



How are we doing?

2016 Survey of Permitted and Inspected Customers

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



Forms and paperwork's ease-of-use



Online resources

Response Rate

For the 2016 survey, 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.



4,106 contacted



2,207 responded
1,283 didn't respond
616 ineligible for survey



63% response rate



New this year!

We added an option to complete the survey **online**.

Customer Service

We asked our customers, who responded to the survey, about their experience and satisfaction when 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.



We heard you!

Our **Water Resources** program is providing customer service and communication training to their teams.

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.



We heard you!

We are finding ways to improve the usability of our website. Our **Air Quality** program is systematically updating their web pages to improve their customer's experience with our online information. We also launched an entire new website in December 2017.

Opportunities for Improvement

We use the results of this survey to evaluate our processes and identify improvements. Results from this 2016 survey tells us we can do better in some areas.



We can do a better job of answering our customers' questions about the permitting process.



We can do a better job of providing our customers with useful regulatory information applicable to their facility or operation.

We can do a better job of making the permit application instructions clear.



We can do a better job of explaining to our customers how to correct a deficiency, if found during the inspection.



We are committed to improve!



19 action items written by programs.



14 items already completed.

For more information on the survey or to see the full report, please visit us online at <https://ecology.wa.gov/About-us/Accountability-transparency/Customer-survey-results>