



## AGENDA

### LRAPA CITIZENS ADVISORY COMMITTEE (CAC)

May 31, 2022

Start promptly at 12:00 noon, adjourn at 1:00 p.m. or earlier.

**Via ZOOM - meeting information:**

Join Zoom Meeting

<https://us02web.zoom.us/j/88502781432>

**For Audio Only:**

Meeting ID: 885 0278 1432

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+13462487799, 88502781432# US (Houston)

- I. **Call to Order/Agenda Review (12:00 pm)**
- II. **Public Participation (5 minutes – 12:00 pm)**
- III. **Board Meeting Overview (10 minutes – 12:05 pm)**
- IV. **2022 Permitted Source Survey – discussion of past survey practice, survey design revision, survey distribution and summary report preparation (25 minutes – 12:15 pm) *copy of survey November 2018 attached***
- V. **Memo from Beyond Toxics (10 minutes – 12:40 pm)**
- VI. **Round table (10 minutes – 12:50 pm)**
- VII. **Adjournment 1:00 pm**

*We endeavor to provide public accessibility to LRAPA services, programs, and activities for people with disabilities. People needing special accommodations to participate in LRAPA public hearings such as assistive listening devices or accessible formats such as large print, Braille, electronic documents, or audio tapes, should please contact the LRAPA office as soon as possible, but preferably at least 72 hours in advance. For people requiring language interpretation services, including qualified ASL interpretation, please contact the LRAPA office as soon as possible, but preferably at least 5 business days in advance so that LRAPA can provide the most comprehensive interpretation services available. Please contact the LRAPA NonDiscrimination Coordinator at [accessibility@lrpa.org](mailto:accessibility@lrpa.org) or by calling the LRAPA office at 541-736-1056.*

*Nos esforzamos por proporcionar accesibilidad pública a los servicios, programas y actividades de LRAPA para personas con discapacidades. Las personas que necesiten adaptaciones especiales, como dispositivos de asistencia auditiva, formatos accesibles como letra grande, Braille, documentos electrónicos o cintas de audio, deben comunicarse con la oficina de LRAPA con al menos 72 horas de anticipación. Para las personas que requieren servicios de interpretación de idiomas, incluyendo la interpretación calificada de ASL, comuníquese con la oficina de LRAPA al menos con 5 días laborables de anticipación para que LRAPA pueda proporcionar los servicios de interpretación que sean lo más completos disponibles. Para todas las solicitudes, envíe un correo electrónico al Coordinador de Antidiscriminación de LRAPA a [accessibility@lrpa.org](mailto:accessibility@lrpa.org) o llame a la oficina de LRAPA al 541- 736-1056*

To: LRAPA Citizens Advisory Committee  
From: Kathy Lamberg, CAC member  
Date: November 27, 2018  
Subject: Responses to the 2018 LRAPA Permit Holder Survey

An LRAPA customer satisfaction survey was sent out to 235 email addresses using Survey Monkey. Debby Wineinger provided the email addresses. The survey was emailed on October 15, 2018, and a reminder email was generated on November 2 to those addresses who had not yet responded. Forty-one responses were garnered by the 2018 survey, giving a 17% response rate, topping the 15% and 12% response rates of 2016 and 2014 respectively.

The survey consisted of 6 questions. Four questions pertained to customer interaction with LRAPA staff. One inquired about perceived reasonableness of fee prices and a final question invited customer comments. The 2018 survey reflects some condensing of 2016 survey questions in an effort to reduce redundancy and overlap of topics.

Here is a summary of response rates by year:

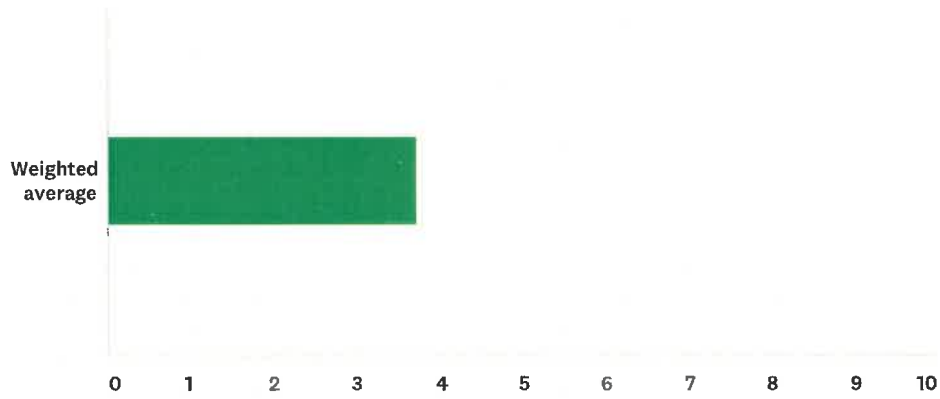
Year	Number (%) Returned	Year	Number (%) Returned
<b>2018</b>	<b>41 of 235 (17%)</b>	2004	44 of 101 (44%)
2016	46 of 305 (15%)	2003	63 of 180 (35%)
2014	28 of 238 (12%)	2002	57 of Unknown
2013	23 of 65 (35%)	2000	86 of Unknown
2012	26 of 100 (26%)	1999	55 of 143 (38%)
2011	51 of 200 (25%)	1998	41 of 54 (76%)
2009-10	38 of 159 (24%)	1997	21 of Unknown
2008-9	35 of Unknown	1996	27 of Unknown
2007-8	42 of 55 (76%)	1995	21 of Unknown
2006-7	31 of Unknown		
2005	52 of 122 (42%)		

117 (49.8%) of recipients opened the survey, while 110 (46.8%) left the email unopened.

2018 LRAPA Permit Holder Survey

Q1 LRAPA staff treated you in a respectful and courteous manner:

Answered: 40 Skipped: 1

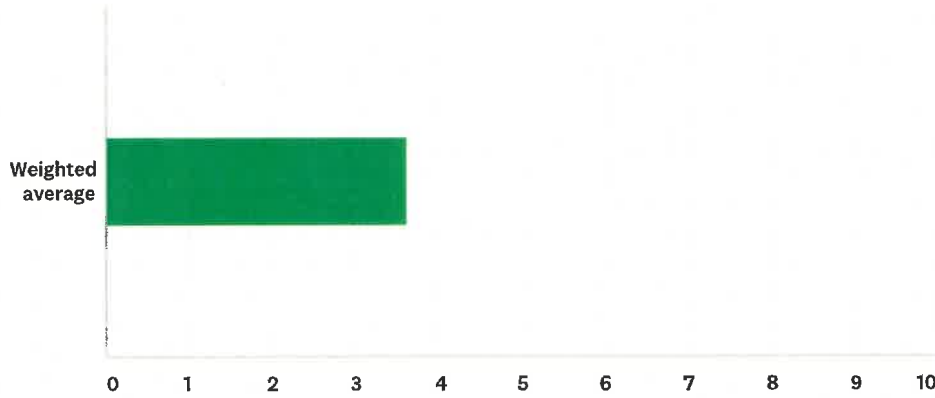


	<b>STRONGLY DISAGREE</b>	<b>SOMEWHAT DISAGREE</b>	<b>SOMEWHAT AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Weighted average	5.00% 2	2.50% 1	7.50% 3	85.00% 34	40	3.73

2018 LRAPA Permit Holder Survey

**Q2 LRAPA Staff provided you with helpful/knowledgeable answers and problem solving information regarding questions and concerns, including any supplemental materials if requested:**

Answered: 39 Skipped: 2

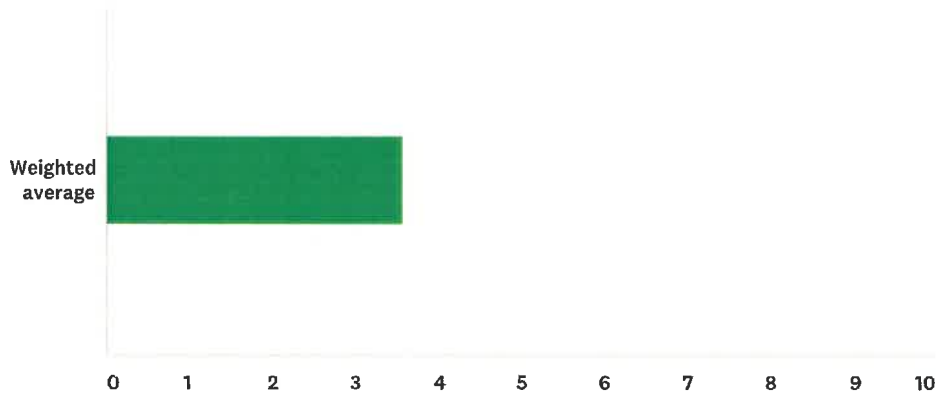


	<b>STRONGLY DISAGREE</b>	<b>SOMEWHAT DISAGREE</b>	<b>SOMEWHAT AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Weighted average	7.69%	0.00%	15.38%	76.92%	39	3.62
	3	0	6	30		

2018 LRAPA Permit Holder Survey

Q3 LRAPA staff assisted you in a timely manner

Answered: 40 Skipped: 1

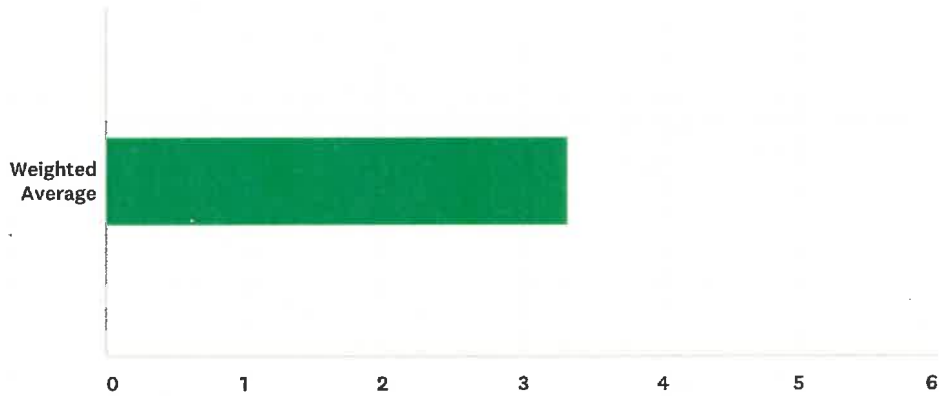


	<b>STRONGLY DISAGREE</b>	<b>SOMEWHAT DISAGREE</b>	<b>SOMEWHAT AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Weighted average	5.00% 2	2.50% 1	22.50% 9	70.00% 28	40	3.58

2018 LRAPA Permit Holder Survey

Q4 Compared to other fees, are our prices more reasonable, less reasonable, or about the same?

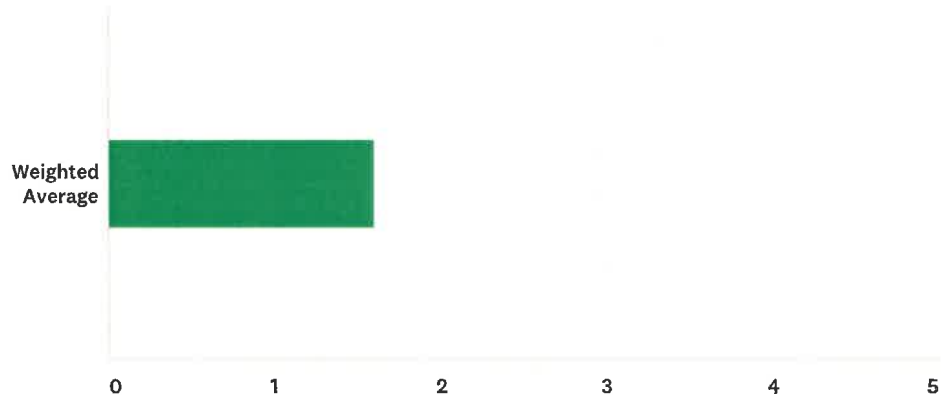
Answered: 40 Skipped: 1



ANSWER CHOICES	RESPONSES	
Much more reasonable	2.50%	1
Slightly more reasonable	7.50%	3
About as reasonable	67.50%	27
Slightly less reasonable	5.00%	2
Somewhat less reasonable	12.50%	5
Much less reasonable	5.00%	2
TOTAL		40

## Q5 Please indicate your overall valuation about LRAPA Staff

Answered: 40 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent	57.50%	23
Above Average	30.00%	12
Average	10.00%	4
Below Average	0.00%	0
Poor	2.50%	1
<b>TOTAL</b>		<b>40</b>

2018 LRAPA Permit Holder Survey

**Q6 Additional Comments:**

Answered: 13 Skipped: 28



## 2018 LRAPA Permit Holder Survey

### Q6 Additional Comments:

Answered: 13    Skipped: 28

#	RESPONSES	DATE
1	John, Colleen and Beth have all been great to work with.	11/12/2018 4:24 PM
2	Katie, Max, Kim and the rest of the staff are great to work with and we value their expertise as well as their professional mannerism.	11/6/2018 4:40 PM
3	Staff has always been very pleasant to work with. Their assistance over the years has been greatly appreciated.	11/5/2018 10:44 AM
4	Been good to work with.	11/3/2018 11:42 AM
5	You don't want my opinion!.....this additional TAX on Small business is just another knife in the heart of the economy!.....it was BS from the start!!.....my opinion only!	11/2/2018 6:26 PM
6	I have nothing against DEQ, but I think LRAPA is responsive and works with permit holders in a constructive way and am glad we have the regional authority.	11/2/2018 3:22 PM
7	Have a great working relationship with Katie and Kim! Very knowledgeable and excellent to work with!	10/25/2018 4:24 PM
8	we don't interact with LRAPA much ... but have always been treated fairly and efficiently.	10/18/2018 10:22 AM
9	This is the only fee of this kind that we experience.	10/17/2018 5:41 AM
10	Whenever we have had a question or needed help the LRAPA staff has responded quickly and in a positive manner!	10/17/2018 4:50 AM
11	How many times was it necessary to remind me to pay my brand new cleaner air Oregon fee? Five? The emails just kept coming. I don't like to hear from lrapa at all so this constant badgering was to the point of your agency gloating over your new fees. Thank you for the additional burden. And then this "staff service" survey asking if the fees are too high by comparison to other fees I am required to pay? Idiotic question. Could you please be honest about the reason for this survey since four out the five questions are with regard to staff and one is an absurd question with regard to the price of your fees. Do you think I would indicate in some manner that I wish to pay more? Are you fishing to find out what kind of latitude there is to increase fees? This is such an insulting question. Please keep in mind that private business must produce a useful product or service that has perceived value by the public. Lrapa produces nothing. The cleaner air oregon spread sheet was at best confusing. Is your goal to throw a puzzle onto the backs of the hard working? Mean while you can clock out and go home without a thought for those who must stop, figure out what in the hell you want, take the time to watch a poorly produced video, and then pay money to lrapa for the experience. You don't lift a finger to clarify your spread sheet except to provide a useless video. The video and the spread sheet were hand in hand poorly done. Thank again for the additional burden.	10/16/2018 2:17 PM
12	I have always found the LRAPA staff to be extremely helpful and courteous. They are a pleasure to work with.	10/16/2018 7:19 AM
13	Question #4 - Part A and B: A) LRAPA and ODEQ annual fees are quite a bit more than nearby states (ID, MT, WA). B) LRAPA prices are as reasonable or more reasonable than ODEQ.	10/15/2018 2:36 PM

**LRAPA CITIZENS ADVISORY COMMITTEE  
(CAC) Meeting Minutes  
VIA ZOOM/In Person**



**May 31, 2022**

**Attending:** Jim Daniels, Chair; Kelly Wood, Vice Chair (via Zoom); Eric Burdette, Chris Cline (via Zoom) Evelina Davidova-Kamis, Terry Richardson.

**Absent:** Jeffrey Carmen, Peter Dragovich, Paul Metzler, Shane Ruddell.

**Staff:** Steve Dietrich, Max Hueftle, Travis Knudsen, Julie Lindsey

Call to Order: 12:00 p.m.

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**I. Call to Order/Agenda Review**

Chair Jim Daniels called the meeting to order, a quorum was present.

**II. Public Participation**

There was no public participation.

**III. Board Meeting Overview**

**Chair Jim Daniels** stated that the LRAPA Board meeting had one public comment concerned with the lack of public involvement. The commentor suggested the Board host evening meetings and the CAC meet twice a month. **Chair Jim Daniels** mentioned that the Board approved the budget, reviewed the Public Employees' Retirement System (PERS) agreement, and voted to enter PERS, and received a dashboard report (most goals were passing besides some issues with air metrics).

**Chris Cline** joined the meeting at 12:02 p.m.

**Chair Jim Daniels** said that he presented the Board with the gas-powered tools pamphlet. It was received well, with some concern on the accuracy of the Environmental Protection Agency (EPA) data and statements about corded electric tools. He brought up the prescribed burning issue but had a problem because their minutes had included **Paul Metzler's** original written statement. They did not approve or deny that item. **Chair Jim Daniels** noted that they could potentially bring it back to the Board later.

**Eric Burdette** arrived at the meeting at 12:05 p.m.

**IV. 2022 Permitted Source Survey**

**Chair Jim Daniels** said that they should decide if they wanted to send out another survey and, if so, talk about if they wanted to make any changes to the questions.

**Vice Chair Kelly Wood** noted that the number of people the survey was sent to over the years was not consistent. The number fluctuated from 65 in 2012, to 305 in 2016, and down to 235 in 2018. **Chair Jim Daniels** replied that 2018 was the first time they did the survey via email. **Vice**

**Chair Kelly Wood** asked if the goal was to send the survey to all permittees. **Chair Jim Daniels** said that was correct. They got a list of emails from staff. **Travis Knudsen** added that they had around 315 permittees, but not everyone took the survey.

Having read some of the comments, **Vice Chair Kelly Wood** thought they should reword some of the questions. She brought attention to question number 4. **Vice Chair Kelly Wood** was not sure what the purpose of the question was. **Travis Knudsen** said that LRAPA's fees increased in small yearly increments, instead of the Department of Environmental Quality's (DEQ) model of doing a bigger fee increase every few years. **Chris Cline** noted that it gave them raw data.

**Vice Chair Kelly Wood** suggested they put on a question about their website. **Steve Dietrich** noted that they were in the middle of revamping the website and it would be good to get feedback. **Travis Knudson** asked how she would phrase the question. **Vice Chair Kelly Wood** said they could ask how often they used the website, if they found it useful, and if there were any recommendations to make the website more user friendly.

**Chair Jim Daniels** asked if anyone wanted to volunteer to revise the survey. **Travis Knudsen** said that the account was already set up and the member would just need to tell him the questions. He mentioned that if they included a question asking for permittee location they could split the data based on where they were. **Vice Chair Kelly Wood** said that having information on what type of permit they held would be helpful.

**Chair Jim Daniels** suggested adding a question asking the permittee if they felt comfortable speaking to LRAPA staff about any questions they had.

**Vice Chair Kelly Wood** suggested a question asking if they were aware that LRAPA was available to train new staff. Or a question about if they were hesitant to reach out to staff if they had questions about their permit. **Travis Knudson** said it could be phrased, "how comfortable are you approaching LRAPA with technical assistance questions and uncertainties in the air permit." The Committee liked that phrasing.

They tabled the conversation and would pick it up again at their June meeting. **Travis Knudsen** encouraged the Committee members to send any potential questions to **Debby Wineinger**, so they had them available at the next meeting to discuss.

#### **V. Memo from Beyond Toxics**

**Chair Jim Daniels** noted that the Board had received the Beyond Toxics report but did not talk about it at their meeting. He reminded everyone that Beyond Toxics had previously sent a memo saying they wanted West Eugene to be better represented on the Committee. The memo they just received had similar asks. They also asked for LRAPA CAC to do a better job reaching out to the community.

**Chair Jim Daniels** pointed out article 7 item 2 of their bylaws that they would create an annual work plan. He noted that they had not been doing that. They would start that drafting a work plan as required this December.

**Chair Jim Daniels** did not think it was necessary for them to meet twice a month. However, they could discuss evening meetings. **Chris Cline** was not in favor of evening meetings. There was

no interest in additional meetings or evening meetings. **Chair Jim Daniels** mentioned that a hybrid Zoom option would remain available. **Travis Knudsen** thought there could be value in the CAC looking into public outreach methods and examine what they could do to get more engagement. They would need to get Board approval.

Another suggestion from Beyond Toxic was that the CAC come up with a set of recommendations that agency could take to improve public health. **Chris Cline** noted that it was a broad topic.

Beyond Toxic's third suggestion was to look at the reducing the emission of greenhouse gases.

## **VI. Round Table**

**Chair Jim Daniels** said that at the last meeting **Paul Metzler** wanted them to ask the Board for permission for CAC to look into public perception of prescribed burning. **Chris Cline** agreed that more messaging would be helpful. He mentioned that they could reach out to DEQ, the Department of Forestry, LRAPA, and the Oregon State Fire Marshal's Office for information.

**Chris Cline** said there was a 90-day moratorium on prescribed burning because fires down in New Mexico were started that way.

There was an email sent out after the last CAC meeting about an article titled, "Grooming Forests Could Be Making Fires Worse, Researchers Warn." **Chris Cline** wanted to talk about some of his thoughts. He said there were many layers to the issue, and he thought the issue was more complicated than the article. There was research and studies referenced but there were no citations. **Chris Cline** stated that in his experience monocultural standards often helped stopped fires. That statement contradicted the article.

**Eric Burdette** saw an article quoting a University of Oregon professor saying they were trying to get people enrolled in Air Quality Alerts. He was surprised that LRAPA was not involved. **Travis Knudsen** had been reached out to about air quality monitoring at Hayward Field but directed them elsewhere.

**Chris Cline** asked if LRAPA had been asked to participate in the World Athletics Championships Oregon22. **Steve Dietrich** replied that he got a question about air quality monitoring at Hayward Field, but that was the only outreach received.

## **VII. Adjournment**

Chair Daniels adjourned the meeting at 1:00 p.m.

(Minutes recorded by Lydia Dysart)