



LRAPA
Lane Regional Air Protection Agency

AGENDA

LRAPA CITIZENS ADVISORY COMMITTEE (CAC)

September 27, 2022

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

The CAC meeting will be hosted via ZOOM and in person at LRAPA's office. 1010 Main St. Springfield, OR 97477

Via ZOOM - meeting information:

Join Zoom Meeting

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

For Audio Only:

Meeting ID: 885 0278 1432

+12532158782, 88502781432# US (Tacoma)

+13462487799, 88502781432# US (Houston)

- I. Call to Order/Agenda Review – (5 minutes – 12:00)
- II. Public Participation (5 minutes – 12:05)
- III. Board Meeting Overview (5 minutes – 12:10)
- IV. 2022 Permitted Source Survey – continued discussion (30 minutes - 12:15)
Copy of 2018 survey attached for review
- V. Round table (15 mins - 12:45)
- VI. Adjournment 1:00 p.m.

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@lrapa.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 Antidiscriminatoria de LRAPA a accessibility@lrapa.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.

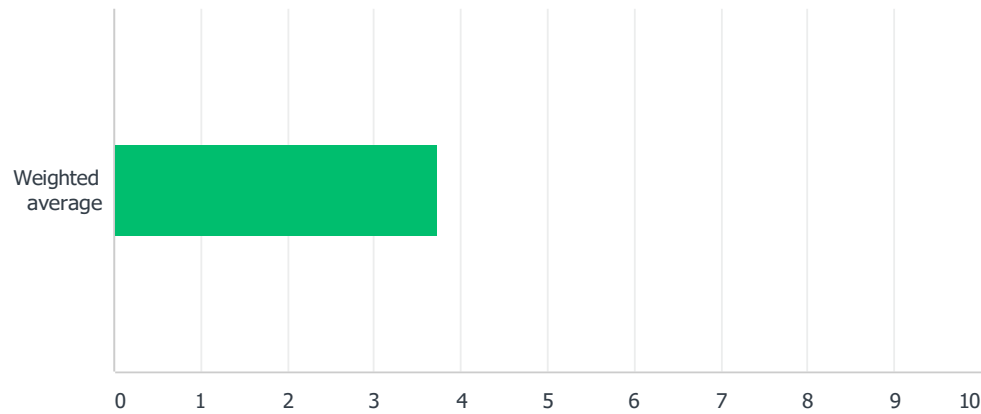
Here is a summary of response rates by year:

| Year | Number (%) Returned | Year | Number (%) Returned |
|-------------|------------------------|------|---------------------|
| 2018 | 41 of 235 (17%) | 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.

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

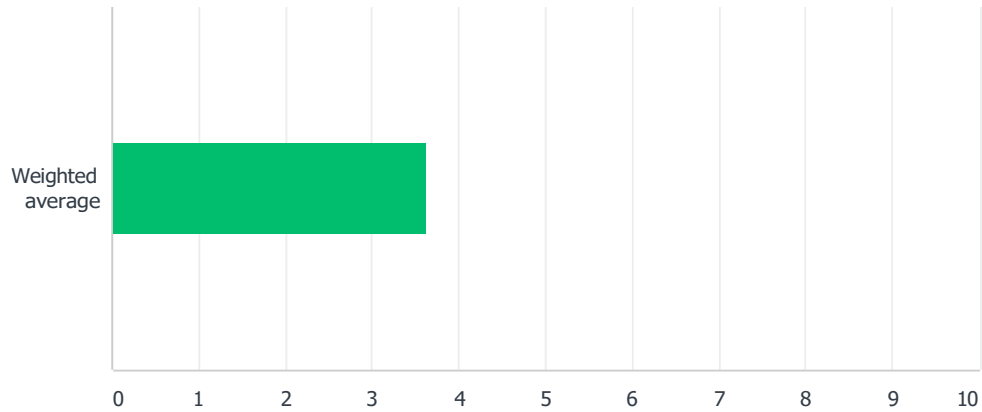
Answered: 40 Skipped: 1



| | STRONGLY DISAGREE | SOMEWHAT DISAGREE | SOMEWHAT AGREE | STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|---------------------|----------------------|----------------------|-------------------|-------------------|-------|---------------------|
| Weighted average | 5.00% 2 | 2.50% 1 | 7.50% 3 | 85.00% 34 | 40 | 3.73 |

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

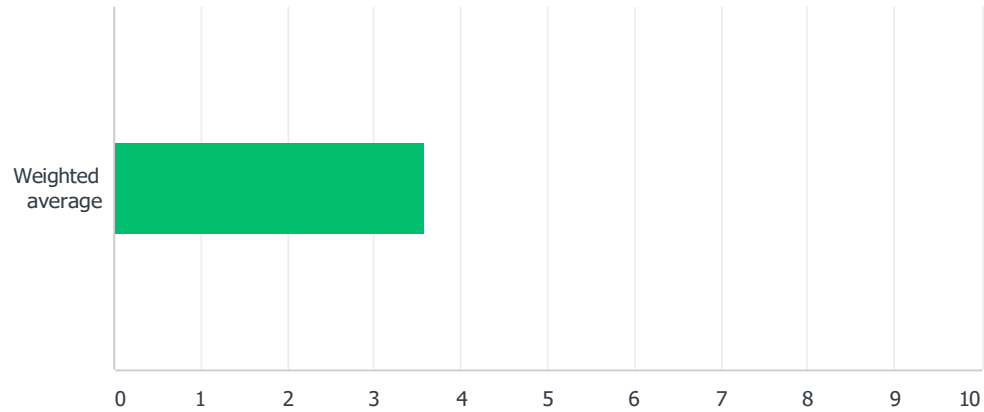
Answered: 39 Skipped: 2



| | STRONGLY DISAGREE | SOMEWHAT DISAGREE | SOMEWHAT AGREE | STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|------------------|-------------------|-------------------|----------------|----------------|-------|------------------|
| Weighted average | 7.69% 3 | 0.00% 0 | 15.38% 6 | 76.92% 30 | 39 | 3.62 |

Q3 LRAPA staff assisted you in a timely manner

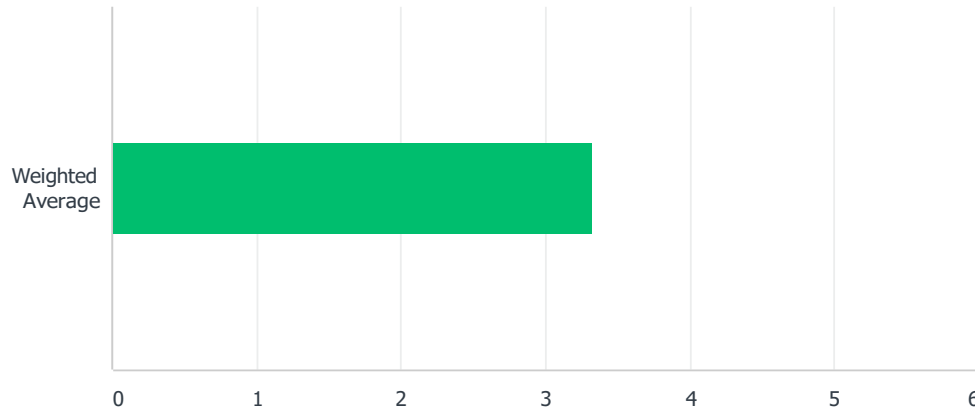
Answered: 40 Skipped: 1



| | STRONGLY DISAGREE | SOMEWHAT DISAGREE | SOMEWHAT AGREE | STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|---------------------|----------------------|----------------------|-------------------|-------------------|-------|---------------------|
| Weighted average | 5.00% 2 | 2.50% 1 | 22.50% 9 | 70.00% 28 | 40 | 3.58 |

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

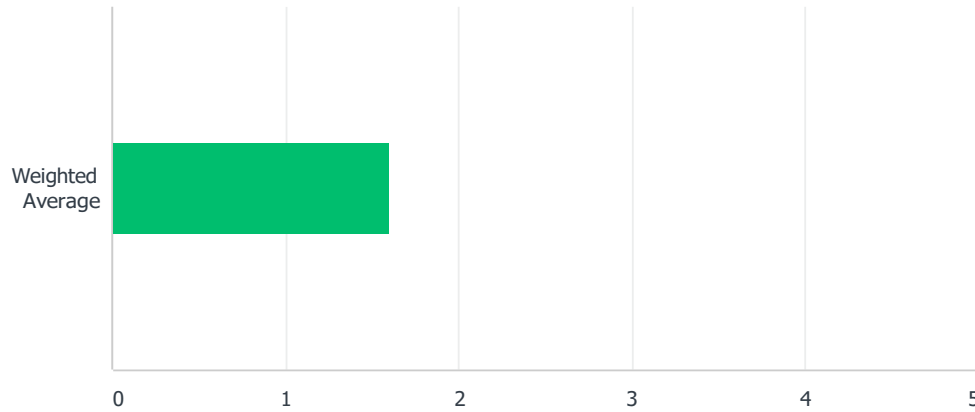
Answered: 40 Skipped: 1



| 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 |
| TOTAL | | 40 |

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**



September 27, 2022

Attending: Jim Daniels, Chair; Kelly Wood, Vice Chair; Paul Metzler, Eric Burdette, (VIA ZOOM - Mysti Frost, Evelina Davidova-Kamis, Shane Ruddell., Jeffrey Carman, Peter Dragovich)

Absent: Terry Richardson, Chris Cline

Staff: Steve Dietrich, Travis Knudsen, Debby Wineinger (VIA ZOOM – Max Hueftle)

I. Call to Order/Agenda Review

Chair Jim Daniels called the meeting to order at 12:03 p.m.

II. Public Participation-None

III. Board Meeting Overview

Chair Jim Daniels overview on the meeting.

- Work sessions to start quarterly in 2023, they will be held during normal Board meeting times and days. Topics to be determined.
- A virtual meeting was held with LRAPA staff and LRAPA partners. Discussion on what services LRAPA provided and explained partner dues and how they play into the State allocation.
- Oakridge-Westfir redesignation from nonattainment to attainment for the National Ambient Air Quality Standards has been approved. It went into effect on September 21, 2022.
- **Travis Knudsen** said the new LRAPA Website was online. **Travis Knudsen** reviewed it with the group and highlighted some of the most common areas that the public visits and added features. The hope for the new website would be more user friendly and an easy resource for permittees and the general public. He encouraged everyone to look it over, make suggestions, and point out any bugs that need to be addressed.

IV. 2022 Permitted Source Survey – continued discussion

- **Jim Daniels** – The LRAPA Board wants to keep the same questions for the survey in order to see the trends. Also wants to get the survey out to the permittees as soon as possible, and then will discuss doing the same for the general public.
- **Travis Knudsen** – The survey is setup and ready to go out, but minor changes could still be made. LRAPA Document Coordinators will supply the permittee's emails.
- **Debby Wineinger** – reminded everyone that a designated person from the CAC will have to be selected to retrieve the results from Survey Monkey and prepare the reports.

Suggested edits Jim Daniels will submit to the Board:

- **Question 4 – Add the word **regulatory**.**
Compared to other **regulatory** fees, are our prices more reasonable, less reasonable, or about the same?

Add questions:

- How can LRAPA improve its processes?
- What are your thoughts on the new Website? *(Travis said this question would be very beneficial for him)*

Round Table:

Shane Ruddell – Appreciates the calendar invites and reminders for the meetings.

Peter Dragovich – Household went through COVID about 2 weeks ago, very mild and all fully recovered, hoping for no long term effects.

Jeff Carman - There hasn't been any movement on his replacement. He will be sticking around for a while for the foreseeable future. Will keep the committee apprised of any updates.

Paul Metzler - There's been a rash in the last couple of months of catalytic converters being stolen off vehicles. He didn't think that would have any air pollution effects, because he didn't think any vehicles will run without the catalytic converters. It doesn't really have any measurable effect on air pollution in Lane County. **Kelly Wood** said there was something that passed and it's illegal to purchase used catalytic converters. **Steve Dietrich** said up in Washington County, they found something like 20,000 at home in the garage. That's what prompted that kind of legislation.

Eric Burdette – Asked what the feedback from the public regarding the wildfire smoke has been. **Travis Knudsen** said his phone has been ringing like crazy. When people see smoke, they check our website to see what the air quality is, but with the new website, people can't always find where it is listed, so they call looking for that. Oakridge has been substantially impacted and will have more air quality impacted days this year than they ever have had in the past, even in 2020 and 2021. They will continue to see more smoke from the Cedar Creek Fire, until some heavy seasonal wet rains come to put the fire out, so they will continue to be impacted. **Steve Dietrich** added that this is on the heels of getting into attainment. LRAPA is having to turn around and do some exceptional event demonstrations for EPA to get the data discounted so we have a standing chance of maintaining attainment in the maintenance mode.

Travis Knudsen – Said there have been some internal discussions that CAC minutes are published without much CAC review of the minutes. This might be a discussion for the next CAC meeting, but LRAPA would like to set up a new routine or workflow to at least give the CAC an opportunity to see/review the minutes before they are published. However, that maybe just be an email to review and send edits back to LRAPA.

Added note from **Debby Wineinger**: The CAC minutes are currently sent to the CAC Chair for review, not the entire group of committee members. Keep in mind the minutes need to be included in the Board packet as a report. CAC meetings are the last Tuesday of the month, and Board meetings are the second Thursday in the month. The packets need to be sent out no later than the Friday before the Board meeting. Some months there will be a short window of time to review and have ready for the Board packet.

v. Adjournment

Chair Jim Daniels adjourned the meeting at 1:05 p.m.

(Minutes recorded by Debby Wineinger)