Community Advisory Panels: What Makes Them Effective?

CAP Member Survey



Please return your completed questionnaire in the enclosed envelope to:

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DSW 137276

STLCOPCB4037233

Introduction

We are conducting a study of the factors that contribute to the effectiveness and usefulness of Community Advisory Panels (CAPs). The goal of the study is to help corporations and citizens improve existing CAPs and to develop effective new CAPs. All information from the survey will be kept confidential and reported only in summary form. No information about individual CAPs, companies, or respondents will ever be revealed through this study.

It is very important that you answer every question as best you can. Please do not skip any questions. Thank you for your help.

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First, we have some questions about your CAP's goals, activities and accomplishments.

Q-1. What do you believe are the main goals of your CAP? (Please CIRCLE ALL the numbers that apply.)

1 LEARN ABOUT HOW THE PLANT(S) WORKS

2 CONVEY INFORMATION FROM THE COMPANY(IES) TO THE COMMUNITY

3 HELP THE PLANT(S) IMPROVE ITS UNDERSTANDING OF COMMUNITY CONCERNS

4 MAKE SURE THAT THE PLANT(S) RESPONDS TO COMMUNITY CONCERNS

5 MAKE SUGGESTIONS ABOUT HOW THE PLANT(S) COULD IMPROVE HEALTH, SAFETY OR ENVIRONMENTAL PERFORMANCE

6 MAKE SUGGESTIONS TO THE COMPANY(IES) ABOUT THE ECONOMIC RELATIONSHIPS BETWEEN THE COMPANY AND THE COMMUNITY

7 PROVIDE FEEDBACK ON PROPOSED CHANGES TO THE PLANT(S) BEFORE THE CHANGES ARE IMPLEMENTED

8 IDENTIFY WAYS FOR THE COMPANY(IES) TO IMPROVE COMMUNICATIONS WITH THE COMMUNITY

9 OTHER
(PLEASE SPECIFY)_____

_____

_____

Which of the above items is the most important goal of *your* CAP, and which are the second and third most important? (Please put the NUMBERS of the items in the appropriate BOXES below. For example, if item 9 listed above is the most important goal, put a "9" in the first box [9]).

[ ] MOST IMPORTANT GOAL
[ ] SECOND MOST IMPORTANT GOAL
[ ] THIRD MOST IMPORTANT GOAL

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Q-2. How many times per year has your CAP been involved in the following activities?

	Please CIRCLE ONE answer for each			
Listening to presentations by plant manager(s)	NEVER	ONCE A YEAR OR LESS OFTEN	2-3 TIMES A YEAR	4 OR MORE TIMES A YEAR
Listening to presentations by company(ies) staff about environmental issues	NEVER	ONCE A YEAR OR LESS OFTEN	2-3 TIMES A YEAR	4 OR MORE TIMES A YEAR
Discussing emissions data	NEVER	ONCE A YEAR OR LESS OFTEN	2-3 TIMES A YEAR	4 OR MORE TIMES A YEAR
Discussing emergency response procedures	NEVER	ONCE A YEAR OR LESS OFTEN	2-3 TIMES A YEAR	4 OR MORE TIMES A YEAR
Holding community workshops	NEVER	ONCE A YEAR OR LESS OFTEN	2-3 TIMES A YEAR	4 OR MORE TIMES A YEAR
Taking questions from members of the public not on the CAP (formally or informally)	NEVER	ONCE A YEAR OR LESS OFTEN	2-3 TIMES A YEAR	4 OR MORE TIMES A YEAR
Discussing the economic impact of the company(ies) on the community	NEVER	ONCE A YEAR OR LESS OFTEN	2-3 TIMES A YEAR	4 OR MORE TIMES A YEAR
Listening to presentations by regulators	NEVER	ONCE A YEAR OR LESS OFTEN	2-3 TIMES A YEAR	4 OR MORE TIMES A YEAR
Listening to presentations by independent scientists	NEVER	ONCE A YEAR OR LESS OFTEN	2-3 TIMES A YEAR	4 OR MORE TIMES A YEAR
Conducting community surveys	NEVER	ONCE A YEAR OR LESS OFTEN	2-3 TIMES A YEAR	4 OR MORE TIMES A YEAR
Commenting on proposed changes in plant operations	NEVER	ONCE A YEAR OR LESS OFTEN	2-3 TIMES A YEAR	4 OR MORE TIMES A YEAR
Participating in community outreach activities of company(ies)	NEVER	ONCE A YEAR OR LESS OFTEN	2-3 TIMES A YEAR	4 OR MORE TIMES A YEAR
Advising on company(ies) publications	NEVER	ONCE A YEAR OR LESS OFTEN	2-3 TIMES A YEAR	4 OR MORE TIMES A YEAR
Considering how to improve the CAP	NEVER	ONCE A YEAR OR LESS OFTEN	2-3 TIMES A YEAR	4 OR MORE TIMES A YEAR

Q-3. How effective do you think that your CAP is in each of the following areas?

	Please CIRCLE ONE answer for each				
Understanding technical information presented by the company(ies)	COMPLETELY INEFFECTIVE	NOT VERY EFFECTIVE	SOMEWHAT EFFECTIVE	EFFECTIVE	VERY EFFECTIVE
Influencing the health, environmental, or safety performance of the plant(s)	COMPLETELY INEFFECTIVE	NOT VERY EFFECTIVE	SOMEWHAT EFFECTIVE	EFFECTIVE	VERY EFFECTIVE
Improving the economic relationship between the plant(s) and the community	COMPLETELY INEFFECTIVE	NOT VERY EFFECTIVE	SOMEWHAT EFFECTIVE	EFFECTIVE	VERY EFFECTIVE
Communicating about the company(ies) to the community	COMPLETELY INEFFECTIVE	NOT VERY EFFECTIVE	SOMEWHAT EFFECTIVE	EFFECTIVE	VERY EFFECTIVE
Making the company(ies) aware of community concerns	COMPLETELY INEFFECTIVE	NOT VERY EFFECTIVE	SOMEWHAT EFFECTIVE	EFFECTIVE	VERY EFFECTIVE
Identifying ways for the company(ies) to improve communications with the community	COMPLETELY INEFFECTIVE	NOT VERY EFFECTIVE	SOMEWHAT EFFECTIVE	EFFECTIVE	VERY EFFECTIVE
Representing the full diversity of viewpoints in the community	COMPLETELY INEFFECTIVE	NOT VERY EFFECTIVE	SOMEWHAT EFFECTIVE	EFFECTIVE	VERY EFFECTIVE
Establishing communication between CAP members and the company(ies)	COMPLETELY INEFFECTIVE	NOT VERY EFFECTIVE	SOMEWHAT EFFECTIVE	EFFECTIVE	VERY EFFECTIVE
Building trust between the CAP and the company(ies)	COMPLETELY INEFFECTIVE	NOT VERY EFFECTIVE	SOMEWHAT EFFECTIVE	EFFECTIVE	VERY EFFECTIVE

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Q-3 *(Continued)*. How effective do you think that your CAP is in each of the following areas?

	Please CIRCLE ONE answer for each				
Understanding the risks associated with plant(s) operations	COMPLETELY INEFFECTIVE	NOT VERY EFFECTIVE	SOMEWHAT EFFECTIVE	EFFECTIVE	VERY EFFECTIVE
Evaluating alternatives for reducing pollution from the plant(s)	COMPLETELY INEFFECTIVE	NOT VERY EFFECTIVE	SOMEWHAT EFFECTIVE	EFFECTIVE	VERY EFFECTIVE
Providing feedback on proposed changes to the plant(s) before the changes are implemented	COMPLETELY INEFFECTIVE	NOT VERY EFFECTIVE	SOMEWHAT EFFECTIVE	EFFECTIVE	VERY EFFECTIVE
Making sure that the plant(s) responds to community concerns	COMPLETELY INEFFECTIVE	NOT VERY EFFECTIVE	SOMEWHAT EFFECTIVE	EFFECTIVE	VERY EFFECTIVE
Achieving the goals of our CAP	COMPLETELY INEFFECTIVE	NOT VERY EFFECTIVE	SOMEWHAT EFFECTIVE	EFFECTIVE	VERY EFFECTIVE

Now we have some background questions about how your CAP works.

Q-4. Which of the following groups are represented on your CAP? (Please CIRCLE ALL the numbers that apply.)

1 ELECTED OFFICIALS
2 BUSINESS PEOPLE
3 FENCELINE NEIGHBORS
4 ENVIRONMENTAL GROUPS
5 COMMUNITY ACTIVIST GROUPS
6 CIVIC ASSOCIATIONS
7 ENVIRONMENTAL OR PUBLIC HEALTH AGENCIES
8 PUBLIC SAFETY DEPARTMENTS (FIRE, POLICE, EMERGENCY RESPONSE)
9 MEDICAL PROFESSIONS
10 RELIGIOUS LEADERS
11 SCIENTISTS
12 TEACHERS
13 OTHER (PLEASE SPECIFY)_____

Q-5. Why was your CAP formed? (Please CIRCLE ALL the numbers that apply.)

1 REQUEST FROM COMMUNITY
2 ENCOURAGEMENT FROM CORPORATE HEADQUARTERS
3 ENCOURAGEMENT FROM CHEMICAL MANUFACTURERS ASSOCIATION
4 ENCOURAGEMENT FROM GOVERNMENT OFFICIALS
5 IN RESPONSE TO PROPOSALS FOR PLANT EXPANSIONS OR NEW FACILITIES
6 IN RESPONSE TO AN INCIDENT AT THE PLANT
7 INITIATED BY PLANT MANAGEMENT
8 DON'T KNOW
9 OTHER (PLEASE SPECIFY)_____

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Q-6. How effective do you think your facilitator is at ensuring that all points of view on the CAP are heard? (Please CIRCLE ONE number.)

1 VERY EFFECTIVE
2 EFFECTIVE
3 SOMEWHAT EFFECTIVE
4 NOT VERY EFFECTIVE
5 COMPLETELY INEFFECTIVE
6. DON'T KNOW

Q-7. Does your CAP have groundrules or bylaws? (Please CIRCLE ONE number.)

1 NO [If NO, please go on to Question 8.]
2 YES

→ (If YES) What areas do your groundrules or bylaws cover? (Please CIRCLE ALL that apply.)

1 THEY SPECIFY HOW MEMBERS ARE CHOSEN
2 THEY SPECIFY WHO CAN ATTEND CAP MEETINGS
3 THEY SPECIFY HOW CAP DECISIONS ARE MADE
5 THEY SPECIFY HOW MEETING AGENDAS ARE SET
6 THEY SPECIFY THE COMPANY'S ROLES AND RESPONSIBILITIES
7 THEY SPECIFY THE GOALS AND OBJECTIVES OF THE CAP
8 DON'T KNOW
9 OTHER (PLEASE SPECIFY)_____

Q-8. Some CAPs have received funding from their sponsoring companies to hire an independent technical consultant. Has your CAP received funding for an independent technical consultant? (Please CIRCLE ONE number.)

1 NO [If NO, please go on to Question 9.]
2 YES

→ (If YES) How useful was the technical consultant for the CAP?

Please CIRCLE ONE answer				
NOT USEFUL AT ALL	NOT VERY USEFUL	SOMEWHAT USEFUL	USEFUL	VERY USEFUL

Q-9. How does your CAP usually make decisions? (Please CIRCLE ONE number.)

1 BY GENERAL AGREEMENT
2 BY VOTE
3 OTHER (PLEASE SPECIFY)_____

Q-10. How frequently do each of the following suggest topics for discussion in the CAP?

	Please CIRCLE ONE answer for each				
Company representatives	NEVER	RARELY	SOMETIMES	FREQUENTLY	VERY FREQUENTLY
Facilitator	NEVER	RARELY	SOMETIMES	FREQUENTLY	VERY FREQUENTLY
CAP Members	NEVER	RARELY	SOMETIMES	FREQUENTLY	VERY FREQUENTLY
Others (Please Specify) _____	NEVER	RARELY	SOMETIMES	FREQUENTLY	VERY FREQUENTLY
Others (Please Specify) _____	NEVER	RARELY	SOMETIMES	FREQUENTLY	VERY FREQUENTLY

Q-11. Do you think that the members' interest in the CAP's work has increased, decreased, or stayed about the same over time? (Please CIRCLE ONE number.)

1 INCREASED
2 DECREASED
3 STAYED ABOUT THE SAME
4 DON'T KNOW

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Now we would like to ask you some questions about the company(ies) that sponsors your CAP.

Q-12. Please tell us the extent to which you agree or disagree with the following statements about the company(ies) that sponsors your CAP.

	(Please CIRCLE ONE answer for each)					
The company(ies) does a good job of explaining technical information to our CAP	STRONGLY DISAGREE	DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	AGREE	STRONGLY AGREE
The people who represent the company(ies) at CAP meetings are in a position to make changes that our CAP recommends	STRONGLY DISAGREE	DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	AGREE	STRONGLY AGREE
The company(ies) does a good job of informing our CAP about proposed changes in plant operations before they are made	STRONGLY DISAGREE	DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	AGREE	STRONGLY AGREE
The company(ies) is committed to and provides adequate support for our CAP	STRONGLY DISAGREE	DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	AGREE	STRONGLY AGREE
The company(ies) tells our CAP everything we need to know	STRONGLY DISAGREE	DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	AGREE	STRONGLY AGREE
I trust the information the company(ies) provides us	STRONGLY DISAGREE	DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	AGREE	STRONGLY AGREE
The company(ies) is pressured by activist groups in our community to improve its environmental performance	STRONGLY DISAGREE	DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	AGREE	STRONGLY AGREE
The company(ies) responds to the concerns voiced in our CAP	STRONGLY DISAGREE	DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	AGREE	STRONGLY AGREE
There are some important issues which do not get discussed in our CAP	STRONGLY DISAGREE	DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	AGREE	STRONGLY AGREE

We have just a few more questions about the recommendations that you would make to a company that wanted to start a new CAP.

Q-13. If you were advising a company that wanted to start a new CAP, how important would you say the following factors are in making a CAP successful?

	Please CIRCLE ONE answer for each				
A professional facilitator	COMPLETELY UNIMPORTANT	NOT VERY IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT
Groundrules or bylaws	COMPLETELY UNIMPORTANT	NOT VERY IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT
Access to independent technical expertise	COMPLETELY UNIMPORTANT	NOT VERY IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT
Members who are community or environmental activists	COMPLETELY UNIMPORTANT	NOT VERY IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT
Members with technical backgrounds	COMPLETELY UNIMPORTANT	NOT VERY IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT
Changing the CAP membership over time	COMPLETELY UNIMPORTANT	NOT VERY IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT
Significant commitment by the plant manager(s)	COMPLETELY UNIMPORTANT	NOT VERY IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT
Other (Please Specify) _____	COMPLETELY UNIMPORTANT	NOT VERY IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT
Other (Please Specify) _____	COMPLETELY UNIMPORTANT	NOT VERY IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT

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Finally, we would like to get some background information about you. This information will be used to summarize the results of the study. No information about your *individual* answers to these questions, or any other questions in this survey, will ever be revealed.

Q-14. How long have you participated in this CAP? (Please CIRCLE ONE number.)

1 LESS THAN ONE YEAR
2 ONE TO TWO YEARS
3 THREE TO FOUR YEARS
4 FIVE YEARS OR MORE

Q-15. Which of the following best describes the interest and/or expertise which you represent in your community? (Please CIRCLE ONE number.)

1 ELECTED OFFICIAL
2 BUSINESS PERSON
3 FENCELINE NEIGHBOR
4 ENVIRONMENTAL GROUP
5 COMMUNITY ACTIVIST GROUP
6 CIVIC ASSOCIATION
7 ENVIRONMENTAL OR PUBLIC HEALTH AGENCY
8 PUBLIC SAFETY DEPARTMENT (FIRE, POLICE, EMERGENCY RESPONSE)
9 MEDICAL PROFESSIONAL
10 RELIGIOUS LEADER
11 SCIENTIST
12 TEACHER
13 OTHER (PLEASE SPECIFY)_____

Q-16. What is your sex? (Please CIRCLE number.)

1 FEMALE
2 MALE

Q-17. What is your present age? _____YEARS

Q-18. What do you consider your racial or ethnic background to be? (Please CIRCLE ONE number.)

1 AFRICAN AMERICAN
2 ASIAN AMERICAN
3 HISPANIC
4 NATIVE AMERICAN
5 WHITE
6 OTHER (PLEASE SPECIFY)_____

Q-19. Which is the highest level of education you have completed? (Please CIRCLE ONE number.)

1 GRADE SCHOOL
2 SOME HIGH SCHOOL
3 HIGH SCHOOL DIPLOMA
4 VOCATIONAL SCHOOL
5 SOME COLLEGE
6 COLLEGE DEGREE
7 SOME GRADUATE STUDY
8 GRADUATE DEGREE

Q-20. Do you have a background in a scientific or technical field? (Please CIRCLE ONE number.)

1 YES
2 NO

Q-21. Which best describes your political views? (Please CIRCLE ONE number.)

1 CONSERVATIVE
2 MIDDLE OF THE ROAD
3 LIBERAL
4 OTHER (PLEASE SPECIFY)_____

Q-22. How many CAP meetings have you attended within the past twelve months?_____

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If there is anything else that you would like to tell us about your CAP, please write it down in the space provided below.

Thank you very much for taking the time to answer this questionnaire.

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