



LPOE Local Perspectives on Community Engagement: Interview Guide

Thank you for participating in our study of local perspectives on community engagement (CE). This interview is meant to be a conversation for you to describe and reflect on your own personal experience interacting with the General Services Administration (GSA). There are no right or wrong answers. I'll ask questions to guide the conversation, but please feel free to raise things you think are relevant, whether I ask about it or not. We want to hear everything you think is important.

We will ask permission to record the interview, so that it can later be transcribed accurately, but these transcripts will not be shared without your written permission. As outlined in the consent form you signed, you can skip questions that you prefer not to answer or stop the interview at any time. When we present our findings, we will make sure that any quotations we use cannot be linked to an individual.

These questions are approved under OMB Control No. 3090-0325, which expires 4/30/2025.

Background

1. What do locals call the border crossing in [Community Name]? I'm going to refer to it as the border project. GSA calls it an "LPOE", but we doubt that's how everyone refers to it.)
2. When you take part in outreach/engagement with GSA who are you representing, for example, do you participate as part of your job?

Probes:

- (if for work) Tell me about your job.
 - i. Do you have any prior experience engaging with gov/public projects?

3. Tell me a little bit about [Community Name] and how the border crossing impacts it?
4. What do you think [Community Name's] livability goals and priorities should be?

Probes:

- What about economic development /environmental improvement or protection?
- Do you think [Community Name's] goals are the same as those for the region as a whole?
 - i. How so?



5. What do you think [Community Name's] goals and priorities should be for the changes to the border crossing?

CE Particulars

I'm going to ask you now about your experiences with GSA.

6. Describe how you learned about the border project and came to participate in it.

Probes:

- Did GSA reach out to you individually (how?), did you reach out to them on your own (how?), or did you respond to a poster, email, article?
- Do you remember any of the people you've communicated with and the offices they've worked in within GSA? (provide names)
 - i. What about people outside GSA, have people from local government or other agencies contacted you about the border project?

7. Tell me about the different types of interactions you've had with GSA?

Probes:

- One-on-one meetings? Committees? Presentations? Public events? Emails?
- Has GSA ever been in contact with you about things not related to the construction project at the border?

8. What sort of information does GSA share with you?

9. Why do you think GSA shares that information with you- for what purpose?

10. What sorts of information does GSA ask for from you?

Probes:

- Your vision/goals for the community?
- Your ideas about a proposed project?
- Responses/reactions to project plans?

11. What sorts of information do you ask for from GSA?

12. Is there other information you provide for GSA, even if they didn't ask for it?

13. Have there been opportunities for you to get answers to your questions?

Probes:

- Follow up meetings? Personal contact with GSA staff?
- If you had an urgent question for GSA, how would you ask it, and how confident are you about getting a response to it?



14. Apart from providing information or opinions, have you ever offered other sorts of help to GSA?

Probes:

- Planning or carrying out local events?
- Delivering messages to your community
- Gathering and summarizing information from your community

15. How do you feel about GSA's efforts to reach out to you so far about the border project?

- Is there anything you would tell them to do differently?
- Is there anything you think they should do again?
- Are there groups or individuals that you think GSA should try to hear more from?
 - i. Who?

16. Can you describe the changes your community has experienced so far in the planning/construction process for the border modernization? (Good/Bad/both)

Probes:

- Traffic volume?
- Physical impacts of the construction?
- Traffic timing?
- Impacts from the work crews?

Identifying/Measuring Success

17. In your opinion, in a few years, how will you know that the modernization project has been positive for your community?

18. How will you know that GSA incorporated the community's needs and/or priorities into its project?

19. If a community somewhere else along the US border contacted you to ask for advice for how best to work with GSA, what advice would you give them?

Wrapping up

Thanks so much for your time. Feel free to contact me if you think of something else you would like to share or if any questions arise. Before I let you go, I have one quick question.

20. What are the places, online and in-person, where the community talks about local issues like the border crossing?