Prior to the annual meeting required by (b) of this subsection, the department of fish and wildlife and the department of ecology must circulate a survey to hydropower licensees soliciting feedback on the responsiveness of department staff, clarity of staff roles and responsibilities in the hydropower licensing and implementation process, and other topics related to the professionalism and expertise of department staff assigned to hydropower project licensing projects. This survey must be designed by the department of fish and wildlife and the department of ecology after consulting with hydropower licensees and the results of the survey must be included in the biennial progress report produced pursuant to subsection (1)(c)(i) of this section. Prior to the annual meeting, the department of ecology and the department of fish and wildlife must analyze the survey results. The departments must present summarized information based on their analysis of survey results at the annual meeting for purposes of discussion with hydropower project licensees.
Prior to the annual meeting required by (b) of this subsection, the department of fish and wildlife and the department of ecology must circulate a survey to hydropower licensees soliciting feedback on the

**responsiveness** of department staff, **clarity of staff roles and responsibilities** in the hydropower licensing and implementation process, and other topics related to the **professionalism** and **expertise** of department staff assigned to hydropower project licensing projects. This survey must be designed by the department of fish and wildlife and the department of ecology after consulting with hydropower licensees and the results of the survey must be included in the biennial progress report produced pursuant to subsection (1)(c)(i) of this section. Prior to the annual meeting, the department of ecology and the department of fish and wildlife must analyze the survey results. The departments must present summarized information based on their analysis of survey results at the annual meeting for purposes of discussion with hydropower project licensees.
Feedback from 2017 Annual Survey

• Stakeholders wanted to provide separate feedback for Ecology and WDFW.
• Stakeholders were interested in having a “N/A” option when answering survey questions.
• There were concerns with the length of the survey.
Annual Survey Workgroup

• 1\textsuperscript{st} meeting – share the basis and structure of the original survey and determine the best method to receive feedback.

• 2\textsuperscript{nd} meeting – provide suggestions for improvement and draft new questions.

• 3\textsuperscript{rd} meeting – review and approve the new version of the survey.
Annual Survey Workgroup Participants (9)

- Chris Pens, Director of Regulatory & Environmental Affairs, Tollhouse Energy Company
- Dawn Presler, Sr. Environmental Coordinator/Licensing and Compliance, Snohomish County PUD
- Ross Hendrick, License & Environmental Compliance Manager, Grant County PUD
- Marcie Clement, Water Resources Program Manager, Public Utility District No. 1 of Chelan County
- Jory Oppenheimer, Hydro Program Services, Puget Sound Energy
- Meghan Lunney, Aquatic Resource Specialist, Avista
- Ecology Staff:
  - Amelia Min-Venditti, Governmental Relations/Rules & Accountability
  - Chad Brown, Water Quality Management Unit Supervisor
  - Breean Zimmerman, Hydropower Projects Manager
Major Changes

1. The survey is focused more on addressing the intent of RCW 90.16.050 which is to solicit feedback on agency staff responsiveness, clarity of agency staff roles and responsibilities, professionalism, and expertise.
2. The survey now includes undecided/neutral and N/A as response options to questions.
3. The survey is much shorter with only 4 required questions. However, we retained the option to answer more questions if the user so desires.
4. The format is more user friendly and guides the user through the survey.
5. The survey allows you to respond to questions for Department of Ecology and Department of Fish & Wildlife, separately.
2018 Annual Survey

https://www.surveymonkey.com/r/8PX53Z7
Responsiveness:

I was satisfied with staff response time.


**Department of Ecology**

**Department of Fish & Wildlife**
Clarity of staff roles:

I know who to contact at the State agency when I have regulatory questions about my hydropower project.

Answered: 6  Skipped: 2  First: 10/16/2018  Zoom: 10/17/2018 to 10/23/2018

Department of Ecology

Department of Fish & Wildlife
Professionalism:

State agency staff interacted with my organization in a professional manner.


Department of Ecology

Department of Fish & Wildlife
State agency staff demonstrated knowledge and experience in their area(s) of expertise.
Questions and Discussion