DEPARTMENT OF
ECOLOGY
State of Washington

2000-2010
VFO Customer Service Survey Comparison

Project Goals

- **S**trengthen and Support community relations.
- **E**valuate if we are meeting our goals.
- **R**eview overall productivity of the office.
- **V**erify if our work supports our mission.
- **E**ncourage community input.

Description

- In 2010 we mailed 312 survey questionnaires to local community businesses and residence with whom we've had contact over the last 24 months. 84 responses were received.
- Measure the results to determine areas of strength, weaknesses and year to year analysis.

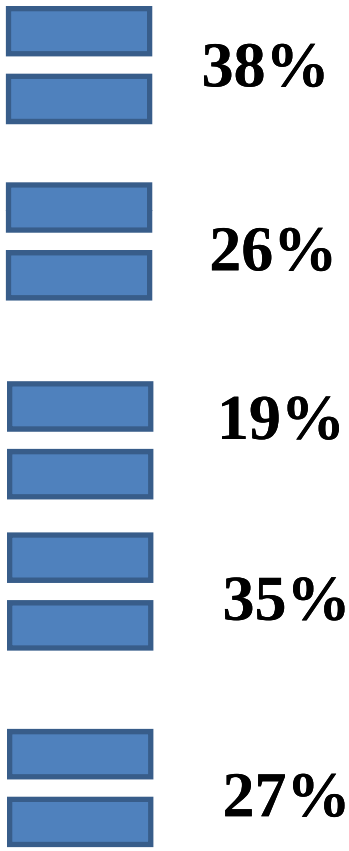
FOR MORE INFO…

On distribution list please contact

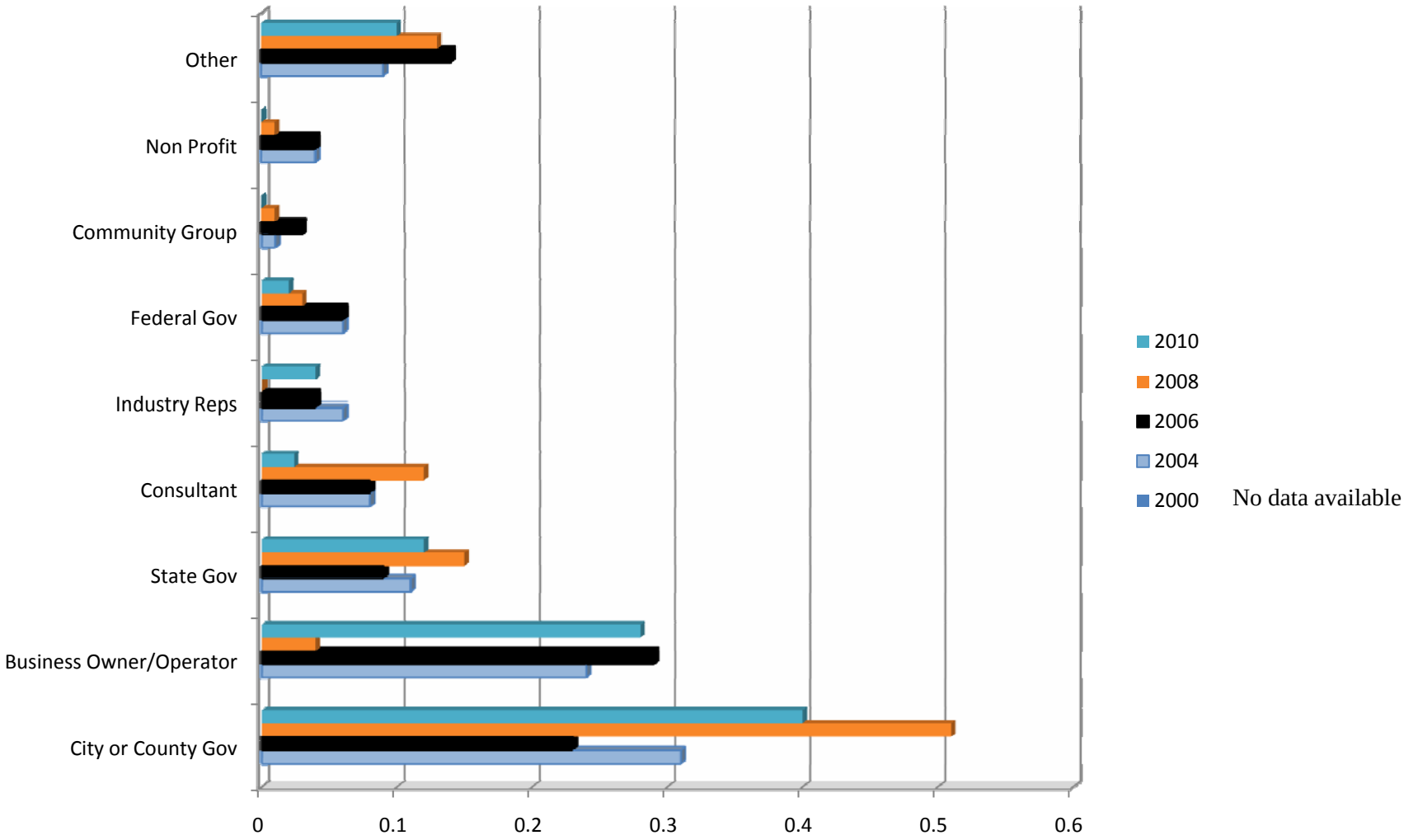
Jan Webster@ 360-690-7171

Surveys Mailed

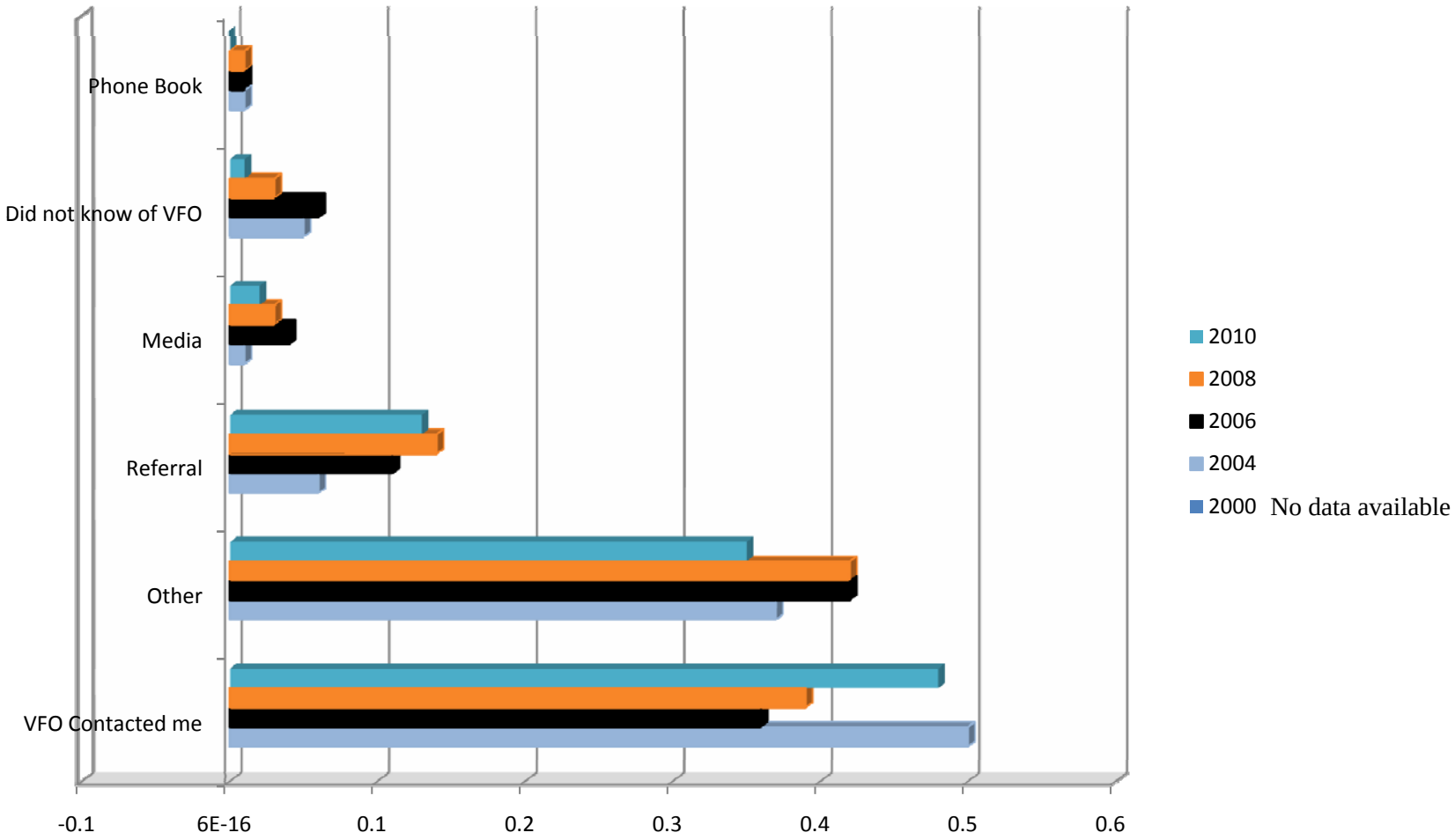
- 2000-587 Mailed 222 Respond
- 2004-692 Mailed 178 Respond
- 2006-504 Mailed 96 Respond
- 2008-239 E-Mailed 83 Respond
- 2010-312 E-Mailed 84 Respond



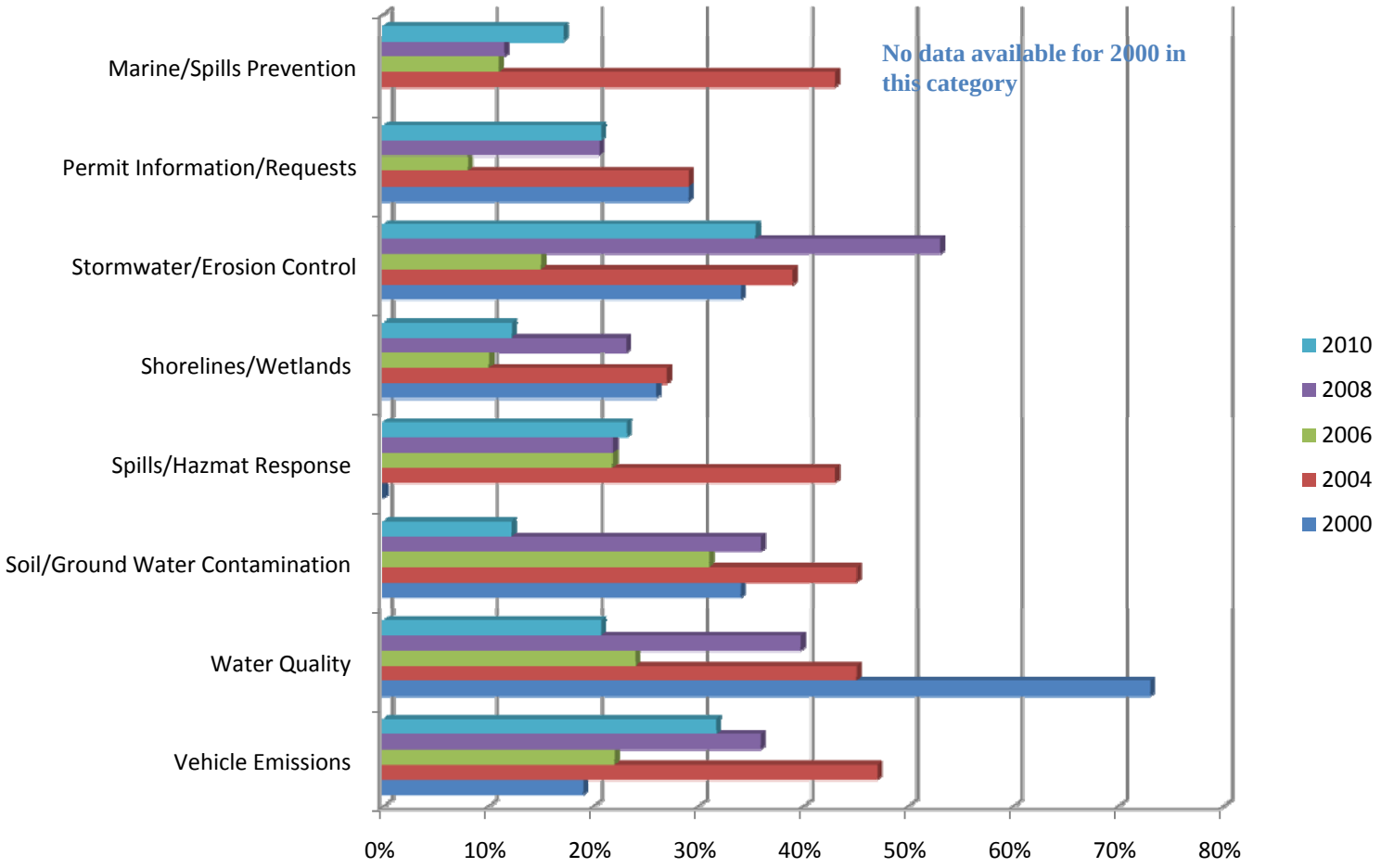
Question 1: Please Mark the box next to the description which best describes you:



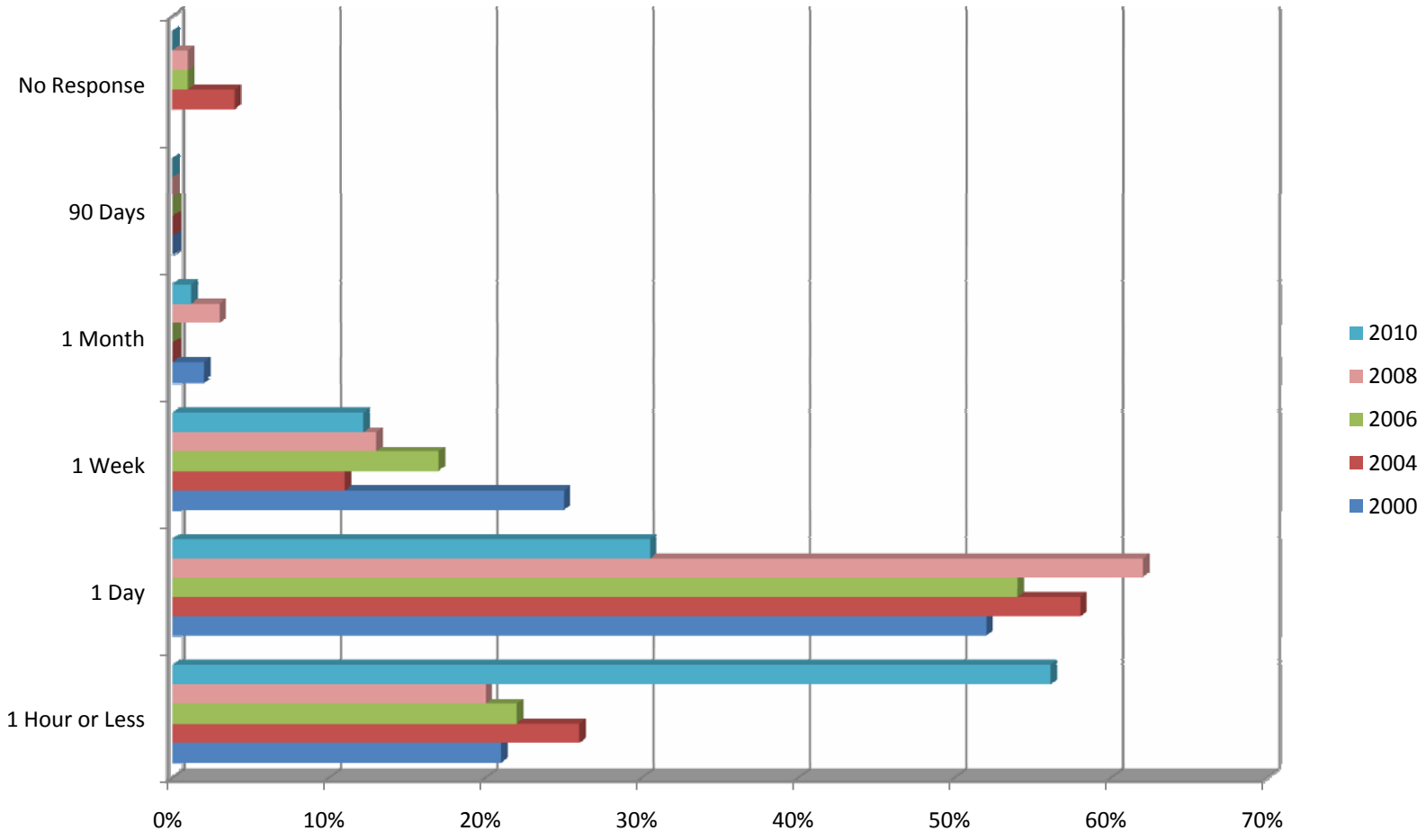
Question 2: How did you learn about the VFO office?



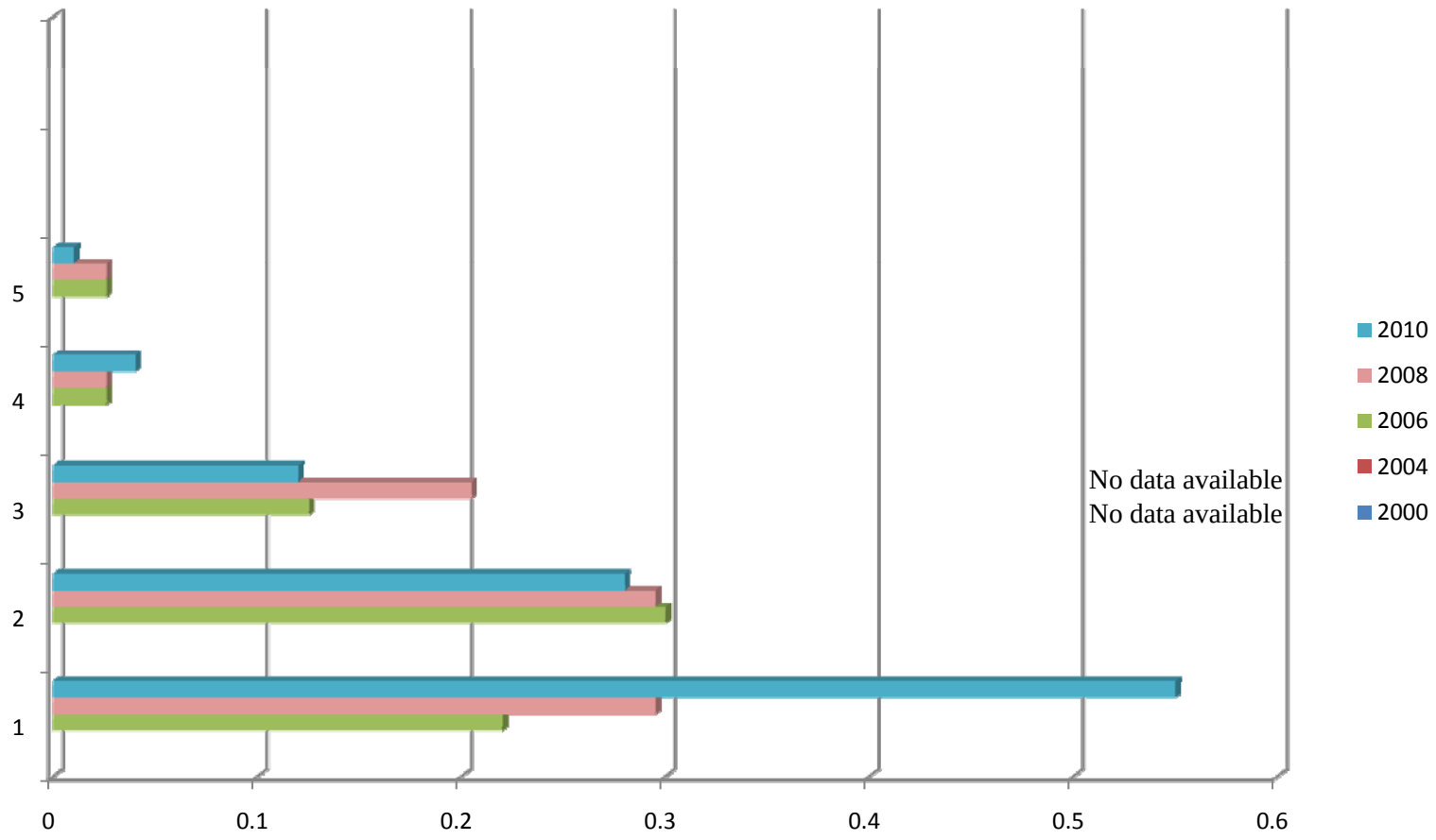
Question 3: For which of the following reasons do you contact VFO employees/or VFO employees contact you?



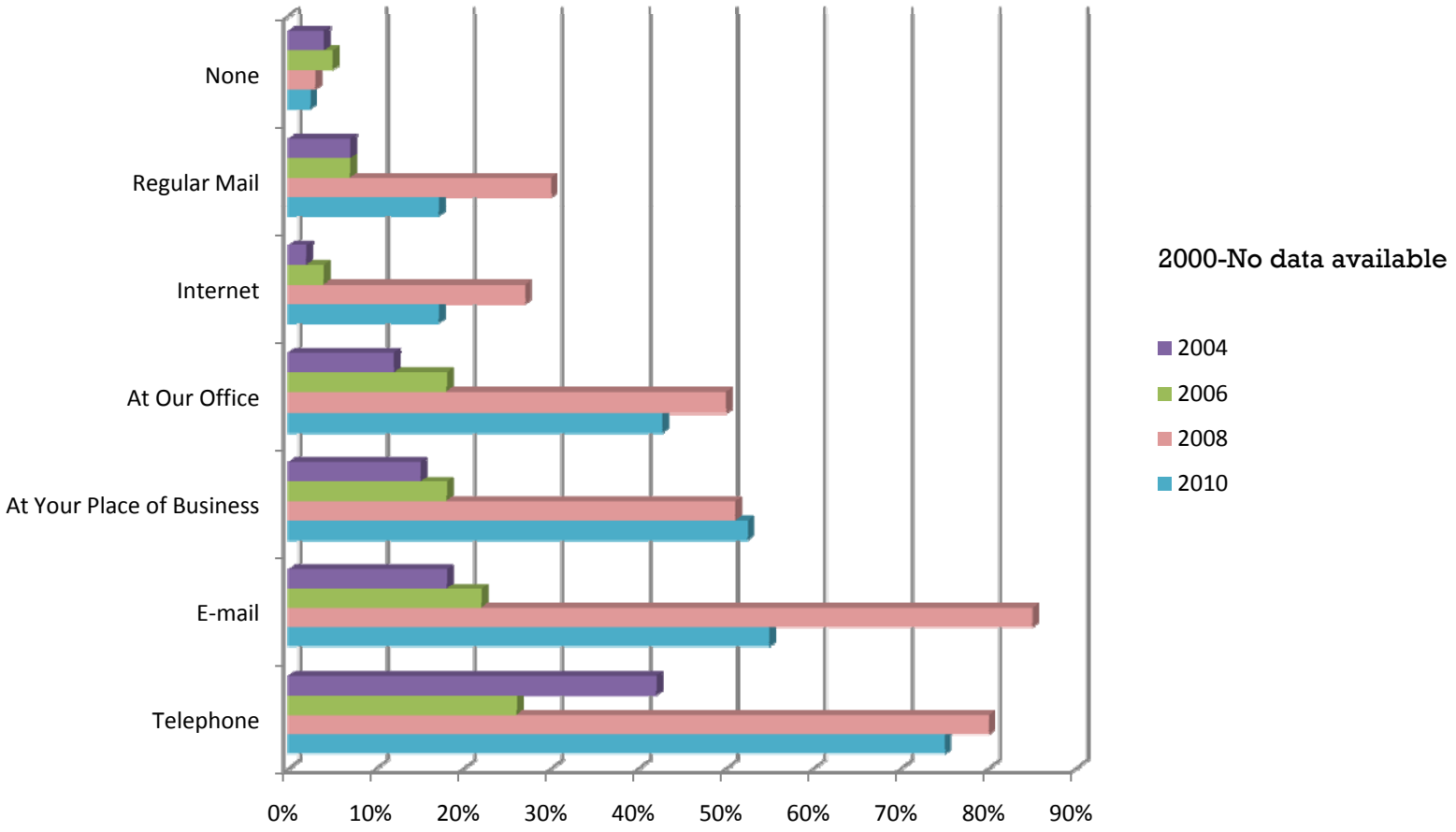
Question 4: How long does it usually take to get a response from Ecology's Vancouver employees?



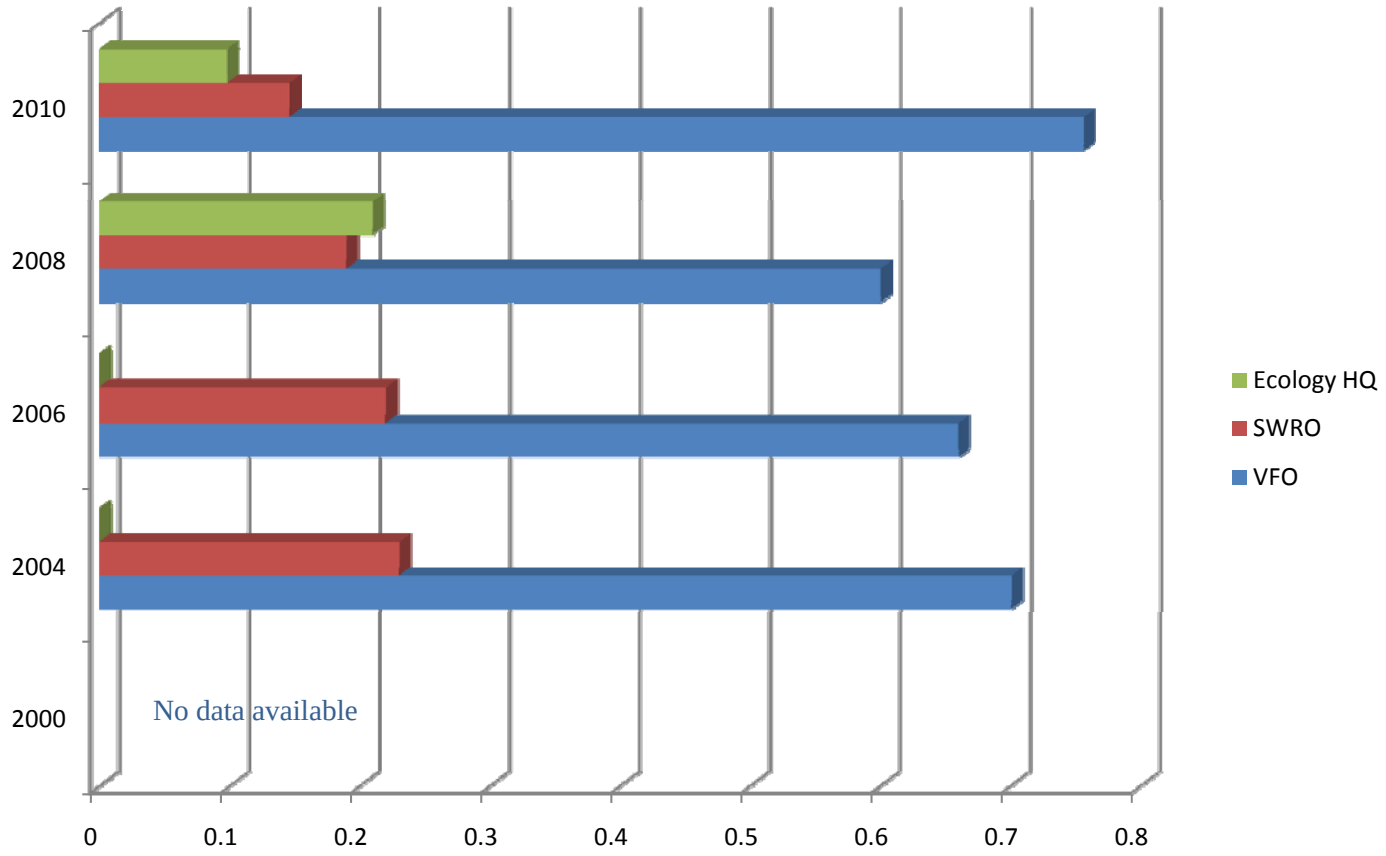
Question 5: On a scale of 1-5, rate the level of satisfaction on response received?



Question 6: My contact with the Vancouver Field Office has been (please mark all that apply):

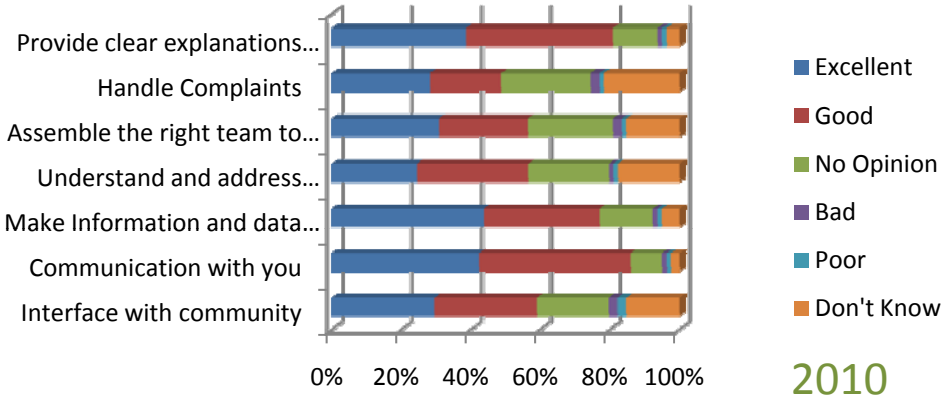


Question 7: When you need information from Ecology, which office do you prefer to contact first?

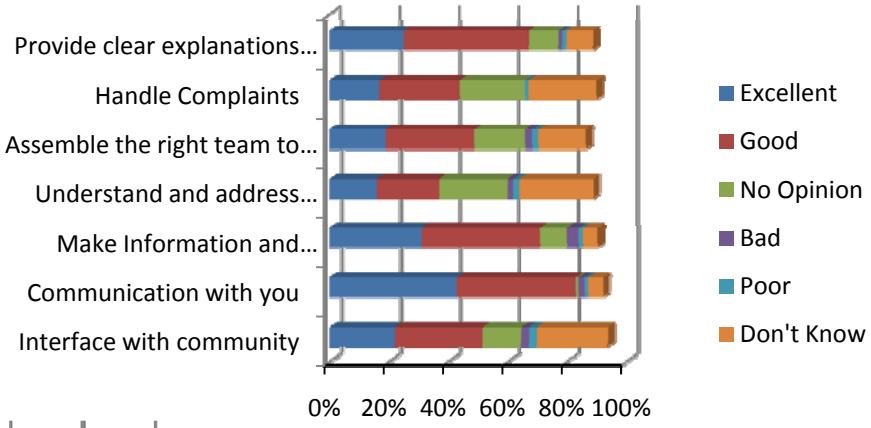


Question 8: How Well do VFO Employees:

2008



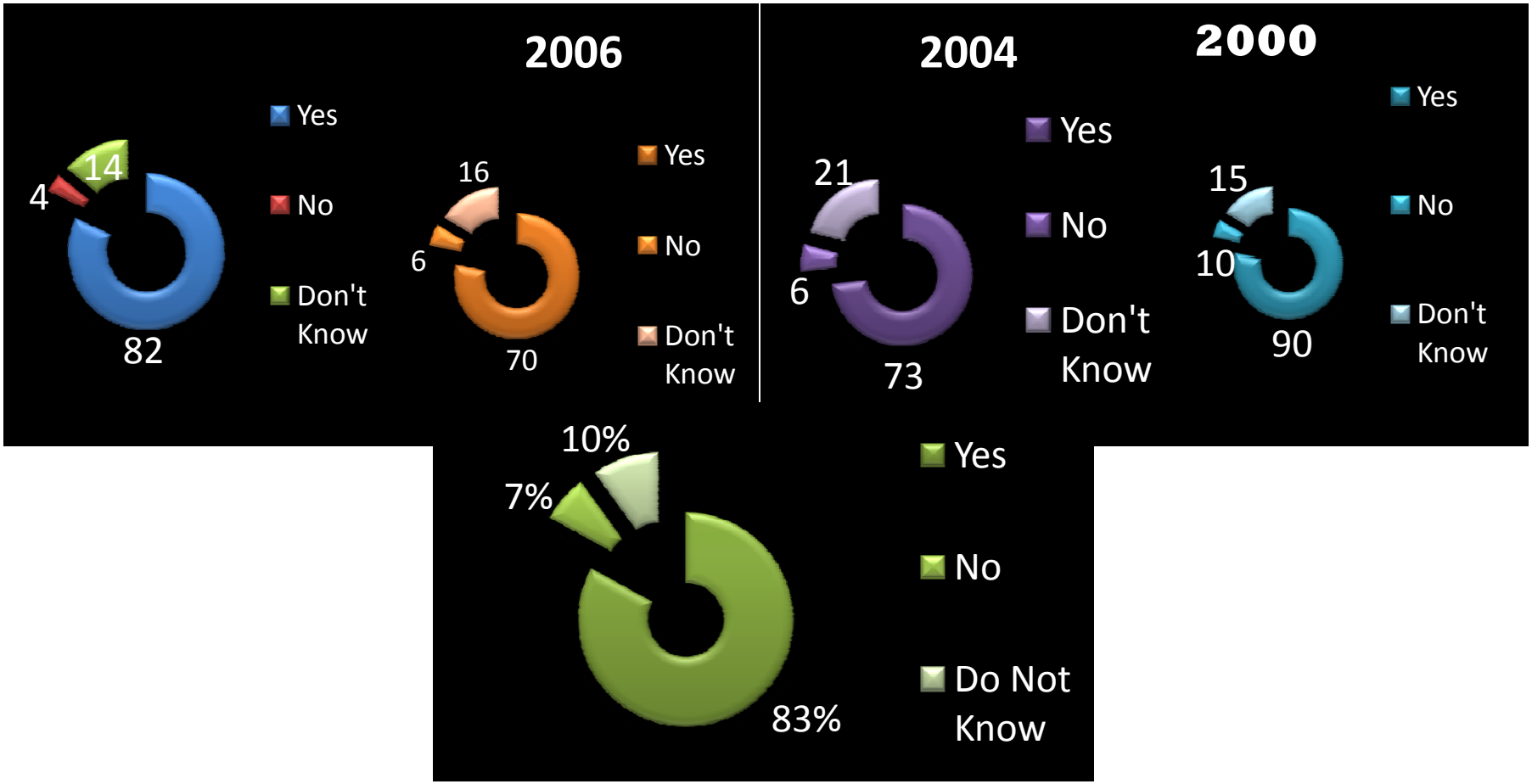
2006



2010

2000-No data available
2004-No data available

Question 9: Do you believe there has been a direct benefit to the environment and/or your organization as a result of working with VFO employees?



Question 10: **How Can the Dept of Ecology employees in the Vancouver Office serve you better?**

- Top three responses from the public include:

- 1. Outreach and Communication
- 2. Cover a larger area to include parts of the Gorge
- 3. More Staff and Resources

The next survey will be conducted in 2012

Until then we will continue striving to fulfill our agency wide top priorities.

- **Climate Change**
- **Mitigation That Works: Wetlands**
- **Puget Sound**
- **Toxic Threats**
- **Water Management**