	13	8.7

Table 26: Summary of municipal wastewater discharge permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Water Quality	Municipal Wastewater Discharge Permit	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0	0	30.3	66.7	3
		They were friendly	0	0	24.2	72.7	3
		They listened	0	0	24.2	72.7	3
		They used professional judgement rather than personal opinion to influence their work	0	0	24.2	72.7	3
		They communicated information clearly	0	0	39.4	57.6	3
		They viewed you as a partner who was equally committed to a healthy environment	0	3	27.3	63.6	6.1
		They worked to build a cooperative relationship	0	0	30.3	63.6	6.1
		They worked with you to solve problems	0	0	30.3	63.6	6.1
		Where necessary, they took the time to understand my unique situation and needs	0	0	31.3	65.6	3.1
		I know who to contact if I have questions in the future	0	0	15.2	81.8	3
		They provided the follow through that was promised	0	0	36.4	57.6	6.1
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0	0	22.6	71	6.5
		They answered your questions about the permitting process	0	0	38.7	51.6	9.7
		You were informed about how long it would take to get a permit decision	0	6.5	48.4	38.7	6.5
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	0	3.2	67.7	29	0
		The application instructions were clear	0	0	67.7	32.3	0
		The environmental standards were clear	0	3.2	61.3	35.5	0
The decision was timely	0	6.5	48.4	32.3	12.9		
The decision was clear	0	0	45.2	41.9	12.9		
The time required to issue the permit was reasonable	3.2	9.7	45.2	35.5	6.5		
The permit conditions were reasonable	0	3.2	41.9	35.5	19.4		

Table 27: Summary of dam safety permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
			Strongly disagree	Disagree	Agree	Strongly agree	Does not apply
Water Resources	Dam Safety	<b>Customer Service</b>					
		They were helpful	0	0	57.1	42.9	0
		They were friendly	0	0	57.1	42.9	0
		They listened	0	0	71.4	28.6	0
		They used professional judgement rather than personal opinion to influence their work	0	0	42.9	42.9	0
		They communicated information clearly	0	0	57.1	42.9	0
		They viewed you as a partner who was equally committed to a healthy environment	0	0	57.1	42.9	0
		They worked to build a cooperative relationship	0	0	57.1	42.9	0
		They worked with you to solve problems	0	0	42.9	28.6	28.6
		Where necessary, they took the time to understand my unique situation and needs	0	0	42.9	28.6	28.6
		I know who to contact if I have questions in the future	0	0	42.9	57.1	0
		They provided the follow through that was promised	0	0	57.1	42.9	0
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0	0	71.4	14.3	14.3
		They answered your questions about the permitting process	0	0	57.1	42.9	0
		You were informed about how long it would take to get a permit decision	0	0	57.1	42.9	0
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	0	0	50	33.3	16.7
		The application instructions were clear	0	0	50	33.3	16.7
The environmental standards were clear	0	0	66.7	33.3	0		
The decision was timely	0	0	33.3	66.7	0		
The decision was clear	0	0	33.3	66.7	0		
The time required to issue the permit was reasonable	0	0	50	50	0		
The permit conditions were reasonable	0	0	50	50	0		

Table 28: Summary of water rights new permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Water Resources	Water Rights New Permit	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	11.9	14.3	45.2	26.2	2.4
		They were friendly	7.1	14.3	42.9	31	4.8
		They listened	7	11.6	51.2	23.3	7
		They used professional judgement rather than personal opinion to influence their work	5	15	42.5	27.5	10
		They communicated information clearly	14.3	16.7	42.9	21.4	4.8
		They viewed you as a partner who was equally committed to a healthy environment	15	22.5	30	17.5	15
		They worked to build a cooperative relationship	19.5	26.8	29.3	17.1	7.3
		They worked with you to solve problems	18.6	16.3	32.6	18.6	14
		Where necessary, they took the time to understand my unique situation and needs	16.3	18.6	30.2	18.6	16.3
		I know who to contact if I have questions in the future	18.6	11.6	46.5	23.3	0
		They provided the follow through that was promised	14.6	9.8	46.3	17.1	12.2
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	13.6	4.5	45.5	25	11.4
		They answered your questions about the permitting process	11.4	11.4	54.5	15.9	6.8
		You were informed about how long it would take to get a permit decision	27.9	20.9	32.6	9.3	9.3
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	9.5	28.6	47.6	7.1	7.1
		The application instructions were clear	4.8	33.3	50	7.1	4.8
		The environmental standards were clear	12.2	17.1	51.2	7.3	12.2
The decision was timely	36.6	9.8	29.3	14.6	9.8		
The decision was clear	9.5	9.5	59.5	14.3	7.1		
The time required to issue the permit was reasonable	33.3	14.3	35.7	11.9	4.8		
The permit conditions were reasonable	11.9	21.4	38.1	19	9.5		

Table 29: Summary of water rights change permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Water Resources	Water Rights Change Permit	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	7.1	2.4	42.9	40.5	7.1
		They were friendly	2.4	2.4	50	40.5	4.8
		They listened	2.4	7.1	45.2	40.5	4.8
		They used professional judgement rather than personal opinion to influence their work	2.4	9.8	46.3	36.6	4.9
		They communicated information clearly	4.9	2.4	61	29.3	2.4
		They viewed you as a partner who was equally committed to a healthy environment	5	10	35	30	20
		They worked to build a cooperative relationship	10	7.5	35	35	12.5
		They worked with you to solve problems	10	10	30	40	10
		Where necessary, they took the time to understand my unique situation and needs	4.9	17.1	24.4	41.5	12.2
		I know who to contact if I have questions in the future	7.7	12.8	41	35.9	2.6
		They provided the follow through that was promised	4.9	7.3	51.2	26.8	9.8
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	5	2.5	47.5	40	5
	They answered your questions about the permitting process	2.4	7.3	51.2	34.1	4.9	
	You were informed about how long it would take to get a permit decision	14.6	14.6	46.3	19.5	4.9	
	<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>	
	The permit forms were easy to use	7.3	17.1	61	9.8	4.9	
	The application instructions were clear	5	12.5	70	7.5	5	
	The environmental standards were clear	5.1	15.4	51.3	12.8	15.4	
	The decision was timely	22.5	27.5	30	12.5	7.5	
	The decision was clear	4.9	9.8	58.5	19.5	7.3	
	The time required to issue the permit was reasonable	26.8	17.1	34.1	7.3	14.6	
	The permit conditions were reasonable	9.8	4.9	61	9.8	14.6	

Table 30: Summary of well driller notice of intent permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Water Resources	Well Driller Notice of Intent	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0	2.9	52.2	39.1	5.8
		They were friendly	0	1.4	54.3	37.1	7.1
		They listened	1.5	2.9	54.4	33.8	7.4
		They used professional judgement rather than personal opinion to influence their work	2.9	1.4	51.4	30	14.3
		They communicated information clearly	0	4.3	57.1	32.9	5.7
		They viewed you as a partner who was equally committed to a healthy environment	2.9	8.8	48.5	26.5	13.2
		They worked to build a cooperative relationship	2.9	5.7	50	32.9	8.6
		They worked with you to solve problems	2.9	5.7	47.1	34.3	10
		Where necessary, they took the time to understand my unique situation and needs	2.9	5.8	40.6	37.7	13
		I know who to contact if I have questions in the future	0	4.3	47.1	44.3	4.3
		They provided the follow through that was promised	1.4	1.4	44.3	35.7	17.1
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	0	1.4	44.3	37.1	17.1
	They answered your questions about the permitting process	0	1.4	46.4	33.3	18.8	
	You were informed about how long it would take to get a permit decision	1.5	5.9	45.6	27.9	19.1	
	<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>	
	The permit forms were easy to use	1.5	3	53.7	37.3	4.5	
	The application instructions were clear	1.5	6.1	54.5	33.3	4.5	
	The environmental standards were clear	3	11.9	46.3	28.4	10.4	
	The decision was timely	3	6.1	51.5	28.8	10.6	
	The decision was clear	0	4.5	53.7	32.8	9	
	The time required to issue the permit was reasonable	3	9	56.7	26.9	4.5	
	The permit conditions were reasonable	1.5	6	59.7	23.9	9	

Table 31: Summary of water rights application (waiting) permit customer survey response results

PROGRAM	PERMIT TYPE	STATEMENT	RESPONSE (%)				
Water Resources	Water Rights Application (waiting)	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	4.3	13	41.3	32.6	8.7
		They were friendly	4.3	2.2	50	30.4	13
		They listened	4.3	4.3	50	30.4	10.9
		They used professional judgement rather than personal opinion to influence their work	2.2	13	39.1	32.6	13
		They communicated information clearly	4.4	15.6	46.7	24.4	8.9
		They viewed you as a partner who was equally committed to a healthy environment	8.7	15.2	39.1	21.7	15.2
		They worked to build a cooperative relationship	8.9	8.9	42.2	28.9	11.1
		They worked with you to solve problems	10.9	10.9	32.6	30.4	15.2
		Where necessary, they took the time to understand my unique situation and needs	6.5	17.4	32.6	34.8	8.7
		I know who to contact if I have questions in the future	4.3	0	58.7	30.4	6.5
		They provided the follow through that was promised	13.3	11.1	42.2	15.6	17.8
		<b>Permit Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They informed you about what was needed to submit a complete permit application	2.2	8.7	54.3	26.1	8.7
		They answered your questions about the permitting process	2.2	6.5	60.9	17.4	13
		You were informed about how long it would take to get a permit decision	6.5	28.3	37	15.2	13
		<b>The Permit Itself</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The permit forms were easy to use	4.3	23.9	50	10.9	10.9
		The application instructions were clear	4.3	19.6	52.2	10.9	13
		The environmental standards were clear	4.3	19.6	50	8.7	17.4
The decision was timely	17.8	24.4	31.1	11.1	15.6		
The decision was clear	2.2	11.1	44.4	17.8	24.4		
The time required to issue the permit was reasonable	28.3	21.7	32.6	4.3	13		
The permit conditions were reasonable	4.4	11.1	57.8	6.7	20		



# Appendix E: Survey Results by Inspection Type

Table 32: Summary of air operating inspected customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)					
Air Quality	Air Operating Inspection	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>	
		They were helpful	0	0	66.7	33.3	0	
		They were friendly	0	0	44.4	55.6	0	
		They listened	0	0	55.6	44.4	0	
		They used professional judgement rather than personal opinion to influence their work	0	0	66.7	33.3	0	
		They communicated information clearly	0	11.1	33.3	55.6	0	
		They viewed you as a partner who was equally committed to a healthy environment	0	33.3	33.3	33.3	0	
		They worked to build a cooperative relationship	0	0	44.4	55.6	0	
		They worked with you to solve problems	0	11.1	55.6	33.3	0	
		Where necessary, they took the time to understand my unique situation and needs	0	22.2	44.4	33.3	0	
		I know who to contact if I have questions in the future	0	0	44.4	55.6	0	
		They provided the follow through that was promised	11.1	11.1	22.2	55.6	0	
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>	
		The inspector informed you about why your business received a site visit or inspection	0	0	22.2	77.8	0	
		The inspector clearly described the site visit or inspection process	0	0	22.2	77.8	0	
		The inspector answered your questions about the site visit or inspection process	0	0	33.3	66.7	0	
		The inspector explained the regulatory requirements that he or she was there to inspect	0	0	22.2	77.8	0	
		The inspector was knowledgeable about your facility or operation	0	0	55.6	44.4	0	
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0	0	55.6	22.2	22.2	
		The inspector helped you to better understand the laws and rules that impact your facility	0	11.1	55.6	33.3	0	
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>	
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	0	0	55.6	33.3	11.1	
			<b>Yes</b>	<b>No</b>	<b>Does not apply</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	44.4	55.6	0			

Table 33: Summary of air quality annual inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
Air Quality	Air Quality Annual Inspections	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0	0	44.4	44.4	0
		They were friendly	0	0	62.5	37.5	0
		They listened	0	12.5	50	37.5	0
		They used professional judgement rather than personal opinion to influence their work	0	0	75	25	0
		They communicated information clearly	0	25	50	25	0
		They viewed you as a partner who was equally committed to a healthy environment	0	14.3	57.1	28.6	0
		They worked to build a cooperative relationship	0	0	62.5	37.5	0
		They worked with you to solve problems	0	0	87.5	12.5	0
		Where necessary, they took the time to understand my unique situation and needs	0	12.5	62.5	25	0
		I know who to contact if I have questions in the future	0	0	75	25	0
		They provided the follow through that was promised	0	25	50	25	0
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	0	0	50	37.5	12.5
		The inspector clearly described the site visit or inspection process	0	0	62.5	25	12.5
		The inspector answered your questions about the site visit or inspection process	0	0	50	37.5	12.5
		The inspector explained the regulatory requirements that he or she was there to inspect	0	0	62.5	25	12.5
		The inspector was knowledgeable about your facility or operation	0	12.5	37.5	37.5	12.5
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0	0	50	25	25
		The inspector helped you to better understand the laws and rules that impact your facility	0	0	62.5	25	12.5
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	0	12.5	37.5	25	25
			<b>Yes</b>	<b>No</b>	<b>Does not apply</b>		
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	0	77.8	11.1		

Table 34: Summary of air quality periodic inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
Air Quality	Air Quality Periodic Inspections	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0	4.8	69.4	22.6	3.2
		They were friendly	0	1.6	60.7	34.4	3.3
		They listened	0	3.3	63.9	29.5	3.3
		They used professional judgement rather than personal opinion to influence their work	1.6	4.9	57.4	31.1	4.9
		They communicated information clearly	0	6.7	61.7	30	1.7
		They viewed you as a partner who was equally committed to a healthy environment	1.7	11.7	56.7	28.3	1.7
		They worked to build a cooperative relationship	1.6	8.2	62.3	24.6	3.3
		They worked with you to solve problems	0	8.2	67.2	16.4	8.2
		Where necessary, they took the time to understand my unique situation and needs	1.6	16.4	57.4	19.7	4.9
		I know who to contact if I have questions in the future	0	3.3	60.7	34.4	1.6
		They provided the follow through that was promised	0		60.7	24.6	14.8
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	3.4	3.4	59.3	27.1	6.8
		The inspector clearly described the site visit or inspection process	1.7	5.1	62.7	25.4	5.1
		The inspector answered your questions about the site visit or inspection process	0	5	65	25	5
		The inspector explained the regulatory requirements that he or she was there to inspect	0	5	61.7	28.3	5
		The inspector was knowledgeable about your facility or operation	1.7	8.3	63.3	21.7	5
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0	10	51.7	23.3	15
		The inspector helped you to better understand the laws and rules that impact your facility	1.7	11.7	63.3	15	8.3
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	0	10	63.3	15	11.7
			<b>Yes</b>	<b>No</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	14	86			

Table 35: Summary of air quality other inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
Air Quality	Air Quality Other Inspections	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0	8.3	41.7	50	0
		They were friendly	0	8.3	58.3	33.3	0
		They listened	0	9.1	54.5	36.4	0
		They used professional judgement rather than personal opinion to influence their work	0	8.3	58.3	33.3	0
		They communicated information clearly	0	16.7	58.3	25	0
		They viewed you as a partner who was equally committed to a healthy environment	0	16.7	41.7	41.7	0
		They worked to build a cooperative relationship	0	16.7	41.7	41.7	0
		They worked with you to solve problems	0	16.7	16.7	41.7	25
		Where necessary, they took the time to understand my unique situation and needs	0	16.7	25	41.7	16.7
		I know who to contact if I have questions in the future	0	8.3	33.3	58.3	0
		They provided the follow through that was promised	0	0	54.5	27.3	18.2
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	0	10	40	40	10
		The inspector clearly described the site visit or inspection process	0	9.1	54.5	18.2	18.2
		The inspector answered your questions about the site visit or inspection process	0	0	63.6	18.2	18.2
		The inspector explained the regulatory requirements that he or she was there to inspect	0	10	50	20	20
		The inspector was knowledgeable about your facility or operation	0	18.2	54.5	9.1	18.2
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0	9.1	36.4	9.1	45.5
		The inspector helped you to better understand the laws and rules that impact your facility	0	18.2	45.5	9.1	27.3
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	0	9.1	54.5	18.2	18.2
			<b>Yes</b>	<b>No</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	28.6	71.4			

Table 36: Summary of accredited labs inspected customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
			Strongly disagree	Disagree	Agree	Strongly agree	Does not apply
Environmental Assessment	Accredited Labs	<b>Customer Service</b>					
		They were helpful	5.8	7.7	44.2	40.4	1.9
		They were friendly	1.9	5.8	46.2	44.2	1.9
		They listened	3.9	7.8	47.1	39.2	2
		They used professional judgement rather than personal opinion to influence their work	3.8	5.8	46.2	42.3	1.9
		They communicated information clearly	7.8	15.7	33.3	41.2	2
		They viewed you as a partner who was equally committed to a healthy environment	5.8	5.8	50	34.6	3.8
		They worked to build a cooperative relationship	7.8	7.8	47.1	35.3	2
		They worked with you to solve problems	5.8	7.7	44.2	38.5	3.8
		Where necessary, they took the time to understand my unique situation and needs	7.7	11.5	38.5	38.5	3.8
		I know who to contact if I have questions in the future	3.8	3.8	50.9	41.5	0
		They provided the follow through that was promised	1.9	11.5	55.8	30.8	0
		<b>The Inspector</b>					
		The inspector informed you about why your business received a site visit or inspection	1.9	7.5	43.4	43.4	3.8
		The inspector clearly described the site visit or inspection process	3.8	15.1	47.2	32.1	1.9
		The inspector answered your questions about the site visit or inspection process	3.8	7.5	58.5	28.3	1.9
		The inspector explained the regulatory requirements that he or she was there to inspect	1.9	7.7	59.6	25	5.8
		The inspector was knowledgeable about your facility or operation	7.5	15.1	47.2	28.3	1.9
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	7.7	5.8	40.4	36.5	9.6
		The inspector helped you to better understand the laws and rules that impact your facility	7.5	9.4	50.9	22.6	9.4
		<b>Inspection Process</b>					
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	5.8	7.7	53.8	30.8	1.9
			<b>Yes</b>	<b>No</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	20	80			

Table 37: Summary of dangerous waste (TSD) inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
Hazardous Waste and Toxics Reduction	Dangerous Waste (TSD) Inspection	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0	16.7	50	16.7	16.7
		They were friendly	0	0	50	50	0
		They listened	0	16.7	33.3	33.3	16.7
		They used professional judgement rather than personal opinion to influence their work	16.7	0	33.3	33.3	16.7
		They communicated information clearly	0	0	33.3	50	16.7
		They viewed you as a partner who was equally committed to a healthy environment	16.7	0	50	33.3	0
		They worked to build a cooperative relationship	0	16.7	33.3	50	0
		They worked with you to solve problems	0	16.7	16.7	50	16.7
		Where necessary, they took the time to understand my unique situation and needs	16.7	0	16.7	50	16.7
		I know who to contact if I have questions in the future	0	16.7	16.7	66.7	0
		They provided the follow through that was promised	0	0	66.7	0	33.3
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	0	0	0	83.3	16.7
		The inspector clearly described the site visit or inspection process	0	0	33.3	50	16.7
		The inspector answered your questions about the site visit or inspection process	0	0	66.7	33.3	0
		The inspector explained the regulatory requirements that he or she was there to inspect	0	0	33.3	33.3	33.3
		The inspector was knowledgeable about your facility or operation	0	0	83.3	16.7	0
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0	66.7	16.7	16.7	0
		The inspector helped you to better understand the laws and rules that impact your facility	0	33.3	16.7	16.7	33.3
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	0	33.3	50	0	16.7
			<b>Yes</b>	<b>No</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	0	100			

Table 38: Summary of dangerous waste handlers inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
Hazardous Waste and Toxics Reduction	Dangerous Waste Handlers Inspection	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0	0.9	55	41.4	2.7
		They were friendly	0	2.7	51.8	43.6	1.8
		They listened	0	4.8	51	43.3	1
		They used professional judgement rather than personal opinion to influence their work	0.9	7.3	48.2	41.8	1.8
		They communicated information clearly	0	3.6	52.3	44.1	0
		They viewed you as a partner who was equally committed to a healthy environment	0.9	8.4	49.5	41.1	0
		They worked to build a cooperative relationship	0	3.7	53.3	42.1	0.9
		They worked with you to solve problems	0	4.6	50	43.5	1.9
		Where necessary, they took the time to understand my unique situation and needs	0	10.1	41.3	44	4.6
		I know who to contact if I have questions in the future	0	2.7	48.2	49.1	0
		They provided the follow through that was promised	0	1.8	50.5	40.4	7.3
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	0	1.8	50.9	43.6	3.6
		The inspector clearly described the site visit or inspection process	0	2.7	52.7	41.8	2.7
		The inspector answered your questions about the site visit or inspection process	0	0.9	54.1	37.8	7.2
		The inspector explained the regulatory requirements that he or she was there to inspect	0	4.5	51.8	40	3.6
		The inspector was knowledgeable about your facility or operation	0.9	19.4	52.8	23.1	3.7
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0.9	8.3	45	40.4	5.5
		The inspector helped you to better understand the laws and rules that impact your facility	0	8.2	48.2	36.4	7.3
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	0.9	10.2	53.7	30.6	4.6
			<b>Yes</b>	<b>No</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	38.8	61.2			



Table 39: Summary of 401 water quality certification inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
Shorelands and Environmental Assistance	401 Water Quality Certification Inspections	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0	12.5	43.8	43.8	0
		They were friendly	0	12.5	31.3	56.3	0
		They listened	0	12.5	56.3	31.3	0
		They used professional judgement rather than personal opinion to influence their work	6.3	12.5	31.3	50	0
		They communicated information clearly	6.3	18.8	50	25	0
		They viewed you as a partner who was equally committed to a healthy environment	6.3	18.8	31.3	43.8	0
		They worked to build a cooperative relationship	6.3	12.5	43.8	37.5	0
		They worked with you to solve problems	6.3	18.8	50	25	0
		Where necessary, they took the time to understand my unique situation and needs	6.3	18.8	37.5	37.5	0
		I know who to contact if I have questions in the future	0	6.3	50	43.8	0
		They provided the follow through that was promised	0	0	56.3	43.8	0
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	0	6.3	56.3	18.8	18.8
		The inspector clearly described the site visit or inspection process	0	12.5	37.5	31.3	18.8
		The inspector answered your questions about the site visit or inspection process	0	0	56.3	25	18.8
		The inspector explained the regulatory requirements that he or she was there to inspect	0	6.3	43.8	31.3	18.8
		The inspector was knowledgeable about your facility or operation	6.3	12.5	37.5	31.3	12.5
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0	6.3	50	6.3	37.5
		The inspector helped you to better understand the laws and rules that impact your facility	0	18.8	25	25	31.3
<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>		
The inspection process provided you with useful regulatory information that was applicable to your facility or operation	0	6.3	56.3	12.5	25		
	<b>Yes</b>	<b>No</b>					
As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	7.1	92.9					

Table 40: Summary of small oil handling facility inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
Spill Prevention, Preparedness, & Response	Small Oil Handling Facility Inspection	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0	0	37.5	62.5	0
		They were friendly	0	0	50	50	0
		They listened	0	0	40	60	0
		They used professional judgement rather than personal opinion to influence their work	0	0	58.8	41.2	0
		They communicated information clearly	0	0	47.1	52.9	0
		They viewed you as a partner who was equally committed to a healthy environment	0	0	47.1	52.9	0
		They worked to build a cooperative relationship	0	0	41.2	58.8	0
		They worked with you to solve problems	0	0	47.1	52.9	0
		Where necessary, they took the time to understand my unique situation and needs	0	0	47.1	47.1	5.9
		I know who to contact if I have questions in the future	0	0	41.2	58.8	0
		They provided the follow through that was promised	5.9	0	58.8	35.3	0
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	0	0	47.1	52.9	0
		The inspector clearly described the site visit or inspection process	0	0	41.2	52.9	5.9
		The inspector answered your questions about the site visit or inspection process	0	6.3	43.8	50	0
		The inspector explained the regulatory requirements that he or she was there to inspect	0	5.9	47.1	41.2	5.9
		The inspector was knowledgeable about your facility or operation	0	6.3	37.5	50	6.3
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0	0	47.1	23.5	29.4
		The inspector helped you to better understand the laws and rules that impact your facility	0	0	43.8	43.8	12.5
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	0	6.3	43.8	43.8	6.3
			<b>Yes</b>	<b>No</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	23.1	76.9			

Table 41: Summary of large oil handling facility inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
Spill Prevention, Preparedness, & Response	Large Oil Handling Facility Inspection	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0	0	57.1	42.9	0
		They were friendly	0	0	42.9	57.1	0
		They listened	0	0	57.1	42.9	0
		They used professional judgement rather than personal opinion to influence their work	0	0	71.4	28.6	0
		They communicated information clearly	0	0	42.9	57.1	0
		They viewed you as a partner who was equally committed to a healthy environment	0	0	33.3	66.7	0
		They worked to build a cooperative relationship	0	0	42.9	57.1	0
		They worked with you to solve problems	0	0	42.9	42.9	14.3
		Where necessary, they took the time to understand my unique situation and needs	0	0	57.1	42.9	0
		I know who to contact if I have questions in the future	0	0	28.6	71.4	0
		They provided the follow through that was promised	14.3	0	28.6	57.1	0
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	0	0	57.1	42.9	0
		The inspector clearly described the site visit or inspection process	0	0	42.9	57.1	0
		The inspector answered your questions about the site visit or inspection process	0	0	42.9	57.1	0
		The inspector explained the regulatory requirements that he or she was there to inspect	0	0	57.1	42.9	0
		The inspector was knowledgeable about your facility or operation	0	0	57.1	42.9	0
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0	0	0	33.3	66.7
		The inspector helped you to better understand the laws and rules that impact your facility	0	0	57.1	28.6	14.3
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	0	0	57.1	42.9	0
			<b>Yes</b>	<b>No</b>			
As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	0	100					

Table 42: Summary of class 4 marinas inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
			Strongly disagree	Disagree	Agree	Strongly agree	Does not apply
Spill Prevention, Preparedness, & Response	Class 4 Marinas	<b>Customer Service</b>					
		They were helpful	0	8.9	35.6	55.6	0
		They were friendly	0	0	35.6	64.4	0
		They listened	0	0	44.4	55.6	0
		They used professional judgement rather than personal opinion to influence their work	0	2.2	44.4	51.1	2.2
		They communicated information clearly	0	4.4	42.2	53.3	0
		They viewed you as a partner who was equally committed to a healthy environment	2.2	2.2	44.4	51.1	0
		They worked to build a cooperative relationship	2.2	6.7	37.8	53.3	0
		They worked with you to solve problems	0	4.4	33.3	51.1	11.1
		Where necessary, they took the time to understand my unique situation and needs	0	4.4	48.9	44.4	2.2
		I know who to contact if I have questions in the future	2.2	2.2	40	55.6	0
		They provided the follow through that was promised	0	6.7	44.4	37.8	11.1
		<b>The Inspector</b>					
		The inspector informed you about why your business received a site visit or inspection	0	4.4	60	33.3	2.2
		The inspector clearly described the site visit or inspection process	2.2	2.2	53.3	40	2.2
		The inspector answered your questions about the site visit or inspection process	0	2.2	53.3	42.2	2.2
		The inspector explained the regulatory requirements that he or she was there to inspect	0	6.7	53.3	37.8	2.2
		The inspector was knowledgeable about your facility or operation	0	11.4	47.7	38.6	2.3
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0	4.5	40.9	29.5	25
		The inspector helped you to better understand the laws and rules that impact your facility	0	8.9	48.9	33.3	8.9
		<b>Inspection Process</b>					
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	0	6.7	55.6	31.1	6.7
				<b>Yes</b>	<b>No</b>		
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	2.4	97.6			

Table 43: Summary of underground storage tank inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
			Strongly disagree	Disagree	Agree	Strongly agree	Does not apply
Toxics Clean-up	Underground Storage Tank Inspection	<b>Customer Service</b>					
		They were helpful	0	2.6	46.2	51.3	0
		They were friendly	0	2.6	43.6	52.6	1.3
		They listened	0	1.3	45.5	51.9	1.3
		They used professional judgement rather than personal opinion to influence their work	1.3	0	44.7	50	3.9
		They communicated information clearly	0	2.6	45.5	51.9	0
		They viewed you as a partner who was equally committed to a healthy environment	1.3	5.3	46.1	44.7	2.6
		They worked to build a cooperative relationship	2.6	2.6	50	43.4	1.3
		They worked with you to solve problems	1.3	2.6	44.7	43.4	7.9
		Where necessary, they took the time to understand my unique situation and needs	1.3	2.6	46.8	41.6	7.8
		I know who to contact if I have questions in the future	0	2.6	42.1	53.9	1.3
		They provided the follow through that was promised	0	3.9	46.1	39.5	10.5
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	0	1.4	51.4	44.6	2.7
		The inspector clearly described the site visit or inspection process	0	2.7	45.3	49.3	2.7
		The inspector answered your questions about the site visit or inspection process	2.7	0	48.6	44.6	4.1
		The inspector explained the regulatory requirements that he or she was there to inspect	0	2.7	52	42.7	2.7
		The inspector was knowledgeable about your facility or operation	2.7	0	58.7	36	2.7
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0	2.7	41.3	42.7	13.3
		The inspector helped you to better understand the laws and rules that impact your facility	0	4.1	45.9	41.9	8.1
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	1.4	4.1	54.8	35.6	4.1
			<b>Yes</b>	<b>No</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	28.8	71.2			

Table 44: Summary of industrial section inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
Waste 2 Resources	Industrial Section Inspection	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	0	0	26.3	73.7	0
		They were friendly	0	0	26.3	73.7	0
		They listened	0	0	26.3	73.7	0
		They used professional judgement rather than personal opinion to influence their work	0	0	47.4	52.6	0
		They communicated information clearly	0	0	52.6	47.4	0
		They viewed you as a partner who was equally committed to a healthy environment	0	0	50	50	0
		They worked to build a cooperative relationship	0	0	42.1	57.9	0
		They worked with you to solve problems	0	0	36.8	63.2	0
		Where necessary, they took the time to understand my unique situation and needs	0	0	42.1	52.6	5.3
		I know who to contact if I have questions in the future	0	0	31.6	68.4	0
		They provided the follow through that was promised	0	0	47.4	52.6	0
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	0	0	38.9	61.1	0
		The inspector clearly described the site visit or inspection process	0	0	47.1	52.9	0
		The inspector answered your questions about the site visit or inspection process	0	0	27.8	72.2	0
		The inspector explained the regulatory requirements that he or she was there to inspect	0	0	50	50	0
		The inspector was knowledgeable about your facility or operation	0	0	33.3	66.7	0
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0	0	29.4	17.6	52.9
		The inspector helped you to better understand the laws and rules that impact your facility	0	0	58.8	23.5	17.6
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	0	0	72.2	22.2	5.6
			<b>Yes</b>	<b>No</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	6.7	93.3			

Table 45: Summary of construction stormwater inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
Water Quality	Construction Stormwater Inspection	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	3.1	7.3	54.2	30.2	5.2
		They were friendly	4.2	6.3	52.6	33.7	3.2
		They listened	3.2	8.4	56.8	28.4	3.2
		They used professional judgement rather than personal opinion to influence their work	3.3	6.6	47.3	37.4	5.5
		They communicated information clearly	3.2	6.3	52.6	34.7	3.2
		They viewed you as a partner who was equally committed to a healthy environment	4.3	12	51.1	27.2	5.4
		They worked to build a cooperative relationship	3.2	14	50.5	28	4.3
		They worked with you to solve problems	3.2	11.7	46.8	29.8	8.5
		Where necessary, they took the time to understand my unique situation and needs	2.2	12.9	46.2	29	9.7
		I know who to contact if I have questions in the future	1.1	12.8	56.4	27.7	2.1
		They provided the follow through that was promised	2.2	8.9	50	28.9	10
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	1.1	5.4	40.9	26.9	25.8
		The inspector clearly described the site visit or inspection process	0	7.6	45.7	26.1	20.7
		The inspector answered your questions about the site visit or inspection process	1.1	5.5	47.3	24.2	22
		The inspector explained the regulatory requirements that he or she was there to inspect	0	2.2	48.9	22.8	26.1
		The inspector was knowledgeable about your facility or operation	0	15.4	45.1	20.9	18.7
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0	4.3	43.5	20.7	31.5
		The inspector helped you to better understand the laws and rules that impact your facility	0	4.3	46.7	20.7	28.3
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	2.2	10.9	41.3	20.7	25
			<b>Yes</b>	<b>No</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	15.7	84.3			

Table 46: Summary of water quality general NPDES inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
			Strongly disagree	Disagree	Agree	Strongly agree	Does not apply
Water Quality	Water Quality General NPDES Inspection	<b>Customer Service</b>					
		They were helpful	1.7	10.3	56.9	29.3	1.7
		They were friendly	5.2	5.2	48.3	39.7	1.7
		They listened	7	5.3	47.4	38.6	1.8
		They used professional judgement rather than personal opinion to influence their work	5.5	7.3	52.7	32.7	1.8
		They communicated information clearly	5.2	12.1	48.3	32.8	1.7
		They viewed you as a partner who was equally committed to a healthy environment	10.3	10.3	43.1	36.2	0
		They worked to build a cooperative relationship	6.9	12.1	43.1	36.2	1.7
		They worked with you to solve problems	5.2	15.5	46.6	29.3	3.4
		Where necessary, they took the time to understand my unique situation and needs	8.8	7	45.6	33.3	5.3
		I know who to contact if I have questions in the future	3.4	5.2	50	41.4	0
		They provided the follow through that was promised	3.4	6.9	56.9	25.9	6.9
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	1.8	3.5	59.6	33.3	1.8
		The inspector clearly described the site visit or inspection process	1.8	12.3	52.6	31.6	1.8
		The inspector answered your questions about the site visit or inspection process	3.6	1.8	67.9	23.2	3.6
		The inspector explained the regulatory requirements that he or she was there to inspect	1.8	8.8	54.4	29.8	5.3
		The inspector was knowledgeable about your facility or operation	10.5	15.8	49.1	21.1	3.5
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	3.5	7	45.6	22.8	21.1
		The inspector helped you to better understand the laws and rules that impact your facility	7	14	45.6	24.6	8.8
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	8.8	10.5	50.9	22.8	7
			<b>Yes</b>	<b>No</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	13.7	86.3			



Table 47: Summary of industrial stormwater inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
Water Quality	Industrial Stormwater Inspection	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	1.3	5.1	54.4	36.7	2.5
		They were friendly	2.5	1.3	55	38.8	2.5
		They listened	1.3	5.1	53.2	38	2.5
		They used professional judgement rather than personal opinion to influence their work	1.3	10.3	46.2	38.5	3.8
		They communicated information clearly	1.3	7.5	51.3	36.3	3.8
		They viewed you as a partner who was equally committed to a healthy environment	3.8	7.7	51.3	33.3	3.8
		They worked to build a cooperative relationship	2.5	3.8	60.8	29.1	3.8
		They worked with you to solve problems	2.5	3.8	53.2	30.4	10.1
		Where necessary, they took the time to understand my unique situation and needs	2.6	7.8	48.1	32.5	9.1
		I know who to contact if I have questions in the future	1.3	3.8	50	42.5	2.5
		They provided the follow through that was promised	1.3	5.1	59.5	25.3	8.9
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	1.3	3.9	56.6	30.3	7.9
		The inspector clearly described the site visit or inspection process	1.3	5.2	55.8	31.2	6.5
		The inspector answered your questions about the site visit or inspection process	1.3	1.3	59	32.1	6.4
		The inspector explained the regulatory requirements that he or she was there to inspect	0	6.4	59	28.2	6.4
		The inspector was knowledgeable about your facility or operation	0	7.8	61	26	5.2
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	1.3	10.4	42.9	22.1	23.4
		The inspector helped you to better understand the laws and rules that impact your facility	1.3	10.5	57.9	22.4	7.9
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	0	7.8	58.4	26	7.8
			<b>Yes</b>	<b>No</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	24.2	75.8			

Table 48: Summary of industrial wastewater discharge inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
Water Quality	Industrial Wastewater Discharge Inspection	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	1.5	1.5	42.6	50	4.4
		They were friendly	1.5	1.5	38.2	54.4	4.4
		They listened	0	3	46.3	47.8	3
		They used professional judgement rather than personal opinion to influence their work	1.5	2.9	50	41.2	4.4
		They communicated information clearly	0	3	59.7	34.3	3
		They viewed you as a partner who was equally committed to a healthy environment	4.4	1.5	51.5	39.7	2.9
		They worked to build a cooperative relationship	2.9	4.4	44.1	44.1	4.4
		They worked with you to solve problems	4.5	0	40.3	49.3	6
		Where necessary, they took the time to understand my unique situation and needs	3	0	46.3	44.8	6
		I know who to contact if I have questions in the future	1.5	0	38.2	58.8	1.5
		They provided the follow through that was promised	4.4	0	48.5	38.2	8.8
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	0	1.5	39.7	51.5	7.4
		The inspector clearly described the site visit or inspection process	0	1.5	42.6	48.5	7.4
		The inspector answered your questions about the site visit or inspection process	0		47.1	44.1	8.8
		The inspector explained the regulatory requirements that he or she was there to inspect	1.5	2.9	44.1	42.6	8.8
		The inspector was knowledgeable about your facility or operation	1.5	2.9	54.4	35.3	5.9
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0	1.5	38.2	22.1	38.2
		The inspector helped you to better understand the laws and rules that impact your facility	1.5	1.5	55.2	26.9	14.9
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	0	4.4	55.9	26.5	13.2
			<b>Yes</b>	<b>No</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	12.1	87.9			

Table 49: Summary of municipal wastewater discharge inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
			Strongly disagree	Disagree	Agree	Strongly agree	Does not apply
Water Quality	Municipal Wastewater Discharge Inspection	<b>Customer Service</b>					
		They were helpful	1.4	4.1	39.7	53.4	1.4
		They were friendly	1.4	0	35.6	63	0
		They listened	1.4	1.4	42.5	54.8	0
		They used professional judgement rather than personal opinion to influence their work	1.4	2.9	38.6	57.1	0
		They communicated information clearly	1.4	4.1	42.5	50.7	1.4
		They viewed you as a partner who was equally committed to a healthy environment	1.4	5.6	36.1	55.6	1.4
		They worked to build a cooperative relationship	1.4	2.8	37.5	55.6	2.8
		They worked with you to solve problems	1.4	2.8	41.7	51.4	2.8
		Where necessary, they took the time to understand my unique situation and needs	1.4	5.6	44.4	47.2	1.4
		I know who to contact if I have questions in the future	1.4	0	32.4	64.8	1.4
		They provided the follow through that was promised	1.4	1.4	43.8	47.9	5.5
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	0	0	45.2	50.7	4.1
		The inspector clearly described the site visit or inspection process	0	0	45.2	49.3	5.5
		The inspector answered your questions about the site visit or inspection process	1.4	0	41.1	52.1	5.5
		The inspector explained the regulatory requirements that he or she was there to inspect	0	2.7	49.3	42.5	5.5
		The inspector was knowledgeable about your facility or operation	1.4	4.1	43.8	46.6	4.1
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	1.4	2.8	40.3	33.3	22.2
		The inspector helped you to better understand the laws and rules that impact your facility	2.8	5.6	45.8	33.3	12.5
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	2.8	5.6	47.2	37.5	6.9
			<b>Yes</b>	<b>No</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	9.2	90.8			

Table 49: Summary of dam safety inspections customer survey response results

PROGRAM	INSPECTION TYPE	STATEMENT	RESPONSE (%)				
Water Resources	Dam Safety Inspection	<b>Customer Service</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		They were helpful	3.4	1.7	51.7	41.4	1.7
		They were friendly	1.8	0	47.4	49.1	1.8
		They listened	1.7	1.7	51.7	41.4	3.4
		They used professional judgement rather than personal opinion to influence their work	1.8	1.8	44.6	48.2	3.6
		They communicated information clearly	3.4	3.4	53.4	37.9	1.7
		They viewed you as a partner who was equally committed to a healthy environment	3.5	7	45.6	38.6	5.3
		They worked to build a cooperative relationship	0	7	56.1	35.1	1.8
		They worked with you to solve problems	3.4	1.7	51.7	34.5	8.6
		Where necessary, they took the time to understand my unique situation and needs	1.7	5.2	43.1	37.9	12.1
		I know who to contact if I have questions in the future	1.7	3.4	48.3	44.8	1.7
		They provided the follow through that was promised	1.7	6.9	50	36.2	5.2
		<b>The Inspector</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspector informed you about why your business received a site visit or inspection	0	1.7	41.4	48.3	8.6
		The inspector clearly described the site visit or inspection process	3.4	3.4	46.6	39.7	6.9
		The inspector answered your questions about the site visit or inspection process	1.7	3.4	51.7	36.2	6.9
		The inspector explained the regulatory requirements that he or she was there to inspect	0	3.4	53.4	36.2	6.9
		The inspector was knowledgeable about your facility or operation	3.6	5.4	46.4	37.5	7.1
		If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it	0	8.6	41.4	34.5	15.5
		The inspector helped you to better understand the laws and rules that impact your facility	1.7	12.1	43.1	29.3	13.8
		<b>Inspection Process</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Does not apply</b>
		The inspection process provided you with useful regulatory information that was applicable to your facility or operation	0	12.1	48.3	25.9	13.8
			<b>Yes</b>	<b>No</b>			
		As a result of the inspection, Ecology issued you an enforcement notice, order, or penalty	15.6	84.4			

# Appendix F: Survey Questionnaire

## Introductory questions

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

1. [List the name of the permit or inspection that the customer received]
2. In which county is the facility or site located?
3. [permit only] Was your application for a permit [*select one*]
  - a. Approved, permit issued (including conditionally approved)?
  - b. Withdrawn by you or your company?
  - c. Denied?
  - d. Pending a decision?
  - e. Or something else? Specify \_\_\_\_\_
4. When contacting the Dept. of Ecology, how long did it usually take for Ecology staff to get back to you? [possible answers: *within one day, within one week, two to four weeks, longer than a month, does not apply*]
  - a. Were you satisfied with the timeliness of the response? [*yes/no*]

## Communications with Ecology Staff

*Now I have some questions regarding the Dept. of Ecology staff and their customer service. Please indicate whether you strongly disagree, disagree, agree, or strongly agree with the following statements. If the statement does not apply, select does not apply.*

[Possible answers: *Strongly disagree, disagree, agree, strongly agree, does not apply*]

5. They were helpful
6. They were friendly
7. They listened
8. They used professional judgement rather than personal opinion to influence their work
9. They communicated information clearly
10. They viewed you as a partner who was equally committed to a healthy environment
11. They worked to build a cooperative relationship
12. They worked with you to solve problems
13. Where necessary, they took the time to understand my unique situation and needs
14. I know who to contact if I have questions in the future
15. They provided the follow through that was promised

## **Permit Process [asked only to permit applicants]**

*Now we are going to ask about the permit process.*

[Possible answers: *Strongly disagree, disagree, agree, strongly agree, does not apply*]

16. They informed you about what was needed to submit a complete permit application
17. They answered your questions about the permitting process
18. You were informed about how long it would take to get a permit decision

*Now I have a few statements about the permit itself, using the same ratings.*

19. The permit forms were easy to use
20. The application instructions were clear
21. The environmental standards were clear
22. The decision was timely
23. The decision was clear
24. The time required to issue the permit was reasonable
25. The permit conditions are reasonable
26. Did you receive either technical support or assistance before submitting your application [yes/no]
  - a. [if yes] It was helpful [*strongly disagree, disagree,...* ]
  - b. [if no] I knew that support and technical assistance was available [*strongly disagree...]*
27. Did you submit your application online? [yes/no]
  - a. [if yes] It was easy to submit the application online [*strongly disagree, disagree,...* ]
  - b. [if no] If possible, I would like to in the future [*strongly disagree, disagree,...* ]

## **Site Visits and Inspections [asked only to inspected customers]**

*Now we are going to ask you about your inspection or site visit from Ecology staff.*

[Possible answers: *Strongly disagree, disagree, agree, strongly agree, does not apply*]

28. The inspector informed you about why your business received a site visit or inspection
29. The inspector clearly described the site visit or inspection process to you
30. The inspector answered your questions about the site visit or inspection process
31. The inspector explained the regulatory requirements that he or she was there to inspect
32. The inspector was knowledgeable about your facility or operation
33. If a deficiency was found during the inspection, the inspector clearly explained to you how to correct it
34. The inspector helped you to better understand the laws and rules that impact your facility
35. The inspection process provided you with useful regulatory information that was applicable to your facility or operation
36. As a result of the inspection, did Ecology issue your business an enforcement notice, order, or penalty? [yes/no]

## Website and Online Resources

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

37. Did you use the Department of Ecology website to find information about [applying for this permit / compliance with environmental regulations related to your facility]? [yes/no]
  - a. Was it easy to find the information you needed on the Ecology Website? [yes/no]
  - b. Was the information helpful? [yes/no]
38. Did you use any online resources, such as webinars or videos, to learn about your permit or inspection?
  - a. If yes, were they helpful to you? [yes/no]
  - b. If no, would you use them if they were available? [yes/no]
39. How should the Department of Ecology make it easier to access information online?

## Miscellaneous

40. How should the Department of Ecology improve:  
[permits] The process of getting a permit?  
[inspections] its site visit or inspection process?
41. What was your biggest challenge in dealing with the Department of Ecology?
42. Any other comments?