

# Making Washington Best for Business

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Eastern Regional Office Director



**QUESTION:**

Does the answer from Ecology  
always have to be NO?

**ANSWER:** NO ! 😊



What we do ....

# Ecology = study of house

- 1,570 people
- 10 Programs + Admin
  - Air Quality, Water Quality, Shorelands
  - Water Resources, Spill Prevention & Response
  - Hazardous Waste, Nuclear Waste
  - Waste 2 Resources
  - Environmental Assessment
  - Toxics Cleanup
- ~ 40 Laws, 150 rules
- HQ + 4 RO's + 2 FO's + couple one-zies
- Budget (2 year)
  - \$ 458.1 million (ops)
  - \$ 1,019.4 million (cap)
  - 
  - \$ 1,477,490,570
  - Pass thru = 73%



# Ecology

- Contracts, Grants & Loans
  - On the ground work
  - Infrastructure
  - Services
  - Clean-up
  - Restoration
- Environmental Permits
  - Limit and allow:  
impact & footprint
- Compliance Assistance
- Inspections & Enforcement
- Monitoring & Analysis (Science)
- Policy, Rules, Guidance
- Education & Outreach





Director Maia Bellon

# Strategic Framework

## Vision

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

## Mission

**Protect, preserve and enhance** Washington's environment for current and future generations.

## Our Commitment

- Perform our work in a **professional** and **respectful** manner.
- Listen carefully and communicate in a **responsive** and **timely** manner.
- Solve problems through **innovative** ways.
- Build and maintain **cooperative relationships**.
- Practice **continuous improvement**.

## Goals



Protect and restore land, air and water



Prevent pollution



Promote healthy communities and natural resources



Deliver efficient and effective services

## Strategic Priorities

- Reduce and prepare for climate impacts.
- Prevent and reduce toxic threats.
- Deliver integrated water solutions.
- Protect and restore Puget Sound.

# Building a Partnership Model

- Cowboys & the *Code of Conduct*
- Feedback Matters
- ORA & ORIA to the Rescue
- LEAN
- Innovations



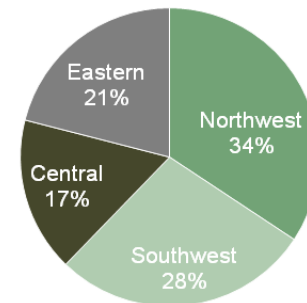
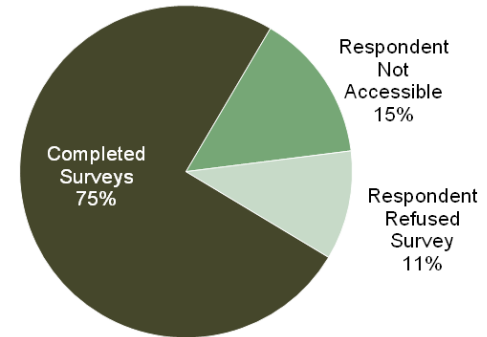
# Survey



## 2014 Customer Survey Results

### Permit Applicants & Inspected Customers

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# Survey results

Table 1: Summary of permit applicant results

Response Rate:	2002	2004	2006	2008	2010	2012	2014
Sample Size	2320	1,835	1,858	1,849	1,601	2,287	1,722
Number of Usable Survey Responses	1,193	1,431	1,567	1,382	1,253	1,671	1,294
Response Rate	51%	78%	84%	75%	78%	75%	75%
<b>Ecology Staff:</b>	<b>Percent Agreed or Strongly Agreed</b>						
Were helpful	86	94	92	92	91	93	94
Were friendly	93	95	95	95	95	96	96
Listened	89	93	94	93	93	93	94
Used professional judgment rather than personal opinion to influence their work	80	91	90	91	90	93	93
Communicated information clearly	83	91	91	90	90	91	91
Viewed applicant as a partner equally committed to a healthy environment	71	88	83	84	86	83	85
Worked to build a cooperative relationship	74	89	88	87	88	86	88
Worked to find innovative ways to solve problems	64	84	78	77	78	80	78
Informed applicant what was needed to submit a complete permit application	87	91	92	93	93	93	94
Answered questions about the permitting process	87	93	95	96	95	95	97
Informed applicant how long it would take to get a permit decision	67	80	75	79	76	78	80
<b>The Permit:</b>	<b>Percent Agreed or Strongly Agreed</b>						
Forms were easy to use	67	85	82	78	80	83	85
Application instructions were clear	68	87	87	85	86	88	89
Environmental standards were clear	65	84	84	81	83	85	85
Decision was timely	63	84	81	81	83	82	78
Decision was clear	79	89	93	92	93	93	93
Time required to issue the permit was reasonable	Not asked in 2002	83	80	80	82	79	74
Permit conditions are reasonable		81	81	80	81	87	82
Reporting requirements are reasonable		80	84	81	81	87	84
Monitoring requirements are reasonable		79	81	78	81	84	82
<b>Satisfaction with Response Time to:</b>	<b>Percent Satisfied</b>						
Phone calls	82	95	94	92	90	87	92
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
Was it easy to find the information on the Ecology website		83	83	84	80	77	78
Was the permit information helpful		88	92	92	89	90	90

Table 2: Summary of inspected customer results

Response Rate:	2010	2012	2014
Sample Size	622	1,361	1,878
Number of Usable Survey Responses	487	971	1,402
Response Rate	78%	71%	75%
<b>Ecology Staff:</b>	<b>Percent Agreed or Strongly Agreed</b>		
Were helpful	95	96	96
Were friendly	95	97	97
Listened	96	95	95
Used professional judgment rather than personal opinion to influence their work	94	90	92
Communicated information clearly	95	96	94
Viewed customer as a partner equally committed to a healthy environment	90	88	90
Worked to build a cooperative relationship	94	93	93
Worked to find innovative ways to solve problems	86	87	85
<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
Clearly described the site visit or inspection process	95	95	95
Answered questions about the site visit or inspection process	96	98	97
Explained the regulatory requirements that he or she was there to inspect	96	96	96
Was knowledgeable about the customer's facility or operation	86	86	87
Clearly explained how to correct a deficiency, if found during the inspection	94	90	91
<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
	<b>Percent Answering Yes</b>		
Resulted in Ecology issuing the business an enforcement notice, order, or penalty	25	13	16
<b>Satisfaction with Response Time to:</b>	<b>Percent Satisfied</b>		
Phone calls	93	94	95
Emails	94	95	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
Was it easy to find the information on the Ecology website	78	75	74
Was the information helpful	90	93	92





# REPORT CARD

people ..... A+

professional ..... A

permit ..... B

inspection ..... A-

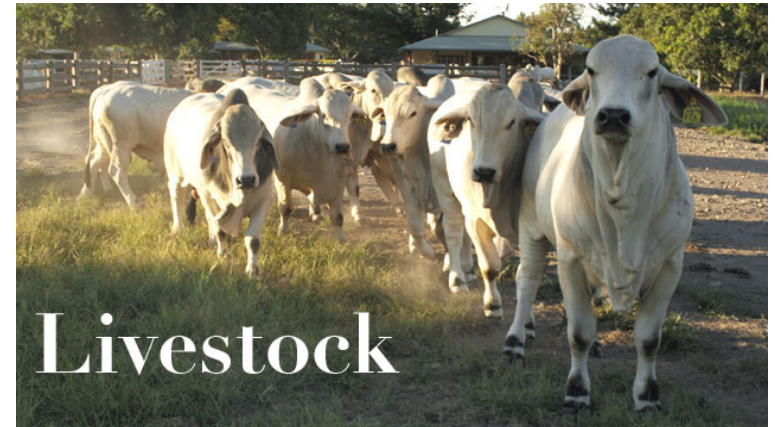
timeframe ..... B-

web ..... C-

PARENTS SIGNATURE: \_\_\_\_\_



# A few Illustrations

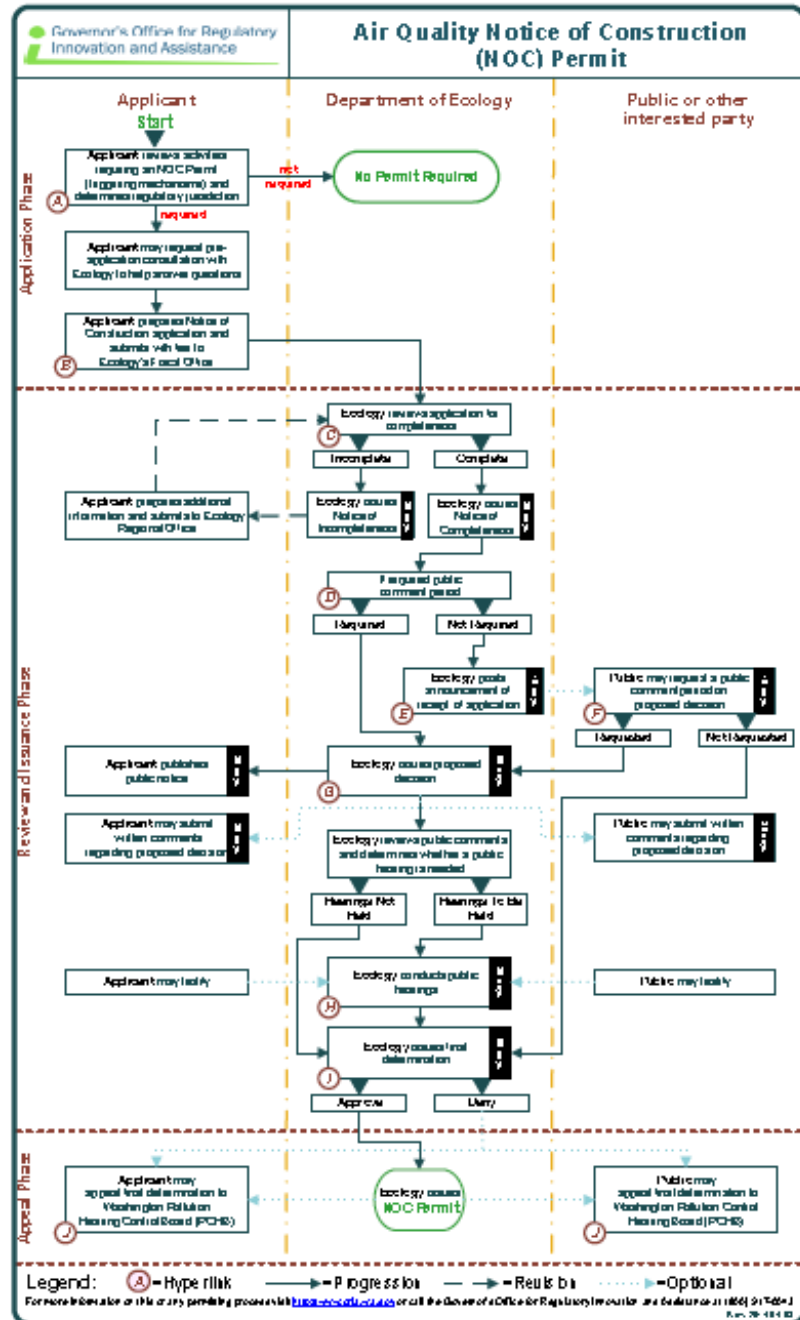


Livestock



...Do all this paperwork before you do any dirt work...

Curtsey of ORIA ☺



# Innovative Partnership!

“Communication  
Helps Avoid  
Battles”



Rik Dalvit/For the Capital Press



April 15, 2015

# Is Partnership working?

YES!

Is the Jury still out ?....

Yes, and ....



# Questions & Discussion

