

Independent Review Panel

DEPARTMENT OF TOXIC SUBSTANCES CONTROL



Gideon Kracov, J.D., *Chair*
Mike Vizzier, *Vice Chair*
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Governor Edmund G. Brown Jr.

Draft Questionnaire of Individuals on IRP Contact Lists and Possibly Others Who Respond to Website Invitation to Fill Out Survey

April 12, 2017

The Independent Review Panel (IRP), which was created by legislation in 2015 to review and make recommendations regarding improvements to the Department of Toxic Substances Control's programs, is interested in your thoughts on the Panel's effectiveness. Your responses will help the IRP assess its success to date and guide the Panel in making any adjustments to its work in the coming months. The survey should take approximately nine minutes to complete. Your responses will be anonymous unless you provide your name or contact information. If you choose to provide this optional information, your name will not be associated with any of the individual responses that may be shared with the IRP, DTSC, or the public.¹

IRP Meetings:

1. How many IRP meetings did you attend or view on the Internet? *

- none
- 1-4
- 5-9
- 10-14
- 15-19
- 20 or more

If respondent checks the first box, he or she is directed to Question 15. If respondent checks any of the other boxes, he or she is directed to Question 2.

2. How would you rate the meeting rooms/facilities used for IRP meetings?

- Excellent
- Very good
- Good
- Fair
- Poor

¹ Respondents will be required to answer questions marked with an asterisk in order to continue with the survey.

Don't know/no opinion

3. How satisfied were you with the geographical location of the IRP meetings?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know/no opinion

4. Did you take advantage of, or would you have liked to take advantage of, the translation services at IRP meetings?

- Yes
- No

If respondent checks the first box, he or she is directed to Question 5. If respondent checks the second box, he or she is directed to Question 6.

5. How satisfied were you with the translation services at IRP meetings?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know/no opinion

6. How would you rate the scope and usefulness of the information presented at IRP meetings?

- Excellent
- Very good
- Good
- Fair
- Poor
- Don't know/no opinion

Please indicate the extent of your agreement with the statements in Questions 7 through 12:

7. The meeting rules and process were clear.

- Strongly agree
- Agree
- Neutral/neither agree nor disagree

- Disagree
- Strongly disagree
- Don't know/no opinion

8. The IRP meetings were efficiently run.

- Strongly agree
- Agree
- Neutral/neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/no opinion

9. The IRP followed the agenda and stayed on topic at meetings.

- Strongly agree
- Agree
- Neutral/neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/no opinion

10. The IRP demonstrated appropriate respect to the public and maintained a civil, non-threatening atmosphere.

- Strongly agree
- Agree
- Neutral/neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/no opinion

11. The IRP seemed to listen to what people had to say at meetings and keep an open mind.

- Strongly agree
- Agree
- Neutral/neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/no opinion

12. The IRP properly received public comments and provided adequate time for them at meetings.

- Strongly agree
- Agree

- Neutral/neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/no opinion

13. The frequency of IRP meetings was:

- Much too frequent
- Somewhat too frequent
- About right
- Somewhat too frequent
- Much too frequent
- Don't know/no opinion

14. The length of most IRP meetings was:

- Much too long
- Somewhat too long
- About right
- Somewhat too short
- Much too short
- Don't know/no opinion

15. Overall, how would you rate the quality of IRP meetings?

- Excellent
- Very good
- Good
- Fair
- Poor
- Don't know/no opinion

IRP Communications:

16. How would you rate the public notices of upcoming IRP meetings?

- Extremely helpful
- Very helpful
- Somewhat helpful
- Not so helpful
- Not at all helpful
- Don't know/no opinion

17. Have you subscribed to the IRP's e-list? *

- Yes
- No

If respondent checks the box for "Yes," he or she is directed to Question 17. If respondent checks the box for "No," he or she is directed to Question 18.

18. Overall, how satisfied are you with the IRP's eblast information?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know/no opinion

19. Have you read the minutes of any IRP meetings? *

- Yes
- No

If respondent checks the box for "Yes," he or she is directed to Question 20. If respondent checks the box for "No," he or she is directed to Question 21.

20. How satisfied are you with the way the minutes of IRP meetings adequately and clearly summarize meeting proceedings?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know/no opinion

21. How often do you visit the IRP's website? *

- Daily
- Weekly
- Monthly
- Quarterly
- Annually
- Never

If respondent checks any of the first five boxes, he or she is directed to Question 22. If respondent checks the last box, he or she is directed to Question 25.

22. How easy was it to find what you were looking for on the IRP website?

- Extremely easy
- Very easy
- Somewhat easy
- Not so easy
- Not at all easy
- Don't know/no opinion

23. Is there anything missing from the IRP website?

24. Overall, how well does the IRP website meet your needs?

- Extremely well
- Very well
- Somewhat well
- Not so well
- Not at all well
- Don't know/no opinion

25. Have you ever asked IRP support staff a question in person, over the phone, or in writing? *

- Yes
- No

If respondent checks the first box, he or she is directed to Question 26. If respondent checks the second box, he or she is directed to Question 27.

26. How satisfied were you with how IRP support staff responded to your question?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know/no opinion

IRP Reports and Recommendations:

27. How many IRP reports to the Governor and Legislature have you read? *

- All of them
- More than five
- Between two and five
- One
- None

If respondent checks any of the first five boxes, he or she is directed to Question 28. If respondent checks the last box, he or she is directed to Question 37.

Please indicate the extent of your agreement with the statements in Questions 28 through 32:

28. The IRP reports are clear and understandable.

- Strongly agree
- Agree
- Neutral/neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/no opinion

29. The IRP reports are accurate and factual.

- Strongly agree
- Agree
- Neutral/neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/no opinion

30. The IRP reports are well organized, well structured, and flow well.

- Strongly agree
- Agree
- Neutral/neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/no opinion

31. The IRP report narratives provide adequate background for the report recommendations.

- Strongly agree
- Agree
- Neutral/neither agree nor disagree
- Disagree

- Strongly disagree
- Don't know/no opinion

32. The IRP report recommendations seem appropriate and reasonable.

- Strongly agree
- Agree
- Neutral/neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/no opinion

33. Please rate the IRP recommendations to date:

- Much too timid/weak
- Somewhat too timid/weak
- About right
- Disagree
- Somewhat too drastic/extreme
- Much too drastic/extreme

34. Please list any recommendation or recommendations the IRP made, but which you think should not have been made:

35. Please list any recommendation or recommendations that the IRP has not yet made, but which you think should be made:

36. Overall, how satisfied are you with the IRP reports and recommendations?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know/no opinion

Questions, comments, and concerns:

37. Do you have any questions, comments, or concerns?

38. Please check as many of the following as apply to you: *

- DTSC employee
- DTSC executive team
- Former DTSC employee
- Owner, operator, or employee of regulated facility
- Representative of regulated facility
- Responsible party of contaminated site
- Representative of responsible party of contaminated site
- Member of community impacted by regulated facility
- Member of community impacted by contaminated site
- Representative of community impacted by contaminated site
- Representative of community impacted by regulated facility
- Elected public official
- Non-elected, non-DTSC public official
- Other

39. Optional contact information:

Name _____
Company/Agency _____
Address _____
City _____
US State _____
ZIP _____
Phone _____
Email address _____

Thank you for providing the IRP with important information. For more information on the IRP and its work to date, visit the Panel's website at:

<https://www.dtsc.ca.gov/GetInvolved/ReviewPanel/Independent-Review-Panel.cfm>