Making Washington Best for Business

Grant Pfeifer
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
# 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**

**Completed Surveys 75%**

- Respondent Not Accessible 15%
- Respondent Refused Survey 11%

March 2015
Publication Number: 5-01-002
# Survey Results

## Table 1: Summary of Permit Applicant Results

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<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>Sample Size</td>
<td>227</td>
<td>1,236</td>
<td>1,236</td>
<td>1,498</td>
<td>1,630</td>
<td>1,981</td>
<td>1,872</td>
</tr>
<tr>
<td>Number of Useable Survey Responses</td>
<td>1,458</td>
<td>1,671</td>
<td>1,671</td>
<td>1,671</td>
<td>1,671</td>
<td>1,671</td>
<td>1,671</td>
</tr>
<tr>
<td>Response Rate</td>
<td>5.4%</td>
<td>7.4%</td>
<td>7.4%</td>
<td>7.4%</td>
<td>7.4%</td>
<td>7.4%</td>
<td>7.4%</td>
</tr>
</tbody>
</table>

### Easiness of Use

- **Percent Agreed or Strongly Agreed**
  - Was helpful: 86 84 82 82 82 82 82
  - Was friendly: 83 83 83 83 83 83 83
  - Listened: 83 83 83 83 83 83 83
  - Used professional judgment rather than personal opinions: 80 81 81 81 81 81 81
  - Coordinated information clearly: 83 83 83 83 83 83 83
  - Viewed applicants as partners equally committed to a healthy environment: 71 71 71 71 71 71 71
  - Worked to build a cooperative relationship: 74 74 74 74 74 74 74
  - Provided applicants with innovative ways to solve problems: 64 64 64 64 64 64 64
  - Informed applicants what was needed to submit a complete permit application: 87 87 87 87 87 87 87
  - Answered questions about the permit process: 87 87 87 87 87 87 87
  - Informed advisors how they would like to get permit decisions: 67 67 67 67 67 67 67

### Permit

- **Percent Agreed or Strongly Agreed**
  - Permits were easy to use: 67 67 67 67 67 67 67
  - Application instructions were clear: 68 68 68 68 68 68 68
  - Environmental standards were clear: 68 68 68 68 68 68 68
  - Decision was timely: 63 63 63 63 63 63 63
  - Decision was fair: 70 70 70 70 70 70 70
  - Time required to issue the permit was reasonable: 62 62 62 62 62 62 62
  - Permit conditions are reasonable: 81 81 81 81 81 81 81
  - Legislative requirements are reasonable: 83 83 83 83 83 83 83
  - Monitoring requirements are reasonable: 79 79 79 79 79 79 79

### Satisfaction with Response Times:

- **Percent Satisfied**
  - Phone calls: 82 82 82 82 82 82 82
  - Letters: 76 76 76 76 76 76 76
  - Email: 80 80 80 80 80 80 80

### Websites Used:

- **Percent Agreeing Yes**
  - Was the Ecology website used to find permit information: 62 62 62 62 62 62 62
  - Was it easy to find the information on the website: 80 80 80 80 80 80 80
  - Was the permit information helpful: 96 96 96 96 96 96 96

## Table 2: Summary of Inspected Customer Results

<table>
<thead>
<tr>
<th>Resource Rate:</th>
<th>2010</th>
<th>2012</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample Size</td>
<td>672</td>
<td>1,361</td>
<td>1,872</td>
</tr>
<tr>
<td>Number of Useable Survey Responses</td>
<td>477</td>
<td>977</td>
<td>1,402</td>
</tr>
<tr>
<td>Response Rate</td>
<td>78%</td>
<td>78%</td>
<td>78%</td>
</tr>
</tbody>
</table>

### Easiness of Use

- **Percent Agreed or Strongly Agreed**
  - Was helpful: 83 83 83
  - Was friendly: 82 82 82
  - Listened: 82 82 82
  - Used professional judgment rather than personal opinions: 80 80 80
  - Coordinated information clearly: 83 83 83
  - Viewed applicants as partners equally committed to a healthy environment: 80 80 80
  - Worked to build a cooperative relationship: 80 80 80
  - Provided applicants with innovative ways to solve problems: 80 80 80
  - Informed applicants how they would like to get permit decisions: 80 80 80

### The Inspection

- **Percent Agreed or Strongly Agreed**
  - Informed customers why their business received a site visit or inspection: 83 83 83
  - Clearly described the site visit or inspection process: 83 83 83
  - Answered questions about the site visit or inspection process: 83 83 83
  - Explained how the regulatory requirements that he or she was there to inspect: 83 83 83
  - Was helpful in providing an overview of the customer’s facility or operation: 83 83 83
  - Clearly explained how to correct deficiencies, if found during the inspection: 83 83 83

### The Inspection Result

- **Percent Agreed or Strongly Agreed**
  - Provided the customer with useful regulatory information applicable to their facility or operation: 83 83 83
  - Resulted in changes among the business in enforcement views, value, or priority: 83 83 83
REPORT CARD

people ........... A+
professional ........ A
permit ............ B
Inspection ........ B-
Timeframe ........ A-
Web ............... A-

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