

2007 WASHINGTON STATE DEPARTMENT OF FISH AND WILDLIFE (WDFW)

ENFORCEMENT PROGRAM CUSTOMER SATISFACTION SURVEY



**State of Washington
DEPARTMENT OF FISH AND WILDLIFE
600 Capitol Way North
Olympia WA 98501-1091**

February 2008

Contents

Section 1

Executive Summary..... 2

Section 2

Charts and Graphs..... 5

Section 3

Survey Data..... 16

Appendix

- News Release
- Survey Instrument

Section 1:
Executive Summary

Executive Summary Report

Enforcement Program Citizen Survey Methodology

In August 2006, the Washington Department of Fish and Wildlife (WDFW) Enforcement Program began to devise a citizen survey to meet the requirements of a Commission on Accreditation for Law Enforcement Agencies (CALEA) standard. The standard requires that agencies seeking accreditation must conduct a citizen survey at least once every three years. The survey must include the following measures: overall agency performance, overall competency of agency employees, citizens' perceptions of officers' attitudes and behavior, community concern over safety and security, and recommendations or suggestions for improvement.

To meet the requirements of this standard, Accreditation Manager Kimberly Flowers sought the assistance of the one accredited natural resource law enforcement agency in the nation: the Delaware Division of Fish and Wildlife. Major Bayard Holleger, Jr., provided a sample of their Enforcement Section's citizen survey that served as a preliminary template for the WDFW Enforcement Program survey.

The initial draft of the survey was reviewed and approved by Chief Bruce Bjork, the Enforcement Accreditation Committee, Enforcement Captains, Public Affairs Special Assistant Margaret Ainscough, Strategic Planning Special Assistant Sue Patnude, and Washington State University Associate Director of the Division of Governmental Studies and Services Michael J. Gaffney.

Information Technology Specialist Doug Hoyer adapted the survey to an Internet-based form for posting on the WDFW Enforcement Web page. The survey was developed for on-line completion because it is the most cost-effective survey method; we hoped to reach a large, statewide audience; and the data is collected in a manner that facilitates tabulation and analysis.

The on-line survey became active on May 24, 2007, and it was available for completion until December 31, 2007. During that time, we received 2673 responses. Persons interested in completing the survey on paper were mailed a copy at their request.

Management Analyst Jonathan Neville compiled the results data and created the charts and final reports using Microsoft Office products. The results of this survey will become a baseline for future surveys.

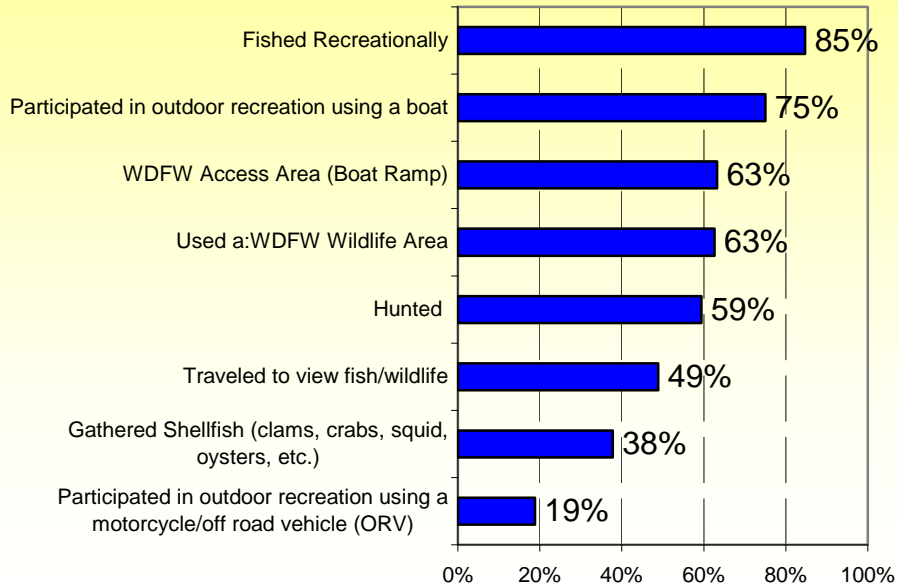
Major Findings

- **Demographics.** Most respondents recreate by fishing, hunting, visiting wildlife, or harvesting shellfish. The respondents recreating are primarily made up of 40 to 70 year old residents of Washington State who have lived in WA for at least twenty years and have hunted and fished for over ten years. The top five counties most frequented are King, Snohomish, Pierce, Grays Harbor, and Cowlitz counties.
- **Contact Information.** Out of 2673 respondents, 62% had recent contact with Enforcement Program staff. Overall, 85% of the respondents viewed their contact with WDFW employees between Neutral to Very Pleasant. Officers made up the majority of contacts at 77%, compared to 15% Hunter Education staff, and 8% being Customer Service employees. Assisting citizens made up 23% of Officer contacts, while only 5% of contacts resulted in citations.
- **Personal Contact Evaluation.** In regards to Officer knowledge and job competence, as well as attitude, 70% of the respondents gave ratings of Good or Excellent. In regards to demeanor, Officers received a 68% rating of Good or Excellent. Appearance resulted in 78% respondents giving officers a Good or Excellent review.
- **Officer Staffing Levels.** While recreating in Washington, 10% of respondents witnessed Officers on patrol Often or Always. In contrast, 27% of participants witnessed violations Often or Always. Moreover, 65% of survey respondents would like to see more Officers on patrol and believe that more officers are most needed in Western Washington, followed by Eastern Washington. Enforcing Recreational Fisheries, Hunting/Trapping, Commercial Fisheries Rules and Laws as well as conducting Public Education and Responding to Dangerous Wildlife Complaints have been shown to be the most important priorities of the Enforcement Program. Overall, 64% of the respondents believe that there needs to be more Officer presence statewide and 58% more presence in their most frequently visited county.
- **Overall Evaluation.** Only 22% of the respondents believe that the Enforcement Program is at least doing a Good job of protecting wildlife resources while 33% of the respondents believe that the program is doing a Poor or Very Poor job. In regards to protecting fish/shellfish resources, the Enforcement Program had 12% rating of Good or better and a 37% rating of doing a Poor job or worse. For protecting public safety, 30% believed that the Enforcement Program is doing a Good or better job while 24% think the Program is doing a Poor or Very Poor job. Lastly, 32% of the respondents believe that the Enforcement Program is doing a Good or Excellent job as a law-enforcement agency, while 24% believed that the agency is doing a Poor or Very Poor job.

Section 2:
Charts and Graphs

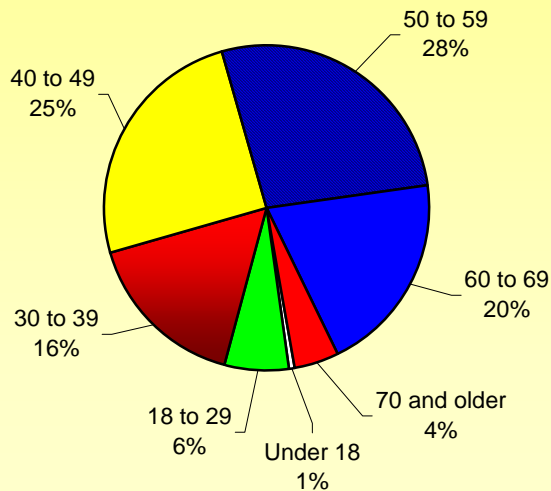
Q1. In Washington State this past year I have:

Between 2006 - 2007

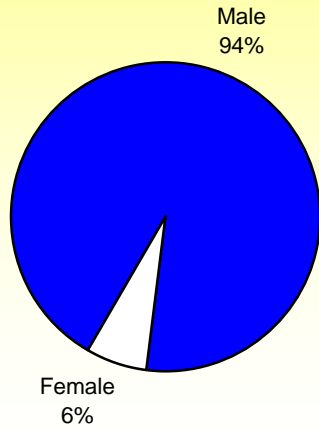


Q2. What is your age?

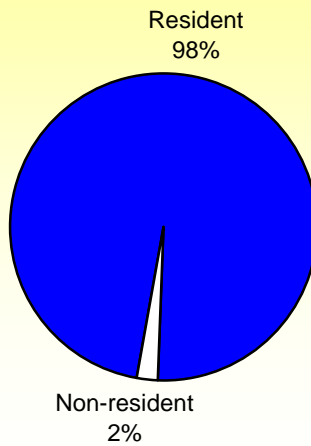
by percentage of respondents

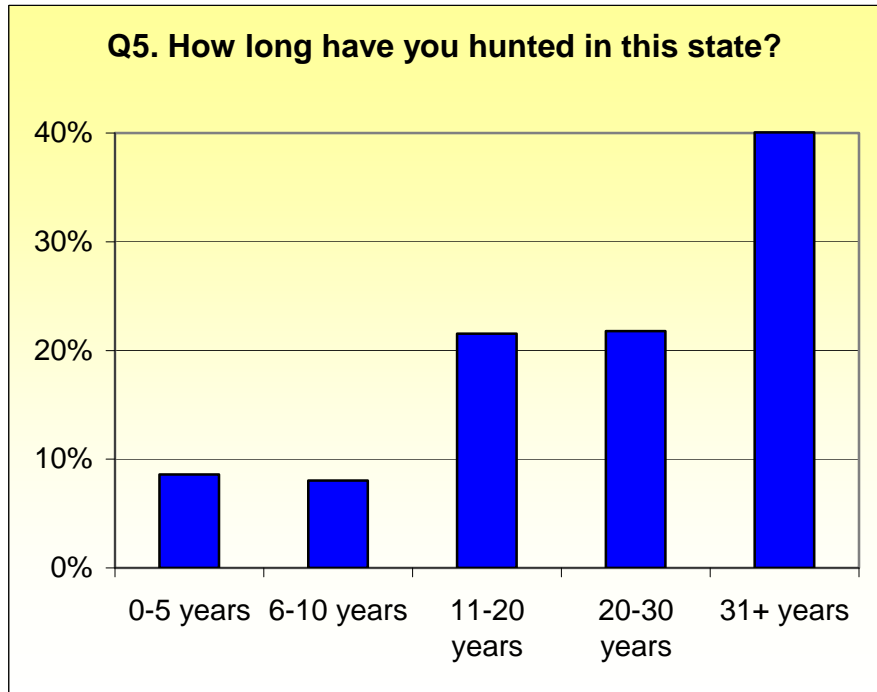
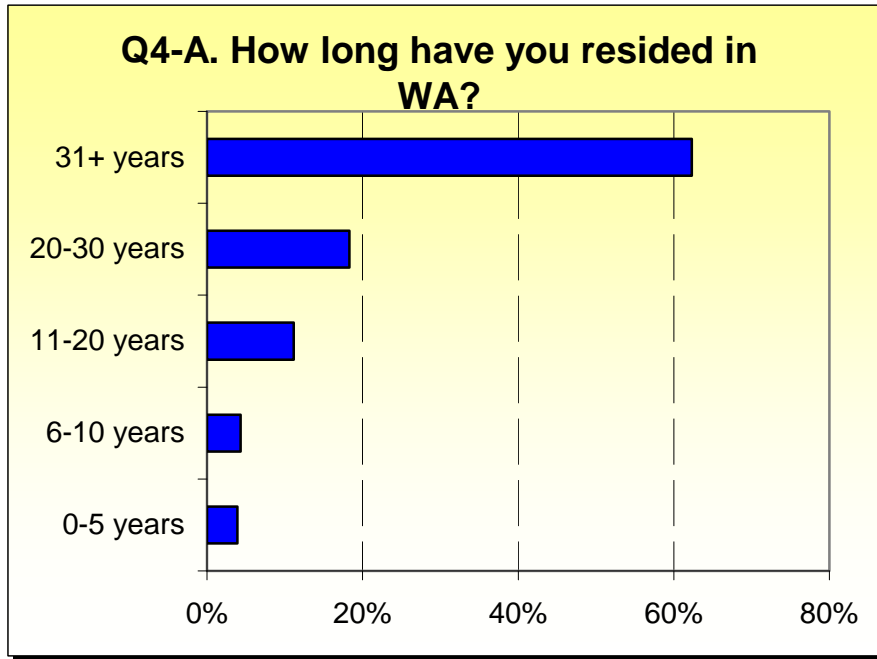


Q3. What is your sex?
by percentage of respondents



Q4. Are you a resident of this state?
by percentage of respondents



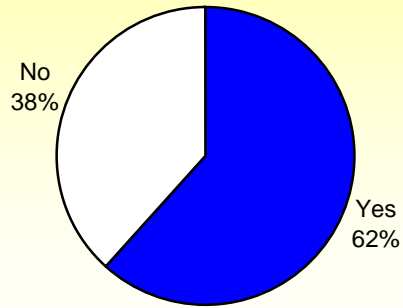




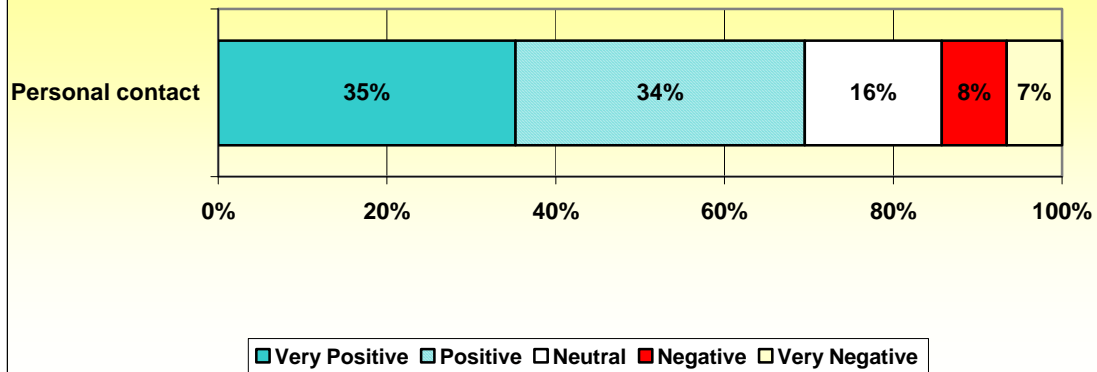
Q6. In which Counties do you most frequently participate in outdoor recreation?	
Top Five Counties Frequented:	Counties Least Frequented:
King	Garfield
Snohomish	Adams
Pierce	Wahkiakum
Grays Harbor	Franklin
Cowlitz	Asotin

2007 WDFW Enforcement Program Customer Satisfaction Survey

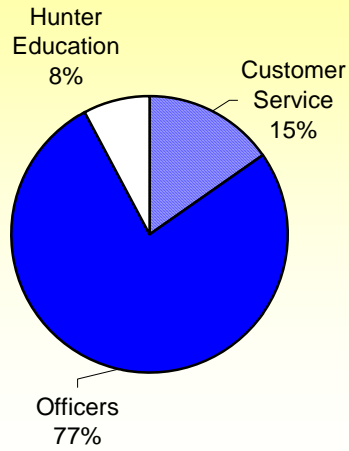
Q7. In the past year, have you had any personal contact with the Fish and Wildlife Enforcement Program?



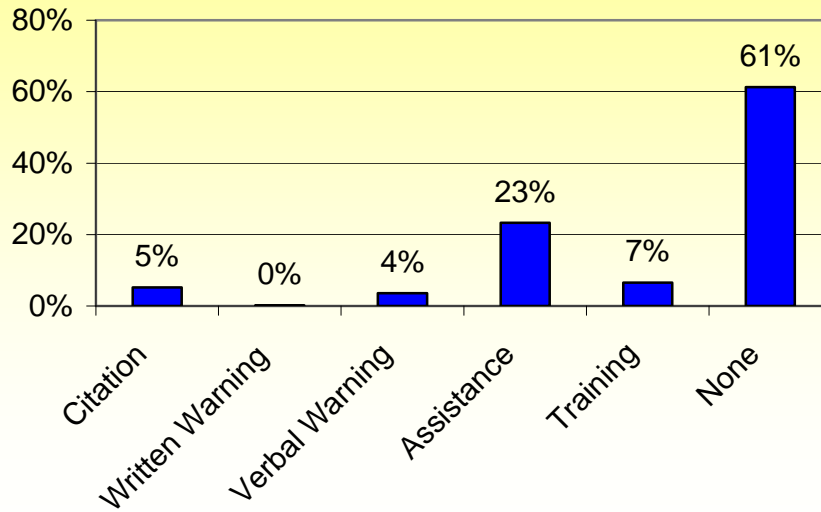
Q7-A. If yes, how would you describe your experience?



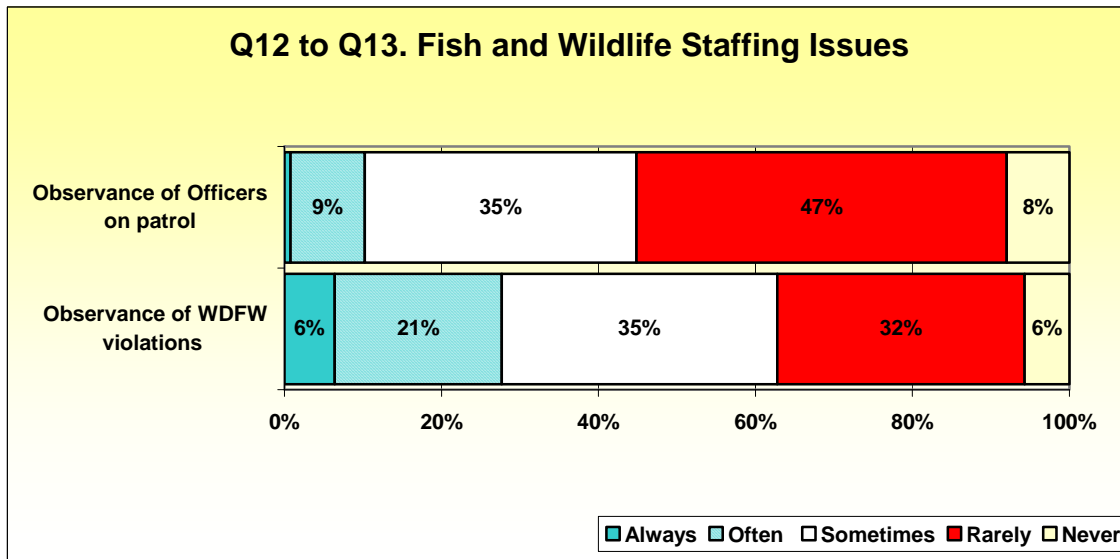
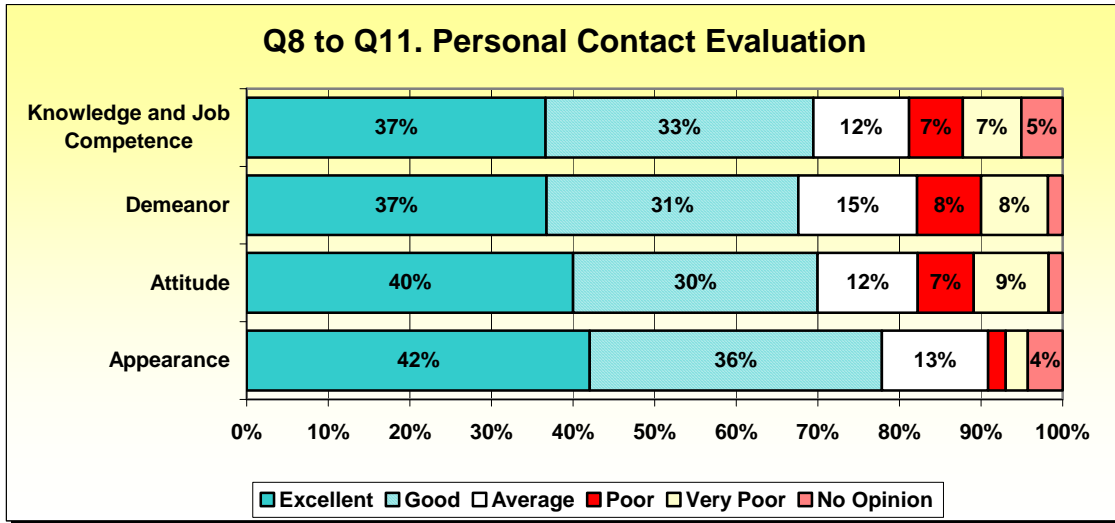
Q7-B. If yes, which staff were you in contact with?

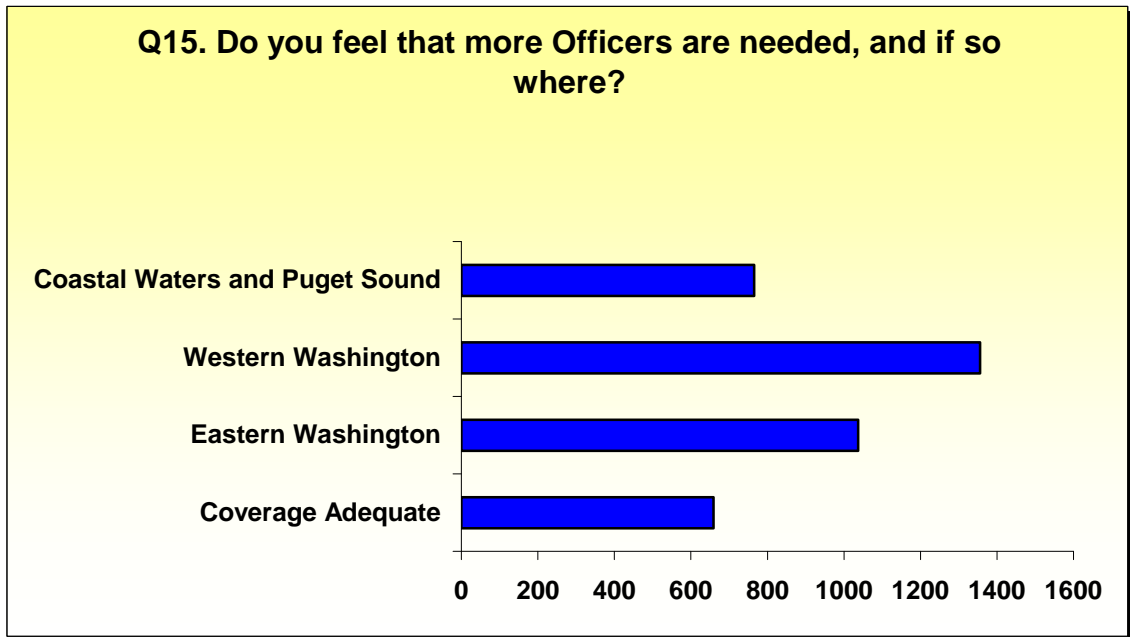
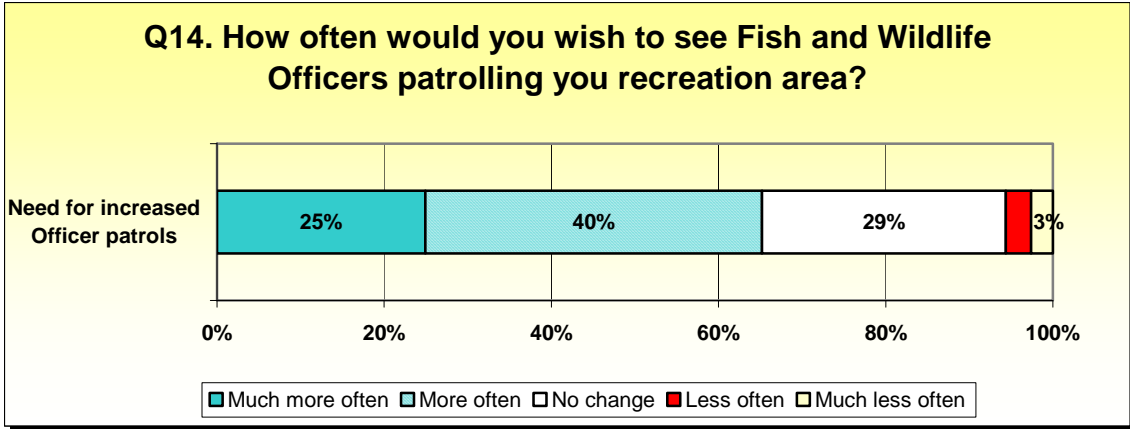


Q7-C. Did you receive one or more of the following?



2007 WDFW Enforcement Program Customer Satisfaction Survey

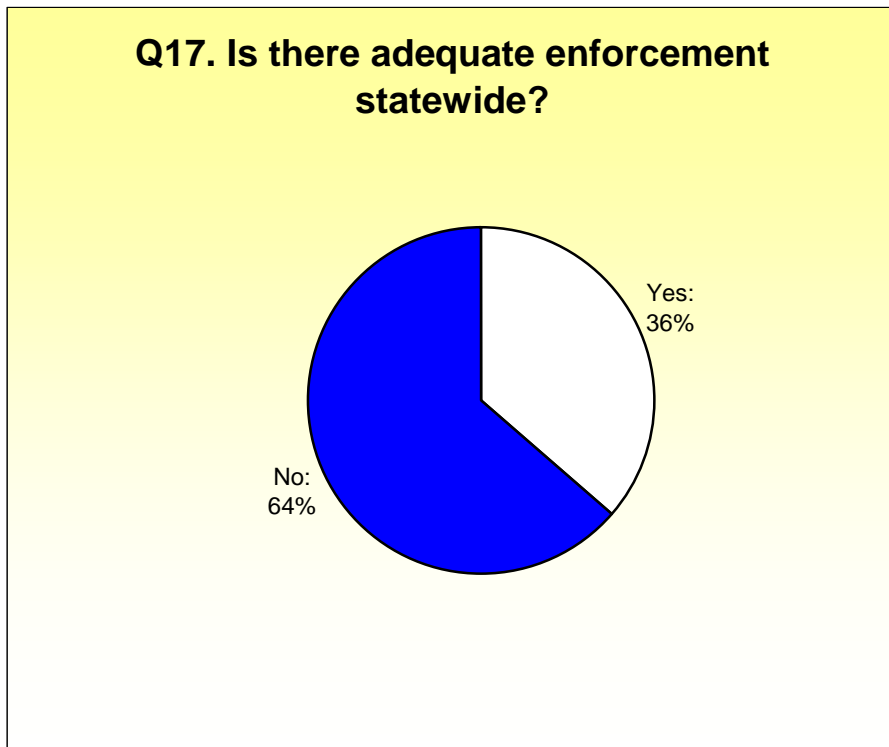




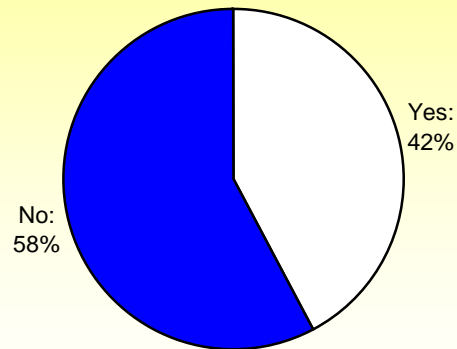
2007 WDFW Enforcement Program Customer Satisfaction Survey

Q 16. Check three of the following that you consider the most important activities for Officers

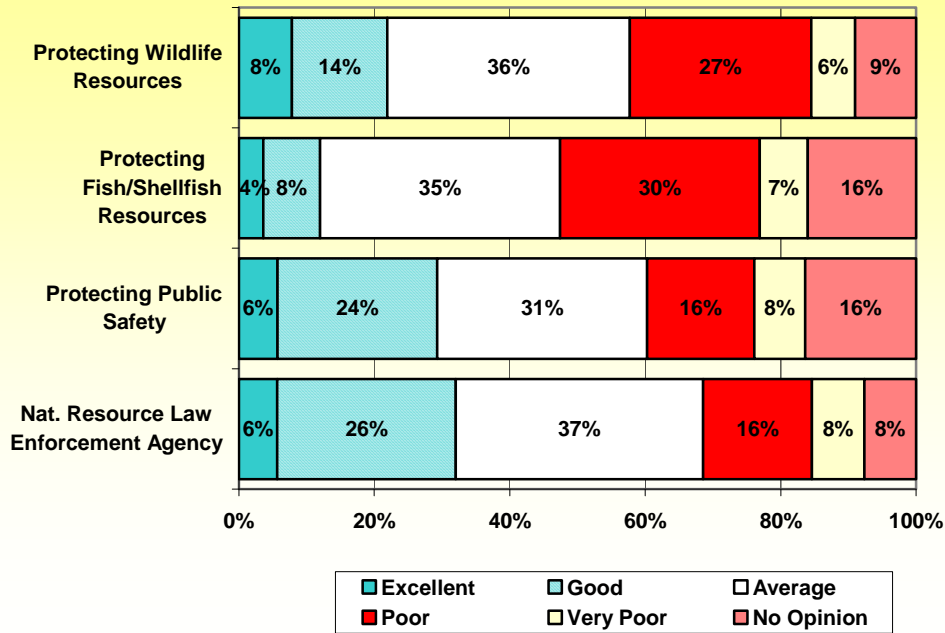
#	%	Category
1526	21%	Enforcing recreational fisheries rules/laws.
1318	18%	Enforcing hunting/trapping rules/laws.
1197	17%	Enforcing commercial fisheries/wholesale fish dealers rules/laws.
667	9%	Conducting Hunter Education, Crime Observation Reporting Training classes; other public education
615	8%	Responding to dangerous wildlife issues (typically cougar, bear, moose)
530	7%	Enforcing general state criminal laws that ensure public safety.
467	6%	Enforcing boating, snowmobile, and ORV rules/laws.
306	4%	Enforcing Wildlife Area/Access Area (boat ramp) rules/laws.
186	3%	Responding to problem/nuisance wildlife issues (typically deer, elk, coyotes, raccoons, beavers, birds)
175	2%	Conducting regulatory checks of taxidermists, game farms, Nuisance Wildlife Control Operators, etc.
171	2%	Enforcing sanitary shellfish rules/laws.
86	1%	Conducting Hydraulic Project Approval (HPA) and fish screen checks.



Q17. Part 2: Is there adequate enforcement in county most frequented?



Q18 to 21. Enforcement Program Overall Evaluation



Section 3:
Survey Data

Q1. In Washington State this past year I have:		
Activity Type	Percentage	number
Fished Recreationally	84.6%	2261
Participated in outdoor recreation using a boat	74.8%	2001
WDFW Access Area (Boat Ramp)	63.1%	1688
Used a:WDFW Wildlife Area	62.5%	1672
Hunted	59.3%	1585
Traveled to view fish/wildlife	48.7%	1303
Gathered Shellfish (clams, crabs, squid, oysters, etc.)	37.8%	1010
Participated in outdoor recreation using a motorcycle/off road vehicle (ORV)	18.8%	502
Attended a: Hunter Education Class	5.1%	136
Participated in outdoor recreation using a snow mobile	4.8%	128
Had a dangerous/problem/nuisance wildlife issue	4.6%	124
Participated in Crime Observation Reporting Training/Eyes in the Woods Class	2.7%	71
Snowmobile	1.6%	42
Obtained a Hydraulic Project Approval (HPA)	1.3%	35
Fished Commercially	0.9%	25
Trapped Wildlife	0.4%	12

Q2. Age Demographic

Age	Percentage	Sample #
Under 18	1%	15
18 to 29	6%	172
30 to 39	16%	430
40 to 49	25%	669
50 to 59	27%	721
60 to 69	20%	531
70 and older	4%	117

Q3. Gender Demographic

Male	Female
2463	165

Q4. Are you a resident of this state?

Resident	Non-resident
2616	57

Q4-A. If yes, how long?

0-5 years	6-10 years	11-20 years	20-30 years	31+ years
84	94	243	399	1357
4%	4%	11%	18%	62%

Q5. How long have you hunted in this state?

N = 1768				
0-5 years	6-10 years	11-20 years	20-30 years	31+ years
9%	8%	22%	22%	40%

Q5-A. How long have you fished in this state?

N = 2409				
0-5 years	6-10 years	11-20 years	20-30 years	31+ years
7%	6%	18%	20%	50%

Q6. In which Counties do you most frequently participate in outdoor recreation?

n = 2674					
Asotin	72	Island	132	San Juan	91
Benton	87	Jefferson	173	Skagit	290
Chelan	189	King	490	Skamania	141
Clallam	187	Kitsap	176	Snohomish	410
Clark	195	Kittitas	245	Spokane	162
Columbia	65	Klickitat	144	Stevens	174
Cowlitz	353	Lewis	325	Thurston	237
Douglas	112	Lincoln	74	Wahkiakum	47
Ferry	90	Mason	187	Walla Walla	61
Franklin	63	Okanogan	276	Wahatcom	109
Garfield	44	Pacific	162	Whitman	78
Grant	294	Pend Oreille	94	Yakima	254

Q7. In the past year, have you had any *personal* contact with the Fish and Wildlife Enforcement Program?

n = 2673	Number	Percentage
Yes	1650	62%
No	1023	38%

Q7-A. If yes, how would you describe the experience?

n = 1650	Number	Percentage
Very Positive	581	35%
Positive	566	34%
Neutral	268	16%
Negative	127	8%
Very Negative	108	7%

Q7-B. If yes, which staff were you in contact with?

n=1635	Number	Percentage
Customer Service	313	19%
Officers	1569	96%
Hunter Education	158	10%

Q7-C. Did you receive one or more of the following? (Please check all that apply):

n = 1744	Number	Percentage
Citation	90	5%
Written Warning	3	0%
Verbal Warning	63	4%
Assistance	406	23%
Training	114	7%
None	1068	61%

Q8. From this experience, how would you rate this staff member's appearance?

n = 1644	Number	Percentage
Excellent	691	42%
Good	589	36%
Average	214	13%
Poor	35	2%
Very Poor	45	3%
No Opinion	70	4%

Q9. From this experience, how would you rate this staff member's attitude?

n = 1632	Number	Percentage
Excellent	653	40%
Good	489	30%
Average	200	12%
Poor	112	7%
Very Poor	150	9%
No Opinion	28	2%

Q10. From this experience, how would you rate this staff member's demeanor?

n = 1608	Number	Percentage
Excellent	591	37%
Good	496	31%
Average	234	15%
Poor	126	8%
Very Poor	132	8%
No Opinion	29	2%

Q11. From this experience, how would you rate this staff member's overall knowledge and job competence?

n = 1603	Number	Percentage
Excellent	587	37%
Good	526	33%
Average	188	12%
Poor	106	7%
Very Poor	115	1%
No Opinion	81	5%

Q12. en you recreate in Washington, how often do you observe others violating Fish and Wildlife rules or laws?

n = 2641	Number	Percentage
Always	169	6%
Often	562	21%
Sometimes	927	35%
Rarely	832	32%
Never	151	6%

Q13. When you recreate in Washington, how often do you see Fish and Wildlife Officers patrolling the area?

n = 2639	Number	Percentage
Always	20	1%
Often	250	9%
Sometimes	913	35%
Rarely	1245	47%
Never	211	8%

Q14. How often would you wish to see Fish and Wildlife Officers patrolling your recreation area?

n = 2634	Number	Percentage
Much more often	656	25%
More often	1061	40%
No change	769	29%
Less often	79	3%
Much less often	69	3%

Q15. The statewide average is about three Fish and Wildlife Officers assigned to each county.

Knowing this, do you feel that more Officers are needed, and if so where? (Please check all that apply):

	Number	Percentage
Additional Officers are needed in Western Washington counties.	1356	36%
Additional Officers are needed in Eastern Washington counties.	1037	27%
Additional Officers are needed for patrolling coastal waters and Puget Sound.	765	20%
No additional Officers –present patrol coverage is adequate.	659	17%

Q 16. Please check three of the following that you consider to be the most important activities for Fish and Wildlife Officers:

1526	21%	Enforcing recreational fisheries rules/laws.
1318	18%	Enforcing hunting/trapping rules/laws.
1197	17%	Enforcing commercial fisheries/wholesale fish dealers rules/laws.
667	9%	Conducting Hunter Education, Crime Observation Reporting Training classes; other public education
615	8%	Responding to dangerous wildlife issues (typically cougar, bear, moose)
530	7%	Enforcing general state criminal laws that ensure public safety.
467	6%	Enforcing boating, snowmobile, and ORV rules/laws.
306	4%	Enforcing Wildlife Area/Access Area (boat ramp) rules/laws.
186	3%	Responding to problem/nuisance wildlife issues (typically deer, elk, coyotes, raccoons, beavers, birds)
175	2%	Conducting regulatory checks of taxidermists, game farms, Nuisance Wildlife Control Operators, etc.
171	2%	Enforcing sanitary shellfish rules/laws.
86	1%	Conducting Hydraulic Project Approval (HPA) and fish screen checks.

Q17. Is the Enforcement Program providing adequate fish and wildlife law enforcement in the county in which you recreate the most?

Yes: 1094

No: 1494

Statewide?

Yes: 861

No: 1514

Q18. Please rate the Enforcement Program's quality of service given to protecting wildlife resources?

n = 2619	number	Percentage
Excellent	149	6%
Good	690	26%
Average	956	37%
Poor	421	16%
Very Poor	202	8%
No Opinion	201	8%

Q19. Please rate the Enforcement Program's quality of service given to protecting fish/shellfish resources?

n = 2600	number	Percentage
Excellent	149	6%
Good	612	24%
Average	806	31%
Poor	411	16%
Very Poor	196	8%
No Opinion	426	16%

Q20. Please rate the Enforcement Program's quality of service given to protecting public safety?

n = 2600	number	Percentage
Excellent	93	4%
Good	219	8%
Average	921	35%
Poor	767	30%
Very Poor	184	7%
No Opinion	416	16%

Q21. Please rate the Enforcement Program's overall quality as a natural resource law enforcement agency?

n = 2622	number	Percentage
Excellent	205	8%
Good	370	14%
Average	938	36%
Poor	703	27%
Very Poor	169	6%
No Opinion	237	9%



NEWS RELEASE

WASHINGTON DEPARTMENT OF FISH AND WILDLIFE
600 Capitol Way North, Olympia, WA 98501-1091

May 24, 2007

Contact: Kimberly Flowers, (360) 902-2835

Citizens invited to comment on WDFW Enforcement Program

OLYMPIA - The Washington Department of Fish and Wildlife (WDFW) is conducting a public survey to help improve the agency's Enforcement Program.

The survey, which is available at http://wdfw.wa.gov/enf/customer_survey.htm on WDFW's website, consists of about 20 questions and includes an overall evaluation of the program.

Those who would like the survey mailed or faxed to them should contact Kimberly Flowers, WDFW accreditation manager, at 360-902-2835 or flowekjf@dfw.wa.gov.

People have through the end of the year to complete the survey.

"It's important that we hear from people, especially those who have interacted with our enforcement officers and staff," said WDFW Enforcement Chief Bruce Bjork. "The information we receive will help us improve our resource protection and business practices and ensure that we are meeting the needs of the public."

The public survey is part of the enforcement program's requirement for recognition by the Commission on Accreditation for Law Enforcement Agencies (CALEA). The enforcement program, which has 139 officers deployed statewide, was originally recognized by CALEA in 2002. The program must continue to meet specific standards to achieve accreditation from CALEA.

WDFW officers enforce all state laws, including those related to the taking of fish and wildlife, licensing and habitat requirements. Officers also provide first response to incidents involving potentially dangerous wildlife, including bear and cougar, and other public safety issues.

In addition to enforcement officers, the program includes hunter education, customer service, and other support staff.

Receive news and other information from the Washington Department of Fish and Wildlife via e-mail.
[Join the WDFW Mailing Lists](#)

[Return to WDFW Home Page](#)

WASHINGTON DEPARTMENT OF
FISH AND WILDLIFE
ENFORCEMENT PROGRAM
600 CAPITOL WAY NORTH
OLYMPIA, WA 98501-1091



CUSTOMER SATISFACTION SURVEY

The Enforcement Program of the Washington Department of Fish and Wildlife (WDFW) is the fourteenth largest general law enforcement agency in the State, with 139 Fish and Wildlife Officers deployed statewide. In addition to fish and wildlife law enforcement, Officers routinely enforce boating and specialized forest product laws, assist with public safety incidents, and respond to general criminal law enforcement calls for service. In addition to Officers, the Program has five full-time Hunter Education staff, plus three customer service staff, and other support staff in the Olympia Headquarters.

Thank you for completing this survey. Your responses will be kept confidential. Your feedback is very important because you represent other Washington residents who may not have a chance to respond. Your input will lead to better service, will help set enforcement priorities, and improve employee training.

PART I. DEMOGRAPHICS

1. In Washington State this past year I have *(Please check all that apply)*:
 - Hunted
 - Trapped Wildlife
 - Fished Recreationally
 - Fished Commercially
 - Gathered Shellfish (clams, crabs, squid, oysters, etc.)
 - Attended a: Hunter Education Class
 - Participated in Crime Observation Reporting Training/Eyes in the Woods Class
 - Traveled to view fish/wildlife.
 - Used a: WDFW Wildlife Area WDFW Access Area (Boat Ramp)
 - Obtained a Hydraulic Project Approval (HPA).
 - Had a dangerous/problem/nuisance wildlife issue.
 - Participated in outdoor recreation using a: Boat Snowmobile Motorcycle/Off road vehicle (ORV)
2. What is your age? *(Please check one)*:
 - Under 18 18 to 29 30 to 39 40 to 49 50 to 59 60 to 69 70 and older
3. What is your sex? Male Female
4. Are you a resident of this state? Yes No
 - 4a. If yes, for how long? 0-5 years 6-10 years 11-20 years 20-30 years 31+ years
5. How long have you hunted in this state? _____ (Years, months, seasons) _____ N/A
 - 5a. How long have you fished in this state? _____ (Years, months, seasons) _____ N/A

6. In which Counties do you most frequently participate in outdoor recreation? (Please check no more than three):

- | | | |
|--|--|---|
| <input type="checkbox"/> Adams County | <input type="checkbox"/> Grays Harbor County | <input type="checkbox"/> Pierce County |
| <input type="checkbox"/> Asotin County | <input type="checkbox"/> Island County | <input type="checkbox"/> San Juan County |
| <input type="checkbox"/> Benton County | <input type="checkbox"/> Jefferson County | <input type="checkbox"/> Skagit County |
| <input type="checkbox"/> Chelan County | <input type="checkbox"/> King County | <input type="checkbox"/> Skamania County |
| <input type="checkbox"/> Clallam County | <input type="checkbox"/> Kitsap County | <input type="checkbox"/> Snohomish County |
| <input type="checkbox"/> Clark County | <input type="checkbox"/> Kittitas County | <input type="checkbox"/> Spokane County |
| <input type="checkbox"/> Columbia County | <input type="checkbox"/> Klickitat County | <input type="checkbox"/> Stevens County |
| <input type="checkbox"/> Cowlitz County | <input type="checkbox"/> Lewis County | <input type="checkbox"/> Thurston County |
| <input type="checkbox"/> Douglas County | <input type="checkbox"/> Lincoln County | <input type="checkbox"/> Wahkiakum County |
| <input type="checkbox"/> Ferry County | <input type="checkbox"/> Mason County | <input type="checkbox"/> Walla Walla County |
| <input type="checkbox"/> Franklin County | <input type="checkbox"/> Okanogan County | <input type="checkbox"/> Whatcom County |
| <input type="checkbox"/> Garfield County | <input type="checkbox"/> Pacific County | <input type="checkbox"/> Whitman County |
| <input type="checkbox"/> Grant County | <input type="checkbox"/> Pend Oreille County | <input type="checkbox"/> Yakima County |

PART II. PERSONAL CONTACT WITH ENFORCEMENT PROGRAM STAFF

7. In the past year, have you had any **personal** contact with the Fish and Wildlife Enforcement Program?

___ Yes ___ No (If no, please skip to Part III)

7a. If yes, how would you describe your experience? (Please check one):

___ Very Positive ___ Positive ___ Neutral ___ Negative ___ Very Negative
5 4 3 2 1

7b. If yes, which staff were you in contact with? ___ Officers ___ Customer Service ___ Hunter Education

7c. Did you receive one or more of the following? (Please check all that apply):

___ Citation ___ Written Warning ___ Verbal Warning ___ Assistance ___ Training ___ None

8. From this experience, how would you rate this staff member's appearance?

___ Excellent ___ Good ___ Average ___ Poor ___ Very Poor ___ No Opinion
5 4 3 2 1 X

Comments:

9. From this experience, how would you rate this staff member's attitude?

___ Excellent ___ Good ___ Average ___ Poor ___ Very Poor ___ No Opinion
5 4 3 2 1 X

Comments:

10. From this experience, how would you rate this staff member's demeanor?

___ Excellent ___ Good ___ Average ___ Poor ___ Very Poor ___ No Opinion
5 4 3 2 1 X

Comments:

11. From this experience, how would you rate this staff member's overall knowledge and job competence?

___ Excellent ___ Good ___ Average ___ Poor ___ Very Poor ___ No Opinion
5 4 3 2 1 X

Comments:

PART III. FISH AND WILDLIFE OFFICER STAFFING LEVELS

12. When you recreate in Washington, how often do you observe others violating Fish and Wildlife rules or laws?

Always Often Sometimes Rarely Never
5 4 3 2 1

Comments:

13. When you recreate in Washington, how often do you see Fish and Wildlife Officers patrolling the area?

Always Often Sometimes Rarely Never
5 4 3 2 1

Comments:

14. How often would you wish to see Fish and Wildlife Officers patrolling your recreation area?

Much more often More Often No change Less often Much less often
5 4 3 2 1

Comments:

15. The statewide average is about three Fish and Wildlife Officers assigned to each county. Knowing this, do you feel that more Officers are needed, and if so where? (*Please check all that apply*):

- No additional Officers –present patrol coverage is adequate.
 Additional Officers are needed in Eastern Washington counties.
 Additional Officers are needed in Western Washington counties.
 Additional Officers are needed for patrolling coastal waters and Puget Sound.

16. Please check three of the following that you consider to be the most important activities for Fish and Wildlife Officers:

- Conducting regulatory checks of taxidermists, game farms, Nuisance Wildlife Control Operators, etc.
 Conducting Hunter Education, Crime Observation Reporting Training classes; other public education
 Conducting Hydraulic Project Approval (HPA) and fish screen checks.
 Enforcing boating, snowmobile, and ORV rules/laws.
 Enforcing commercial fisheries/wholesale fish dealers rules/laws.
 Enforcing general state criminal laws that ensure public safety.
 Enforcing hunting/trapping rules/laws.
 Enforcing recreational fisheries rules/laws.
 Enforcing sanitary shellfish rules/laws.
 Enforcing Wildlife Area/Access Area (boat ramp) rules/laws.
 Responding to dangerous wildlife issues (typically cougar, bear, moose)
 Responding to problem/nuisance wildlife issues (typically deer, elk, coyotes, raccoons, beavers, birds)

PART IV. ENFORCEMENT PROGRAM OVERALL EVALUATION

17. Is the Enforcement Program providing adequate fish and wildlife law enforcement in the county in which you recreate the most? ___Yes ___No Statewide? ___Yes ___ No

18. Please rate the Enforcement Program’s quality of service given to protecting wildlife resources?

Excellent Good Average Poor Very Poor No Opinion
5 4 3 2 1 X

19. Please rate the Enforcement Program’s quality of service given to protecting fish/shellfish resources?

Excellent Good Average Poor Very Poor No Opinion
5 4 3 2 1 X

20. Please rate the Enforcement Program’s quality of service given to protecting public safety?

Excellent Good Average Poor Very Poor No Opinion
5 4 3 2 1 X

21. Please rate the Enforcement Program’s overall quality as a natural resource law enforcement agency?

Excellent Good Average Poor Very Poor No Opinion
5 4 3 2 1 X

To submit recommendations and suggestions for improvement, please send your comments to enfcomments@wdfw.wa.gov.