



## AGENDA

### LRAPA CITIZENS ADVISORY COMMITTEE (CAC)

April 25, 2023

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. 12:00 Call to Order/Agenda Review
- II. 12:05 Public Participation
- III. 12:10 Board Meeting Overview (5 minutes – 12:05)
- IV. 12:15 Citizen Advisory Committee Recruitment
- V. 12:30 Public Survey Discussion and Question Review
- VI. 12:55 Roundtable
- VII. 1:00 Adjournment

*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](mailto: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](mailto:accessibility@lrapa.org) o llame a la oficina de LRAPA al 541- 736-1056*

# LRAPA Satisfaction & Feedback Survey

1. Please Identify yourself (choose 1):
  - a. Member of the Public
  - b. Environmental Group Representative
  - c. Industry/Association Representative
  - d. Owner/Employee of Regulated Company
  - e. Public/Elected Official
  - f. Attorney/Consultant
  - g. Neighborhood/Community Representative
  
2. What area of Eugene/Springfield do you live in?
  - a. Eugene – Bethel-Danebo
  - b. Eugene – Churchhill
  - c. Eugene – College Hill
  - d. Eugene – Downtown Eugene
  - e. Eugene – Fairmount
  - f. Eugene – Ferry Street Bridge
  - g. Eugene – Friendly Area
  - h. Eugene – Gilham
  - i. Eugene – Laurel Hill Valley
  - j. Eugene – River Road
  - k. Eugene – Santa Clara
  - l. Eugene – South Hills
  - m. Eugene – Southeast Eugene
  - n. Eugene – Southwest Eugene
  - o. Eugene – University
  - p. Eugene – Whiteaker
  - q. Springfield – Gateway
  - r. Springfield – Glenwood
  - s. Springfield – North Springfield
  - t. Springfield – Thurston
  - u. Springfield – Washburne Historic District
  - v. Springfield – Meadow Park
  - w. Springfield – Kelly Butte
  - x. Springfield – West Kelly Butte
  - y. Unsure
  - z. I do not live in Eugene/Springfield
  
3. What is the nature of your contact with LRAPA?
  - a. General Information & Assistance
  - b. Permitting Questions & Assistance
  - c. Problem Resolution / Air Quality Complaints
  - d. Other

4. How satisfied are you with the Agency's facilities, including your ability to access the agency's office location, agency signs, and cleanliness?
  - a. Very satisfied
  - b. Satisfied
  - c. Neutral
  - d. Unsatisfied
  - e. Very unsatisfied
  
5. How satisfied are you with Agency Staff, including employee courtesy, friendliness, and knowledgeability?
  - a. Very satisfied
  - b. Satisfied
  - c. Neutral
  - d. Unsatisfied
  - e. Very unsatisfied
  
6. How satisfied are you with the Agency's response time to your inquiries or concerns?
  - a. Very satisfied
  - b. Satisfied
  - c. Neutral
  - d. Unsatisfied
  - e. Very unsatisfied
  
7. How would you rate the effectiveness of LRAPA's communication, including website, public notices, and social media?
  - a. Very effective
  - b. Effective
  - c. Neutral
  - d. Ineffective
  - e. Very ineffective
  
8. What improvements or additional services would you like to see from LRAPA in the future?  
*[Open-ended text box for respondents to provide suggestions]*

Based on your response to question 1, please answer the following sections that apply to you:

#### Section A: Member of the Public

- A1. How well do you feel LRAPA serves your community in terms of air quality management?
  - a. Very well
  - b. Well
  - c. Neutral
  - d. Poorly
  - e. Very poorly

A2. Do you feel that LRAPA provides enough opportunities for public input on air quality issues?

- a. Yes
- b. No
- c. Unsure

A3. How informed do you feel about the air quality in your community?

- a. Very informed
- b. Informed
- c. Neutral
- d. Uninformed
- e. Very uninformed

A4. Do you feel that LRAPA effectively addresses air quality concerns in your community?

- a. Yes
- b. No
- c. Unsure

A5. Are you aware of any LRAPA programs or initiatives that have directly impacted your community?

- a. Yes
- b. No
- c. Unsure

A6. How confident are you in LRAPA's ability to protect and improve air quality in your community?

- a. Very confident
- b. Confident
- c. Neutral
- d. Not confident
- e. Not at all confident

## Section B: Environmental Group / Industry Association / Neighborhood Representative

B1. How effective is LRAPA in addressing the concerns and interests of your organization or community?

- a. Very effective
- b. Effective
- c. Neutral
- d. Ineffective
- e. Very ineffective

B2. Do you feel that LRAPA provides enough opportunities for your organization or community to engage in air quality issues?

- a. Yes
- b. No
- c. Unsure

B3. How well do you think LRAPA collaborates with your organization or community on air quality initiatives?

- a. Very well
- b. Well
- c. Neutral
- d. Poorly
- e. Very poorly

B4. Are you satisfied with the level of transparency in LRAPA's decision-making process?

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Unsatisfied
- e. Very unsatisfied

B5. Has your organization or community seen positive results from LRAPA's programs or initiatives?

- a. Yes
- b. No
- c. Unsure

B6. How confident are you in LRAPA's ability to address your organization or community's air quality concerns?

- a. Very confident
- b. Confident
- c. Neutral
- d. Not confident
- e. Not at all confident

### Section C: Owner / Employee of Regulated Company

C1. How satisfied are you with LRAPA's permitting process, including application review, approval, and communication?

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Unsatisfied
- e. Very unsatisfied

C2. Do you feel that LRAPA's regulations are reasonable and fairly applied to your business?

- a. Yes
- b. No
- c. Unsure

C3. How well do you feel LRAPA communicates regulatory changes and updates to your business?

- a. Very well
- b. Well
- c. Neutral
- d. Poorly
- e. Very poorly

C4. Have you experienced any issues or difficulties in your interactions with LRAPA?

- a. Yes
- b. No
- c. Unsure

C5. How confident are you in LRAPA's ability to fairly regulate and enforce air quality standards for businesses like yours?

- a. Very confident
- b. Confident
- c. Neutral
- d. Not confident
- e. Not at all confident

C6. Do you feel that LRAPA is supportive of your business's efforts to comply with air quality regulations?

- a. Yes
- b. No
- c. Unsure

#### Section D: Public / Elected Official

D1. How effective is LRAPA in addressing the air quality concerns and interests of your constituents?

- a. Very effective
- b. Effective
- c. Neutral
- d. Ineffective
- e. Very ineffective

D2. Do you feel that LRAPA is transparent and accountable to the public and elected officials?

- a. Yes
- b. No
- c. Unsure

D3. How well do you think LRAPA collaborates with other government agencies and stakeholders on air quality issues?

- a. Very well
- b. Well
- c. Neutral
- d. Poorly
- e. Very poorly

D4. Do you believe that LRAPA effectively communicates its goals, initiatives, and progress to elected officials?

- a. Yes
- b. No
- c. Unsure

D5. How confident are you in LRAPA's ability to address air quality concerns in your jurisdiction?

- a. Very confident
- b. Confident
- c. Neutral
- d. Not confident
- e. Not at all confident

D6. Do you feel that LRAPA is responsive to the needs and concerns of your constituents?

- a. Yes
- b. No
- c. Unsure

## Section E: Attorney / Consultant

E1. How satisfied are you with LRAPA's handling of legal and regulatory matters in which you have been involved?

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Unsatisfied
- e. Very unsatisfied

E2. Do you feel that LRAPA's legal and regulatory decisions are fair and equitable?

- a. Yes
- b. No
- c. Unsure

E3. How well do you think LRAPA communicates and collaborates with attorneys and consultants in addressing legal and regulatory issues?

- a. Very well
- b. Well
- c. Neutral
- d. Poorly
- e. Very poorly

E4. How would you rate LRAPA's timeliness in resolving legal and regulatory matters in which you have been involved?

- a. Very timely
- b. Timely
- c. Neutral
- d. Untimely
- e. Very untimely

E5. Do you feel that LRAPA provides adequate resources and support to attorneys and consultants working on air quality matters?

- a. Yes
- b. No
- c. Unsure

- E6. How confident are you in LRAPA's ability to effectively address legal and regulatory matters related to air quality?
- Very confident
  - Confident
  - Neutral
  - Not confident
  - Not at all confident

9. Do you have any additional comments or suggestions for LRAPA?

*[Open-ended text box for respondents to provide comments]*

10. What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 and over

11. What is your gender?

- Male
- Female
- Non-binary / third gender
- Prefer not to say
- Prefer to self-describe  
*[please specify]*

12. What is your race/ethnicity? (Select all that apply)

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino
- Native Hawaiian or Other Pacific Islander
- White
- Other (please specify)
- Prefer not to say

13. What is your highest level of education completed?

- Less than high school diploma
- High school diploma or equivalent (e.g., GED)
- Some college, no degree
- Associate degree
- Bachelor's degree
- Master's degree
- Doctorate or professional degree
- Prefer not to say



14. What is your household income?

- a. Under \$25,000
- b. \$25,000 - \$49,999
- c. \$50,000 - \$74,999
- d. \$75,000 - \$99,999
- e. \$100,000 - \$149,999
- f. \$150,000 or more
- g. Prefer not to say

15. Do you have any children under the age of 18 living in your household?

- a. Yes
- b. No
- c. Prefer not to say

Thank you for taking the time to complete the LRAPA Satisfaction & Feedback Survey. Your input is valuable to us and will help guide our efforts to better serve the community.