

# Annual Performance Survey

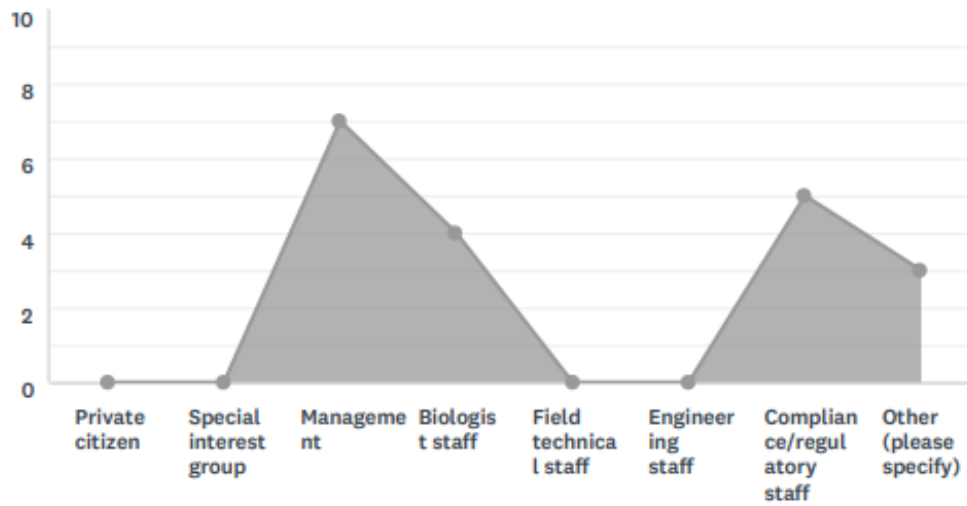
## Q2 Facility

Answered: 11    Skipped: 7

#	RESPONSES	DATE
1	Mason County PUD # 1	10/31/2018 2:42 PM
2	Hancock Creek & Calligan Creek Hydro	10/31/2018 12:22 PM
3	Sunset Fish Passage and Energy Project	10/31/2018 11:57 AM
4	Priest Rapids Hydroelectric Project	10/31/2018 7:07 AM
5	Lewis River Hydro Projects	10/25/2018 1:53 PM
6	PacifiCorp	10/24/2018 11:17 AM
7	City of Centralia (Yelm Hydro Project)	10/22/2018 7:55 AM
8	Cowlitz PUD	10/18/2018 2:03 PM
9	Spokane River Project	10/18/2018 1:38 PM
10	Okanogan PUD	10/17/2018 12:27 PM
11	Tacoma Power	10/16/2018 1:42 PM

### Q3 In what capacity are you taking this survey?

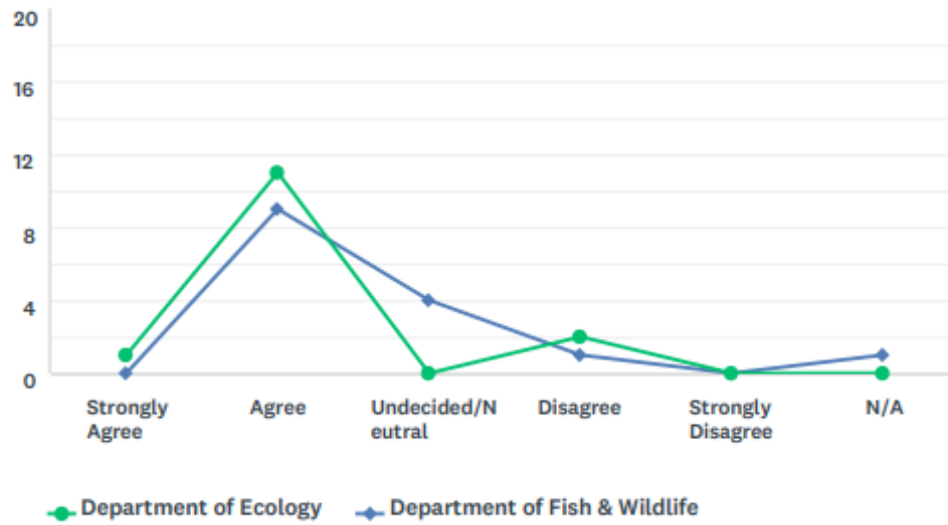
Answered: 16 Skipped: 2



ANSWER CHOICES	RESPONSES	
Private citizen	0.00%	0
Special interest group	0.00%	0
Management	43.75%	7
Biologist staff	25.00%	4
Field technical staff	0.00%	0
Engineering staff	0.00%	0
Compliance/regulatory staff	31.25%	5
Other (please specify)	18.75%	3
Total Respondents: 16		

## Q4 I was satisfied with staff response time.

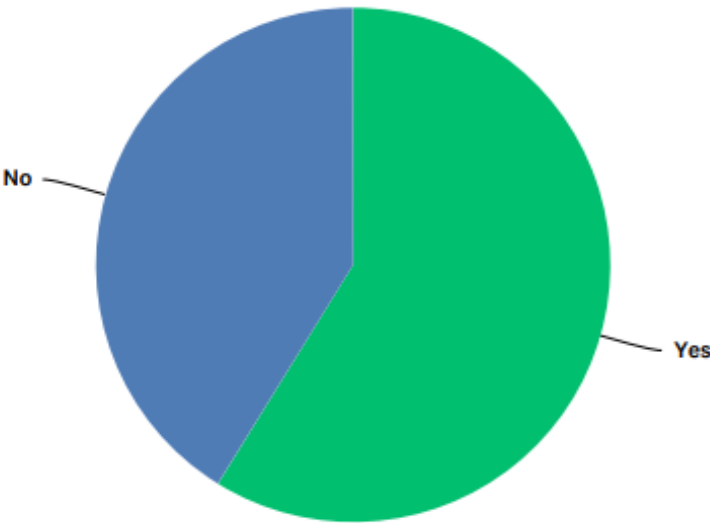
Answered: 15 Skipped: 3



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	100.00% 1	0.00% 0	1	1.00
Agree	55.00% 11	45.00% 9	20	2.00
Undecided/Neutral	0.00% 0	100.00% 4	4	3.00
Disagree	66.67% 2	33.33% 1	3	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	0.00% 0	100.00% 1	1	0.00

Q5 Would you like to answer more questions about Responsiveness?

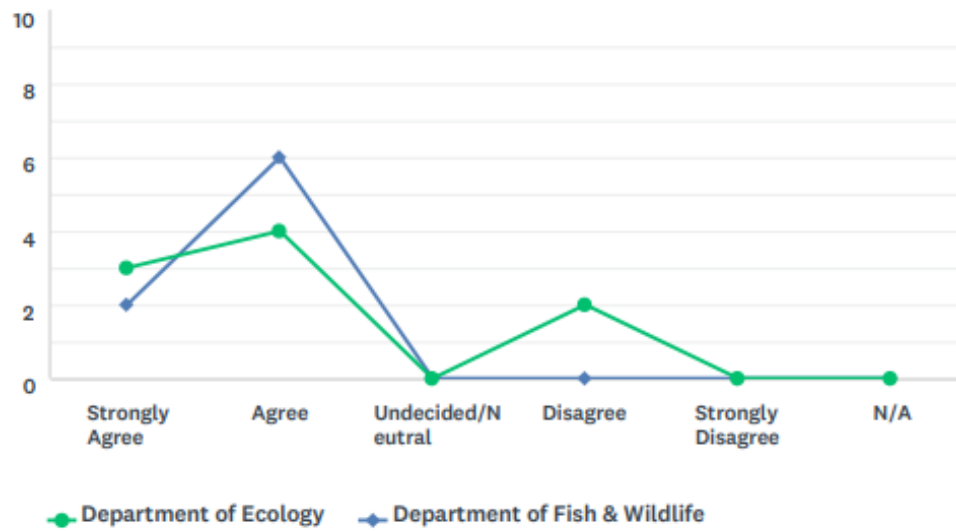
Answered: 17    Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	58.82%	10
No	41.18%	7
TOTAL		17

## Q6 State agency staff were available for assistance upon request.

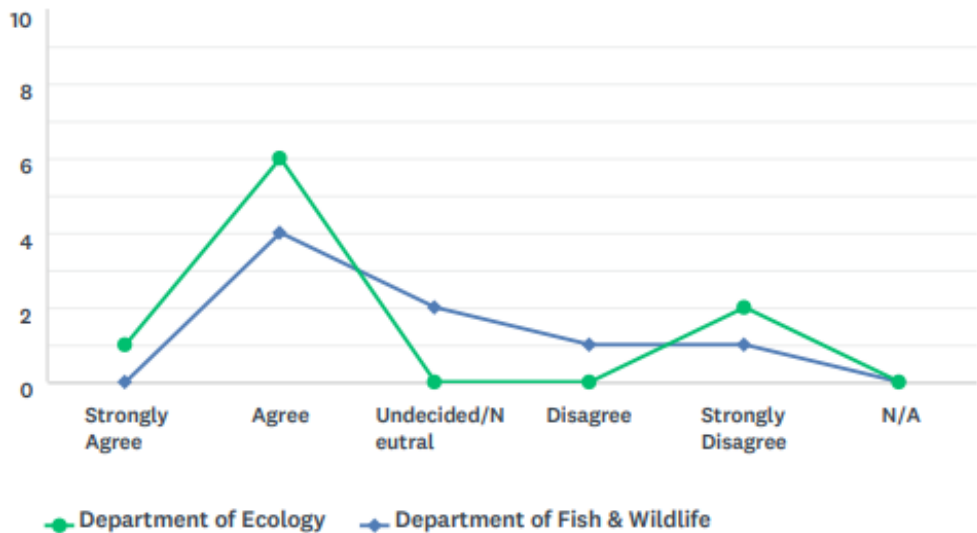
Answered: 9 Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	60.00% 3	40.00% 2	5	1.00
Agree	40.00% 4	60.00% 6	10	2.00
Undecided/Neutral	0.00% 0	0.00% 0	0	3.00
Disagree	100.00% 2	0.00% 0	2	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	0.00% 0	0.00% 0	0	0.00

Q8 Decisions needed from state agency staff were provided in a timely manner.

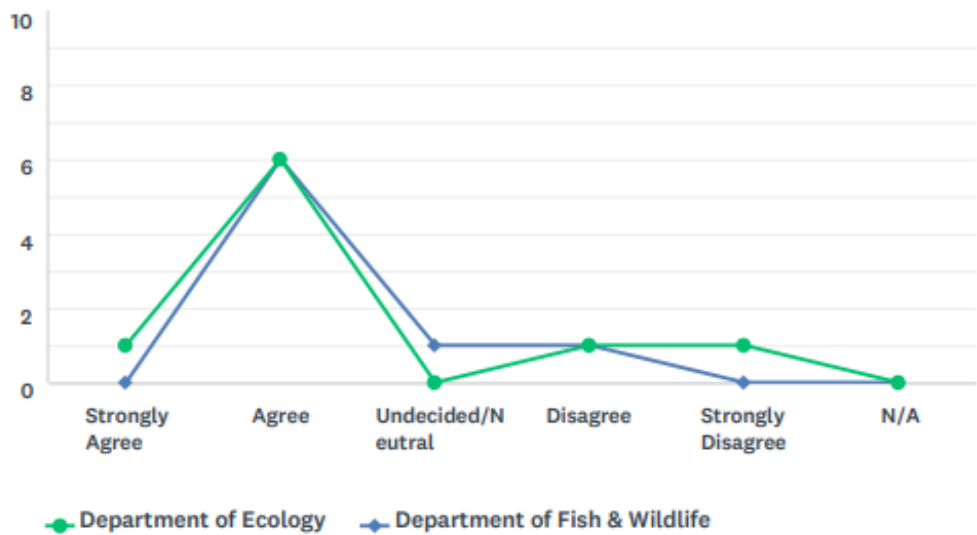
Answered: 9    Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	100.00% 1	0.00% 0	1	1.00
Agree	60.00% 6	40.00% 4	10	2.00
Undecided/Neutral	0.00% 0	100.00% 2	2	3.00
Disagree	0.00% 0	100.00% 1	1	4.00
Strongly Disagree	66.67% 2	33.33% 1	3	5.00
N/A	0.00% 0	0.00% 0	0	0.00

Q9 State agency staff were responsive to requests to review and approve documents as needed.

Answered: 9    Skipped: 9

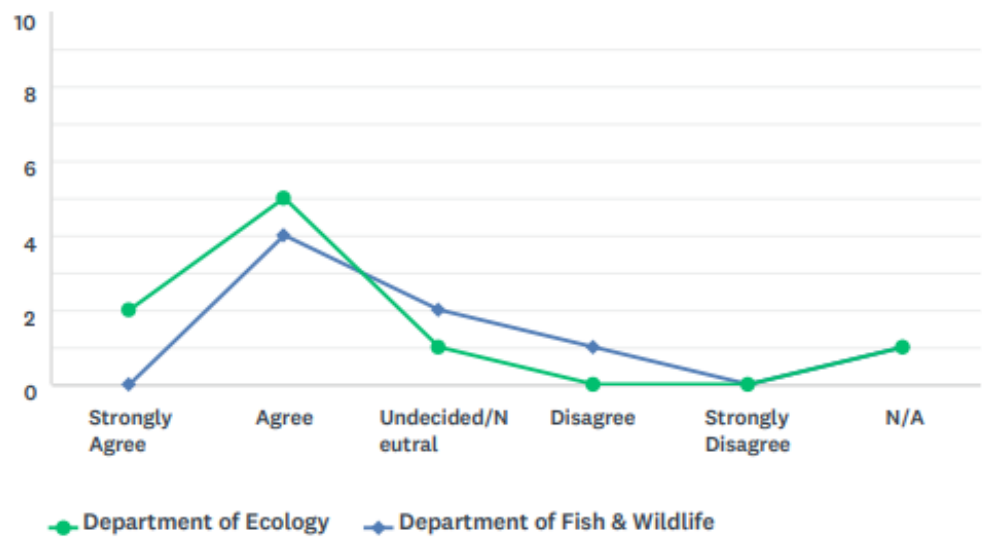


	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	100.00% 1	0.00% 0	1	1.00
Agree	50.00% 6	50.00% 6	12	2.00
Undecided/Neutral	0.00% 0	100.00% 1	1	3.00
Disagree	50.00% 1	50.00% 1	2	4.00
Strongly Disagree	100.00% 1	0.00% 0	1	5.00
N/A	0.00% 0	0.00% 0	0	0.00



Q10 State agency staff worked with your organization effectively to help develop and/or implement my 401 certification requirements.

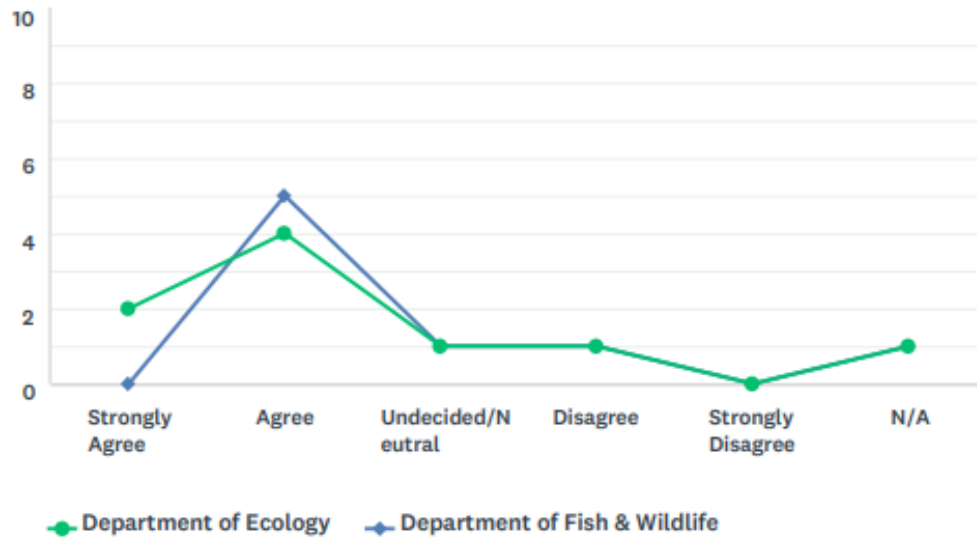
Answered: 9    Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	100.00% 2	0.00% 0	2	1.00
Agree	55.56% 5	44.44% 4	9	2.00
Undecided/Neutral	33.33% 1	66.67% 2	3	3.00
Disagree	0.00% 0	100.00% 1	1	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	50.00% 1	50.00% 1	2	0.00

## Q11 State agency staff provided sufficient answers to questions related to 401 WQ Certification and other state actions.

Answered: 9 Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	100.00% 2	0.00% 0	2	1.00
Agree	44.44% 4	55.56% 5	9	2.00
Undecided/Neutral	50.00% 1	50.00% 1	2	3.00
Disagree	50.00% 1	50.00% 1	2	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	50.00% 1	50.00% 1	2	0.00

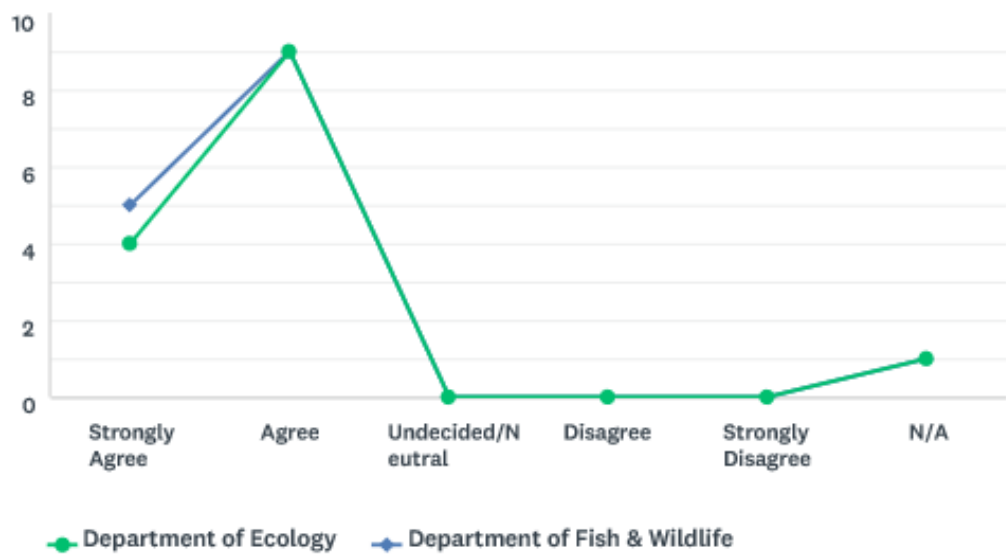
## Q12 Please provide any further feedback you may have in relation to the responsiveness of state agency staff you worked with in the last year.

Answered: 5   Skipped: 13

#	RESPONSES	DATE
1	We mostly worked with Ecology this past year; responsiveness was always reasonable and/or above expectations. In 2017/2018 we had some complex compliance schedules that were ending, and Ecology did a great job responding to meeting requests, draft reports, phone calls, emails, etc. so that we could submit compliance reports in a timely fashion.	10/31/2018 12:26 PM
2	After 6 years of participation, Ecology pulled out of discussions and processing of licensing activities. There were multiple requests for additional time to review materials.	10/31/2018 11:58 AM
3	It would be very helpful if both Ecology and WDFW staff could familiarize themselves with settlement agreements and licensing requirements for each project they work on.	10/22/2018 6:17 AM
4	Pat McGuire was always responsive to our questions and needs in a timely and professional manner.	10/18/2018 1:40 PM
5	WDFW provided timely responses, which was appreciated. However, some of the responses hindered the implementation process and created additional work which was duplicative to the original Licensing process. In some cases, the review and comments appeared to be geared toward attempts to reopen the 401 Certification process.	10/17/2018 12:32 PM

Q13 I know who to contact at the State agency when I have regulatory questions about my hydropower project.

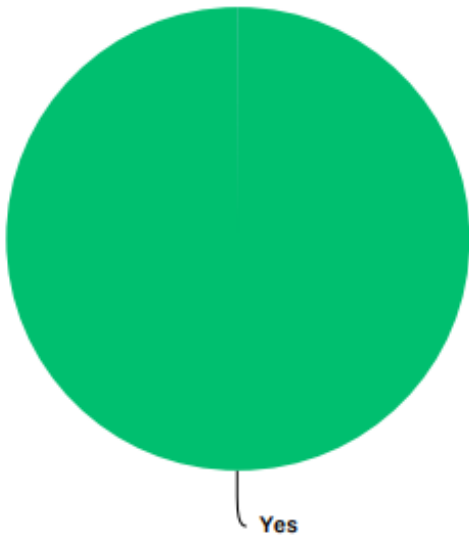
Answered: 15 Skipped: 3



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	44.44% 4	55.56% 5	9	1.00
Agree	50.00% 9	50.00% 9	18	2.00
Undecided/Neutral	0.00% 0	0.00% 0	0	3.00
Disagree	0.00% 0	0.00% 0	0	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	50.00% 1	50.00% 1	2	0.00

Q15 I know which agency to contact when I have questions related to my project's regulatory requirements.

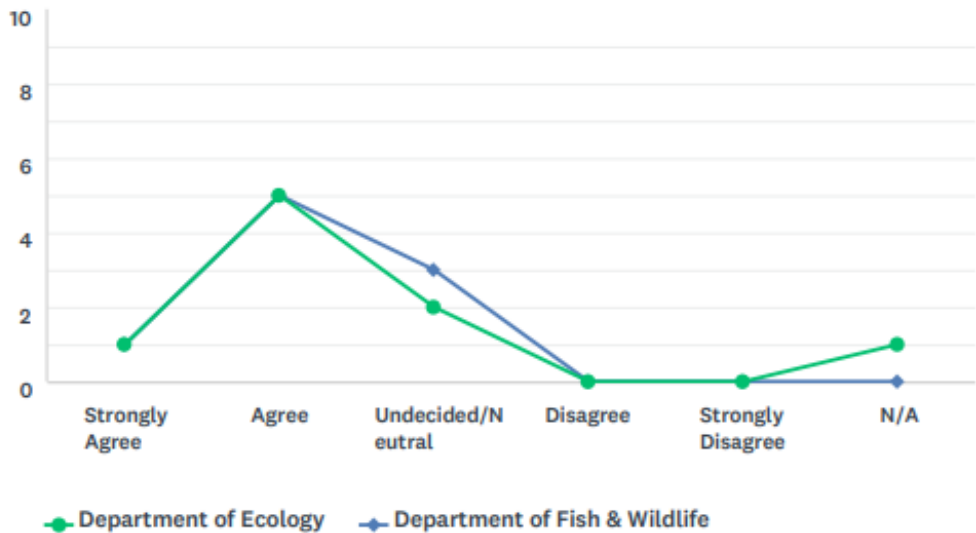
Answered: 9 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q16 The agency point of contact provided a level of engagement necessary to complete the shared workload identified in the annual work plan.

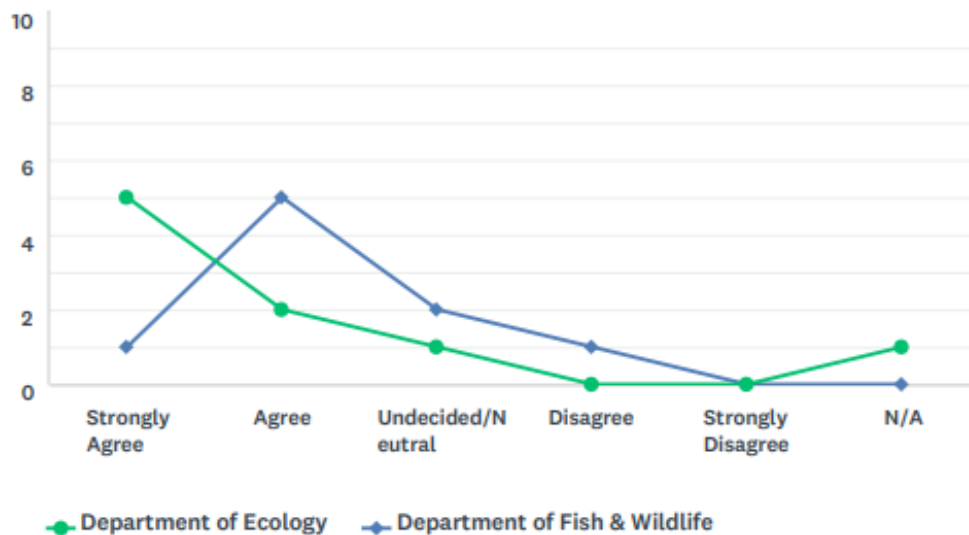
Answered: 9    Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	50.00% 1	50.00% 1	2	1.00
Agree	50.00% 5	50.00% 5	10	2.00
Undecided/Neutral	40.00% 2	60.00% 3	5	3.00
Disagree	0.00% 0	0.00% 0	0	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	100.00% 1	0.00% 0	1	0.00

## Q17 State agency staff worked collaboratively with my organization to solve problems.

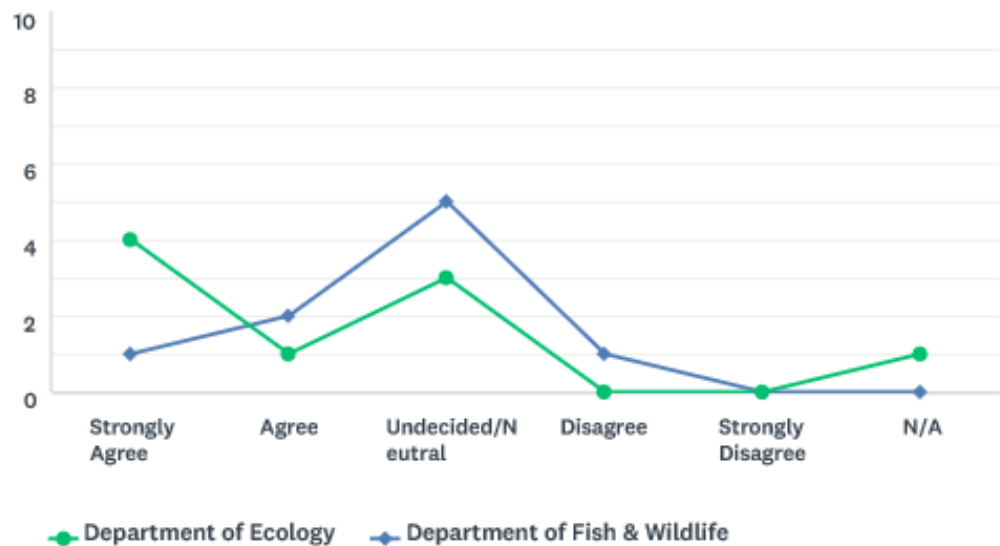
Answered: 9 Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	83.33% 5	16.67% 1	6	1.00
Agree	28.57% 2	71.43% 5	7	2.00
Undecided/Neutral	33.33% 1	66.67% 2	3	3.00
Disagree	0.00% 0	100.00% 1	1	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	100.00% 1	0.00% 0	1	0.00

Q18 State agency staff worked collaboratively with each other to solve problems.

Answered: 9    Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	80.00% 4	20.00% 1	5	1.00
Agree	33.33% 1	66.67% 2	3	2.00
Undecided/Neutral	37.50% 3	62.50% 5	8	3.00
Disagree	0.00% 0	100.00% 1	1	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	100.00% 1	0.00% 0	1	0.00



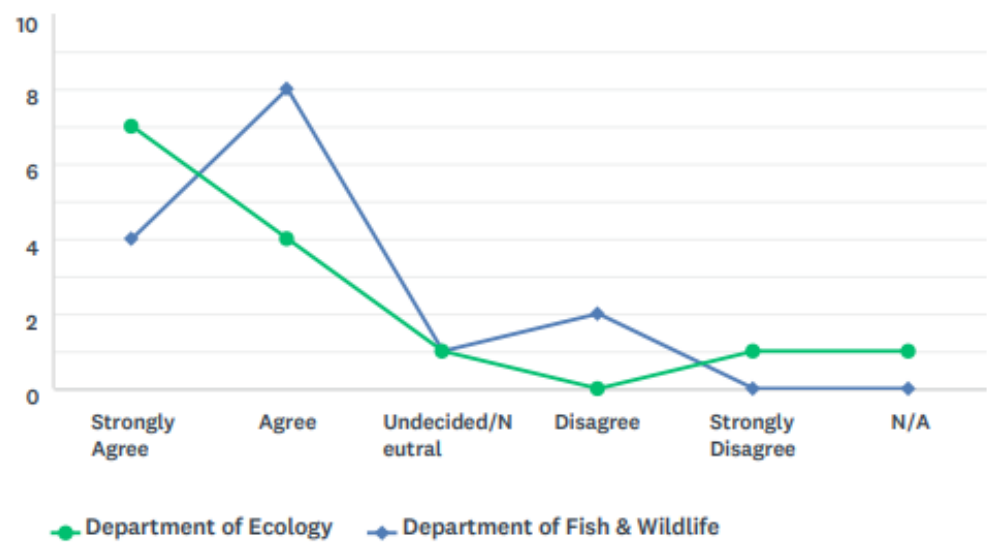
**Q19 Please provide any further feedback you may have in relation to the clarity of staff roles and responsibilities of the state agency staff you worked with in the last year.**

Answered: 5   Skipped: 13

#	RESPONSES	DATE
1	We worked on a major compliance report over the last 18 months, and Ecology staff worked together at the staff and policy levels to provide clear direction on requirements, feedback on draft reports, etc. so that we could develop reports in accordance with applicable requirements.	10/31/2018 12:29 PM
2	Not sure level of collaboration between Ecology and WDFW since they tended to both be at every meeting and have input on the same topics. Seems like there is a lot of duplication of effort which would lean to better collaboration.	10/31/2018 12:09 PM
3	There were mixed results amongst staff - some positive, some negative; thereby, a neutral response.	10/31/2018 11:58 AM
4	Often Ecology staff are silent during meetings. Not sure if that means they aren't engaged or unsure of their role.	10/22/2018 6:20 AM
5	There are two WDFW representatives that attend both Lewis River ACC & TCC meetings and have differing levels of knowledge on subject at hand. Sometimes it is difficult to move productively through meetings as it seems like they might not be on the same page and or discussed topics before the meeting.	10/18/2018 2:11 PM

Q20 State agency staff interacted with my organization in a professional manner.

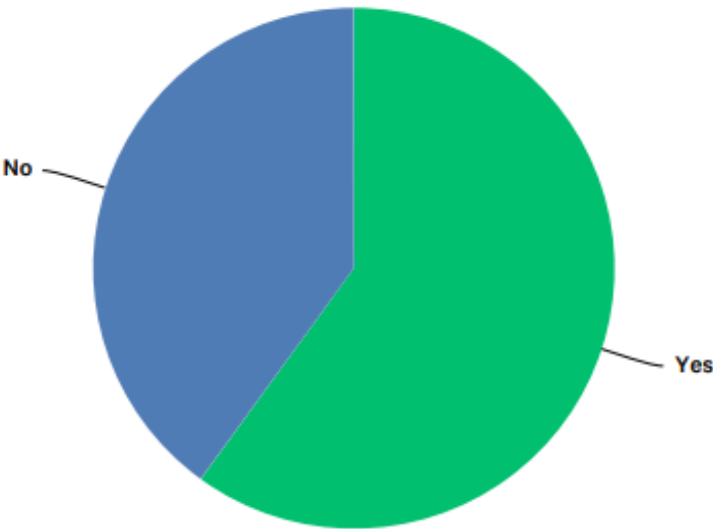
Answered: 15 Skipped: 3



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	63.64% 7	36.36% 4	11	1.00
Agree	33.33% 4	66.67% 8	12	2.00
Undecided/Neutral	50.00% 1	50.00% 1	2	3.00
Disagree	0.00% 0	100.00% 2	2	4.00
Strongly Disagree	100.00% 1	0.00% 0	1	5.00
N/A	100.00% 1	0.00% 0	1	0.00

# Q21 Would you like to answer more questions about professionalism?

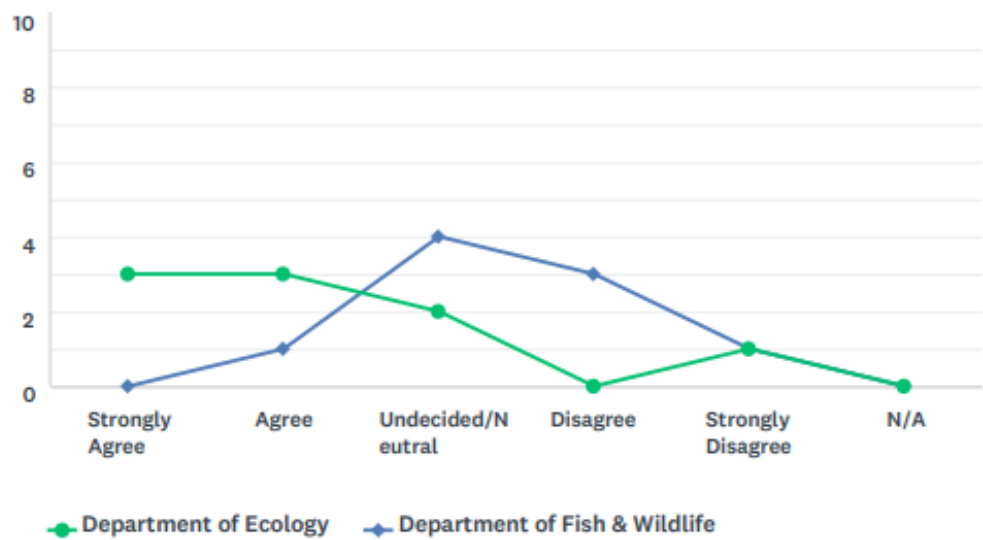
Answered: 15    Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	60.00%	9
No	40.00%	6
TOTAL		15

Q22 State agency staff used professional judgement rather than personal opinion to influence their work.

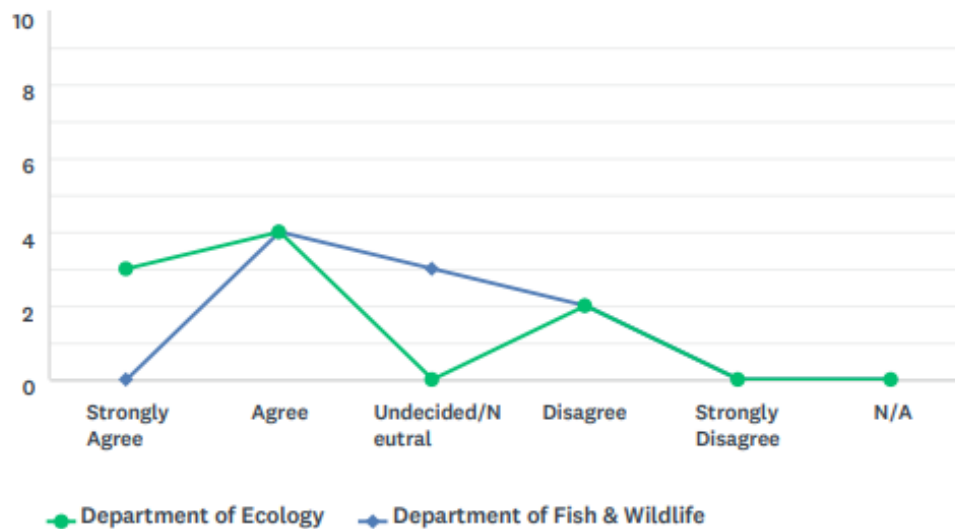
Answered: 9 Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	100.00% 3	0.00% 0	3	1.00
Agree	75.00% 3	25.00% 1	4	2.00
Undecided/Neutral	33.33% 2	66.67% 4	6	3.00
Disagree	0.00% 0	100.00% 3	3	4.00
Strongly Disagree	50.00% 1	50.00% 1	2	5.00
N/A	0.00% 0	0.00% 0	0	0.00

Q23 State agency staff communicated information clearly and professionally.

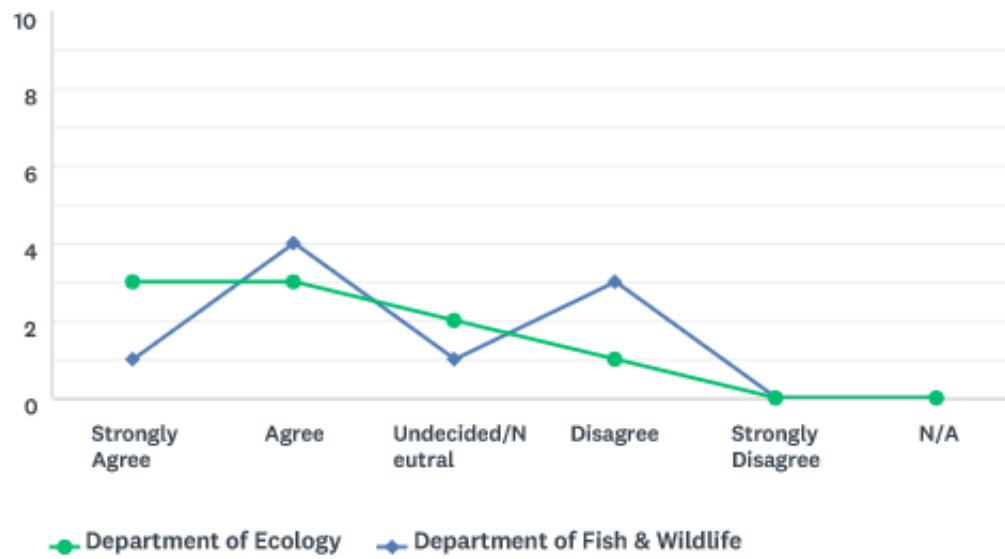
Answered: 9 Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	100.00% 3	0.00% 0	3	1.00
Agree	50.00% 4	50.00% 4	8	2.00
Undecided/Neutral	0.00% 0	100.00% 3	3	3.00
Disagree	50.00% 2	50.00% 2	4	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	0.00% 0	0.00% 0	0	0.00

## Q24 State agency staff were prepared for meetings.

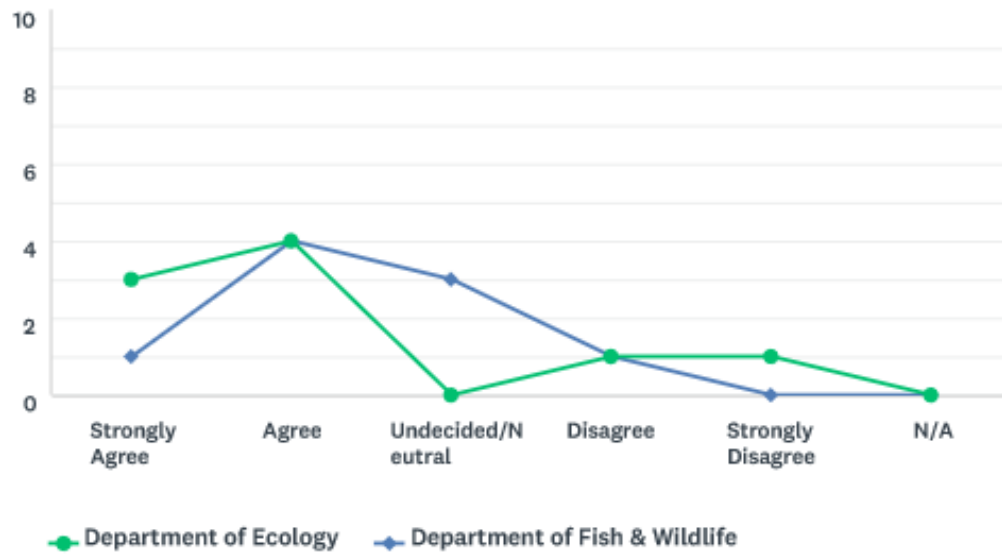
Answered: 9 Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	75.00% 3	25.00% 1	4	1.00
Agree	42.86% 3	57.14% 4	7	2.00
Undecided/Neutral	66.67% 2	33.33% 1	3	3.00
Disagree	25.00% 1	75.00% 3	4	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	0.00% 0	0.00% 0	0	0.00

## Q25 State agency staff followed through with commitments.

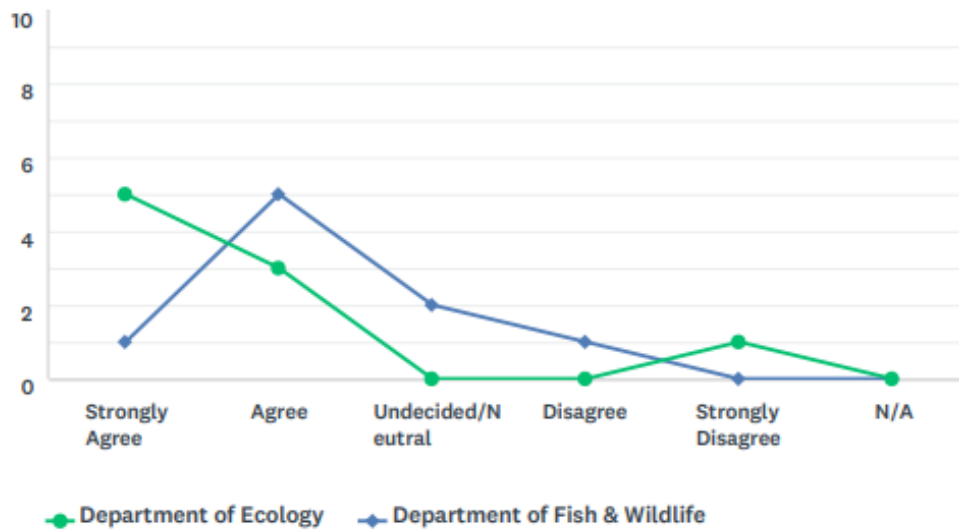
Answered: 9 Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	75.00% 3	25.00% 1	4	1.00
Agree	50.00% 4	50.00% 4	8	2.00
Undecided/Neutral	0.00% 0	100.00% 3	3	3.00
Disagree	50.00% 1	50.00% 1	2	4.00
Strongly Disagree	100.00% 1	0.00% 0	1	5.00
N/A	0.00% 0	0.00% 0	0	0.00

## Q26 When requested, state agency staff took the time to understand my unique situation and needs.

Answered: 9 Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	83.33% 5	16.67% 1	6	1.00
Agree	37.50% 3	62.50% 5	8	2.00
Undecided/Neutral	0.00% 0	100.00% 2	2	3.00
Disagree	0.00% 0	100.00% 1	1	4.00
Strongly Disagree	100.00% 1	0.00% 0	1	5.00
N/A	0.00% 0	0.00% 0	0	0.00



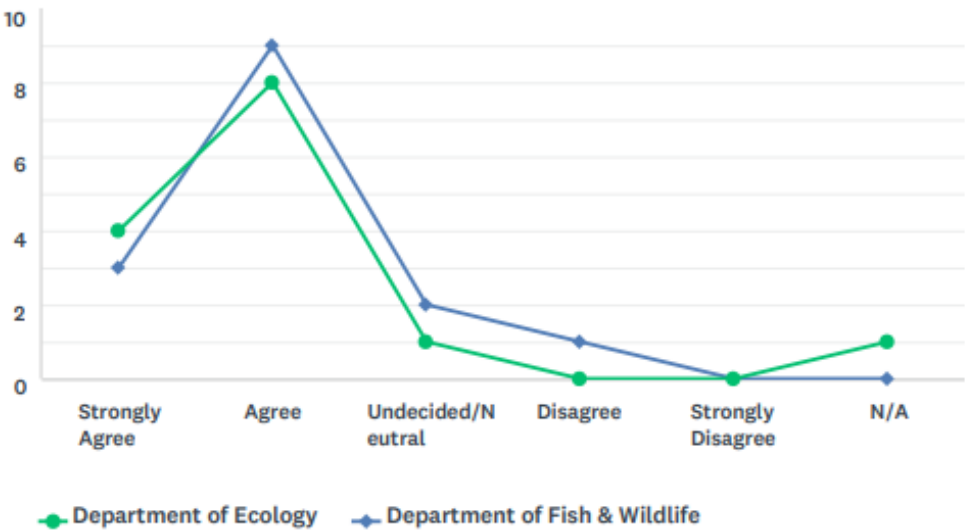
Q27 Please provide any further feedback you may have in relation to the professionalism of the state agency staff you worked with in the last year.

Answered: 2    Skipped: 16

#	RESPONSES	DATE
1	We had limited interaction with WDFW staff this past year on FERC requirements, which is what some responses are undecided/neutral.	10/31/2018 12:32 PM
2	There is a concern that WDFW will not be able to separate personal opinions from the work at hand and obligations of their agency to implement an existing 401 Water Quality Certification.	10/17/2018 12:37 PM

Q28 State agency staff demonstrated knowledge and experience in their area(s) of expertise.

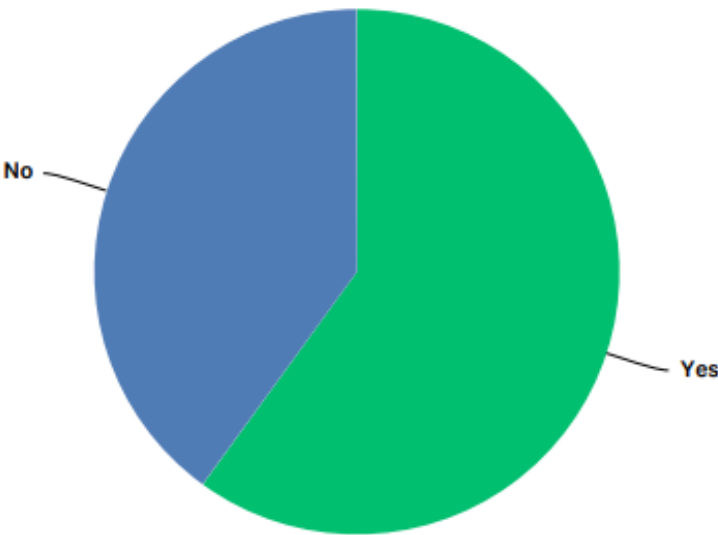
Answered: 15    Skipped: 3



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	57.14% 4	42.86% 3	7	1.00
Agree	47.06% 8	52.94% 9	17	2.00
Undecided/Neutral	33.33% 1	66.67% 2	3	3.00
Disagree	0.00% 0	100.00% 1	1	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	100.00% 1	0.00% 0	1	0.00

# Q29 Would you like to answer more questions about expertise?

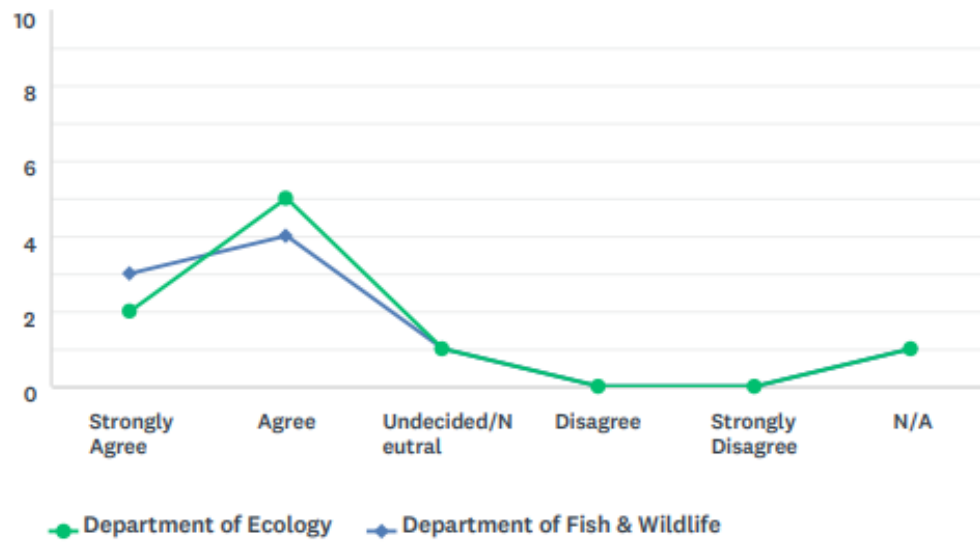
Answered: 15    Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	60.00%	9
No	40.00%	6
TOTAL		15

## Q30 State agency staff were familiar with my hydropower project(s).

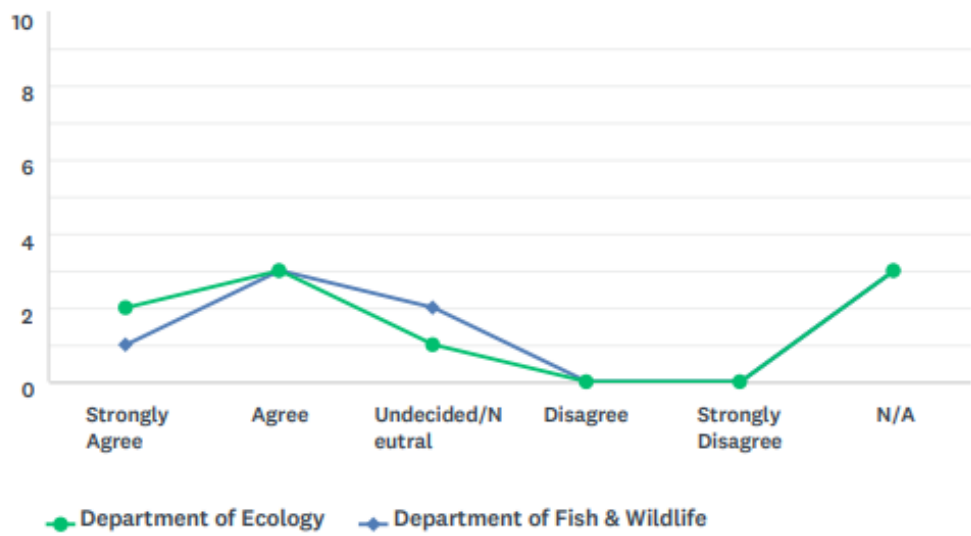
Answered: 9 Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	40.00% 2	60.00% 3	5	1.00
Agree	55.56% 5	44.44% 4	9	2.00
Undecided/Neutral	50.00% 1	50.00% 1	2	3.00
Disagree	0.00% 0	0.00% 0	0	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	50.00% 1	50.00% 1	2	0.00

Q31 State agency staff were knowledgeable of the content in my 401 WQ Certification(s).

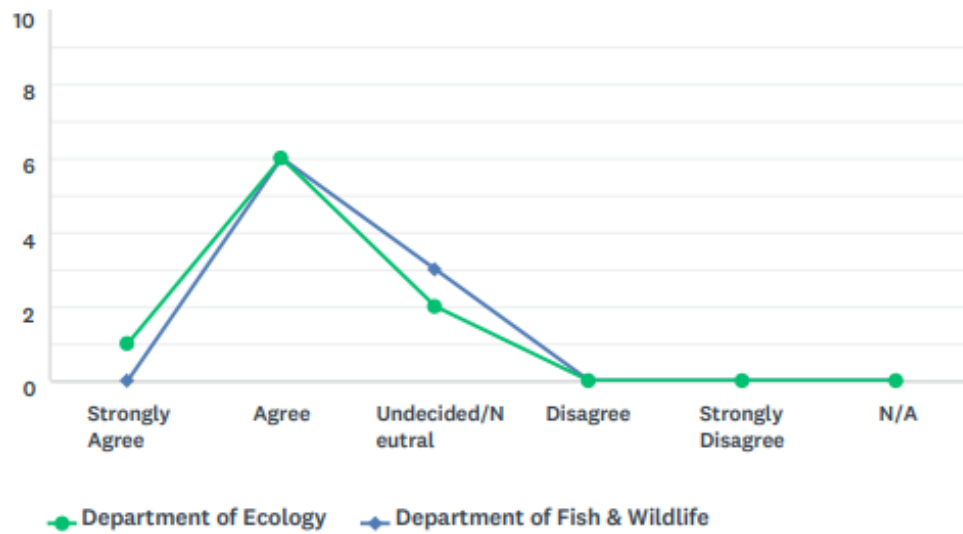
Answered: 9    Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	66.67% 2	33.33% 1	3	1.00
Agree	50.00% 3	50.00% 3	6	2.00
Undecided/Neutral	33.33% 1	66.67% 2	3	3.00
Disagree	0.00% 0	0.00% 0	0	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	50.00% 3	50.00% 3	6	0.00

## Q32 State agency staff demonstrated an understanding of relevant statutes and regulations.

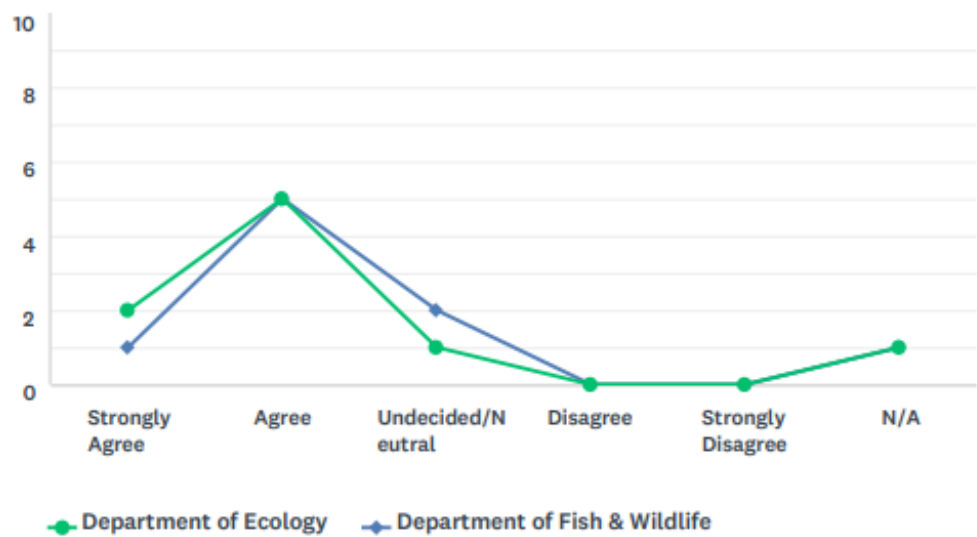
Answered: 9 Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	100.00% 1	0.00% 0	1	1.00
Agree	50.00% 6	50.00% 6	12	2.00
Undecided/Neutral	40.00% 2	60.00% 3	5	3.00
Disagree	0.00% 0	0.00% 0	0	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	0.00% 0	0.00% 0	0	0.00

Q33 State agency comments and feedback on your reporting documents were clearly communicated.

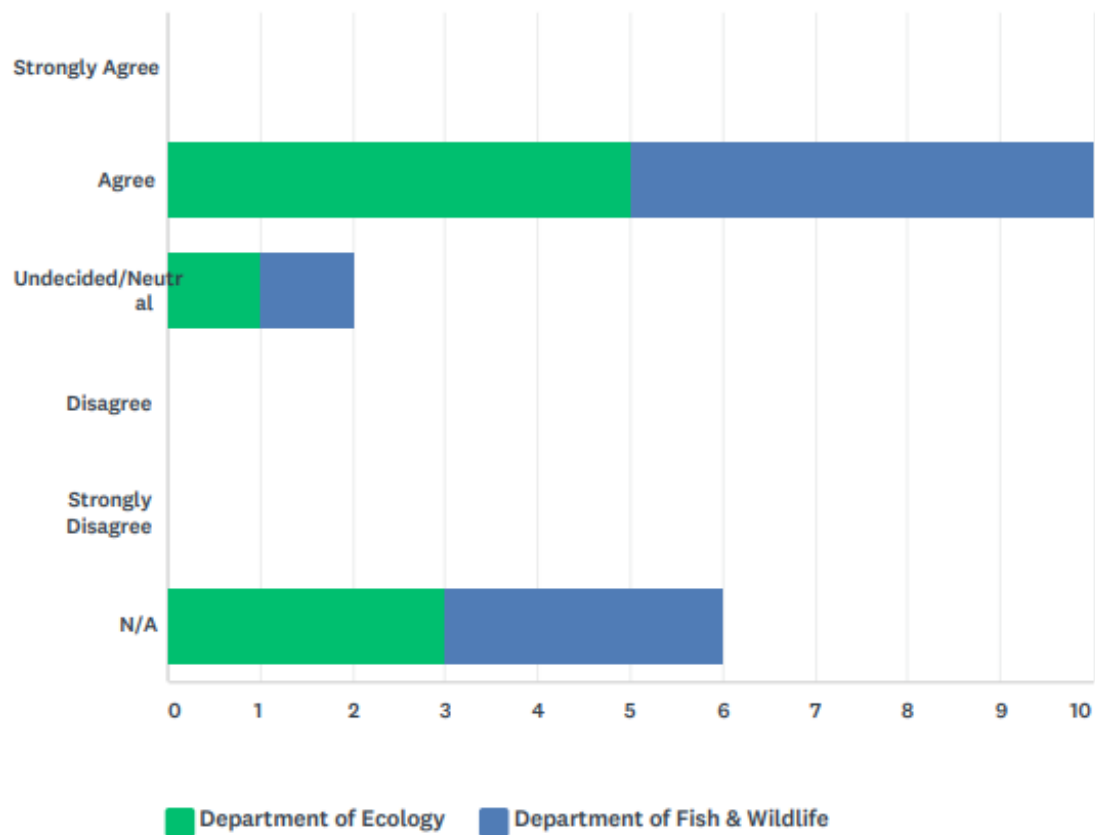
Answered: 9    Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	66.67% 2	33.33% 1	3	1.00
Agree	50.00% 5	50.00% 5	10	2.00
Undecided/Neutral	33.33% 1	66.67% 2	3	3.00
Disagree	0.00% 0	0.00% 0	0	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	50.00% 1	50.00% 1	2	0.00

# Q34 State agency staff kept you informed about the length of time it would take to achieve milestones in the 401 WQ certification process and other state agency actions.

Answered: 9    Skipped: 9

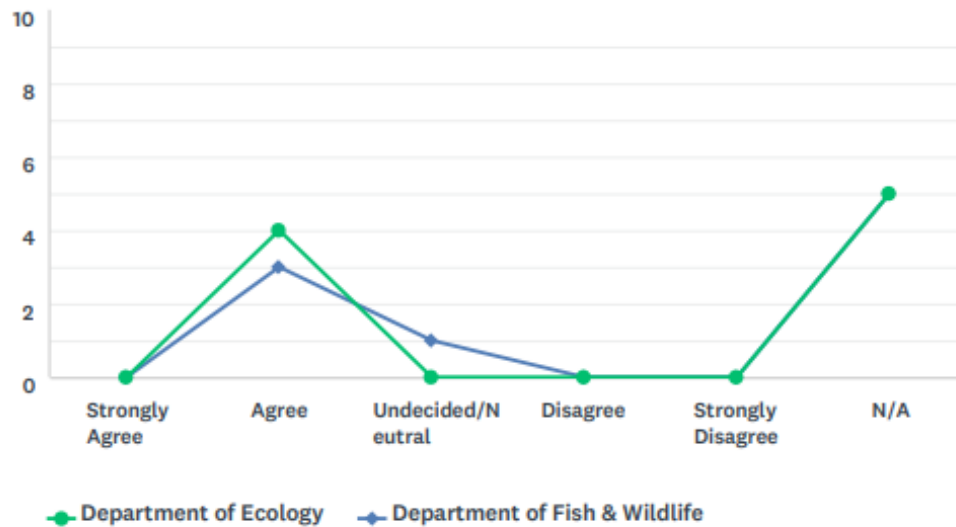


	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	0.00% 0	0.00% 0	0	1.00
Agree	50.00% 5	50.00% 5	10	2.00
Undecided/Neutral	50.00% 1	50.00% 1	2	3.00
Disagree	0.00% 0	0.00% 0	0	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	50.00% 3	50.00% 3	6	0.00



# Q35 State agency staff effectively communicated the purpose for studies and information required to issue a 401 WQ Certification and other state approvals.

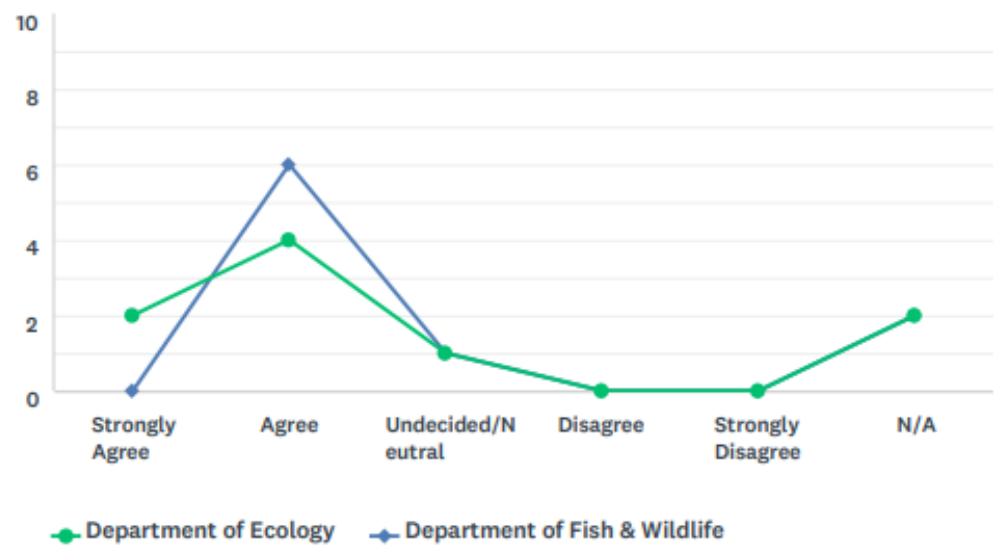
Answered: 9 Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	0.00% 0	0.00% 0	0	1.00
Agree	57.14% 4	42.86% 3	7	2.00
Undecided/Neutral	0.00% 0	100.00% 1	1	3.00
Disagree	0.00% 0	0.00% 0	0	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	50.00% 5	50.00% 5	10	0.00

Q36 State agency staff provided the technical support and assistance necessary to implement your FERC license and 401 WQ Certification requirements.

Answered: 9    Skipped: 9



	DEPARTMENT OF ECOLOGY	DEPARTMENT OF FISH & WILDLIFE	TOTAL	WEIGHTED AVERAGE
Strongly Agree	100.00% 2	0.00% 0	2	1.00
Agree	40.00% 4	60.00% 6	10	2.00
Undecided/Neutral	50.00% 1	50.00% 1	2	3.00
Disagree	0.00% 0	0.00% 0	0	4.00
Strongly Disagree	0.00% 0	0.00% 0	0	5.00
N/A	50.00% 2	50.00% 2	4	0.00

**Q37 Please provide any further feedback you may have in relation to the expertise of the state agency staff you worked with in the last year.**

Answered: 3   Skipped: 15

#	RESPONSES	DATE
1	We had limited interaction/need from WDFW staff related to FERC/401 WQC this past year, which is why some responses for WDFW was neutral. Ecology's policy level staff provided valuable feedback and clarification on applicable WQ Standards during a compliance schedule review/report process, and that feedback and expertise helped determine the appropriate path forward during the development of compliance reports.	10/31/2018 12:45 PM
2	Please provide a fishery biologist to participate on Fish Group teams, a terrestrial biologist to participate on Terrestrial Group teams, etc. When you do not do this, it delays timely decisions for resource protection. It take time for the main POC to coordinate with others within your organizations that do have that specific expertise. And sometimes, that person does not have the full context of the project, habitat or issue to make a fully informed/site-specific recommendation. Providing a resource subject matter expert on the specific teams is a better use of resources and avoids delays.	10/31/2018 12:20 PM
3	More training may be helpful for Ecology staff to provide technical support on complex issues	10/22/2018 6:25 AM

## Q38 Please tell us if there is something the agencies did particularly well or certainly needs improvement.

Answered: 9 Skipped: 9

#	RESPONSES	DATE
1	From our technical/401 WQC lead to the policy level, Ecology staff were very helpful in providing feedback, clarification, guidance, and review of a complex compliance schedule reporting process over the last 18 months. Staff's technical and policy related expertise and experience, specific to our project, was very important to the process. This was a great example of the value of having, and keeping, agency staff that is knowledgeable of the projects that are regulated under the FERC/401 WQC program. This was the original intent of adding "part b" to the Hydropower fees... getting and keeping the appropriate level of agency staff needed to support the development and early implementation (e.g. years 1-10) of 401 WQCs.	10/31/2018 12:45 PM
2	Thank you Ecology for providing input on the pertinent items of interest and not commenting on every license condition.	10/31/2018 12:20 PM
3	Great collaboration on issues	10/25/2018 1:55 PM
4	Generally responsive and knowledgeable in their areas of expertise.	10/24/2018 12:01 PM
5	The response time to my questions was great	10/22/2018 7:58 AM
6	Ecology staff are always willing to assist in problem solving	10/22/2018 6:25 AM
7	Ecology has shown consist and effective communication. Fish and Wildlife have demonstrated they are challenged with providing effective communication and consistency.	10/19/2018 12:56 PM
8	Better comment response time from WDFW.	10/18/2018 2:22 PM
9	I do appreciate both DOE and WDFW's willingness to travel to attend meetings and their responsiveness.	10/17/2018 12:39 PM

## Q39 Do you have any other questions or comments for us?

Answered: 3   Skipped: 15

#	RESPONSES	DATE
1	no	10/25/2018 1:55 PM
2	No further comments or questions	10/22/2018 7:58 AM
3	No	10/19/2018 12:56 PM