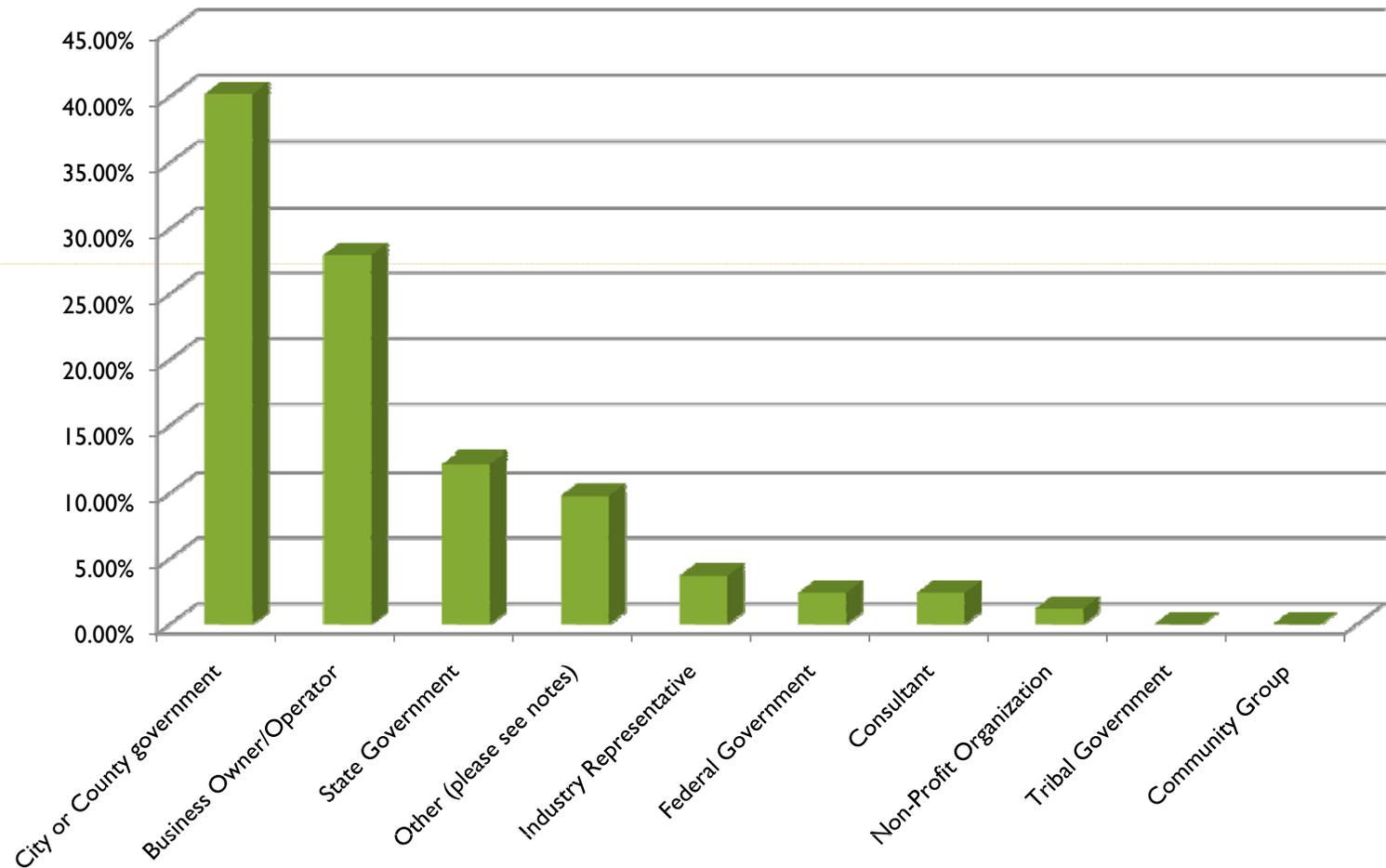


2010 VFO CUSTOMER SERVICE SURVEY RESULTS

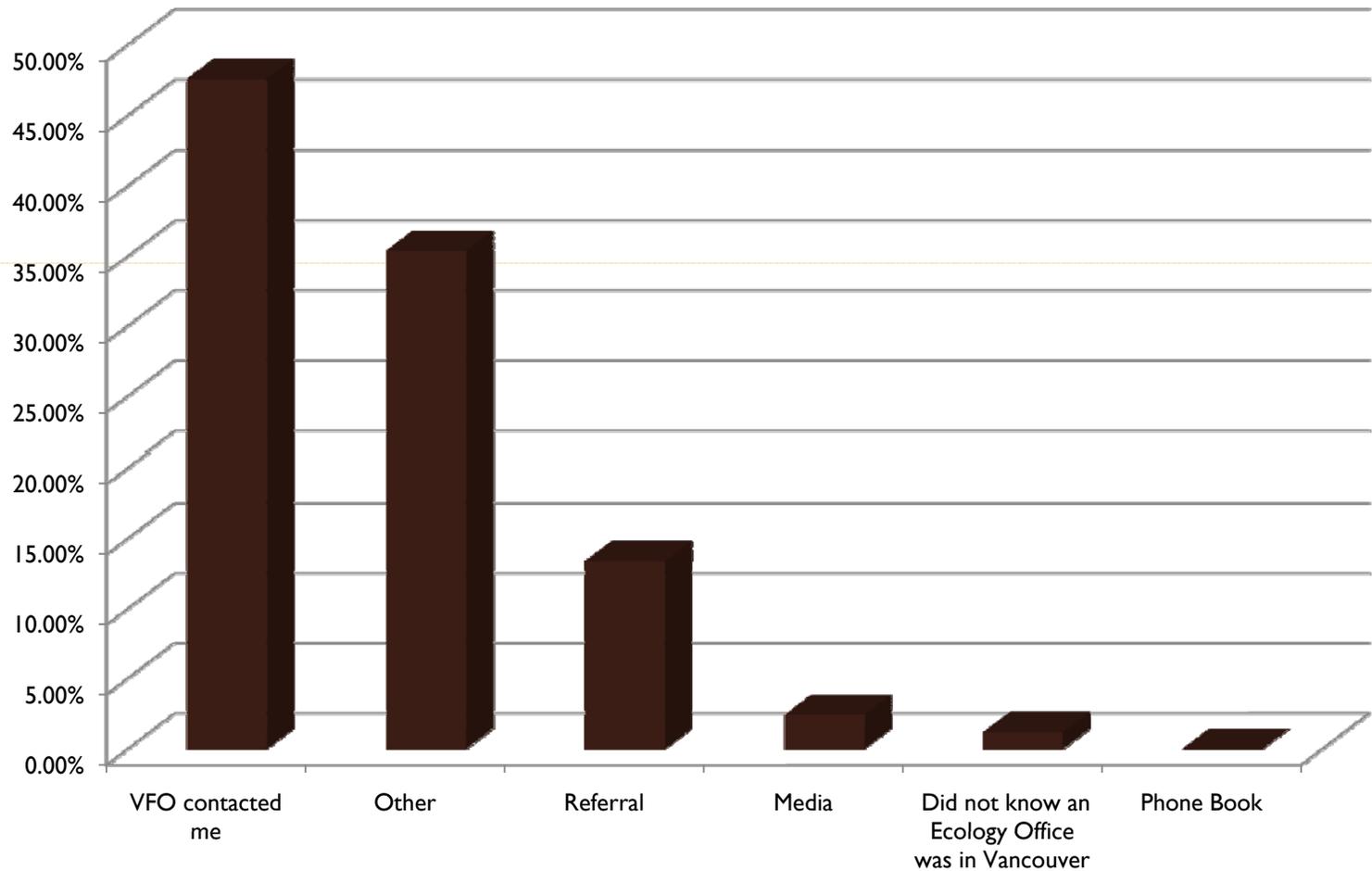


312 recipients 84 response = 27% return

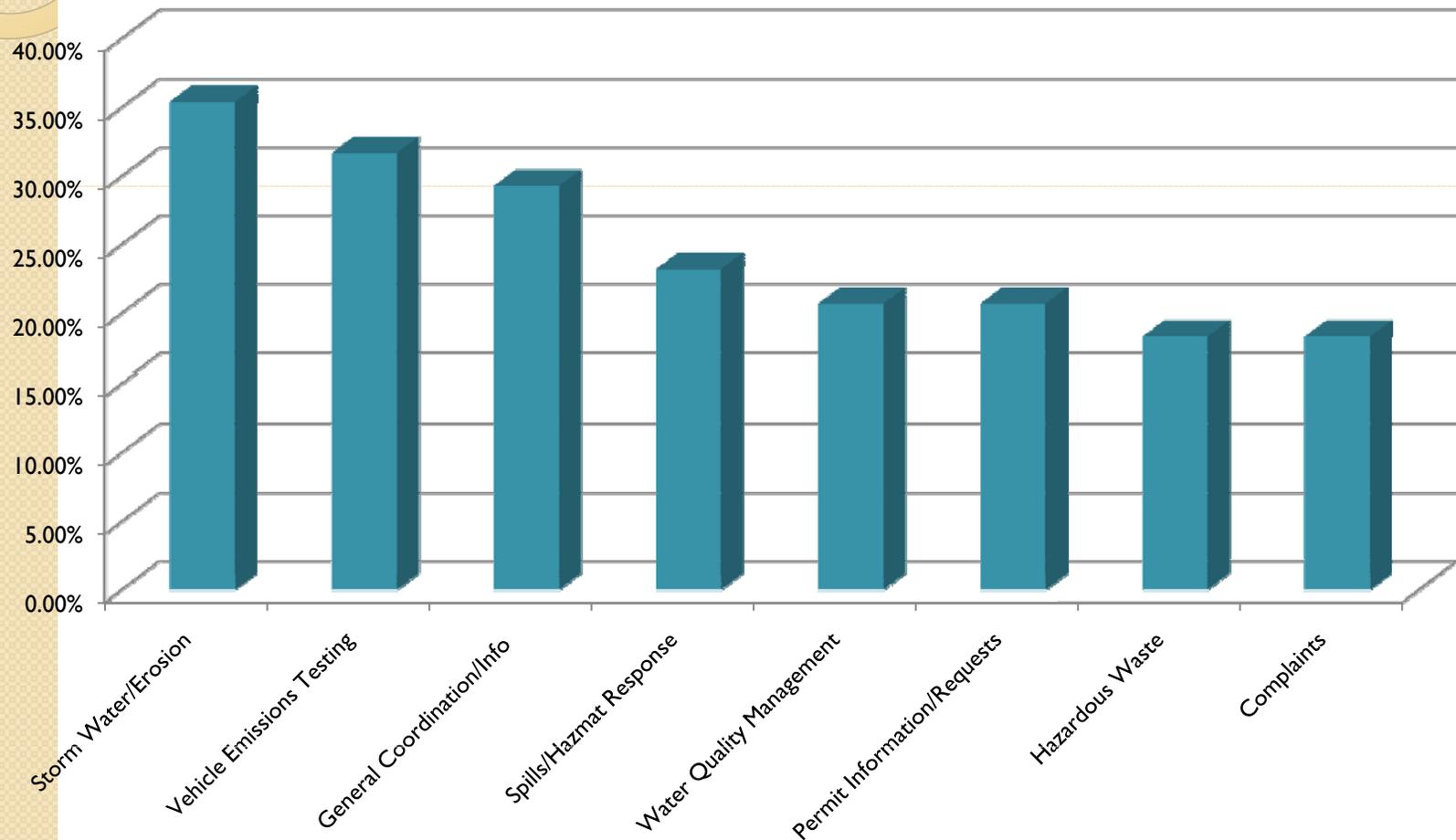
I. Description: which best describes your organization:



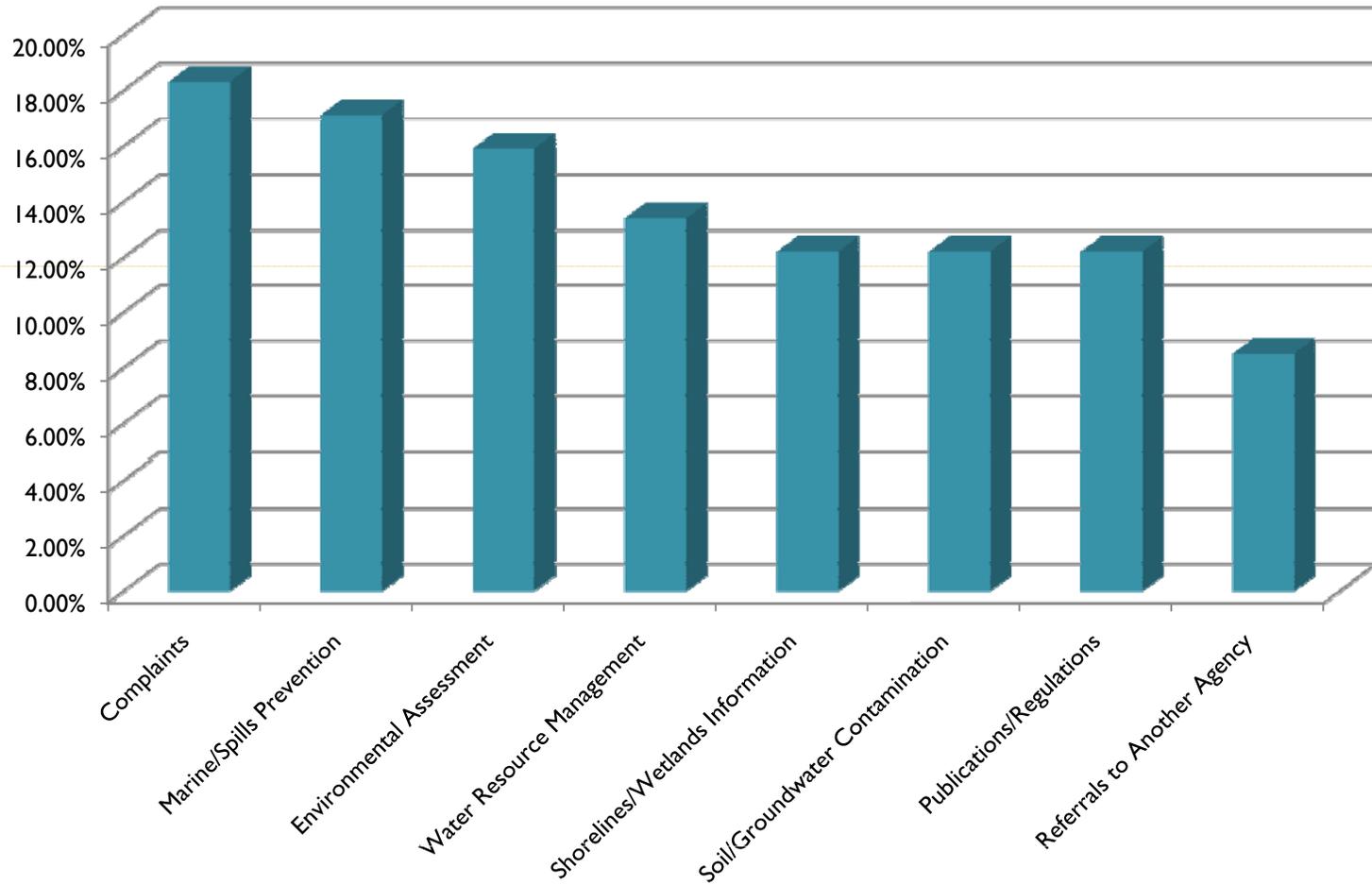
2. How did you learn about the VFO?



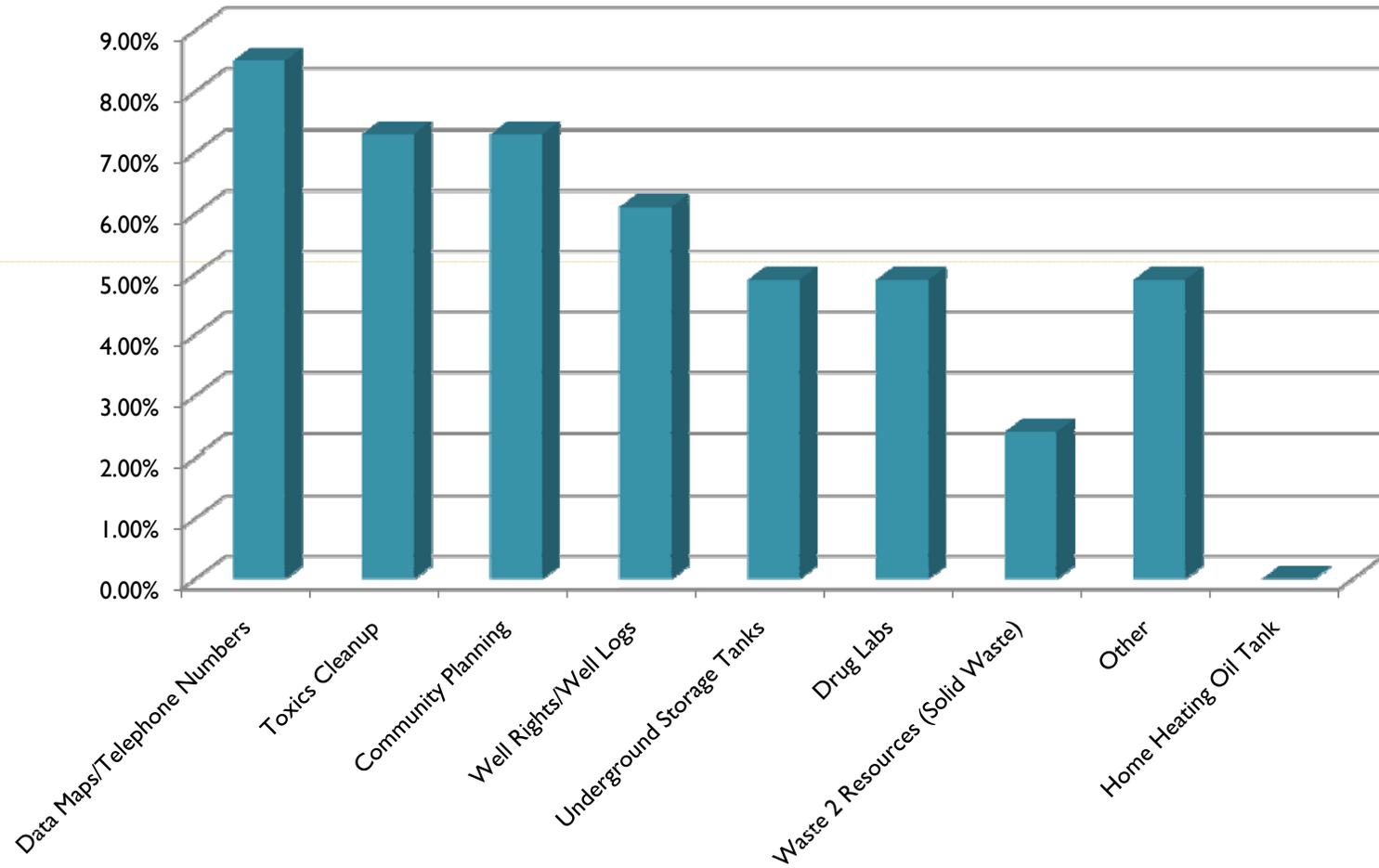
3. For which of the following reasons do you contact VFO employees/or VFO employees contact you? (cont next page)



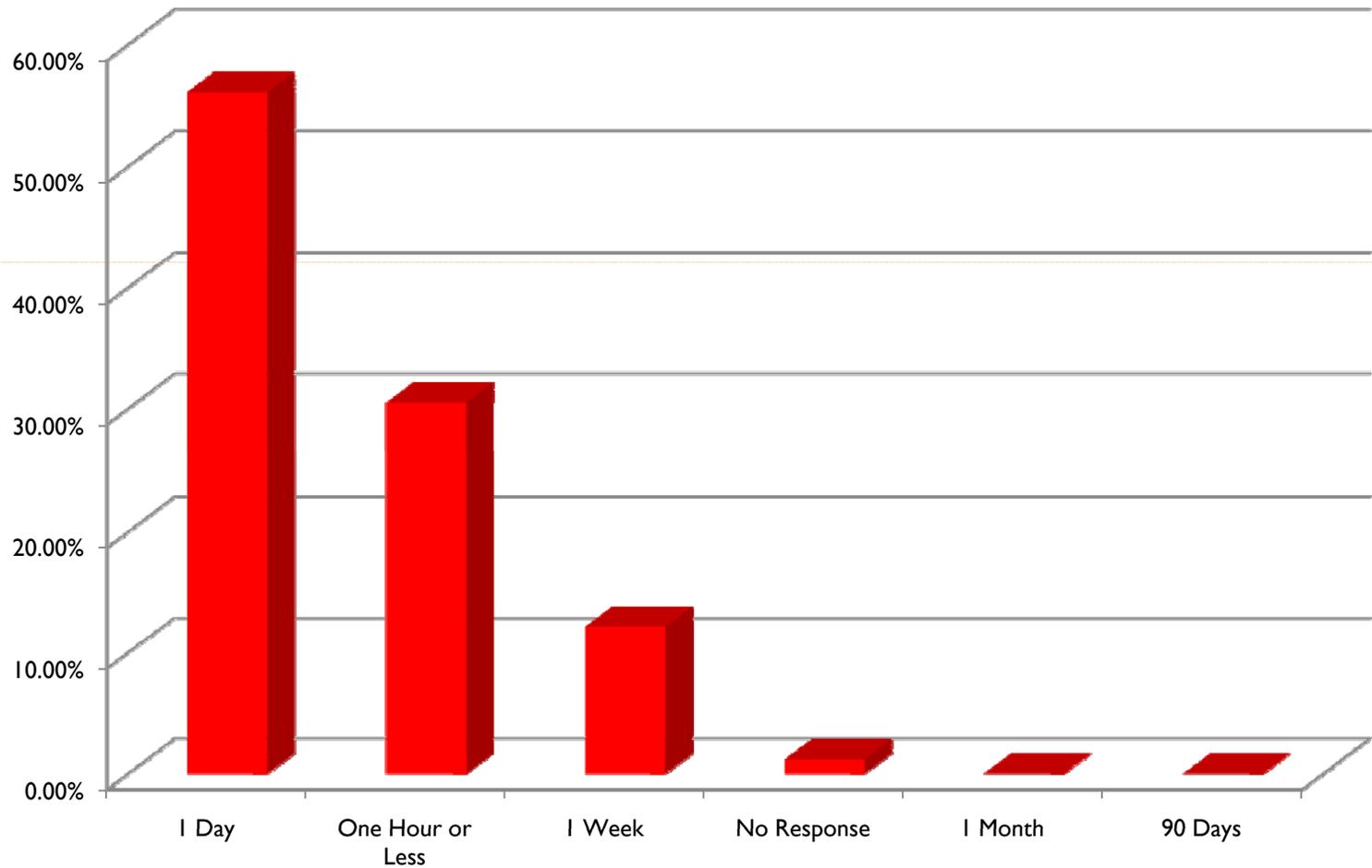
3a. Reasons to contact VFO (continued)



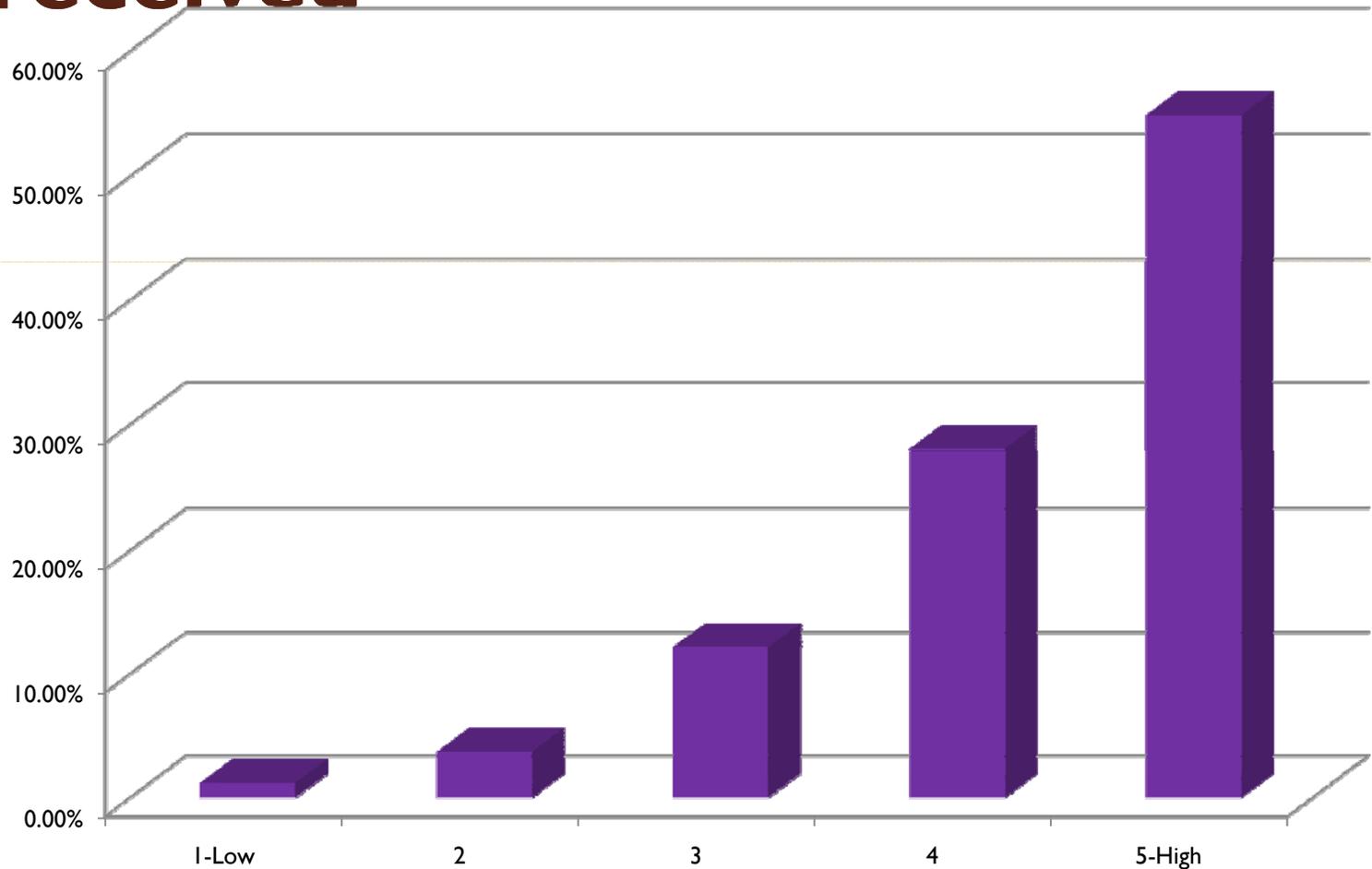
3b. Reasons to contact VFO (End)



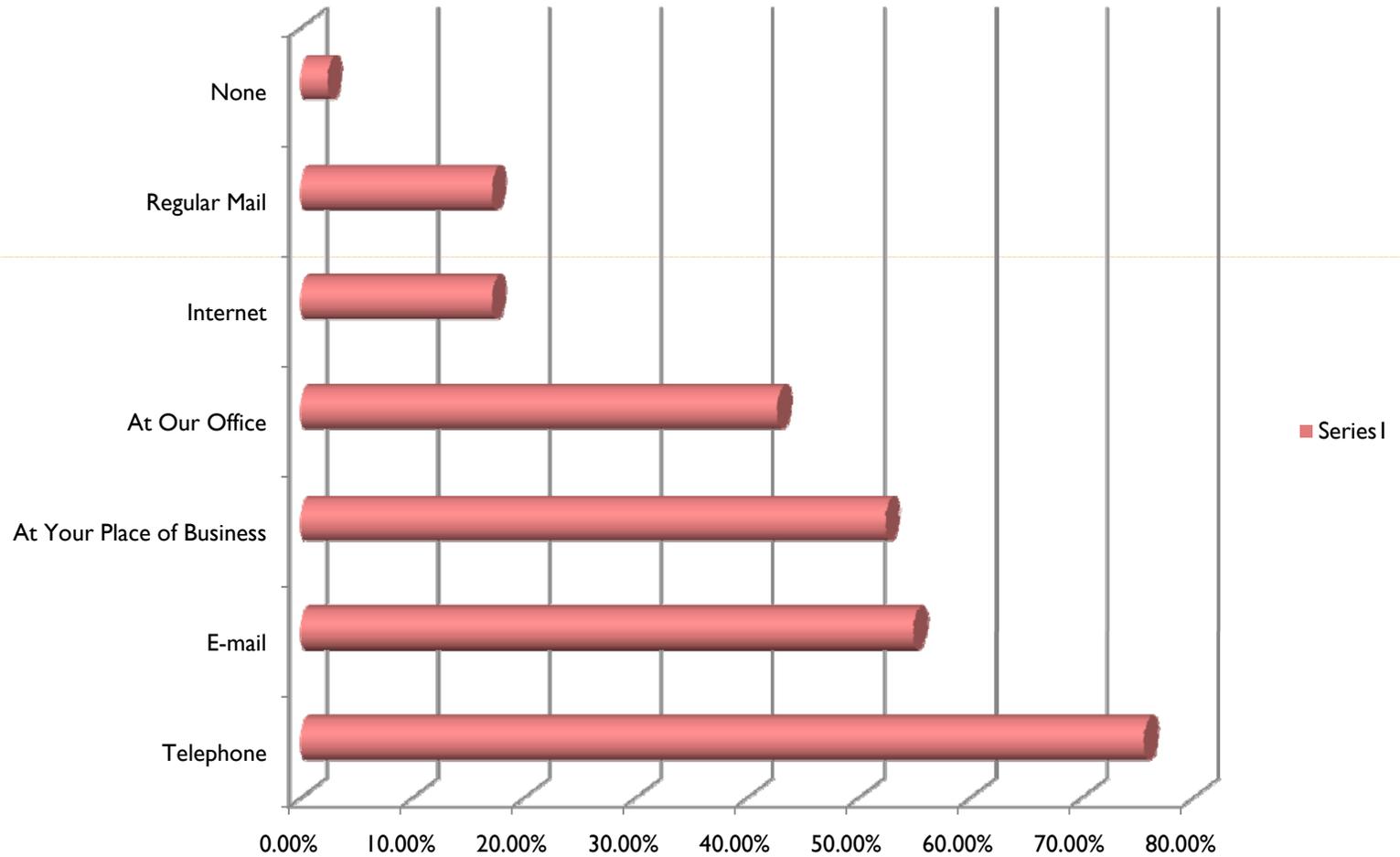
4. How long does it usually take to get a response from Ecology's Vancouver employees?



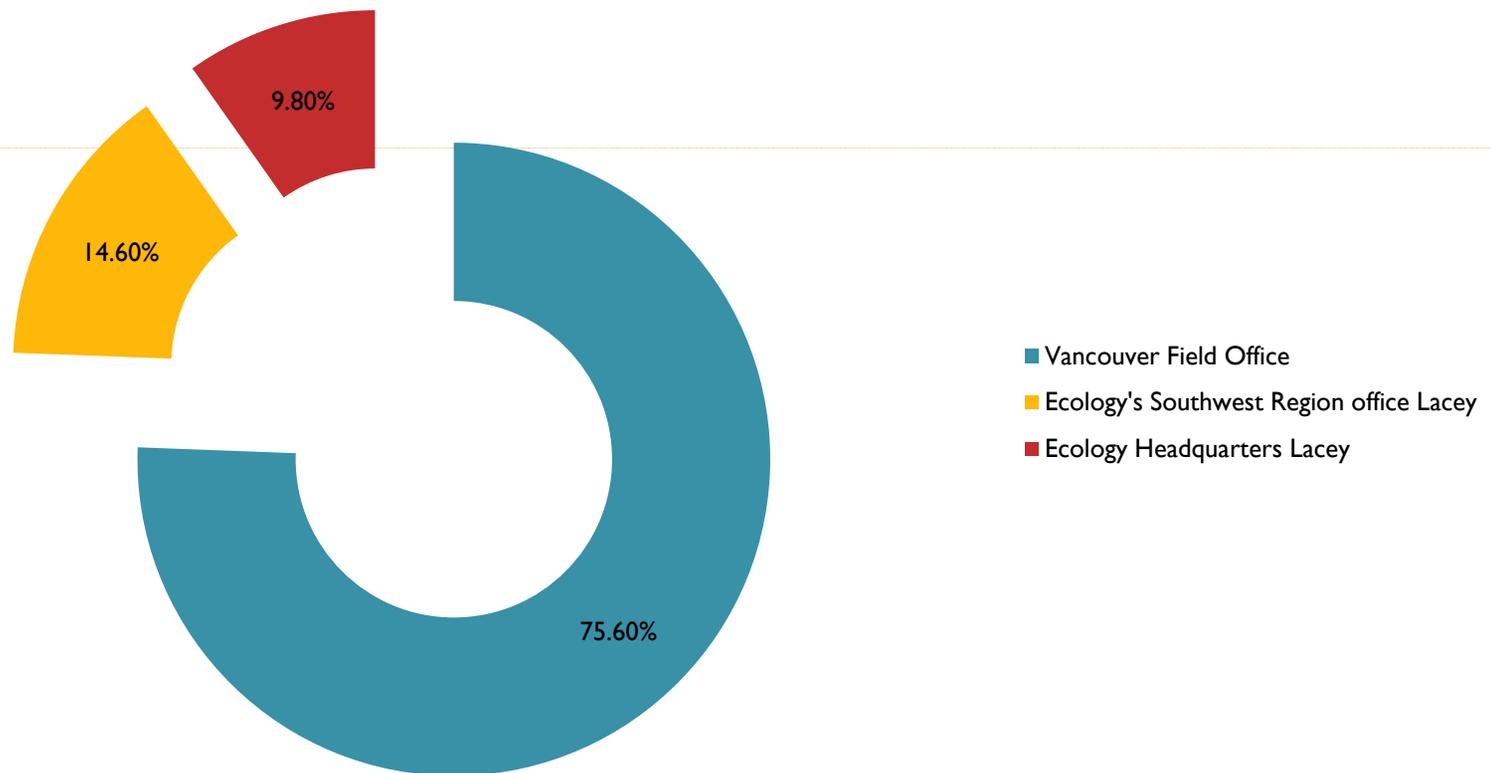
5. On a scale of 1-5, rate the level of satisfaction on response received



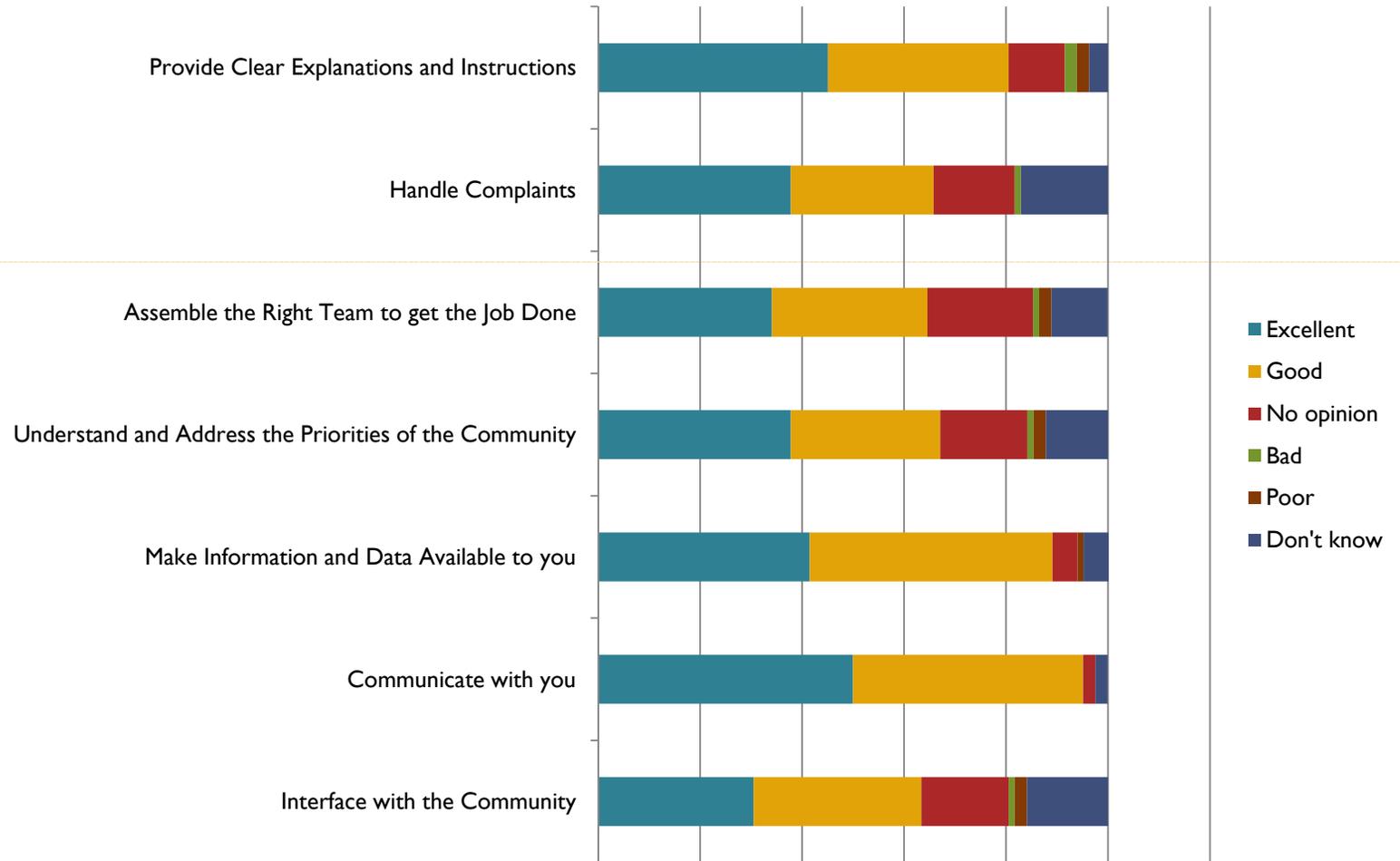
6. My contact with the VFO has been



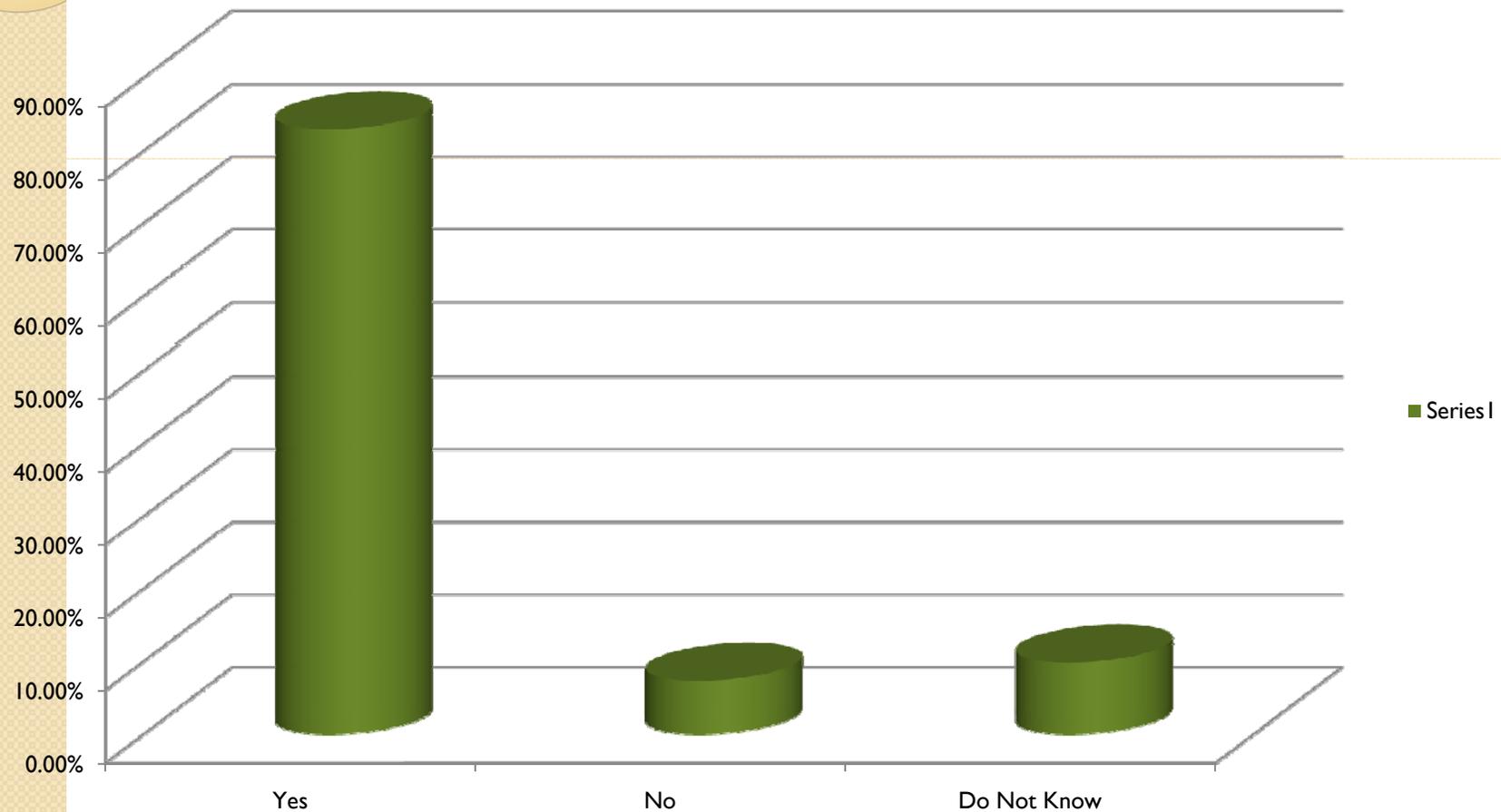
7. When you need information from the Department of Ecology, which office do you prefer to contact first?



8. How Well Do VFO Employees:



9. Do you believe there has been a direct benefit to the environment and/or your organization as a result of working with employees in the Vancouver Field Office?





10. How Can the Department of Ecology employees in the Vancouver Field Office serve you better?

❖ **Top three response from the public include:**

- **Outreach and Communication**
- **Cover a larger area to include parts of the Gorge**
- **More Staff and Resources**