

DEPARTMENT OF
ECOLOGY
State of Washington

*2000-2008
VFO 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.

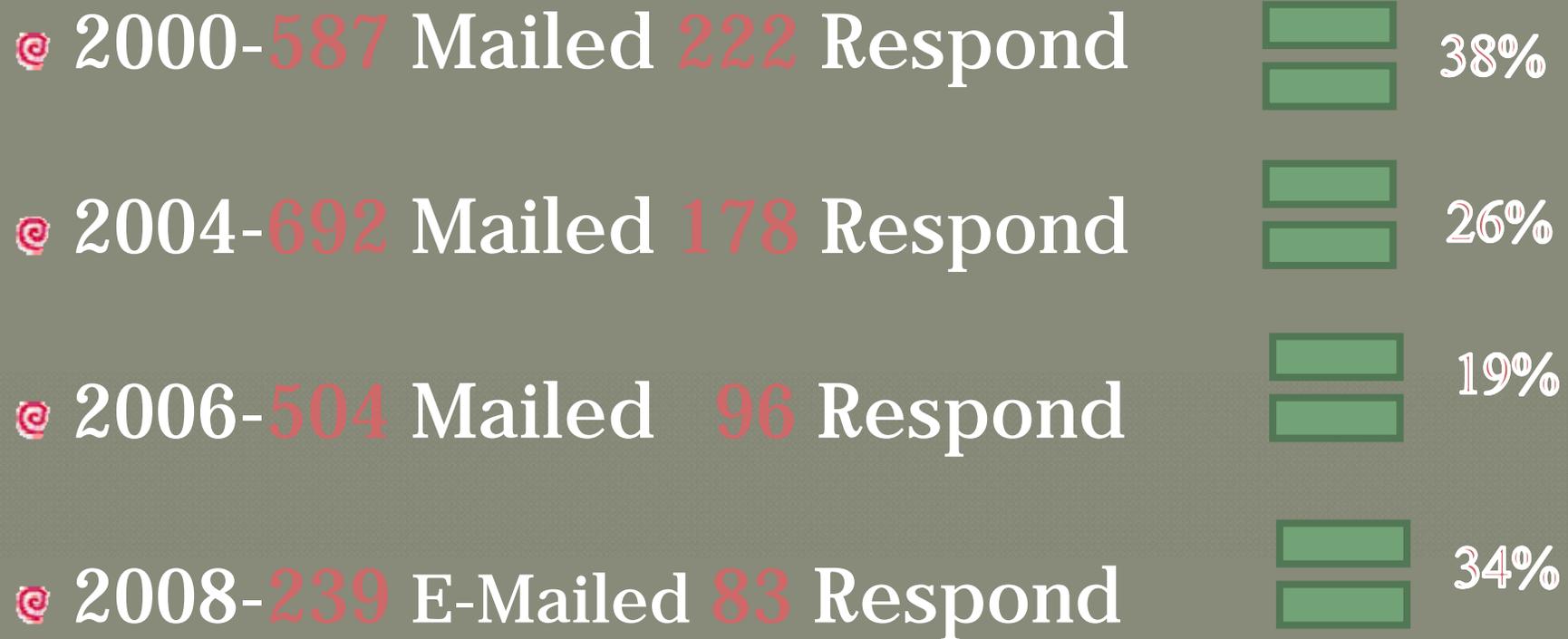
Description

- Mailed 239 survey questionnaires to local community businesses and residence with whom we've had contact over the last 48 months. 83 responses were received.
- Measure the results to determine areas of strength, weaknesses and year to year analysis.

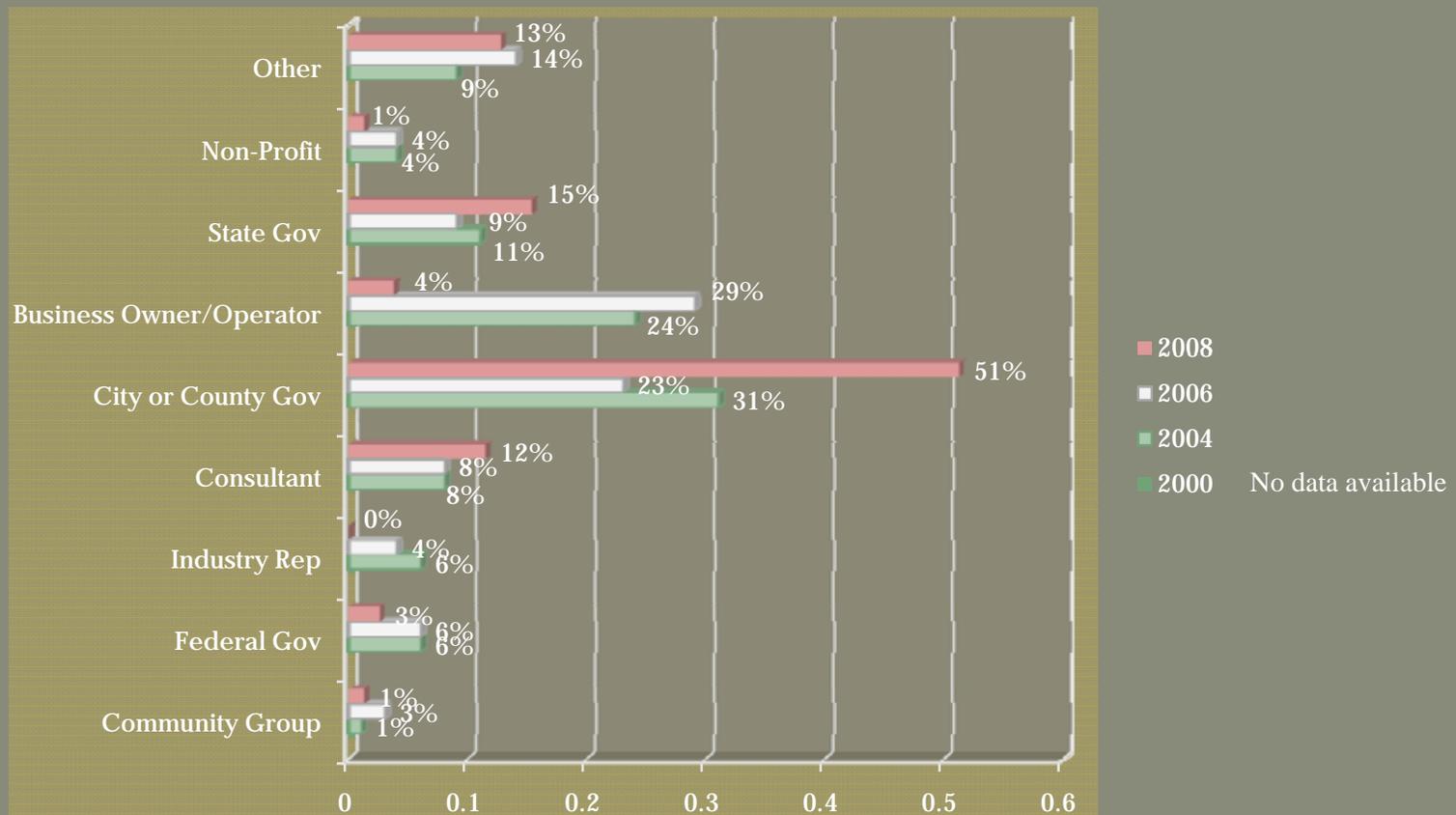
FOR MORE INFO...

On distribution list please contact
Jan Webster @ 360-690-7171

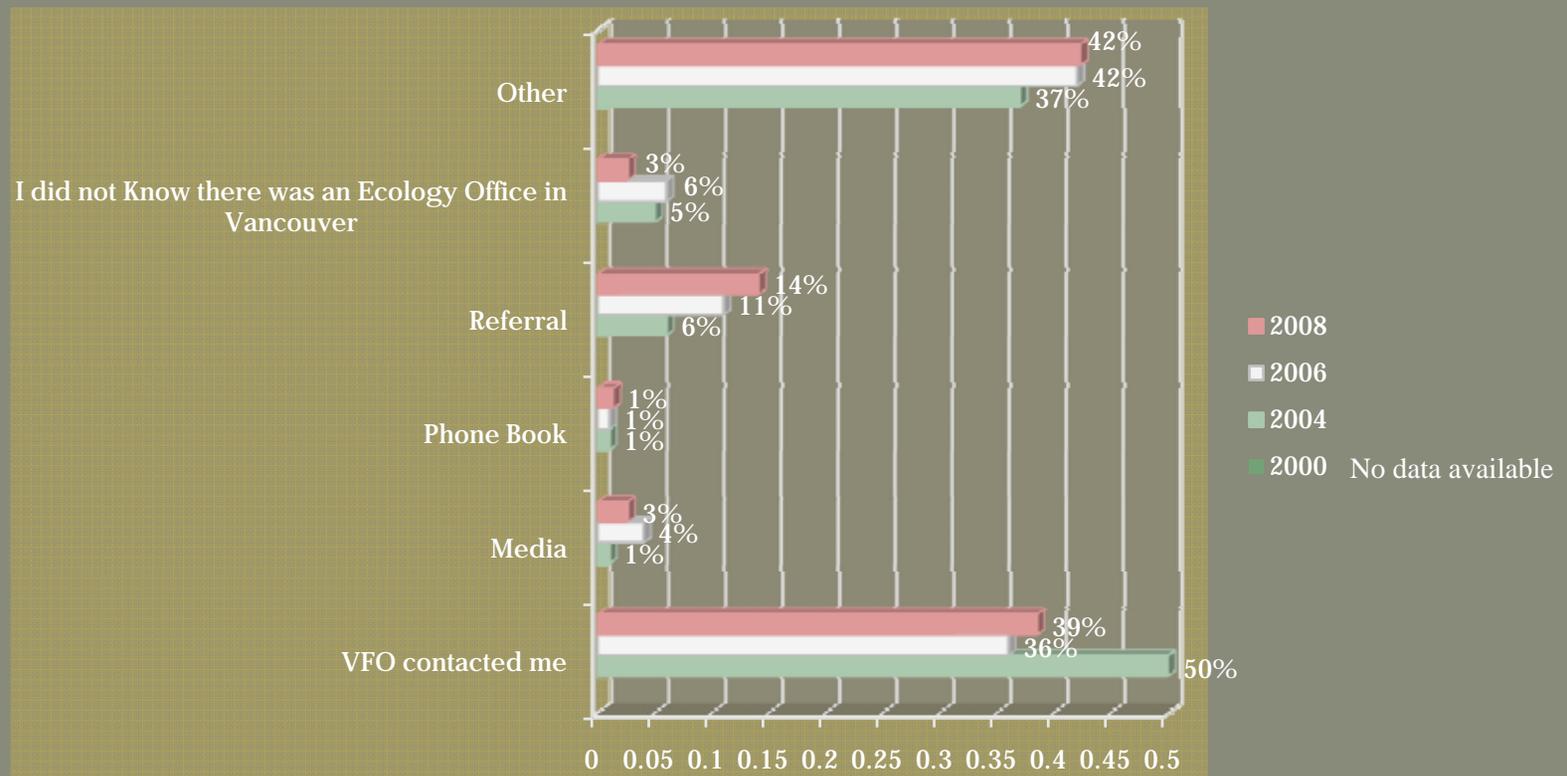
Surveys Mailed



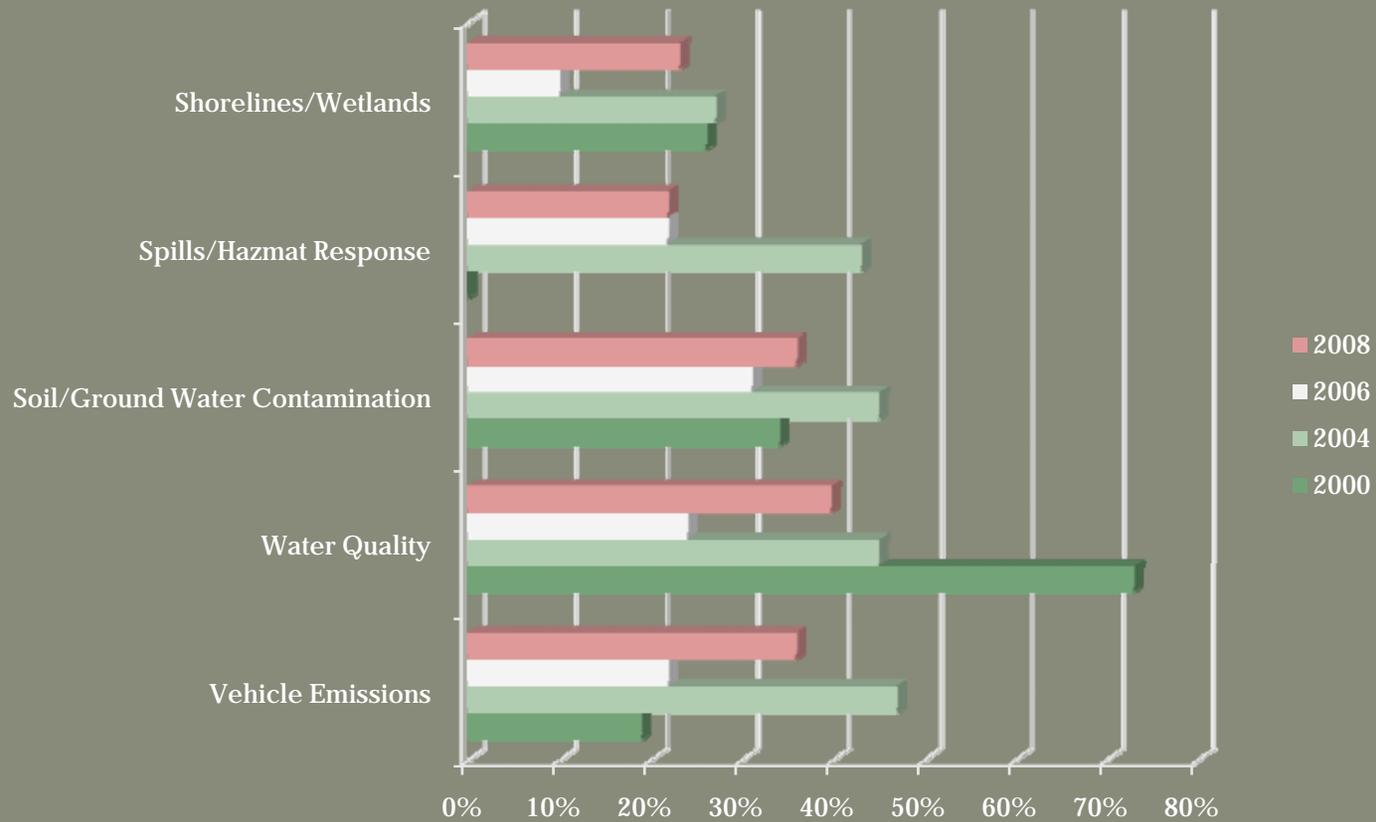
Question 1: Please Mark the box next to the description which best describes you:



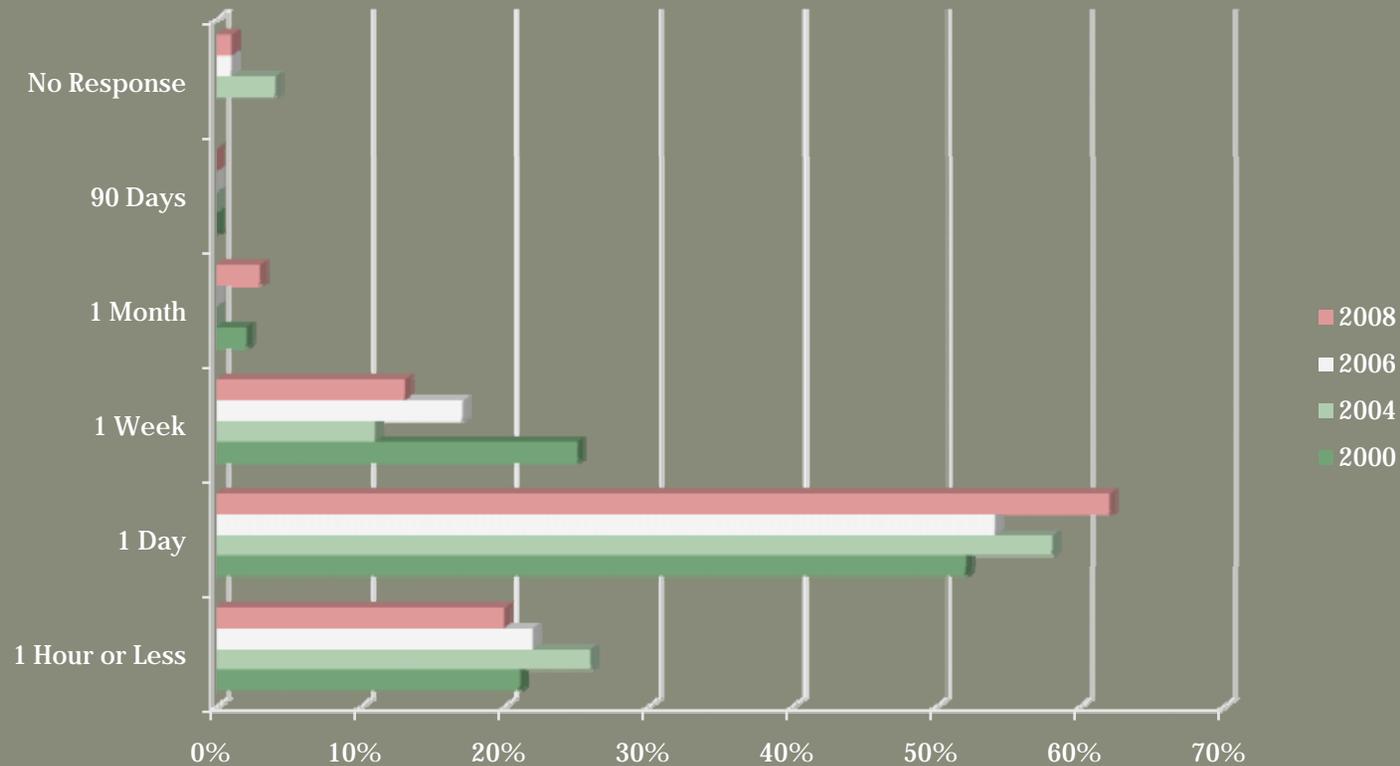
Question 2: How did you learn about the VFO office?



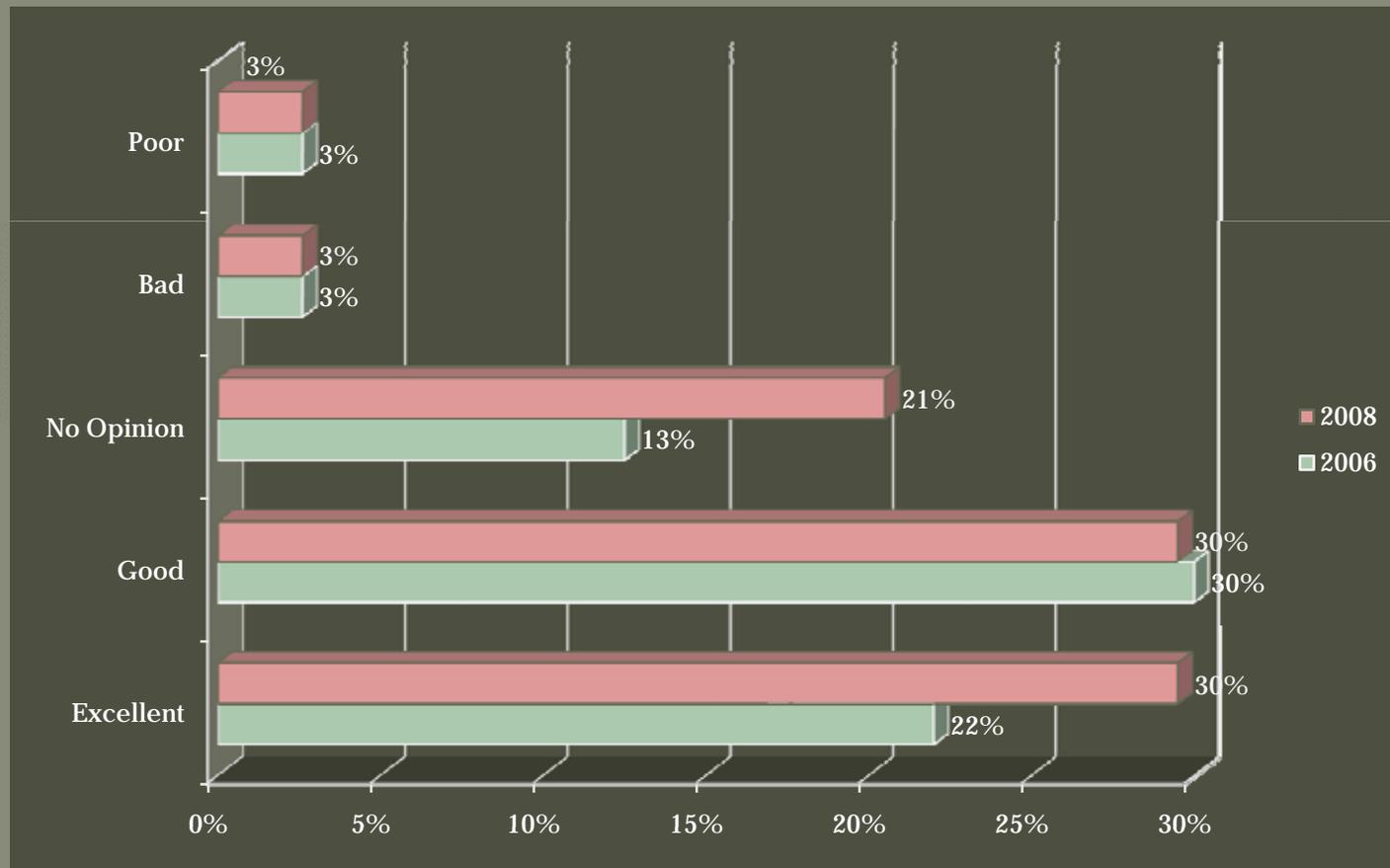
Question 3: For which of the following reasons do you contact VFO employees/or VFO employees contact you?



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



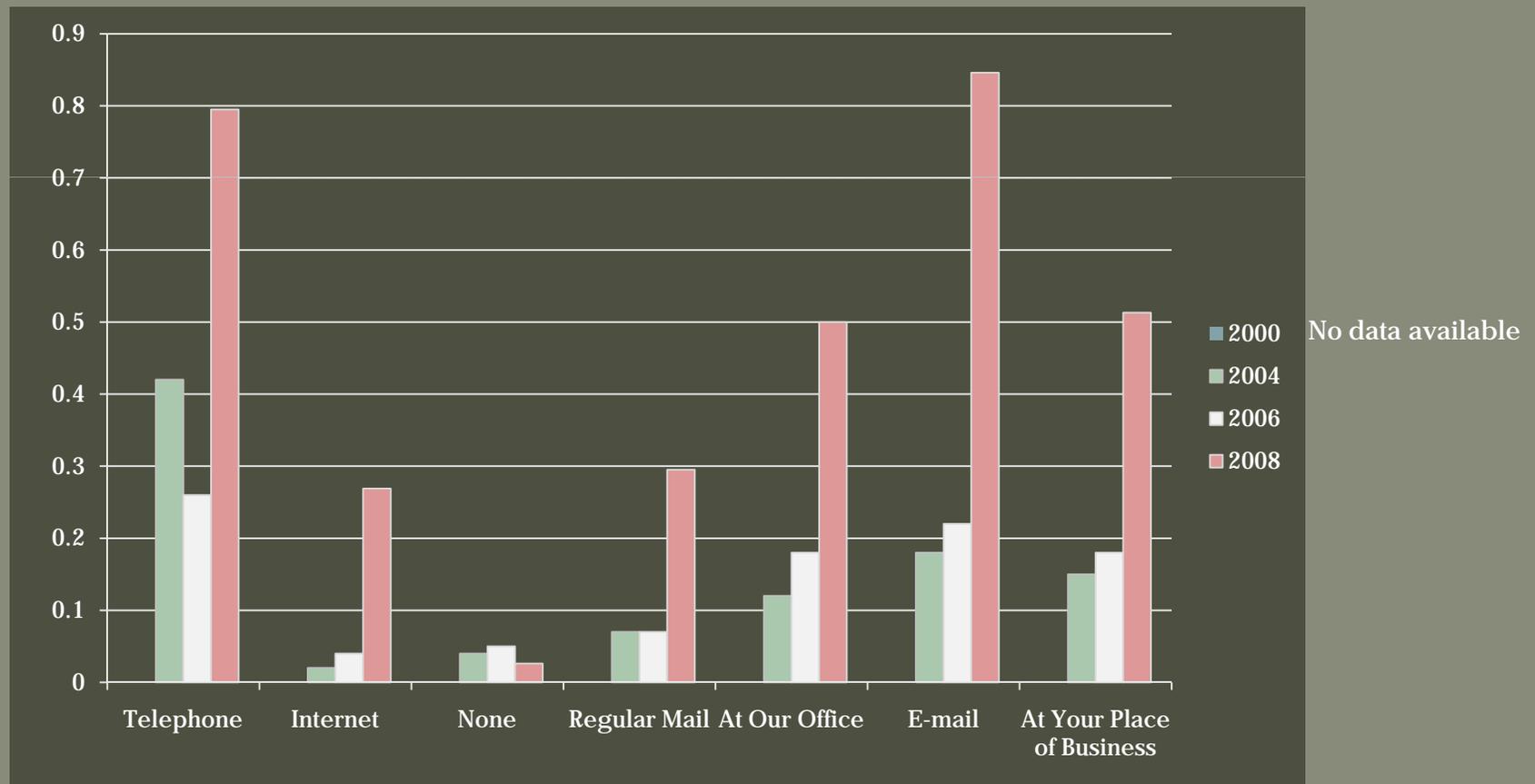
Question 5: On a scale of 1-5, rate the level of satisfaction on response received?



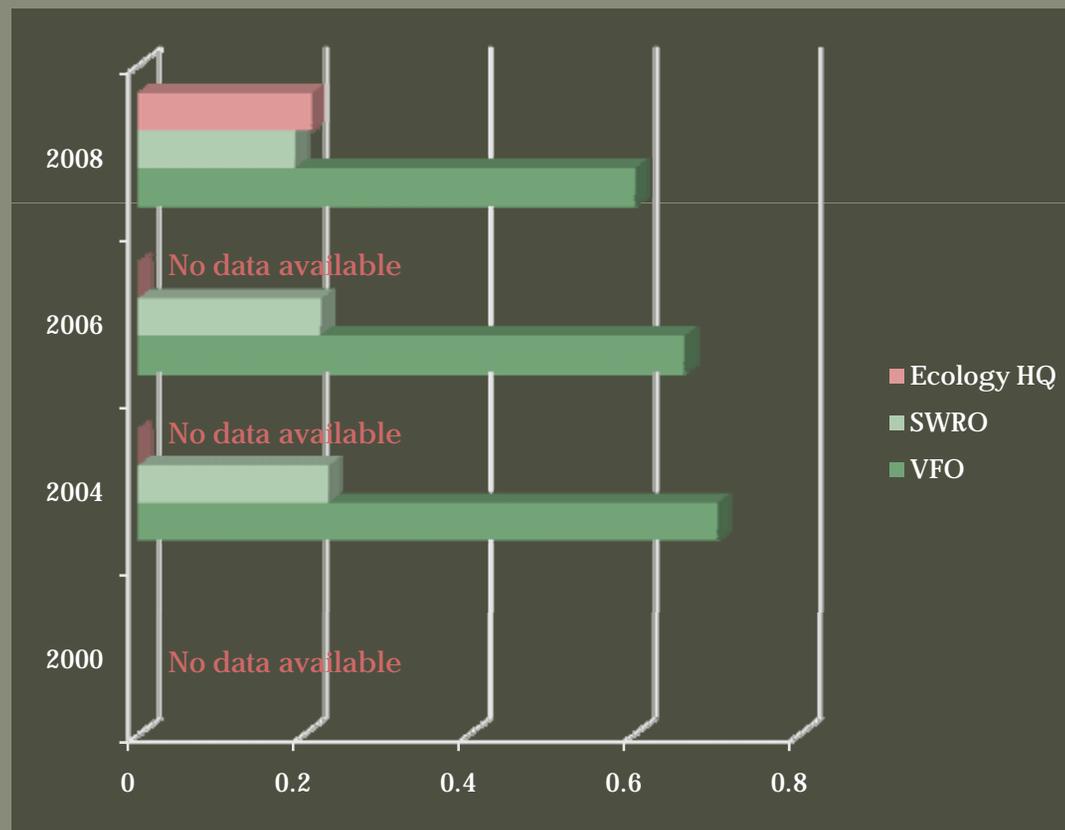
2000 - No data available

2004 - No data available

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

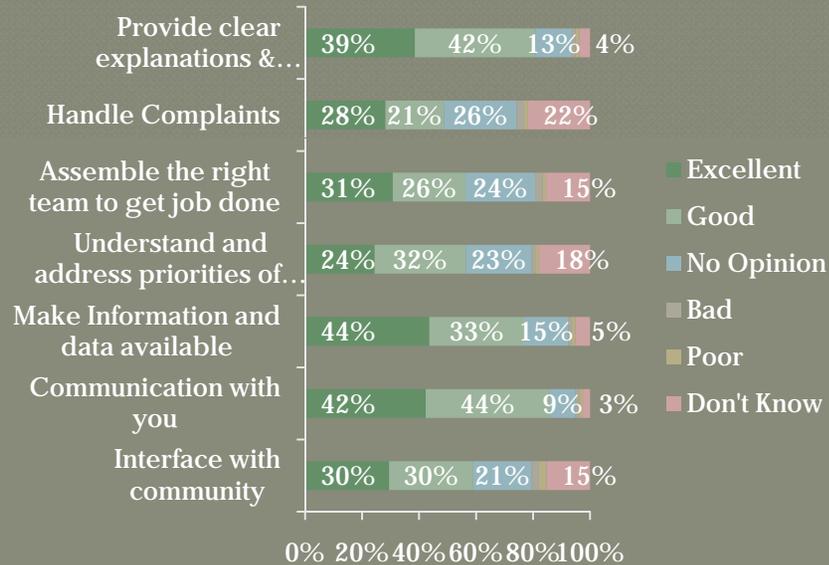


Question 7: When you need information from Ecology, which office do you prefer to contact first?

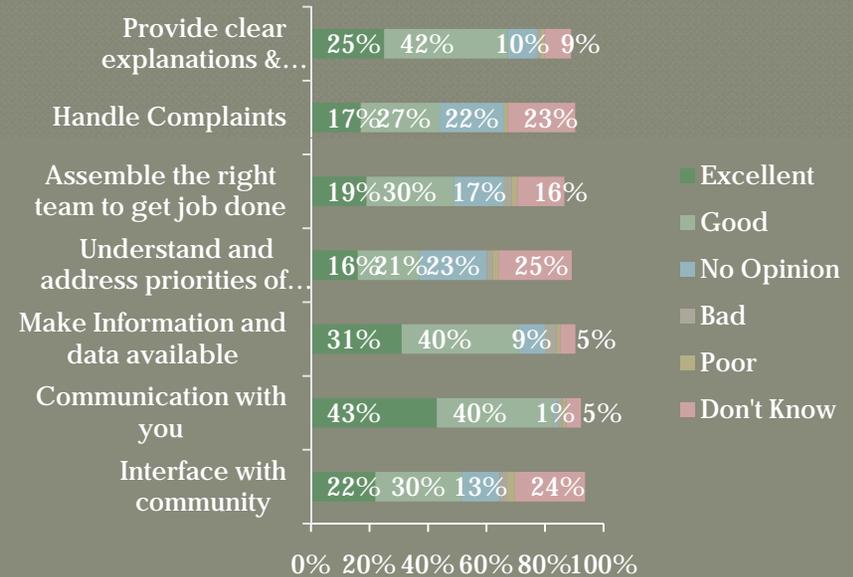


Question 8: How Well do VFO Employees:

2008



2006



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?



Kudos from the community

- The quality in the last 6 months has been better than ever before!
- I think they do a pretty darn good job with the resources they have.
- Stay open if that's what this is about.
- Continue the good work.
- Continue providing quality support and response.

Kudos from the community

- As far as DOE's response to assist with fire dept hazmat calls, their response is very good. I think it might be a little shorter if we are able to contact someone directly in the SW Washington area instead of having to go through the main office in Lacey. I've been fortunate most of the time to have a very quick response from Curt & Laura and they are great to work with.

Kudos from the community

- VFO employees are always very helpful & trying to do a good job.
- Whenever there is a dispute or question it is always handled quickly; courteously
- Just keep doing what you are doing!

Kudos from the Community

- The Field Inspectors I have dealt with are very knowledgeable and have helped with permit issues. They have made it easier to work with the state on environmental issues.

Constructive Criticism... *How can we better serve you*

- We need to be better acquainted to better understand each others roles.
- More project managers in Vancouver-too few staff in SW Washington.
- Make sure they include Columbia River Gorge in their jurisdiction as it takes too long for Yakima to respond, we are closer to Vancouver.
- I think they are short staffed and could benefit from more employees to reduce work load.

Constructive Criticism... *How can we better serve you*

FOR MORE INFO...
contact Jan Webster

- Keep the office open here.
- More interaction with city agencies that police/inspect erosion related issues.
- Work with local agencies, like ours, as partners with the same goal. Don't punish us for our efforts to correct problems when we call and ask for help Ecology has the big hammer when dealing with developers. We'll learn as much, and enforce as much we can, and we won't call unless it's warranted. Please help us do the right thing, because that's what we want to do.

The next survey will be
conducted in 2010

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**