

**CHRISTINE O. GREGOIRE**  
Governor



**STATE OF WASHINGTON**

# Natural Resources Cabinet Commitment to Service Excellence

The Washington State Natural Resources Cabinet includes each major state agency or office that manages, regulates, oversees or supports activities and policies related to public and private use and enjoyment of the state's natural resources.

Customers of the Natural Resource Cabinet agencies are a widely diverse group of interested parties, including but not limited to the general public, tribes, environmental and community stakeholders, businesses, law makers, labor representatives, other government partners including municipal and federal government agencies, special districts such as ports, and agency employees.

The Natural Resources Cabinet believes that excellent customer service is an essential component of our work to achieve our agencies' missions.

The Natural Resources Cabinet recognizes that a high level of service is critical to maintaining public trust in how we operate. As stewards of public resources, the residents of Washington expect us to be responsive to their needs.

We are proud of the quality of service we provide and of the steps we take to continually improve.

In order to meet the objectives of Executive Order 09-07, Washington's Natural Resources Reform Initiatives, each Natural Resources Cabinet agency will:

1. Ensure that any person who contacts the agency is:
  - Assisted by courteous, professional and helpful staff.
  - Given timely and accurate responses.
  - Able to quickly access clear and consistent information.
2. Establish a process to monitor and measure agency performance in fulfilling this Commitment to Excellence.
3. Develop or maintain means of understanding customer needs while continuing to seek opportunities to enhance satisfaction with agency services.
4. Periodically review and report satisfaction and performance data, and update our service standards as needed to provide the highest quality of service.

*With our signatures on this 30<sup>th</sup> day of September, 2010, we re-dedicate ourselves and our agencies to Service Excellence.*

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Dan Newhouse  
Department of Agriculture

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Rogers Weed  
Department of Commerce

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Ted Sturdevant  
Department of Ecology

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Phil Anderson  
Department of Fish and Wildlife

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Mary Selecky  
Department of Health

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Leonard Young  
Department of Natural Resources

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Faith Lumsden  
Governor's Office of Regulatory Assistance

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David Dicks  
Puget Sound Partnership

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Kaleen Cottingham  
Recreation and Conservation Office

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Mark Clark  
State Conservation Commission

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Rex Derr  
State Parks and Recreation Commission

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Jeffrey Goltz  
Utilities and Transportation Commission