

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



March 28, 2023

Attending: Kelly Wood-Vice Chair, Chris Cline, Paul Metzler
ZOOM – Peter Dragovich, Evelina Davidova-Kamis, Mysti Frost

Absent: Shane Ruddell, Eric Burdette, Terry Richardson

Staff: Steve Dietrich, Travis Knudsen, Donna Delaney

I. Call to Order/Agenda Review

Vice Chair Kelly Wood called the meeting to order at 12:00 p.m.

II. Public Participation

There was no public participation or public statements made.

III. Board Meeting Overview

Vice Chair Kelly Wood overview on the meeting.

Jim Daniels provided Board of Director notes to **Kelly Wood** from February's meeting, which the Board discussed the surveys LRAPA's Citizens Advisory Committee was drafting. **Kelly** also mentioned Board Member **Jeannine Parisi** suggestion that the committee help LRAPA consider other options for sending the new homeowners packets due to the current cost of mailing them. **Matt Keating's** requested future agenda topic to discuss conducting board meetings in the evening to enhance public participation was also mentioned during the summary. **Kelly** described discussion of **Director Steve Dietrich's** briefing of the Board on the proposed House Bill 3229 and the testimony he provided on the Bill to the House Committee on Climate, Energy, and the Environment.

IV: Public Survey Discussion and Question Review:

The committee workshopped survey questions which will be included in a public survey LRAPA will host on its website. The group agreed designing the survey in a manner that provided specific questions to different groups (i.e. public versus industry) would be useful and helpful.

The group worked through draft questions **Kelly** provided to the committee at the end of 2022 which was based on other agency surveys she found online (which is attached to these minutes). The committee also reviewed questions from a 2021 survey published by LRAPA.

Mysti Frost asked if it was possible to know the demographic of an individual and the neighborhood. She feels that it would be beneficial to know the actual neighborhood. **Travis Knudsen** feels it would be beneficial to know how that information. He suggested incorporating question #40 from the 2021 survey into **Kelly's** survey would be of help.

The following is a discussion around the questions reviewed during the meeting.

Question 1. The CAC discussed the categories and what types of questions each category would receive. A drop-down menu was suggested.

Question 2. A suggestion was made to implement questions 39 & 40 from LRAPA's 2021 survey.

Question 3. The committee recommend using a "check all that apply" option for this question. It was suggested to change "General information" to "General information & Assistance" and remove "Technical Assistance" response.

Question 4. Committee members like the multiple-choice responses of Very Unsatisfied to Very Satisfied and include a "Neutral" option which was missing from previous LRAPA surveys.

Survey Title. It was suggested to change "LRAPA's Customer Satisfaction Survey" to "LRAPA's Public Satisfaction Survey."

Question 5. The committee recommended the question be separated into two questions. The first being, "How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability?" and a second question of "whether staff members adequately identify themselves to customers by name, including the use of name places, or tags for accountability? within this to How satisfied with LRAPA's agency staff are you?"

Question 6. The committee suggested question six should remain limited to telephone access to a live person.

Question 7. The committee recommended this question focus specifically on LRAPA's website and mobile website.

The committee moved onto the roundtable and agreed to continue the process at next month's meeting. Committee members agreed to review the remainder of the question from **Kelly's** provided draft survey, as well as LRAPA's 2021 survey and come up with recommendations for the next meeting.

VI: Round Table:

- **Kelly Wood** – None
- **Peter Dragovich** – None
- **Evelina Davidova-Kamis** – None
- **Mysti Frost** – None
- **Steve Dietrich** – None
- **Chris Cline** – Are any of these questions not applicable to all groups?
- **Chris Cline** – Regarding the Oregon Department of Forestry, he mentioned that East and West Lane County districts are working to better align internal processes are the same.
- **Paul Metzler** – He asked **Chris** if hazard reduction and fuel reduction are the same thing. **Chris** said they're similar, but fuel reduction is more for overgrown vegetation, which hazard reduction is a term that encompasses a variety of practices aimed at reducing the overall risk of wildfires. **Paul** also asked if the pollen season affects monitoring and LRAPA's compliance with National Ambient Air Quality Standards

(NAAQS). **Travis** answered that pollen is too big to be picked up as particulate matter. Perhaps PM10, but rarely and certainly not PM25, as it's too small. It was stated that LRAPA does not monitor for pollen.

IV. Adjournment

Vice Chair Kelly Wood adjourned the meeting at 1:00 p.m.

Next Meeting April 25, 2023

(Minutes recorded by Donna Delany)