

DRAFT

2010

CBFWA Organization and Staff Survey



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Executive Summary

Survey Respondents

Survey sent to 170 individuals

- 96 surveys completed
- Participants: 55 Columbia Basin Fish and Wildlife Authority (CBFWA) members, 15 Bonneville Power Administration and/or Northwest Power and Conservation Council representatives, 17 individuals from other natural resource-oriented agencies, and 9 former CBFWA members
- Policy- and technical-level professionals participated, with 49 individuals active at both levels within their organization
- At least 14 individuals from each BPA-funded regional coordination organization participated
- 94% of respondents participated in CBFWA meetings during 2010
- At least 11 individuals from each CBFWA forum participated

CBFWA Organization

- 62% of the respondents believed the role of CBFWA in 2010 was to facilitate discussions among the agencies and tribes rather than to advocate or inform decision makers
- 61% of the respondents were satisfied with the effort to implement the 2010 CBFWA Work Plan
- 85% of the participants agreed the 2010 CBFWA Work Plan provided opportunities to develop useful technical documents
- 82% of the participants agreed the 2010 CBFWA Work Plan provided opportunities to address policy-oriented issues
- 89% of the participants rated their overall experience with CBFWA as average or better
- 93% of the respondents indicated the CBFWA was average or better in comparison to other coordination organizations with 54% rating the experience as above average or excellent
- 80% of the respondents indicated that if the CBFWA coordination services were terminated, there would be at least some impact to their organization's ability to coordinate, at a technical- and policy-level, with fish and wildlife entities from throughout the basin and to address or participate in NPCC's Fish and Wildlife Program issues and processes
- 81% of the respondents rated the value of their CBFWA membership as average or better with 58% of those individuals indicating the value was good to excellent

CBFWA Forums

There was a high level of satisfaction and value for the CBFWA committees in general; however,

- 20% of the CBFWA member meeting participants were dissatisfied or very dissatisfied with the Members meetings
- 31% of the CBFWA member meeting participants indicated that Member level coordination services were not very valuable

CBFWA Websites

87% of the respondents indicated that the CBFWA website provided valuable and useful information

- Most users of the website (66%), used it from time-to-time (once per month)
- 97% of the respondents rated the website as average or better

69% of the respondents have visited the SOTR website

- 96% of the respondents found the site to be somewhat to very informative
- 86% found the site to be somewhat to very useful

CBFWA Staff

94% of the respondents rated the service provided by the CBFWA staff as good to excellent

- of the respondents that had contacted CBFWA staff, 99% indicated that their request was handled to their satisfaction and they valued the interactions and support

68% of the members are satisfied with the extent to which the staff keeps them informed on important activities

- 87% were satisfied with the quality of the work of the staff
- 63% of the participants rated the staff as effective in meeting the needs of the membership
- 31% of the respondents were neutral in their assessment of the effectiveness of the staff

Former CBFWA Members

While the reasons for leaving the CBFWA were varied, 100% of the former-CBFWA members indicated that there is nothing that the CBFWA could change to regain their membership.

Introduction

During the Northwest Power and Conservation Council's (NPCC) Fiscal Year 2007-2009 Project Solicitation, the Columbia Basin Fish and Wildlife Authority (CBFWA) submitted its Annual Work Plan for funding consideration. Through this solicitation, and the subsequent review by the Independent Scientific Review Panel (ISRP), several concerns and recommendations were provided by the ISRP regarding the lack of "instruments" to monitor and evaluate CBFWA member involvement and satisfaction. The following are comments and questions provided by the ISRP during that solicitation:

- It is difficult to determine how effective the coordination process has been without feedback from the stakeholders and agencies.
- How does CBFWA determine if it is being effective? The proposal does not describe how CBFWA effectiveness is monitored.
- Apparently, CBFWA's effectiveness has not been monitored.
- For such an important function with a large budget, effectiveness monitoring should be ongoing.
- The recommended qualification to funding is that the project should develop an approach to monitor its impact in terms of changes in behavior and value to the members.
- It would be useful to have CBFWA develop member-feedback instruments to evaluate member assessment of effectiveness and impact.
- The Status of the Resource (SOTR) Report provides an opportunity for user evaluation of product utility.

Based on the ISRP comments, the Bonneville Power Administration (BPA) requested that the CBFWA conduct a survey of its members, as well as other interest groups.

Surveys can be an invaluable tool for reaching out to key audiences to assess a wide range of issues and obtain meaningful, actionable feedback. The survey findings can help support fact-based organizational decisions or continuous improvement projects towards the goal of achieving the organizational mission. For the CBFWA, the feedback and subsequent project modifications may assist with member retention as well as provide and continue to modify services that are useful to a broad user group.

The CBFWA recognizes the potential value of conducting an annual survey. This survey represents the CBFWA's first attempt to obtain feedback, from stakeholders and agencies throughout the Columbia River Basin, regarding the effectiveness and value of the CBFWA's committees and coordination services (e.g. Members, Members Advisory Group (MAG), Anadromous Fish Advisory Committee (AFAC)), website services (i.e., CBFWA and SOTR websites), staff, and 2010 CBFWA Work Plan.

Research Objectives

The objectives for this survey were to assess the:

- CBFWA's role as a regional fish and wildlife coordination organization.
- Participants' satisfaction with CBFWA committee meetings.
- Value of the CBFWA coordination services as they relate to the organization's committees.
- Use and value of the CBFWA and SOTR websites.
- Members' satisfaction with the 2010 CBFWA Work Plan.
- CBFWA staff performance.

Methodology

The target population for this survey consisted of natural resource professionals, in the Columbia River Basin, that during 2010 likely: 1) participated in meetings facilitated by the CBFWA, 2.) visited the CBFWA website, and/or 3) sought assistance from the CBFWA staff. The sample included existing and former CBFWA members (tribal, state, and federal fish and wildlife managers), Northwest Power and Conservation Council (NPCC) members and staff, Bonneville Power Administration (BPA) employees, as well as representatives from other natural resource-oriented organizations from throughout the Columbia River Basin.

On February 4, 2011, invitation emails were sent to 170 natural resource professionals requesting their participation in the *CBFWA Organization and Staff Survey: 2010*, assuring them that their responses were anonymous. A link to the web-based survey was included with the solicitation. Follow-up reminder messages were sent on February 9 and February 11, and the survey was closed on February 14. A total of 96 completed surveys were included in the analysis, representing 59% of the target population. Columbia Basin Fish and Wildlife Authority members comprised 57% (N = 55) of the respondents while individuals from the NPCC/BPA (N = 15), other natural resource-oriented organizations (N = 17), and former CBFWA members (N = 9) represented 16%, 18%, and 9% of the respondents, respectively.

Results

CBFWA Organization (questions answered by all respondents)

How would you best describe your understanding of the current role of CBFWA?

	Response Count	Response Percent
Advocate for the Columbia River fish and wildlife agencies and tribes in regional decision making	14	16%
Inform regional decision making that affects fish and wildlife in the Columbia River Basin	20	22%
Facilitate discussions among the agencies and tribes responsible for fish and wildlife management in the Columbia River Basin	56	62%

When asked what the role of the CBFWA was during 2010, 56 respondents (62% of the total sample) indicated the CBFWA role was to facilitate discussions among the agencies and tribes responsible for fish and wildlife management in the Columbia River Basin.

Of the 15 NPCC/BPA respondents, 9 (60%) indicated they perceived the CBFWA's role during 2010 as that of facilitating discussions among the managers. None of the NPCC/BPA respondents believed the CBFWA's role was to advocate for the agencies and tribes in regional decision making processes. Eighty-six percent of the respondents that are former members indicated their perception of the CBFWA's role in 2010 was to facilitate discussions with 0% indicating the CBFWA is an advocate for the agencies and tribes.

How does CBFWA compare to other coordination organizations of which you have been involved? (meeting preparation, support material, meeting notes, follow-up items)

	Response Count	Response Percent
Excellent	21	22%
Above average	38	40%
Average	29	31%
Below average	4	4%
Poor	2	2%
Not applicable	1	1%

Of the 95 respondents to this question, 88 (93%) rated the CBFWA, in comparison to other coordination groups, as average or better with 62% (N = 59) indicating that during 2010, the CBFWA was above average or excellent in comparison to the other coordination groups in the Columbia River Basin. Six (6%) of the respondents suggested the CBFWA was below average or poor compared to other coordination groups. Of those five respondents three were CBFWA members.

Of the 15 NPCC/BPA respondents, 14 (93%) rated the CBFWA as average or better, with 60% (N = 9) of those individuals suggesting the CBFWA was above average or excellent in comparison to other coordination groups. Seventy-five percent (N = 6) of the former CBFWA members that responded to this question indicated the CBFWA was average or better when compared to the other groups.

How would you rate your overall experience with CBFWA?

	Response Count	Response Percent
Excellent	18	19%
Above average	33	35%
Average	33	35%
Below average	10	11%
Poor	1	1%

When asked how they would rate their overall experience with the CBFWA, 89% (N = 84) of the respondents rated their experience as average or better, with 54% (N = 51) of those individuals indicating their experience was above average or excellent during 2010.

Ninety-one percent (N = 50) of the respondents that are CBFWA members rated the overall experience as average, with 53% (N = 29) of those individuals indicating the experience was above average or excellent. Of the 15 NPCC/BPA respondents, 87% (N = 13) rated the overall experience as average or better, with 60% (N = 9) reporting the experience was above average or excellent. Seventy-five percent (N = 6) of the former CBFWA member respondents indicated their experiences with the CBFWA during 2010 was average or above average.

Below average experiences were reported by respondents from all of the groups surveyed, with 5 (9%) of the 55 CBFWA members rating their overall experience as below average. The only poor response was submitted by a former CBFWA member.

CBFWA FORUMS (questions were to be answered by all respondents)

In the past year, have you participated in any CBFWA meetings?

	Response Count	Response Percent
Yes	90	94%
No	6	6%

Of the 96 respondents to this question, 94% (N = 90) indicated that they had participated in a CBFWA meeting during 2010. A small number of individuals, from each of the groups surveyed, indicated they did not participate in a CBFWA meeting during 2010. The CBFWA members that did not participate identified themselves as “Policy-level Decision Makers.” A common reason cited by these individuals for not attending was delegation of responsibility to other staff to attend.

If you have participated in a CBFWA meeting, which forum did you participate in? How satisfied are you with the meetings?

	Satisfaction with Meetings				
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Member	7% (2)	48% (13)	26% (7)	19% (5)	0% (0)
Members Advisory Group	15% (5)	47% (16)	32% (11)	3% (1)	3% (1)
Anadromous Fish Advisory Committee	21% (4)	26% (5)	43% (9)	5% (1)	0% (0)
Resident Fish Advisory Committee	9% (2)	61% (14)	28% (5)	9% (2)	0% (0)
Wildlife Advisory Committee	21% (5)	46% (11)	33% (8)	0% (0)	13% (3)
Fish Screen Oversight Committee	38% (6)	19% (3)	44% (7)	0% (0)	0% (0)
Lamprey Technical Workgroup	15% (3)	35% (7)	50% (10)	0% (0)	0% (0)
Monitoring Strategy/Data Management Sub group	5% (1)	55% (11)	40% (8)	0% (0)	0% (0)

Policy Meetings (Members and MAG)

When asked how they would rate their satisfaction with policy-level CBFWA meetings during 2010, 56% (N = 15) of the 27 respondents indicated they were, at the least, satisfied. Although 60% (N = 12) of the 20 CBFWA members that responded to this question were satisfied with the Member meetings, 20% (N = 4) indicated they were dissatisfied.

Of the 34 respondents that rated the MAG meetings, 62% (N = 21) indicated they were satisfied or very satisfied with the meetings. The only responses (N = 2) that indicated a level of dissatisfaction were those provided by former members.

Seventy-three percent (N = 17) of the 22 CBFWA members that indicated they participated in the MAG meetings during 2010 expressed satisfaction.

Technical Meetings (AFAC, Resident Fish Advisory Committee (RFAC), Wildlife Advisory Committee (WAC), Data Management-Monitoring Strategy, Lamprey Technical Workgroup (LTWG), and Fish Screen Oversight Committee (FSOC))

For the CBFWA technical committees, percent satisfaction (i.e., satisfied and very satisfied) regarding the AFAC, RFAC, and WAC meetings was 47% (N = 9), 70% (N = 16), and 67% (N = 11), respectively. Although the RFAC and WAC meetings had the highest levels of satisfaction, they also provide for the only dissatisfied (RFAC: 9% (N = 2) of all CBFWA members) and very dissatisfied (WAC: 13% (N = 3) of all former CBFWA members) responses.

Percent satisfaction (i.e., satisfied and very satisfied) for the other CBFWA committee and group meetings, including FSOC, LTWG, and Data Management-Monitoring Strategy was 57% (N = 9), 50% (N = 10), and 60% (N = 12), respectively. For these committees/groups, no dissatisfied or very dissatisfied responses were recorded.

How highly do you value the following CBFWA coordination services?

	Very Valuable	Valuable	Not Very Valuable	Do Not Know	Not Applicable
Member	21% (8)	31% (12)	23% (9)	18% (7)	8% (3)
Members Advisory Group	28% (11)	40% (16)	15% (6)	13% (5)	5% (2)
Anadromous Fish Advisory Committee	28% (8)	28% (8)	14% (4)	10% (3)	21% (6)
Resident Fish Advisory Committee	24% (8)	30% (10)	12% (4)	24% (8)	9% (3)
Wildlife Advisory Committee	32% (12)	24% (9)	18% (7)	24% (9)	2% (1)
Fish Screen Oversight Committee	24% (7)	17% (5)	10% (3)	28% (8)	21% (6)
Lamprey Technical Workgroup	29% (10)	26% (9)	3% (1)	23% (8)	20% (7)
Monitoring Strategy/Data Management Sub group	26% (10)	29% (11)	21% (8)	16% (6)	8% (3)
Regional Workgroups	15% (6)	54% (21)	10% (4)	13% (5)	8% (3)

Policy Meetings (Members and MAG)

Members

When asked how highly they value the CBFWA Members coordination services, 69% (N = 20) of the 29 respondents that provided ratings indicated the Members coordination services were, at the minimum, valuable; however, 31% (N = 9) of the respondents indicated the services were not valuable.

Sixty-eight percent (N = 17) of the 25 CBFWA member respondents indicated the services provided in 2010 were valuable. Of these respondents, 28% (N = 7) indicated they were very valuable; however, 32% (N = 9) of the respondents revealed they believe the Members coordination services were not very valuable

MAG

Of the 33 individuals that rated the value of the MAG coordination services, 82% (N = 27) indicated the services were valuable. Thirty-three percent (N = 11) of the respondents indicated they were very valuable during 2010; however, 18% (N = 6) of the individuals suggested the MAG coordination services were not very valuable.

Eighty-five percent (N = 17) of the 20 CBFWA member respondents indicated the MAG coordination services provided in 2010 were valuable, with 45% of those individuals indicating the services were very valuable; however, 15% (N = 3) of the respondents suggested the services were not very valuable during 2010.

Technical Meetings (AFAC, RFAC, WAC, Data Management-Monitoring Strategy, LTWG, and FSOC)

AFAC

When asked how highly they value the CBFWA AFAC coordination services, 80% (N = 16) of the 20 respondents indicated the services, at a minimum, were valuable in 2010. Forty percent (N = 8) of those respondents indicated the services were very valuable. Twenty percent (N = 4) of the respondents indicated the services were not very valuable with 75% of those respondents being from the other organizations.

Of the 12 CBFWA member respondents, 92% (N = 11) indicated the CBFWA AFAC coordination services were valuable. Fifty percent (N = 6) of those respondents reported the coordination services were very valuable. Only one CBFWA member indicated the AFAC coordination services were not very valuable.

RFAC

Of the 22 respondents that rated the value of the CBFWA RFAC coordination services during 2010, 82% (N = 18) indicated the coordination services were, at a minimum, valuable. Thirty-six percent (N = 8) of those individuals indicated the services were very valuable. Eighteen percent (N = 4) of the 22 respondents indicated the RFAC coordination services were not very valuable. Those respondents represented former CBFWA members (N = 2) and CBFWA members (N = 2).

Eighty-five percent (N = 11) of the 13 CBFWA member respondents indicated the CBFWA RFAC coordination services were valuable during 2010. Forty-six percent (N = 6) of those respondents reported the coordination services were very valuable.

WAC

When asked how highly they value the CBFWA WAC coordination services, 75% (N = 21) of the 28 respondents rated the services as valuable, with 43% (N = 12) of those individuals indicating the coordination services were very valuable during 2010; however, 25% (N = 7) rated the services as not very valuable. Of these seven respondents, four (57%) were former CBFWA members.

Of the 17 CBFWA members that responded to this question, 88% (N = 15) indicated the coordination services were, at a minimum, valuable during 2010. Fifty-three percent (N = 9) of these respondents rated the coordination services as very valuable. Two (12%) of the CBFWA members suggested the CBFWA WAC coordination services were not very valuable.

Data Management – Monitoring Strategy

Seventy-two percent (N = 21) of the 29 respondents indicated the data management-monitoring strategy coordination services provide by the CBFWA, in 2010, were either valuable or very valuable; however, 28% (N = 8) of the respondents judged the services as not very valuable. Fifty percent of those suggesting the data management-monitoring strategy coordination services were not very valuable were former CBFWA members.

Twelve CBFWA members rated the value of the CBFWA data management-monitoring strategy coordination services. Of the 12 respondents, 92% (N = 11) rated the services, at the minimum, as average with 44% of those individuals indicating that the services were very valuable. Only one CBFWA member indicated that the services were not very valuable in 2010.

Regional Workgroups (Implementation Strategies)

When asked the question how highly they value the CBFWA regional workgroup (e.g. implementation strategies) coordination services, 87% (N = 27) of the 31 respondents rated the services as valuable or very valuable. Thirteen percent (N = 4) of the respondents indicated services were not very valuable. At least one respondent from each of the groups, except for CBFWA members, indicated the coordination services were not very valuable during 2010.

Of the eight NPCC/BPA respondents, 75% (N = 6) indicated regional workgroup coordination services were valuable. Also providing high ratings were former CBFWA members. Eighty-three percent (N = 5) of the former CBFWA member respondents suggested that the coordination services were valuable or very valuable in 2010.

For the CBFWA members that rated the value of CBFWA regional workgroup coordination services, 100% (N = 14) of the respondents indicated that the coordination services were either valuable or very valuable.

Lamprey Technical Work Group

Twenty individuals judged the value of the CBFWA LTWG coordination services. Of the 20 respondents, 95% (N = 19) rated the coordination services as valuable or very valuable. Only one respondent, a CBFWA member, rated the services as not very valuable.

Of the CBFWA member respondents, 92% (N = 11) of the 12 participants rated the value of the CBFWA LTWG coordination services as valuable or very valuable.

Fish Screen Oversight Committee

When asked the question how highly they value the CBFWA FSOC coordination services, 80% (N = 12) of the 15 respondents rated the services as valuable or very valuable. Twenty percent (N = 3) suggested that the coordination services were not very valuable during 2010.

The CBFWA member respondents rated the value of the FSOC coordination services significantly higher than the group as a whole. Of the 12 CBFWA member respondents, 83% (N = 10) indicated that the FSOC coordination services were either valuable or very valuable; however, CBFWA members respondents (17%, N = 2) also represented the greatest number of individuals rating the services as not very valuable.

The following comments were provided by respondents:

“I see no connection between products being generated in the RFAC and on-the-ground improvements for fish and wildlife. When we do complete a plan or document that gives guidance to habitat improvements or mitigation for lost resources, we are told “there is no money.” Until funding is available or we can produce something that physically benefits habitat or fish populations; participation on this committee is a low priority.”

“CBFWA provides good information about activities in the Basin, particularly scheduled meetings and events. It provides an excellent forum for management entities to collaborate and see the big picture. It also provides a means for managers to develop consensus positions on important management issues.”

“We have several tribal coordination groups but not many options for coordination with various states. To me this was one of CBFWA’s strongest coordination values.”

“My only involvement with CBFWA is through the LTWG. I have found the LTWG to be a useful, perhaps critical, forum for discussing important lamprey management and research issues that span the Columbia Basin.”

“Highest value to me has been the interactions with other co-managers.”

“Overall CBFWA has been helpful to my duties, but it seems more could be done to bridge the information gap between project managers and Portland-based agencies. One area of potential improvement would be to keep project leads informed as to when the next solicitation process is starting, or a rough schedule/outline.”

If CBFWA’s coordination services were terminated, what impact would it have on your organizations ability to coordinate, at a technical- and policy-level, with fish and wildlife entities from throughout the basin to address or participate in NPCC Program issues and processes?

	Response Count	Response Percent
No impact	19	20%
Some impact	50	54%
Significant impact	24	26%

When asked if the termination of the coordination services, provided through the CBFWA, would impact the respondent’s organizations ability to coordinate at a technical- and policy-level with other fish and wildlife entities throughout the Columbia River Basin relative to the NPCC’s Fish and Wildlife Program issues and processes, 80% (N = 74) indicated there would be at least some impact.

Ninety-one percent (N = 48) of the CBFWA member respondents indicated there would be at least some impact if the CBFWA was terminated. Only four of the respondents indicated there would be no impact. One hundred percent of the individuals that identified themselves as “technical representatives” indicated there would be at least some impact.

Of the 15 NPCC/BPA respondents, 73% (N = 11) indicated that there would be at least some impact to their ability to coordinate with fish and wildlife entities if the CBFWA was terminated. In addition, 65% (N = 11) respondents from “other organizations” also indicated their ability to coordinate with fish and wildlife entities would be impacted if the CBFWA were terminated.

The following comments were provided by the respondents:

“Regional coordination is definitely needed. Unfortunately, now that two states and several tribes have, or plan to, withdraw from CBFWA, the Authority is no longer the regional forum it once was. This is no fault of the CBFWA staff, but rather it reflects the fact that CBFWA’s most important function, to prioritize projects and balance the budget, is no longer performed by CBFWA. Also, for the last year or so, CBFWA’s efforts have focused on portions of the Fish and Wildlife Program that are not relevant to my state/agency. The question is who will make sure the Fish and Wildlife Program is implemented properly if not CBFWA?”

“It has had its time, but that is no longer the case – especially with states and larger tribes. In fact, several years ago, CBFWA petitioning for Fish and Wildlife needs was more of a poison pill than anything; we were treated poorly by the Council. With the Accord, much of the funding issues that CBFWA pushed for are resolved. There are also other forums for coordination, and they seem to be working alright. The problem is that if CBFWA is dissolved, can it be reconstituted?”

“With the Accord in place the role of CBFWA has been diminished over an already diminished role created by the Gorton amendment. My limited exposure to CBFWA during the Bush administration is that the Fed agencies blocked any strong positions that the tribe would like to see from rolling out. We have not been plugged in enough to determine the value of CBFWA in a reinvented role. Staff resources that I have that could make use of CBFWA are more useful in Accord implementation.”

“This entity strongly supports CBFWA to continue its role as an effective consensus voice for the fish and wildlife co-managers.”

“CBFWA and its committees provide more value to the region than anyone realizes. As CBFWA Members, we need to do whatever it takes to retain, and fully support the CBFWA organization, the charter, and the technical expertise of the staff. However, I am not advocating for more of the same. We need a structurally different CBFWA than has existed over the past 30 years. These changes need to reflect the changing “landscape” of the Columbia Basin. It is not the same Columbia Basin as 15 years ago, so CBFWA will need to change as well. To that end, we have not yet outlined a vision for the future of CBFWA. That is a work-in-progress, but we need to continue our internal discussions.”

“The value of CBFWA needs to be considered in a long-term context, rather than specifics that are happening this instant. There is no other forum in the region that compares to CBFWA relative to providing the fish and wildlife managers with the opportunity to jointly engage the Fish and Wildlife Program and related regional programs.”

“Although I have not been able to attend all of the CBFWA meetings, I have seen it pull the region together. I am very disappointed that the funding is being pulled away and members are now using the funds themselves. Although with all the budget cuts members are fighting to keep their projects going. I still believe that CBFWA can be a great regional coordinating organization.”

“The need for the fish and wildlife managers to be able to come together through a common organization will always be a high priority. Only CBFWA provides this service. The need and general purpose will not change. But annual scope of work should be adaptive based on changing priorities.”

CBFWA STAFF (questions answered by all respondents)

Have you contacted the CBFWA office in the past 12 months? If so, did the staff handle your request to your satisfaction and how would you rate the service?

	Contacted Office		Satisfied		Service Ratings				
	Response Count	Response Percent	Response Count	Response Percent	Excellent	Good	Average	Fair	Poor
Yes	76	80%	75	99%	51% (38)	43% (32)	5% (4)	0% (0)	0% (0)
No	19	20%	1	1%	-	-	-	-	-

When asked if they had contacted the CBFWA office, 80% (N = 76) of the 95 respondents indicated they had contacted the CBFWA office during 2010. The percentages, by group, of the respondents that did not contact the CBFWA office during 2010 are: NPCC/BPA (20%), other organizations (24%), former members (25%), and CBFWA members (18%).

Ninety-five percent (N = 70) of the respondent indicated the service provided by the CBFWA staff, during 2010, was good or excellent. The responses (N = 4) that indicated the service provided by the CBFWA staff was average were provided by CBFWA members and former members.

How highly do you value interactions with and support from CBFWA staff?

	Response Count	Response Percent
Very valuable	29	31%
Valuable	46	49%
Not very valuable	15	16%
Do not know	3	3%

Of the 93 respondents, 81% (N = 75) indicated their interactions with and the support from the CBFWA staff was valuable; however, 16% (N = 15) of the individuals indicated the services were not very valuable. Individuals from NPCC/BPA (N = 2, 13%), former CBFWA members (N = 4, 44%), and CBFWA members (N = 7, 13%) were included in the group of 15.

The following comments were provided by the respondents:

“I have found the CBFWA staff to be very helpful and efficient. I do not feel the particular committee we participate in has been effective but it is not due to any issues at CBFWA but rather issues associated with one member having ultimate control over the outcomes.”

“CBFWA has a very difficult coordination job and the staff conducts themselves professionally and develops high quality products.”

CBFWA STAFF (questions were only available to the CBFWA members)

How satisfied are you with the extent to which the CBFWA staff keeps you informed on important activities that affect fish and wildlife in the Columbia River Basin and how satisfied are you with the quality of work of the CBFWA staff?

	Keep Members Informed		Quality of Work	
	Response Count	Response Percent	Response Count	Response Percent
Very satisfied	9	17%	18	35%
Satisfied	27	51%	27	52%
Neutral	16	30%	5	10%
Dissatisfied	1	2%	2	3%
Very dissatisfied	0	0%	0	0

When CBFWA members were asked their level of satisfaction with the staff’s ability to keep them informed on important activities that affected fish and wildlife in the Columbia River Basin during 2010, 68% (N = 36) of the respondents were either satisfied or very satisfied. One respondent indicated they were dissatisfied with the staff’s ability to keep them informed.

Fifty-two CBFWA members rated the quality of the work performed by the CBFWA staff during 2010. Of the 52 respondents, 87% (N = 45) of the individuals were either satisfied or very satisfied with the quality of the work performed by the staff. Two individuals (3%) reported that they were dissatisfied.

In your opinion, please rate the effectiveness of the staff in meeting the needs of the membership.

	Response Count	Response Percent
Very effective	13	25%
Effective	20	38%
Neutral	16	31%
Ineffective	2	4%
Very ineffective	1	2%

Results from the survey indicated that 63% (N = 33) of the 52 CBFWA members that responded believe the CBFWA staff was either effective or very effective in meeting the needs of the CBFWA membership during 2010. Three (6%) of the respondents indicated that the staff was ineffective or very ineffective.

CBFWA WEBSITE (questions answered by all respondents)

Have you visited the CBFWA website? If yes, how often?

	Visited		Frequency		
	Response Count	Response Percent	Once Per Week	Once Per Month	Once or Twice
Yes	92	96%	8% (8)	66% (60)	25% (23)
No	4	4%	-	-	-

When asked if they had visited the CBFWA website, 96% (N = 92) of the 96 respondents indicated yes. Two of the four respondents that did not visit the site are CBFWA members.

For those that visited the site, 66% (N = 60) of the 91 respondents indicated they frequented the website once per month. Sixty percent (N = 32) of the 53 CBFWA members that visited the website in 2010 indicated that they visited it once per month; however, 26% (N = 14) of the members indicated that they rarely visited the site. Of the 15 NPCC/BPA respondents, 87% (N = 13), visited the site at least once per month. For former members, 50% of the respondents rarely visited the website.

How strongly do you agree or disagree with the following statement? The CBFWA website provides valuable and useful information.

	Response Count	Response Percent
Strongly agree	9	10%
Agree	71	77%
Disagree	11	12%
Strongly disagree	1	1%

Of the 92 respondents, 87% (N = 80) of the individuals agreed or strongly agreed that the CBFWA website provided valuable and useful information during 2010.

Fifty-four CBFWA members judged whether the CBFWA website provided valuable and useful information during 2010. Of the 54 respondents, 93% (N = 50) agreed or strongly agreed that the website provided valuable and useful information. Four (7%) of the CBFWA member respondents believe the site did not provide valuable and useful information. Ninety-three percent (N = 14) of the 12 NPCC/BPA respondents agreed or strongly agreed that the website provided valuable and useful information. Fifty percent (N = 4) of the former CBFWA members indicated the site was not valuable.

How would you rate the CBFWA website?

	Response Count	Response Percent
Excellent	12	13%
Good	44	48%
Average	33	36%
Fair	3	3%
Poor	0	0%

When asked to rate the CBFWA website, 61% (N = 56) of the 92 respondents indicated that the website was good or excellent with another 36% (N = 33) reporting that it was fair. No respondents rated the site as poor.

Of the 55 CBFWA member respondents, 64% (N = 35) of the individuals rated the CBFWA website as good or excellent. The percentage of NPCC/BPA respondents (N = 14) rating the site as good or excellent was higher at 79% (N = 11).

CBFWA SOTR WEBSITE (questions answered by all respondents)

Have you visited the Status of the Resource (SOTR) website? If so, what was the purpose of your visit(s) to the SOTR website? (select all that are appropriate).

	Visited		Purpose			
	Response Count	Response Percent	General Curiosity	Searching for Information to Support a Technical Analysis	Searching for Information to Support a Decision	Review Information for Accuracy
Yes	64	69%	61% (39)	27% (17)	25% (16)	33% (21)
No	29	31%	-	-	-	

When asked if they had visited the CBFWA’s SOTR website in 2010, 69% (N = 64) of the 93 respondents indicated yes. Of the different groups, the NPCC/BPA had the greatest percent visitation (93%, N = 13), followed former CBFWA members (67%, N = 6), CBFWA members (66%, N = 35), and other organization (59%, N = 10).

For those respondents that visited the CBFWA SOTR website in 2010, 61% indicated the purpose of their visit was general curiosity.

Do you feel the SOTR website to be:

	Informative	Useful	Current	Easy to Use
Very	48% (30)	53% (31)	42% (25)	48% (29)
Somewhat	48% (30)	43% (25)	51% (30)	48% (29)
Not at all	4% (2)	3% (2)	7% (4)	3% (2)

Results from the survey indicate the majority of the respondents believe the CBFWA SOTR website was somewhat to very informative (96%, N = 60), useful (96%, N = 56), current (93%, N = 55), and easy to use (96%, N = 58) in 2010.

Of the 14 NPCC/BPA respondents, 93% (N = 13) of the individuals rated the SOTR website as somewhat to very informative, with 64% (N = 9) indicating the SOTR website is very informative. Ninety-six percent (N = 33) of the 34 CBFWA member respondents indicated the website was informative with 48% of the respondents suggesting it is very informative. One respondent from each of the NPCC/BPA and CBFWA member groups indicated the SOTR website was not informative.

Twelve NPCC/BPA respondents rated the usefulness of the SOTR website. Of the 12 respondents, 92% (N = 11) rated the website as somewhat to very useful. Ninety-seven percent (N = 31) of the 32 CBFWA member respondents indicated the website was at least somewhat useful with 59% (N = 19) of the respondents suggesting that it was very useful. One respondent from each of the NPCC/BPA and CBFWA member groups indicated the SOTR website was not useful.

Of the 12 NPCC/BPA respondents, 92% (N = 11) of the individuals rated the SOTR website as somewhat to very current. Ninety-seven percent (N = 31) of the 32 CBFWA member respondents indicated the website was current with 50% of the respondents suggesting that it was very current in 2010. One respondent from each of the NPCC/BPA and CBFWA member groups indicated the SOTR website was not current. An additional two respondents from the other organizations group suggested the website was not current.

When asked if the CBFWA SOTR website is easy to use, all of the respondents from the groups, except for two CBFWA members, indicated the website was somewhat to very easy to use.

CBFWA 2010 WORK PLAN (questions were only available to the CBFWA members)

How satisfied are you with the CBFWA effort to implement the 2010 CBFWA Workplan?

	Response Count	Response Percent
Very satisfied	10	19%
Satisfied	22	42%
Neutral	9	17%
Dissatisfied	2	4%
Very dissatisfied	0	0%
Do not know	10	19%

When the CBFWA members were asked to rate their satisfaction with the implementation of the 2010 CBFWA Work Plan, 61% (N = 32) of the 53 respondents indicated they were either satisfied or very satisfied; however, 19% (N = 10) indicated that they do not know and another 4% (N = 2) were dissatisfied.

How strongly do you agree or disagree with the following statements? The 2010 CBFWA Annual Work Plan provided opportunities to develop useful technical documents for my agency/tribe that support BPA requirements and NPCC Program processes. The 2010 CBFWA Annual Work Plan provided opportunities to address policy-oriented issues associated with BPA funding and the NPCC’s Program.

	Develop Technical Documents		Address Policy-oriented Issues	
	Response Count	Response Percent	Response Count	Response Percent
Strongly agree	8	20%	6	15%
Agree	26	65%	26	67%
Disagree	5	13%	7	18%
Strongly disagree	1	2%	0	0%

Of the 40 CBFWA members that indicated whether the 2010 CBFWA Work Plan provided opportunities to develop useful technical documents, 85% (N = 34) of the 40 respondents agreed or strongly agreed that

there were opportunities to develop useful technical documents that support BPA requirements and NPCC’s Fish and Wildlife Program processes. Fifteen percent (N = 6) of the respondents indicated that the 2010 CBFWA Work Plan did not provide an opportunity to develop useful technical documents.

When the CBFWA members were asked if the 2010 CBFWA Work Plan provided opportunities to address policy-oriented issues associated with BPA funding and the NPCC’s Program, 82% (N = 32) of the 39 respondents agreed or strongly agreed opportunities were provided to address policy-oriented issues. Seven (18%) of the respondents believed the Work Plan did not provide policy-oriented opportunities.

How would you rate the value of your membership in the CBFWA?

	Response Count	Response Percent
Excellent	6	19%
Good	12	39%
Average	7	23%
Fair	5	16%
Poor	1	3%

When asked to rate their value of membership during 2010, 81% (N = 25) of the CBFWA member respondents indicated the value was average or better, with 58% (N = 18) of those individuals indicating that it was good to excellent. Only one (3%) respondent indicated that the value of their CBFWA membership was poor.

Former CBFWA Members (questions were only available to the former CBFWA members)

If your agency/tribe is a former member of CBFWA, what were the reasons for withdrawing its membership?

	Response Count	Response Percent
This is a policy-level question that I am not authorized to answer	4	44%
The issues that are addressed within the CBFWA forums are not useful to my tribe/agency	0	0%
The organization was not responsive to our agency/tribe’s needs	3	33%
Under a limited funding environment, priorities directed our involvement to other coordination forums/processes	2	22%

When asked to identify the reasons for withdrawing from the CBFWA, 60% (N = 3) of the 5 respondents that were authorized to answer the question indicated that the CBFWA was not responsive to their employers’ needs.

The following comments were provided by respondents:

“Resident fish was the only area we used and Tribes made decision not to continue membership.”

“Our decision to leave was a complicated decision that had a variety of variables associated with it.”

Is there anything CBFWA could change to regain your membership? (Please Check Yes or No)

	Response Count	Response Percent
Yes	0	0%
No	9	100%

Summary

This survey represents the first attempt to perform a large-scale survey of a coordination project that is funded through the NPCC's Fish and Wildlife Program. The survey was not designed to solicit answers for forecasting future coordination needs nor was it designed to evaluate the organization and staff prior to 2010, when the membership and operating budget were larger. The questions presented to the sample population were designed to obtain feedback from all stakeholders and agencies in an attempt to evaluate the effectiveness and value of the CBFWA's coordination services and staff during 2010.

Results support the belief of current CBFWA members that the organization serves an important coordination role in the Columbia River Basin, not only for CBFWA members, but also for non-members. This survey proved useful and the results should help the region better understand the value and use of the CBFWA services. To continue to better understand the value of coordination groups, the BPA should considering requiring other BPA-funded coordination projects to also implement surveys to evaluate their user groups.

The following is a high-level summary of the results:

CBFWA Organization

- Perceived role of CBFWA in 2010 was that of facilitation
- CBFWA rated average or better when compared to other coordination groups
- Satisfaction with the implementation of the 2010 CBFWA Work Plan
- Value of CBFWA membership was rated as average or better
- Termination of CBFWA would impact CBFWA members and non-members

CBFWA Forums

- CBFWA technical committees received high satisfaction ratings and were deemed valuable
- Significant level of dissatisfaction was observed relative to Members meetings
- Members coordination services received the lowest rating for value

CBFWA Websites (includes SOTR)

- Websites were rated as informative, valuable, and useful
- Most users visited the website at least once per month

CBFWA Staff

- All respondents rated the services provided by the staff as good to excellent, indicating that requests were handled to their satisfaction and that the interactions and support were valuable. The CBFWA members expressed satisfaction with the quality of the work and the staff's effectiveness in meeting member needs.

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Appendix

CBFWA Organization and Staff Survey: 2010

Members Meeting
Boise, Idaho
March 10, 2011



CBFWA Survey – Why?

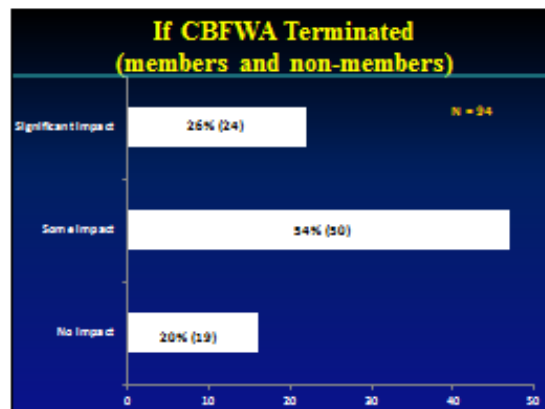
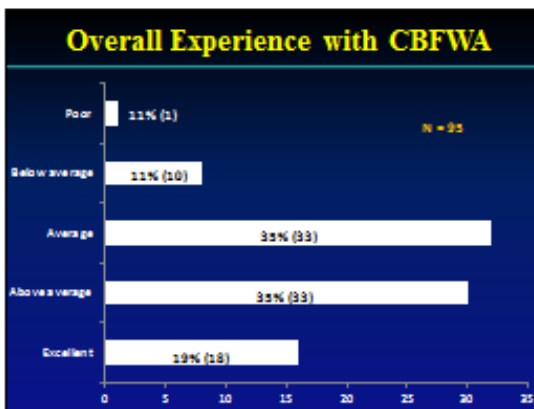
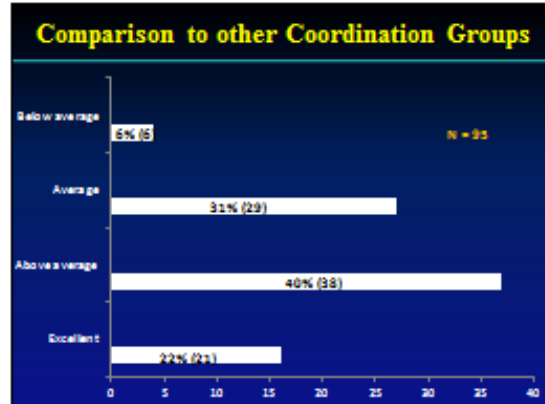
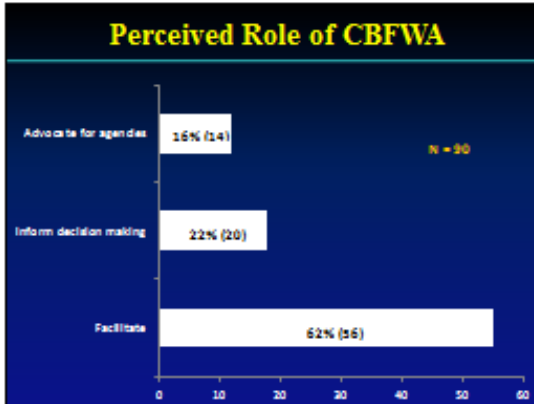
- ISRP questions and recommendations:
 - How does the CBFWA determine if it is being effective?
 - CBFWA should develop member-feedback instruments to evaluate member assessment of effectiveness, impact, and value.
- For 2010, BPA required that CBFWA perform a satisfaction survey

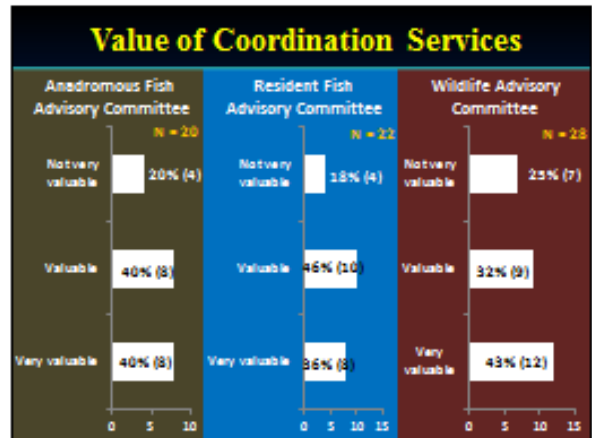
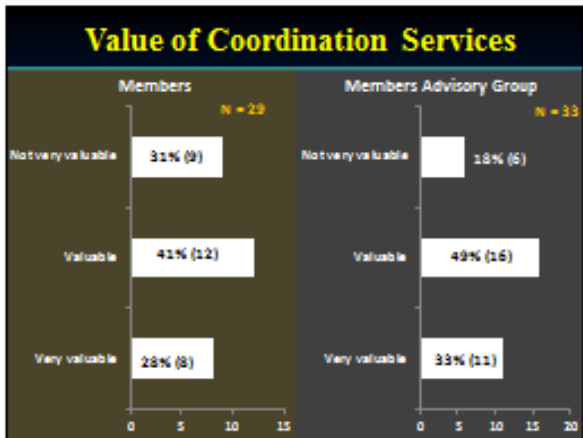
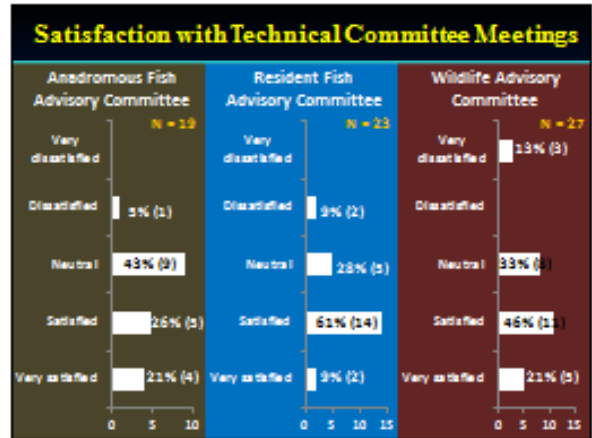
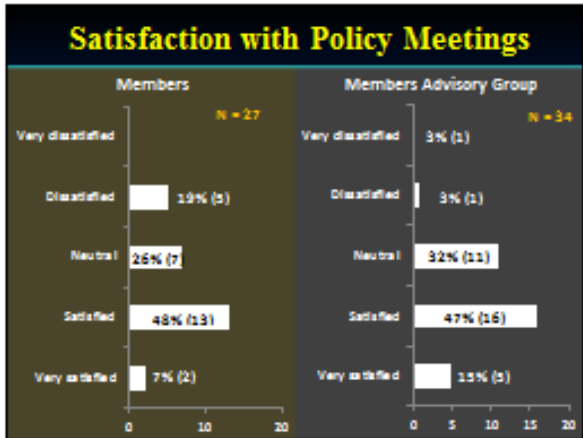
Survey Objectives (per BPA)

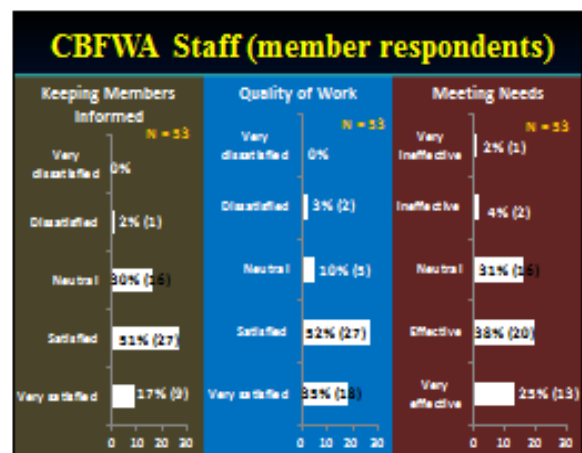
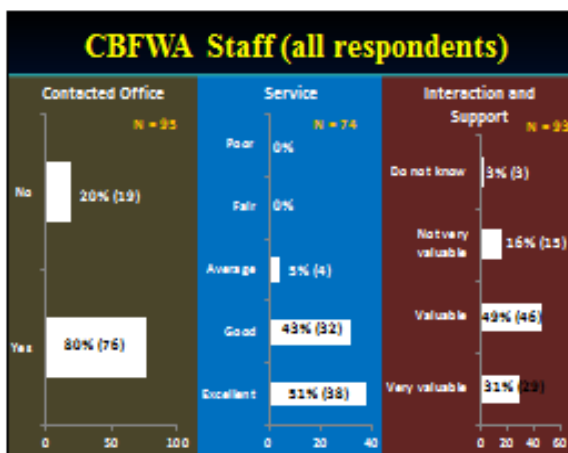
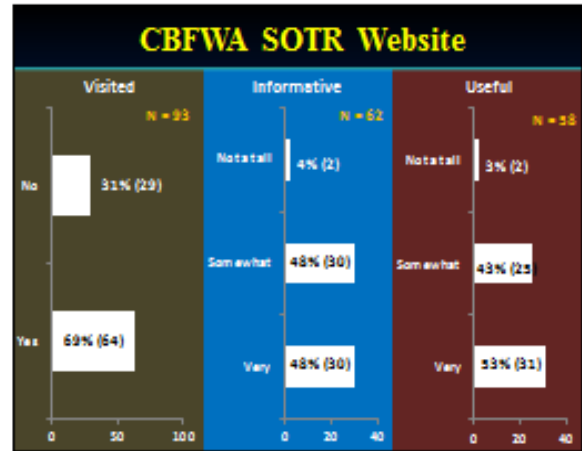
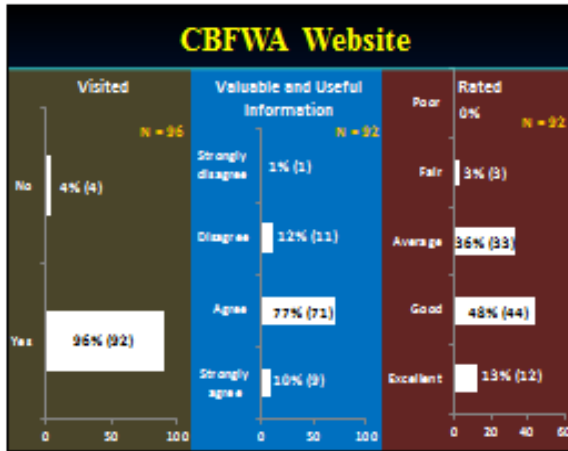
- To assess CBFWA's :
- Level of responsiveness to members and non-members
 - Quality and usefulness of participation
 - Quality and usefulness of work products
 - Results achieved in strategic outcome areas

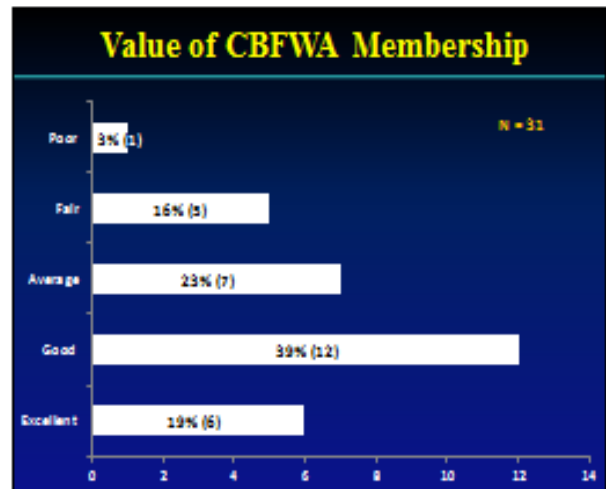
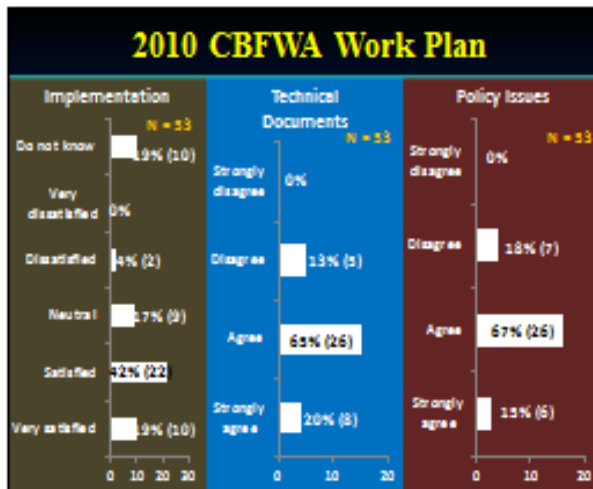
Survey Validity

- 170 invitation emails
- 96 surveys completed
 - CBFWA members (55)
 - NPCC/BPA (15)
 - Other natural resource organizations (17)
 - Former CBFWA members (9)
- At least 11 representatives from each committee
- At least 14 participants from each BPA-funded coordination organization
- Technical and policy representatives participated









- ### Former CBFWA Members
- Reasons for leaving CBFWA
 - 60% of the respondents indicated their organization left because CBFWA was not responsive to their needs
 - Can CBFWA regain your membership?
 - 100% of the respondents indicated No

- ### Summary – CBFWA Organization
- Perceived role in 2010 was that of facilitation
 - Rated as average or better to other coordination organizations
 - Satisfaction with implementation of the 2010 Work Plan and the technical and policy-level products
 - Value of CBFWA membership rated as average or better
 - Termination of CBFWA would impact organizations

Summary – CBFWA Forums

- CBFWA technical committees – high level of satisfaction and value
- CBFWA Members – significant level of dissatisfaction with meetings and lowest rating for value of coordination services

Summary - Websites

CBFWA Website

- Provides valuable and useful information
- Most users visit at least once per month

SOTR Website

- Rated as somewhat to very informative
- Most users found the site to be somewhat to very useful

Summary – CBFWA Staff

All respondents

- Service rated as good to excellent
- Requests handled to satisfaction
- Interactions and support valuable

CBFWA Members

- Satisfied with ability to keep them informed
- Satisfied with quality of work
- Effective or very effective in meeting needs

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