

# DEQ User Survey Results



State of Oregon  
**Department of  
Environmental  
Quality**

**Communications &  
Outreach**

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## Introduction

In October, DEQ's Web Team completed a survey of users coming to DEQ's home page. The survey ran from Oct. 18 through Oct. 28 2002. When users came to DEQ's site, a pop-up window invited users to take a short, six-question survey. A cookie was used to ensure the survey only appeared once per browser session.

The six questions included in the survey were:

1. How often do you visit DEQ's Web site?
2. Which best describes you? (private citizen, student, teacher, business representative, consultant, contractor, real estate agent, member of the media, government employee, legislator or other elected official, DEQ employee, other)
3. What are your primary interests?
4. What specifically are you looking for?
5. In order to help us determine the geographical distribution of our visitors, please provide your zip code.
6. Please provide additional comments about our Web site.

A total of 756 surveys were completed or partially completed within the 11 day span. The survey results were compiled and used to determine DEQ's audiences and their needs. Since the survey was given to visitors before they had entered the site, it did not ask what users thought of DEQ's site or if they found what they were looking for. These types of questions will be asked in future surveys to measure customer satisfaction.

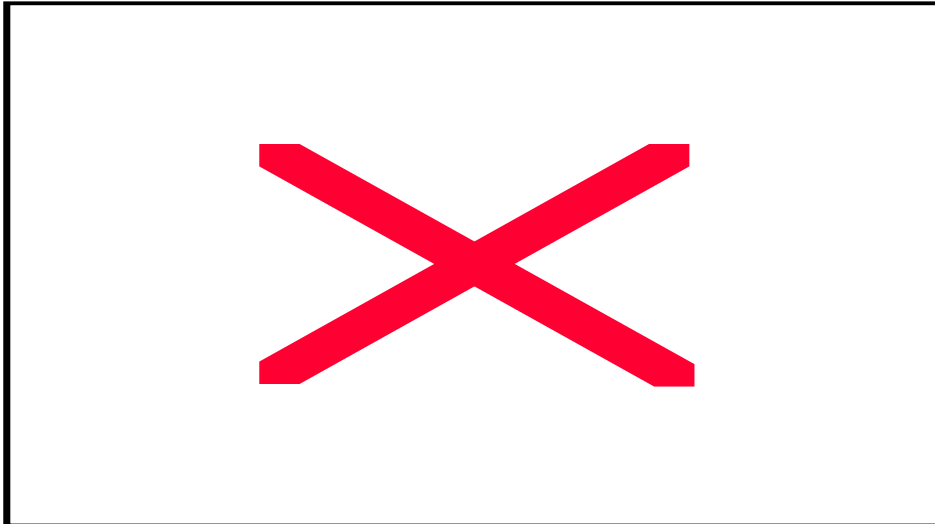
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## Answer Summaries

### How often do you visit DEQ's Web site?

This question was presented in a drop-down box, limiting users to one of five answers. Answers below are from non DEQ employees. There were a total of 586 responses to this question.



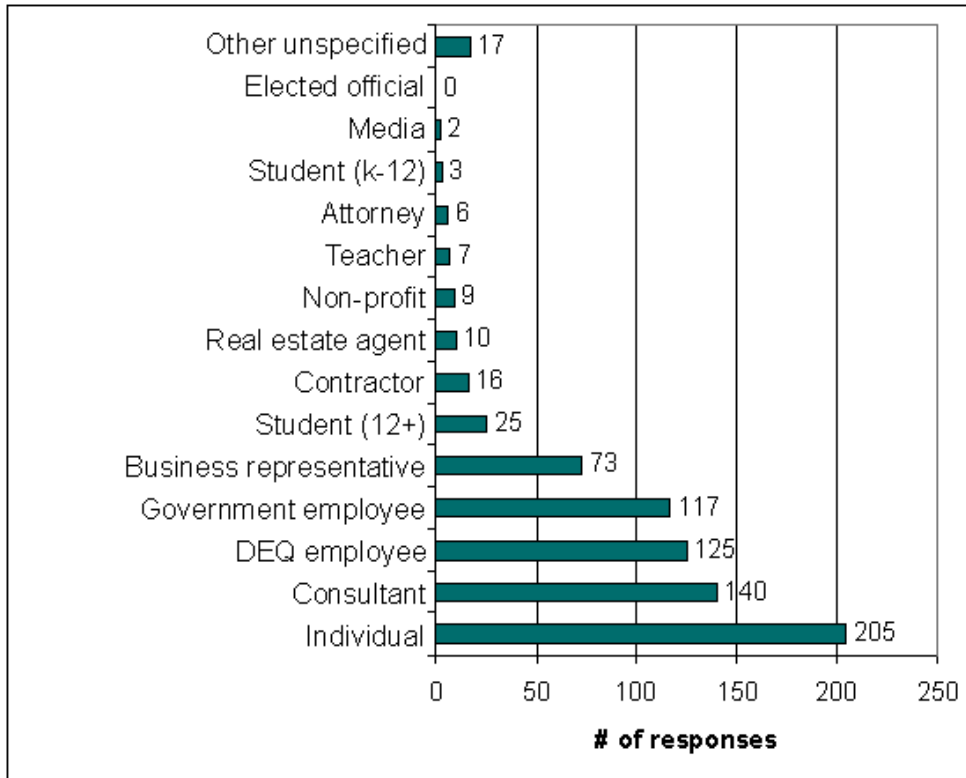
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### Which best describes you?

Users could choose from 12 radio button options, or write in their own answer. There were a total of 754 responses to this question.



## What are your primary interests? (Check all that apply)

Users were presented with ten different check boxes and were allowed to check as many as they wanted.

Category	All others	DEQ employees
Regulations/guidance.....	363 (57%)	89 (71%)
General information on DEQ or a DEQ program .....	233 (37%)	81 (65%)
Environmental conditions for a specific location.....	184 (29%)	33 (26%)
Forms/applications.....	162 (26%)	51 (41%)
Information/data on a specific business or site.....	133 (21%)	44 (35%)
News/events/public notices .....	96 (15%)	37 (30%)
Educational information .....	88 (14%)	27 (22%)
Job openings/internships .....	80 (13%)	26 (21%)
Vehicle inspection information .....	81 (13%)	4 (3%)
Publications.....	47 (7%)	11 (9%)

## In order to help us determine the geographical distribution of our visitors, please provide your zip code.

The results below do not include answers from DEQ employees.

State .....	% of Total Responses
Oregon.....	82.8%
Washington .....	7.4%
California .....	2.4%
New York.....	1.0%
Idaho.....	0.8%
North Carolina, Arizona, Minnesota.....	0.6%
Pennsylvania, Virginia, Montana, Florida .....	0.4%
Oklahoma, Georgia, Texas, Colorado, Michigan, Missouri, Tennessee, Illinois, Wisconsin, Nevada, Iowa.....	0.2%

### Breakdown of responses within Oregon

City .....	% of Oregon Responses
Portland .....	37.2%
Salem.....	5.5%
Eugene.....	3.7%
Hillboro .....	3.3%
Lake Oswego .....	2.7%
Garden Home, Corvallis.....	2.5% each
Coburg, Milwaukie, Tualatin .....	2.3% each
Bend, Medford.....	2.1% each
Aloha.....	1.8%
Tigard, Oregon City, Gresham.....	1.2% each
Albany, Cedar Hills .....	1.0% each
Newburg, Newport, Rockwood Corner, Wilsonville.....	0.8% each
Beaverton, Boring, Fairview, Gold Hill, Grants Pass, North Bend, Sherwood, Springfield.....	0.6% each
Astoria, Banks, Canby, Charleston, Clackamas, Crooked River Ranch, Eagle Creek, Gaston Glenwood, Lafayette, McMinnville, Oak Grove, Pendleton, Pistol River, Scappoose, Sheridan, Stayton, Troutdale, West Linn.....	0.4% each
Amity, Ashland, Baker City, Bandon, Bonneville, Brooks, Condon, Corbett, Cottage Grove, Dallas, Dayton, Dayville, Eagle Point, Echo, Florence, Gearhart, Gladstone, Harbor, Harrisburg, Hermiston, Hood River, Hubbard, Independence, Junction City, Keizer, Lakeview, Lyons, Madras, Milton Freewater, Monroe, Mulino, Ontario, Rainier, Riddle, Roseburg, Saint Helens,	



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# Web Report

The Dalles, Vale, Willamina, Woodburn.....0.2% each



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## Task-Based Evaluation

The Web Team evaluated survey results from each audience group to look for common sets of tasks. Task-based information was gathered by aggregating and organizing survey respondents' answers to the question titled, "What specifically are you looking for?"

Recommendations were developed with the goal of making it easier for each audience group to successfully complete top tasks. Survey results and recommendations are organized by audience group in the following section. A complete list of task-based survey answers is included in Appendix B.

### Individuals

The largest percentage of DEQ's audience, 27%, is individuals. They can be a hard audience to design for since 74% of individuals were first time visitors.

Of 175 individuals, 21% were looking for job openings and 49% were looking for information on the Vehicle Inspection Program. The large number of responses regarding Vehicle Inspection will allow DEQ to make numerous improvements to VIP Web pages. Individuals already benefit from easily accessible Job Openings and Vehicle Inspection links on the home page.

### How often do you visit DEQ's Web site?



The following tasks for individuals were organized and ranked based on priority.

#### High priority tasks

- VIP - Find address and hours of nearest clean air station
- Job Openings – Search for job openings or learn about the applications process
- Program info - Locate specific program info
- VIP - Find directions or map to nearest clean air station

#### Medium priority tasks

- HOT - Locate information on Heating Oil Tanks
- VIP – Learn about Prices/cost and payment methods of VIP
- Regulations and Guidance - Locate information on guidance on DEQ regulations
- Site specific - Locate information on a specific business or location.
- VIP – Locate general VIP information including a description of procedures
- Asbestos info - Find answers to questions about Asbestos
- VIP – Find answers to question for residents living outside of Oregon



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**Low priority tasks**

- Contact info - Locate contact info such as an address, phone number or hours
- VIP - Make an appointment for VIP test
- VIP – Find which cars must be tested (by year)
- VIP - Look up program boundaries
- Enforcement - Locate the enforcement program Web pages
- Educational materials - Locate education materials
- News - Learn about program updates, changes in regulations, etc.
- Tax Credits - Locate information on DEQ tax credits
- Complaints - Make a complaint
- Volunteer Opportunitives - Locate information on how to volunteer
- Septic tanks - Locate information on septic tanks
- Databases - Locate a DEQ database or information typically found in one of DEQ's databases
- General DEQ - Learn about DEQ and the programs DEQ administers
- Permits - Locate information on DEQ permits
- VIP – Find trip permit information
- VIP – Locate vehicle emissions rules
- VIP – Locate information on technician training
- VIP – Locate phone numbers of VIP test sites
- VIP – Learn how to read VIP fail form
- VIP – Look up emission specs
- VIP – Find diesel automobile inspection sites in Portland

## Consultants

Consultants visiting DEQ's Web site made up 19% of the Web users according to the survey. More than half of consultants surveyed visited DEQ's Web site at least once per week.

Survey results showed consultants were familiar with DEQ programs and terminology. They more than likely benefit from the Air, Water and Land links on the home page as well as the Programs page which provides a quick way of accessing all of DEQ's programs.

Visitors will benefit from recommendations relating to improving the Regulations page and making site specific info more accessible.

## How often do you visit DEQ's Web site?



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The following tasks were organized and ranked based on priority.

### **High Priority Tasks for Consultants**

- Regulations and Guidance - Locate information on guidance on DEQ regulations
- Program Info - Cleanup (9) Water (4) Solid Waste (2) HOT (2) Haz waste (1)

### **Medium Priority Tasks for consultants**

- Site specific - Locate information on a specific business or location
- Databases - Locate a DEQ database or information typically found in one of DEQ's databases

### **Low Priority Tasks for consultants**

- Contact info - Locate contact info such as an address, phone number or hours
- News - Learn about program updates, changes in regulations, etc.
- Permits - Locate information on DEQ permits
- Forms - Download forms
- TMDL - Find the TMDL Web page

## Government Employees

Government employees made up 16% of DEQ's audience. There's a possibility this number is inflated if DEQ staff listed themselves as Government Employees rather than DEQ employees.

Government employees described tasks similar to consultants. They were looking for specific program information and showed familiarity with DEQ programs and terminology.

Government employees will benefit from the Web Team's recommendation for a new site specific page as well as improvements to the regulations page.

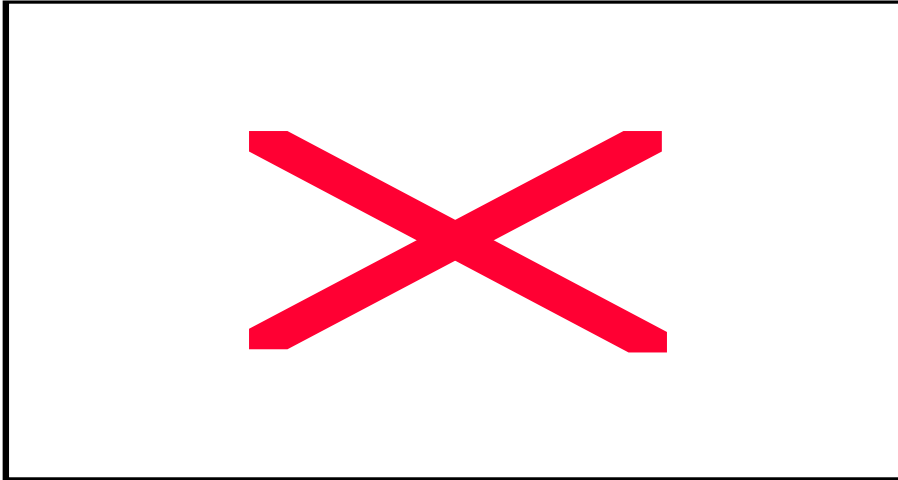


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## How Often do you visit DEQ's Web site?



The following tasks were organized and ranked based on priority.

### High priority tasks

- Program Info - Water (13) Solid Waste ( 4) Air (3) Cleanup (3) LUT (1) Haz waste (1)

### Medium priority tasks

- Regulations and Guidance - Locate information on guidance on DEQ regulations.
- Site specific - Locate information on a specific business or location
- 303d list - Find the 303d list Web page
- Databases - Locate a DEQ database or information typically found in one of DEQ's databases.
- Permits - Locate information on DEQ permits.
- Contact info - Locate contact info such as an address, phone number or hours.

### Low priority tasks

- TMDL - Find the TMDL Web page.
- Calendar - Locate information typically found in DEQ's Calendar of Events.
- Educational Materials - Locate education materials.
- General DEQ - Learn about DEQ and the programs DEQ administers.
- OWQI –
- News - Learn about program updates, changes in regulations, etc.
- Complaints - Locate information on complaints,
- Forms - Download forms
- Technician Certification
- Enforcement - Find Enforcement program info
- Public Notices - Review current Public Notices and related materials.

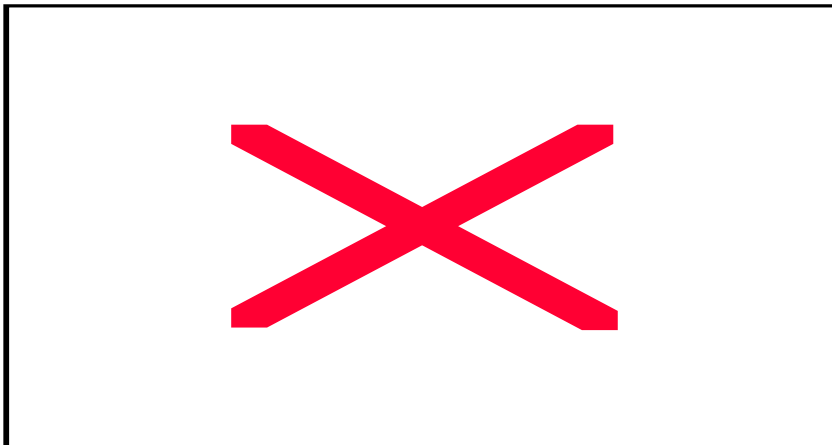


## Business Representatives

Business Representatives made up 10% of DEQ's Web users. How often they visited was evenly dispersed.

Business representatives did not demonstrate as much familiarity with DEQ programs, terminology or Web site structure. This audience segment will benefit the most from improvements made to the Regulations page and Tax Credits page.

### How Often do you visit DEQ's Web site?



The following tasks were organized and ranked based on priority.

#### High Priority Tasks

- Regulations and Guidelines - Locate information or guidance on DEQ regulations

#### Medium priority tasks

- Program Info - Hazardous Waste (4) Air (2)
- Tax Credits - Locate information on DEQ tax credits
- Contact Info - Locate contact info such as an address, phone number or hours
- 303d List - Find the 303d list Web page
- Forms - Download forms

#### Low Priority tasks

- News - Learn about program updates, changes in regulations, etc.
- Permits - Locate information on DEQ permits.
- Site specific - Locate information on a specific business or location
- RFPs - Locate current RFP listings
- Enforcement - Find Enforcement program info
- Educational materials - Locate education materials
- EQC - Locate information on DEQ's Environmental Quality Commission
- Facility Profiler - Locate and use the Facility Profiler
- Grants - Locate information on grants administered by DEQ
- Calendar - Locate information typically found in DEQ's Calendar of Events
- Public Notices - Review current Public Notices and related materials



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## Additional Audience Groups

The remaining audience groups each accounted for less than 3% of DEQ's online users. They were not included in the task-based analysis, but are summarized below. Specific responses are also included in Appendix B.

**Contractors:** Contractors made up 2% of survey participants. Contractors visited DEQ's Web site to locate information on asbestos, find data, check on the license status of a contractor, review current RFP's, find news on upcoming cleanup projects, download forms, locate permit information, locate contact information, and locate guidance information.

**Students:** Students (12+) made up 3% of survey participants. Students visited DEQ's Web site to research various environmental topics, get information on a specific environmental site, learn about DEQ regulations, learn about the air quality of a specific place, locate information on internships, find a specific program, review current public notices, locate the TMDL page and learn general information about DEQ and the programs it administers.

K-12 students made up less than 1% of survey participants. K-12 students visiting DEQ's Web site were looking for general information on water and DEQ.

**Attorneys:** Attorneys made up less than 1% of survey participants. Attorneys visited DEQ's Web site looking for ECSI listings, links to regulations and information to facilitate due diligence in transactions.

**Real estate agents:** Real estate agents made up 1% of survey participants. Real estate agents visited DEQ's Web site looking for lead-based paint abatement standards, to use the LUST database (although were not sure they knew that's what they need to use), pending remediation and conditions of a specific site, regulations for underground storage tanks.

**Non-profits:** Non-profits made up 1% of survey participants. Members of non profit groups visited DEQ's Web site looking for contact information, event and conference information, grants, links to specific rules, water quality regulations and information about underground injection containers and contracts

**Media:** Members of the media made up less than 1% of survey participants (only 2 members participated in survey). One was looking for press releases and one was looking for information on clopyralid.

**Teachers:** Teachers made up 1% of survey participants. Out of 7 teachers, 4 were looking for recycling info, 1 was looking for Water Quality standards and 2 left the question blank. (Recycling has recently been added to the Programs page to accommodate these requests)

**Elected officials:** Despite singling Legislators and elected officials out as a group in the survey, we did not have any Legislators or other elected officials participate in our survey.



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## Recommendations

### Things we're already doing well

Some responses reaffirmed decisions the Web Team has already implemented.

1. Numerous requests for "regulations" confirmed that regulations should be readily accessible from any page on the site as a global navigational item.
2. Numerous requests for various types of contact information such as hours, addresses, and phone numbers confirmed contact information should be readily accessible from any page on the site. We will continue to make the Contact Us page a priority as well as the online telephone directory.
3. Numerous requests for "news" or "updates" confirmed the news page should be readily accessible from any page on the site.
4. Numerous requests for the 303d list confirmed it needs to be readily accessible. The 303d list is currently two clicks from the home page. It is on the sidebar of every Water Quality page.
5. High interest topics for individuals included asbestos, heating oil tanks and septic tanks. All three of those have recently been added to the Consumer Corner site targeting individuals.

### Changes already implemented

We were able to make some changes and improvements to the site immediately after reviewing answers to this question.

1. EQC meetings listed in the calendar now link to the EQC home page
2. A link to the Ecological Risk Assessment page was added to the programs page.
3. A link to acronyms was added to the online employee directory. Every acronym used in the directory is defined in the new page.
4. We had several requests for different types of enforcement info, but nobody looking for the "Office of Compliance and Enforcement." Changes have been made to the regulations page to highlight several enforcement links.
5. We now have one agency-wide tax credits page and have eliminated all out-of-date program pages on tax credits. Search engine rankings have also improved due to these changes.
6. We've added a link to the Storm Water page from the Programs page, and it has been added to the sidebar of every Water Quality page.
7. We've added information on volunteer opportunities to the job openings page. A rotating add on the home page highlighting volunteer opportunities links to this page.

### Recommendations

After reviewing the audience task analysis, the following recommendations were created for the Web site to better meet the needs of DEQ's stakeholders.

1. Site Portal Page: More than 20% of the users surveyed were looking for information on a specific business or site. The current DEQ Web site offers multiple paths to find this information, with no clear central location. A new site portal page will be created, providing a list of all sites that DEQ maintains Web pages for. The page will also contain links to the multiple databases and applications used to look up site information.
2. Regulations & Business Assistance Portal: Business representatives surveyed overwhelmingly were looking for information on regulations and guidelines. The current DEQ site has a central regulations page with additional information in each division. The Web team will evaluate options to centralize and better organize this information.
3. Labeling: The task analysis indicated the actual language used by DEQ stakeholders often were different than the existing labels for links and sections of the Web site. This



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data was confirmed by a previous report listing search terms used by users while at DEQ's Web site. The Web team recommends changing, or further evaluating, the following labels.

<u>Current Label</u>	<u>Suggested Label</u>
Procurement Opportunities	Contracts, RFPs
Clean Air Stations	Vehicle Inspection Stations

4. About DEQ page: There is no information on the general state of Oregon's environment, priorities for DEQ etc. A possible solution might be highlighting the link to DEQ's Strategic Directions.
5. Search Engine: Many users were looking for very specific and specialized information which may be best found through use of a search page. Survey results reinforced the Web Teams previous search engine recommendations and the need to provide better access to deep pages.
6. Vehicle Inspection pages: The survey produced the most information regarding Vehicle Inspection customers and what they are looking for when coming to the site. We are going to redo the Vehicle Inspection pages using the 83 different comments we received as a guideline.
7. Job openings: Information about internships and volunteer opportunities should be included within the Job Openings page.
8. Air Quality Index: A summary version of the Air Quality Index should be added to the Air Quality Home page. Enabling users to get a sense of Oregon's air quality with just one click from the home page.
9. Grants: An agency wide-grants page should be created so that users don't need to click from program to program or rely on DEQ's search feature.
10. High traffic exit pages  
Users looking for Vehicle Inspection information or job openings made up a combined 19% of total users. These pages are high-traffic pages, consistently ranking within the top five visited pages and the top five entry pages. However, they are also consistently within the top five exit pages. More effort should be made to draw these visitors into the site or target appropriate content to them.



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## Appendix A: We welcome your input. Please provide additional comments about our web site.

Answers to this question are listed below and include comments from both DEQ staff and external users. The comments are printed exactly as submitted by survey participants.



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- If you don't know exactly what you're looking for by name, or don't know what division/program it's in, you can wander quite a bit on this website.
- Fee (Vehicle Inspection) is ridiculous, it has doubled or tripled since the last time I tested a car. I am low income.
- Interested in Stormwater BMP's currently used in the State of Oregon
- plain english instead of regulation legalese..no matter the question the answer is always call DEQ who then talk in circles.well we cant tell, we dont know, better check it out...How about don't do anything first, no way to tell, we don't know the answer up front contractors(handymen)and hoeowners are finding this so confusing they tend to ignore it. sheetrock is so very vague.
- Excellent web site!!
- I've used this website frequently in the past for research on environmental issues and regulations. The more information that can be posted on the web, such as regulations, permits, and policies, the easier it makes it for those of us looking for info. Overall, I think DEQ has a pretty decent website.
- The GIS Mapping is the best application.
- Your website is very useful when I have to look up and decipher a regulation.
- The site is a real help, even for DEQ employees. I do think it is very complex, however, and we should always be looking for ways to make the site more user friendly.
- This is truly one of the better government run websites. The consistent look and feel of the entire site contributes to its' overall appeal and navigatability. It is amazing that your web team has been able to take a variety of information and really put a user friendly face on it!
- I think our web site is pretty cool.
- great site!
- During the forest fires, we (DEQ) were asked by the general public, "What's in the air from these fires, should I be concerned?" To be able to direct them to our web site which had current info pertaining to forest fires was very helpful. Great job web team - give yourselves a hand!
- Do you have Hazardous Waste Annual Reports data available?
- Great site!
- Although forms are in pdf, a word file ext would be more helpful in filing in the data electronically.
- I find the Facilities Profiler extremely cumbersome to use, and have visitors tell me that, too. Any way to make a little (a lot?) more user-friendly?

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- It is difficult to find the right form on the website. I spent about 1/2 hour looking for a form to cancel an EPA ID number. Finally I called and was informed that it is indeed on the website - Guess I'll keep looking! Overall, I think the site is very helpful and normally I can find most of what I'm seeking..
- The site is good and getting better.
- easy. thanks!
- Some water quality information is not up to date or is inaccurate. Please add a date to the database to let us know when new information has been added.
- I think that your site has made great strides forward in the past couple of years but it could still be improved substantially.
- Biggest complaint: Difficult to find or cite DEQ reports. Best thing: NPDES Permit holders by water body, 303d lists
- Frequently I receive requests for data used in DEQ's decision making (specifically used for the 303(d) list). I would like to refer members of the public to the website. However, not all data stored in LASAR shows up in the retrieval tool located in the water quality section. Additionally, continuous data is not retrievable from the website.
- I'd like to see more databases and site-specific information available on your website.
- The site is getting very large. The search engine has improved, which has become a necessity.
- Well done web page.
- I would appreciate an information interview with someone in the Land Quality Area. Please advise as to the availability of career opportunities with DEQ.
- For the most part I like it very much. I think you guys do a great job keeping it up to date and making it easy to find what you need.
- thanks for asking!
- Use the website often to find information needed for my job as an environmental administrator
- regional office is in vancouver washington. We have numerous solid waste facilities in Oregon. This website is a crucial source of environmental regulatory and statutory information. I am unable to provide the environmental support required of me without access to this website. Question: Is there a site that houses the Department's interpretations of EPA regulations. When organizations request interpretations of regulations from the department, are these interpretations available to the public?
- Your website is well organized
- This is an extremely helpful and informative site. Thank you for making everything so accessible.
- Our search engine is awful. hard to find what you're looking for, even if you work for DEQ...sorry to tell you this.

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- Good Site
- I have had requests from program participants on better information on enforcement actions.
- so far, I've had good success in finding information and think its a good, user friendly site.
- The agency is doing a good job of getting useful information posted on the web site in a timely fashion. What I need I can usually find.
- I generally find the site comprehensive and well organized. I don't know if you post the information I'm looking for today (recently published ROD) but I'll find out.
- I find your site easy and useful! And it seems to improve regularly. I would love to see the conitnuous data posted sometime (e.g. temperature probes).
- Thanks for the information!
- All DEQ contracting opportunities should be on this web site.
- On the Facility Profiler, it would be nice if the search results would be listed in order of distance from the target address. As they are now, they are randomly listed.
- Great site, proud of it.
- My car failed the DEQ test because it emits too many hydrocarbons. What can be done to reduce this?
- Good job!
- Mishler Wrecking yard has been disposing of their oil behind a building for years, I am checking to see if anyone has ever checked this out.
- The new facility profiler 2.0 beta version is a user friendly database. This is a great change from the old one.
- It would be helpful to have a glossary of terms linked to the homepage, or all pages.
- In the past, it has been very difficult to find the information I want, even when I know that it is there.
- I like your new interactive mapping for haz mat contamination sites. It is much easier and FASTER to navigate through.
- I like the new facility info database.
- Great web site. Well organized. Hard to find your sewer line const. stds. I'm thinking they are hidden under DEQ Plan Reviews, 340-052
- am looking foward to improvements in your facility profiler system
- good resource!
- I am looking for a way to find out if the odor that is coming into my car is hazardous to my children and myself. I have taken it to the dealership and they keep telling me they do not know what the problem is and that they need to get the regional service manager to look at my car. It is a very strong odor and they have already replaced the catalytic converter and that did not help. I have been complaining to them about this problem since 3 months after

# Web Report

buying my brand new car. It is a 2002 Kia Sportage. I purchased the vehicle at the end of January 2002.



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- Your web site is generally very helpful. Finding items on your search engine is at times difficult at best.
- Publish Discharge Sampling Results?
- As a DEQ employee, I have heard from the general public that the DEQ website is not terribly user friendly. I know that when I work with the general public, I often have to help them navigate their way through.
- I believe that you have an excellent website and consider an essential and efficient tool for disseminating information to the public.
- Forms and guidance documents can be difficult to find. However, DEQ has provided excellent support to me when I have not been able to find something.
- Website's search engine is ineffective
- Please include links to curriculums for teaching watershed concepts (schools)
- I like it
- Had a hard time figuring out where your web applications (like the facility profiler) was on the DEQ website. I don't think of them as databases.
- Would like to see the UST database on the web.
- I very much appreciate the interactive map application in water quality
- I could not find what I was looking for. I need info on licensing sources that don't require a traditional permit. (e.g. emergency generators)
- It would be great if all the old files were complete. There are many that have cleanup start dates of 1992, for example, but no date of completion is given.
- Great web site.
- Provide forms on the web to request ECSI and LUST file reviews.
- appreciate the information we can receive from the website
- Dan Murphy and Don Graham are great people!
- keep the site current, other than that, good job!
- I love the Facility Profiler 2.0 beta. Well done!!
- Having information, guidance, forms, publications, etc. on the website is extremely helpful to get the correct information quickly and to make the proper environmental related decisions.
- The information on brownfields is particularly useful. Keep up the good work!
- could be more user friendly, less text and monotonous lists
- thanks





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- Every time I download a form and then attempt to use the back button, an error message appears. This then boots me of the web page and I must then get back to the DEQ web page. Please correct
- Always find it very helpful!
- Thanks!
- I'm looking for information about the quality of Oregon's environment. Not medium by medium, but a more complete or overall picture. I guess I came expecting my questions would be served first and that what a regulatory agency is, or how I should behave, or what 'selected news headlines' are important to DEQ would come in the background. Is the list above a set of links for a new look to the site? Please post a analysis of the results of the survey by zip code. Thanks for asking what we want and making your site a 'DEQ user's site' rather than just a site for DEQ's own needs.
- I supervise air permitting engineers and it is helpful to review other agencies permits, format, and supporting details to learn how others are doing it and how we might improve our own. It also supports some specific inquiries without having to bother the engineer involved.
- I don't know where I would be without it.
- DEQ's information on contaminated properties is an invaluable online resource - it gives me the ability to find out some basic information about a site very quickly.
- Any chance that vehicle testing sites stay open longer on weekdays?
- a simpler road map to the various areas within the web site. It's very easy to get lost searching for regulations and laws pertaining to the different sections, mine is wastewater and storm water.
- The website is much improved over the older version.
- The division into Air, Land, and Water Quality is good, it speeds things up.
- Not user friendly
- some areas of website difficult to navigate or find what one is looking for
- The Beta version of Profiler is a vast improvement over the past one. Thanks!
- I found it very easy to find what I was looking for. Thank you.
- Thank you for maintaining an excellent web site.
- Eagerly awaiting the new facility profiler program
- I read an article a few years ago regarding underground oil tanks. In it they stated if an underground oil tank had been out of service and empty for at least 7 years that even if it leaked before that all was safe now. Is this true, is there such an allowance or law. I would greatly appreciate an answer on this.
- The web page is very useful, particularly when you put the figures/equations on your rule web page that typically don't get printed in the hard copies. Different departments vary widely in how much material they put on the web page, which is unfortunate.

# Web Report



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- i AM INTERESTED TO KNOW WHAT THE AIR QUALITY INDEX MUST BE FOR BURNING TO BE ALLOWED. i LIVE IN EAGLE CREEK OREGON AND IT HAS NOT BEEN A BURNING DAY FOR THE PAST WEEK. I LOOKED AT THE AQI FOR THE LAST WEEK AND IT LOOKED PRETTY REASONABLE TO ME. MAYBE YOU GUYS COULD POST A CHART THAT SHOWS WHAT YOU BASE YOUR DECISION ON.
- am not sure it is the Oregon DEQ but I think it is they who operate an air quality monitoring station at McKay Park in the south end of Pendleton. I live about a block from there and have some electronic weather instruments as a hobby. I was looking for a way to compare my data (temp, rainfall, windspeed & direction) with this monitoring station.
- more jobs
- thank you
- Great effort - happy to see Consolidated Report, unhappy with status of update on LASAR
- I like it. Very accessible.
- I haven't yet found the 303 listings but I have been disappointed in the past that so many eastern oregon streams that always have and always will exceed the temperature "standard" have continued to be placed on the 303d list.
- The administrative rules should be able to be downloaded as PDF files.
- The survey is a good idea. Thanks for doing it. An easier employee contact list would be a plus.
- Job requirements are usually too strict to fit 99% of the job needs. On the job training could eliminate this problem.
- the site is well organized. i seldom have trouble finding the information i'm looking for on the first try.

## Appendix B: What specifically are you looking for on DEQ's Web site?

Answers to this question are listed below and include comments from both DEQ staff and external users. The comments are printed exactly as submitted by survey participants.

Out of 754 completed surveys, we received 603 responses to this question.. The numbers to the right of the comment represent the number of times that exact request was made. For the purpose of this listing, no attempt was made to combine answers such as "a job" with "job" or "job announcements." Answers were summarized and ranked in the Task-Based Evaluation beginning on page 4.



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- \$500 bicycle certificate for car that doesn't pass,1
- 1200C application form,1
- 1700 series permit requirements,1
- 20 day report form/initial for ust,1
- 2002 303(d) list,1
- 303 (d) listings,1
- 303 d list,2
- "303 d list, surface and groundwater information",1
- 303 d listing,1
- "303 d streams, water quality monitoring data",1
- 303d list,4
- "305b rport, 303d list, LASAR data retrieval",1
- "319 grants, 303 d list info, water monitoring, GIS data",1
- A job,1
- a link,1
- A link to other state agency,1
- access to ECSI database,1
- active site information,1
- Address of the closes DEQ center,1
- addresses and telephone numbers,1
- air permitting rules,1
- air pollution tax credit info,1
- Air quality,1
- Air Quality data,1
- air quality engineering jobs,1
- Air quality for Scappoose Oregon,1
- Air quality in Portland,1
- air quality information that contributes to burning,1
- air quality of NE Oregon,1
- air quality permit,1
- air quality permits/licensing,1
- Air Quality rules,1
- air regulations,2
- Alicia Voss contact information,1
- alternative fuel vehicles,1
- alternatives to trimethyl benzene and naphtha in printing industry solvents,1
- An ESCI listing,1
- an open contract position,1
- "Angkor market, 1949 SE Division",1
- answer to question on new passenger car registraton form just received,1
- any information on groundwater levels in the Eugene area,1
- application process,1
- application/experience necessary for WW 2 license,1
- apply for a job -env. Eng. 3,1
- appointment for car testing,1
- AQ Data,1
- asbestos abatement,1



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- asbestos and homeowner info,1
- asbestos recommendations,1
- asbestos regulations and removal,1
- Asbestos related issues,1
- asbestos removal,1
- Asbestos-related regulations,1
- Auto test station info,1
- biological reports,1
- BMPs,1
- Bottle bill info,1
- Brown Island Landfill,1
- brownfields,1
- brownfields program info,1
- "Burning information, maps",1
- business hours,1
- Business Regulations,1
- by year - required auto to pass I & M,1
- Calculation method for air RBC using Johnson & Ettinger model,1
- car reg in or. Living in ny (temp) needs obd test ..Is it required if living in ny.,1
- Careet opportunity in the area of Land Quality,1
- Certified Labs for Environmental Sampling of Soil and Groundwater,1
- Check to see if someone has been fined,1
- Checking a web link from our site,1
- civil penalty assessment,1
- Clackamas vehicle check station phone number,1
- Clean Air Stations hours and locations,1
- cleanup information for a specific site,1
- Cleanup sites,1
- Clean-up updates,1
- Clear information in different issue areas,1
- clear paths,1
- climate change initiatives,1
- clip art for recycling material development,1
- closest locations/ days and times open,1
- Community Solutions Team info,1
- Comparing what Oregon is doing in regards to our similar problems/concerns/requirements.,1
- Compliance related information on various programs,1
- compost and erosion control,1
- Conaminate information for specific sites,1
- computer disposal/recycling regulations,1
- Contact information,1
- contact information for water quality program,1
- Contaminated aquifer policy,2
- contaminated or suspected sites,1
- Contracting Opportunities,3
- contracts,1
- copy of NFA letter,1
- cost,1
- "cost, forms and procedure for vehicle inspection",1
- cumulative risk assessment for drinking water,1
- Current status of site cleanup,1
- currently job openings,1
- "Currently, any new news of cleanups or other major projects upcoming",1
- Currently-requirements for a SWPCP,1
- Data and education materials,1
- Data collected and stored in LASAR,1



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- data for environmental site assessments,1
- data from a monitoring site,1
- databases,1
- decommissioning oil tank,1
- DEQ autoj inspection sites,1
- DEQ Boundary Map,1
- deq boundries,1
- DEQ job information,1
- "DEQ penalties, and stormwater information",1
- DEQ program information,1
- DEQ test sites,1
- DEQ testing site address,1
- DEQ vehicle testing site hrs,1
- description of specific work in DEQ inorganic section,1
- design guidelines for sanitary sewers,1
- Details and status of risk sites as they relate to real estate transactions.,1
- diesel automobile inspection site in portland,1
- Directions,3
- directions to a DEQ clean air station,1
- directions to nearest deq site,1
- Directory,1
- Dumb things the deq is doing now,1
- ease of information gathering,1
- easy access,1
- easy access to forms,1
- easy navigation,1
- Easy to navigate reference source,1
- eco risk assessment,1
- Eco-Logical Automotive Program,1
- "ECSI and LUST information, data bases searches and reports",1
- "ECSI list, LUST list, UST list SWF/LF list mostly intetested in outcomes on specific sites (types of contamination, cleanup status, impact to groundwater.",1
- ECSI reports,1
- Educational materials for teaching younger people,1
- Educational resources,1
- "effects of toxins on people, repealing of publics right to know laws.",1
- e-mail address,1
- e-mail contact info,1
- emissions specs,1
- employment,3
- Employment opportunities,2
- Env conditions for a property,1
- Environment info for Columbia River Gorge,1
- environmental conditions,1
- environmental issues and answers,1
- environmental marine science jobs,1
- environmental regs and related info,1
- Envrionmental Quality Commissions,1
- EPA,1
- EPA ID number cancellation form,1
- EQC commissioner; regulations,1
- EQC minutes,1
- "event information, conference",1
- examples of rulemaking,1
- Explanation of regulations,1
- facility contaminant information,1
- Facility Finder; Regulations (OARs),1



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- "Facility geolocations, regulations, guidance, and employment opportunities",1
- facility profiler,2
- facility profiler 2.0 beta version,1
- fact sheets,1
- facts to use for recycling awareness week,1
- Factsheets and other data for the Environmental Cleanup Program,1
- File # 26-94-0086,1
- Find out if I can make an appointment at a Clean Air Station,1
- FLIR report,1
- for my job as WQ employee,1
- forms,2
- forms (ideally in Word format to allow information entry),1
- Forms and information related to help needed in field,1
- "forms, regulations",1
- "forms/applications, regulations/guidance",1
- fundraising info,1
- General info,2
- general information,1
- general program info,1
- geographic response plans in Oreon,1
- geothermal heat pump bore holes regulations,1
- gold mining regulations,1
- Governor's executive order on PBTs,1
- grant info,1
- grants,1
- Greenways by Parks Dept,1
- greywater reuse,1
- Groundwater RFQs,1
- guidance and ECSI,1
- guidance documents and regulations,1
- "guidance documents, permit information",1
- guidance for volunteer water quality monitors,1
- guidance on technical requirements for specific projects,1
- "Have to ""walk"" callers to what they're looking for on our Web site.",1
- haz mat conamination sites,1
- haz waste & cleanup public notices & news,1
- Haz waste regulations-applicability to certain substances,1
- hazardous material drop off site locations,1
- hazardous materials training schedule,1
- Hazardous substance permitting information,1
- Hazardous Waste Annual Reports by EPA ID Code,1
- hazardous waste designation information,1
- hazardous waste disposal regulations; body fluids contaminated,1
- hazardous waste regulations,1
- hazardous waste rule,1
- Hazardous Waste Treatment Regulations,1
- heating oil tank guidelines,1
- home heating oil tank info,1
- hours,1
- hours and fees on stations,1
- Hours and locations of DEQ inspection sites,1
- hours and times,1
- Hours of DEQ test site,1
- hours of nearest DEQ vehicle testing location,1
- hours of operation,5
- Hours of operation and location fo rcar testing,1
- Hours of operation and location of DEQ near me.,1



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- Hours of operation of VIP stations,1
- Hours of testing stations,1
- Hours open for Medford DEQ,1
- "Hours, rates, location just got another car after 4 years of no car",1
- hours of operation,1
- household toxic waste guidance,1
- How much a trip permit costs,1
- How old does the car have to be in order to have to pass DEQ,1
- How to comply with DEQ regulations,1
- How to get my vehicle inspected. Bad odor coming inside vehicle from vents.,1
- How to read my VIP fail form,1
- hydrocarbon reduction,1
- I am in the military stationed out of Oregon and just purchased a vehicle. I want to register the vehicle in Ore which is my home of record. I need to find out if where I lived in Ore requires me to have the emissions inspection done on my new vehicle.,1
- If a neighbor decommissioned a oil tank properly,1
- "I'm looking at water quality issues, 303 d list, ect.",1
- I'm looking for the Air Contaminant Fee Schedule,1
- I'm usually looking for information on contaminated sites,1
- improvements and ease of use for the visitor,1
- industrial pretreatment information,1
- Industrial Pretreatment; Water Quality & NPDES Issues,1
- info,2
- info and jobs,1
- Info on CAFO regulations,1
- info on decommissioning an oil tank,1
- Info on financial workshop,1
- Info on nonpoint-source pollution,1
- Info on Oregon's Bottle Bill,1
- info re: stormwater regs,1
- info/incentives regarding chipping vs. burning orchard waste,1
- Information,5
- Information about clopyralid and compost,1
- information about regulations on recycling/reclamation sites,1
- Information about reporting pollution,1
- Information about the Consistency Determination for the Columbia River's channel-deepening proposal,1
- Information checked in Question 3,1
- Information I can't find elsewhere,1
- Information in different geographic areas (site to subwatershed),1
- Information on a leaking underground storage tank site,1
- information on a site,1
- information on a UST site,1
- information on air and water regulations,1
- Information on asbestos duct taping,1
- "Information on existing/suspected sites regulations, and regulatory updates",1
- information on LUST program,1
- information on managing solvent contaminated rags,1
- Information on non point source pollution,1
- Information on Oregon's environmental concerns and proposed solutions for current problems,1
- information on paint,1
- Information on USTs on or in the vicinity to a address in Eugene,1
- Information on Water Quality,1
- information on wetlands/floodplains and development,1
- information on wind farms,1
- Information regarding environmental law and policy in Oregon,1



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- Information regarding noise complaints,1
- Information telling me if my brakes need to be replaced before my truck can pass the DEQ emissions inspection,1
- information that is generally withheld from the public,1
- Information to facilitate due diligence in transactoins or to assit clients in reporting,1
- "Information to help me answer questions from the public, regulated community and sometimes other DEQ employees",1
- information/data on a specific business or site,1
- Informaton on interships with the Oregon DEQ,1
- Information on 2% credits,1
- inspection station locations,1
- Items checked above,1
- job,4
- Job announcement and applicattion,1
- job announcement data,1
- job announcements,2
- job info,3
- job openings,2
- "job openings/internships, educational information",1
- job opportunities,1
- job opportunity,1
- job posting for Natural Resources,1
- job related info,1
- job vacancy announcements,1
- Jobs,4
- "land and water quality, pollution",1
- landfill gas information,1
- lead-based paint abatement standards,1
- legal research or info about a community,1
- liability for possible contamination on adjacent lank,1
- license status for a specify contractor,2
- Licensed SDS Installers & Pumpers,1
- link for Screening Level Values 2002,1
- link to OARs,1
- "link to public notices, permit data and rules and guidance",1
- Link to regulations,1
- Link to statutes and regulations,1
- links,1
- list of cleanup sites,1
- List of tank contractors,1
- local interpretations of hazardous waste and TSCA regulations,1
- local testing sites and phone numbers,1
- Location and times for emission testing,1
- "location close to Keizeer, Oregon",1
- "location hours, open, directions",1
- location of clean air station,1
- location of DEQ interests - facility profiler,1
- location of DEQ stations and procedures,1
- Location of DEQ vehicle testing,1
- location of VIP stations,1
- location of water quality monitoring stations on the Deschutes River,1
- "location, information",1
- Locations,2
- locations and hours of test site,1
- Locations and time for car testing,1
- Locations of DEQ testing sites,1
- "Locations, hours & best days/times to visit testing stations",1





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- "Locations, hours, directions of VIP test ites",1
- Looking for information on Universal Waste/Fluorescent Lights,1
- Lost River and Klamath River flow rate,1
- LUST list,1
- LUST site info,1
- LUST SWDF ECSI Air,1
- Mainly to keep updated on the most current events and happenings that relate to my industry,1
- map,2
- "map of local natural gas, oil or coal sites",1
- marketing contacts,1
- Materials related to sustainability,1
- meetings and agendas,1
- mining clean-up,1
- "most commonly: ECSIS, LUST site info",1
- mostly job openings,1
- MTBE info.,1
- name and email address or phone number for a person to contact.,1
- Natural resource damage information,1
- new and proposed regulations,1
- new dry cleaner rules fact sheet,1
- New news,1
- news,1
- "News, and regulatory guidance",1
- News/updates/program developments,1
- Noise Regulations,1
- "NPDES forms, info; many other things",1
- "NPDES permits from/for Portland, OR",1
- NPDES Stormwater Permit Regulations,1
- OAR citation for the water temperature standard for a report I am writing,1
- OARs,2
- OAR's,1
- "OAR's, ORS's, fact sheets, database info.",1
- Office hours and contact information,1
- Often use the facility profiler,1
- oil tank info,1
- oil tank information,1
- "Oil tank, soil tests for 228 N Lombard St. Portland 97217",1
- on-site sewage/stormwater info,1
- open burning information for a web e-mail inquiry,1
- open hours,1
- operator grade system requirements,1
- Oregon environmental history,1
- Oregon State Requirements/Regulations/Program info,1
- ORELAP,1
- "orelap, ust regs info, pretreatment",1
- ORS 459,1
- OWQI,2
- oxygenated fuels,1
- ozone regulations,1
- payment methods for emissions testing,1
- PD 100,1
- PDF files (or equivalent) of Air Operating Permits issued,1
- Pending remediation and conditions of a specific site,1
- permit for boat dock,1
- permit information,1
- "permits, stormwater",1



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- permitting information and timelines,1
- phone number for NWR region,1
- Phone number of DEQ employee,1
- phone numbers for out of state sites,1
- phone numver for Don Butcher,1
- Plans for Willamette River clean up,1
- pollution cars & trucks,1
- Portland harbor project information,1
- Portland office address,1
- potential volunteer,1
- Press Releases,1
- prices,1
- primarily rules and guidance material related to air quality,1
- primarily tank program information,1
- Printing Industry Issues,1
- professional job opening,1
- program information,1
- "Program information, rules and guidance",1
- program referral information,1
- program staff info,1
- Programs administer,1
- propane tanks,1
- recommendations of water quality curb inlets,1
- recycling,1
- Recycling guidelines,1
- Recycling info,1
- recycling information for students grades 5/6; lesson plans; school recycling programs,1
- regional boundaries,1
- regs,1
- regs regarding reclaim water,1
- regulations,3
- Regulations dealing with underground/aboveground storage tanks,1
- regulations of bioreactors,1
- "regulations pertaining to has waste, ust's waste disposal and guidelines",1
- Regulations pertaining to the design and construction of Sewage Lift Stations and Lines,1
- regulations regarding UST's,1
- Regulations relating to drive-thru businesses.,1
- "regulations, guidance documents, forms, program descriptions",1
- "regulations, guidance, contact information",1
- regulations/codes for building a shower house for our RV park,1
- regulations/guidance,2
- Regulations/guidance documentaton,1
- "regulations/guidance, general information on DEQ or a DEQ program, news/events/public notices, envrionmental conditions for a specific locations, information/data on a specific business or site",1
- regulations/potential sites,1
- regulatory assistance,1
- Regulatory limits for spills of oil products,1
- Regulatory Updates,1
- remediation,1
- report on fire retardant that killed fish,1
- Represent a number of private and municipal entities. What I look for depends on the activity that I am working on,1
- "Requests for Comments (Air Permits), contact information",1
- Requirements for the destruction of film,1
- Residential oil tank info.,1
- RFP,1



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- RFPs,1
- Risk guidance,1
- ROD for specific site,1
- rules,3
- rules and forms,1
- rules and regs,1
- "salmon recovery guidelines, water quality indices",1
- sediment guidance,1
- see above,3
- see answers to question 3,1
- see item 3 above,1
- self service fueling,1
- septic field setbacks,1
- Septic system abandonment/removal requirements,1
- septic system rules,1
- septic tank installers licensed by DEQ,1
- septic tank regulations,1
- septic wastewater treatment,1
- service who offer emission test,1
- Sewer line construction standards,1
- "Site cleanup Info, HOT regs, and ICP info",1
- Site hours of operation,1
- "site information, regulatory guidance, policies, brownfields info, etc.",1
- site risk evaluation,1
- sites with environmental problem,1
- soil quality guidelines,1
- solid waste guidance,1
- solid waste information,1
- Solid Waste regulations,1
- sources of odor,1
- Specific regulations as they apply to our business operations.,1
- SRF loan program information,1
- staff contact information,1
- staff directory,1
- staff e-mail,1
- staff info,1
- staff phone numbers,1
- statues,1
- Statute language,1
- statutes and regulations,1
- storm water,1
- "storm water management, Phase II, UIC info updates",1
- Stormwater info,1
- stormwater management techniques,1
- stormwater permit fees,1
- stormwater permits,1
- Stormwater regulations,1
- "stormwater, resource conservation material, employment",1
- streams on 303 d list,1
- summary of approved environmental test methods,1
- surface water pollution graphics,1
- SWPCP forms,1
- Tax credit information,1
- technician training,1
- Temperature TMDL,1
- Temperature TMDLs and related info,1
- test center location,1



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- testing location and hours information,1
- testing location hours and costs,1
- Testing station locations and hours of operations,1
- text for a proclamation of Recycling Awareness Week,1
- "the above, in an easily accessible way",1
- The best place to post a new fact sheet,1
- the nearest location,1
- "The new ""Best Available Retrofit Technology guidelines",1
- The Oregon DEQ definition of Best Management,1
- the tax credit form for wood chippers,1
- the TMDL page,1
- time and location of DEQ test sties,1
- time open,1
- times and locations of testing centers; exact process involved,1
- times when deq is open for business,1
- TMDL Info,1
- "TMDL info, 303 d info, programs available to landowners",1
- "TMDL listings, latest reserach in water chemistry",1
- TMDLs,1
- Today - Information on stormwater regulations and TMDLs for Columbia Slough,1
- Today I am looking for program information,1
- Today I am looking for who manages the Opacity Reading School,1
- Today I am want to review OAR issues related to temperature standards,1
- "Today I need a llink to state of oregon , my link is old",1
- today it is inspection procedures,1
- "today, it's information on PCB cleanup",1
- "today, meeting info",1
- "Today, specific TMDL and its status",1
- truck service areas,1
- Typically looking at info. In the on-site program. Looking for info. On mold/mildew to refer a private citizen,1
- "Typically the statue, rules and guidance that govern individual programs",1
- UIC forms,1
- UIC program,1
- underground heating oil tank abandonment,1
- underground injection container,1
- underground storage tank guidelines,1
- Union Pacific Railroad Yard Cleanup,1
- "Updated information, new changes",1
- updates,1
- updates on programs,1
- "Using Facility Profiler, Limit Levels of Contamination Constituents, Guidelines, etc.",1
- Using the LLID tool,1
- UST program documents,1
- ust regs,1
- "UST, AST, Storm Water, and Waste Management informaton",1
- usually rules,1
- Varies,1
- varies greatly,1
- "various regulations, guidance, forms, etc.",1
- "Various rules, what we're telling the public about a DEQ program, etc.",1
- "various things, see above",1
- vehicle emmissions rules,1
- vehicle inspection fo my first car,1
- Vehicle inspection hours,1
- Vehicle inspection location and hours,1
- voluntary cleanup program info,1



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- Waste disposal - this time,1
- wastewater subjects,1
- water policy development,1
- Water Quality,1
- Water quality data,2
- Water Quality data for Fanno Creek,1
- "Water quality data, regulations, standards for certain streams",1
- water quality info,1
- water quality information,1
- Water Quality permit information,1
- water quality permit issuance schedule,1
- Water Quality Program,1
- Water Quality regulations,1
- water quality rules,1
- Water Quality Standards,1
- water quality standards technical basis,1
- Water Quality UIC Program,1
- "water quality, bio date, GIS interactive map",1
- water resources information,1
- well construction regulations,1
- What DEQ does,1
- what happens to hazardous waste in clatsop county,1
- What happens to my garbage and recycling after pick up at my home,1
- what I can do with a carburated 1979 MGB,1
- What regulations my business needs to follow.,1
- What to do with trees infected with Eastern Filbert Blight,1
- Where can I get my car emission tested,1
- Where to go for testing,1
- which sites are open on Saturday,1
- wood stove guidelines,1
- Wood Stoves,1
- woodstove info,1
- Work related items that I need,1
- WQ conditions in the Grande Ronde River in LaGrande,1
- WQ regs,1
- WWTP Guidance and Regulations,1
- Your address,1