

LM Online Survey Quantified Responses

Methodology

To measure stakeholder satisfaction levels in 2012, LM created an online survey containing 18 questions. This survey was distributed and will be conducted once again to measure how stakeholder satisfaction has changed since the last survey was conducted. LM believed it is important to provide a standardized way of comparing survey responses over time. In order to measure the responses, it is necessary to quantify the responses to the questions. Our proposed approach seeks to create one or more numeric values that reflect how satisfied (or dissatisfied) the respondents are. These resulting values will then be merged into a second set of responses that will assess the changes in satisfaction levels.

We have divided the survey questions into three sections. Section one is made up of questions 1 through 3. These questions do not reflect stakeholder satisfaction levels and therefore will not be scored or weighted in calculating an overall score for the survey. Section two contains questions 4 through 15. Section 2 does measure satisfaction levels and contains multiple choice answers that can be translated into numeric scores. The individual questions will be weighted to provide an overall score. Finally, section three contains questions 16 through 18. These questions measure satisfaction to some extent, but only in a more subjective way that is harder to quantify.

For responses to questions in sections two and three, we have assigned values between 50 and 100 to the responses that signify satisfaction and values between 0 and 50 to responses that signify dissatisfaction. This creates a scale of 0 to 100 that is easy to understand and compare across questions and across surveys. For a breakdown of how each question is scored, refer to the Survey Questions section below.

The benefit of this method is that it doesn't matter if some questions receive more responses than others, by using the scale of values we will associate the strength of the responses for each question. A high number means that the majority of respondents for a question are satisfied, while a very low number means that the majority of respondents to those questions are not satisfied. A value of 50 is completely neutral.

Aggregation and Weighting

To create a score for each section of questions and/or an overall score for the entire survey, it is necessary to assign a weight to each question and use averaging to aggregate the scores from the individual questions. An additional benefit of this approach is that the scores can be segmented based on an additional set of weights or into different groups of questions. For example, by adjusting the weights, we can measure customer satisfaction relative to the information that LM provides or, using alternate weights, relative to LM's interactions with the community. These views can help assess if DOE's customer satisfaction is improving. It can also identify areas we need to target for improvement.

Using this scoring system, all scores will fall between 0 and 100, with 50 indicating a neutral response and satisfaction level. When compared to another set of responses, an increase in value for a corresponding score will indicate that customer satisfaction has increased.

By setting up the scores in this manner, it's possible to assign weights to the various questions that allow for different overall scores. In this way, each overall score can help the LM team draw insights from the data about which types of activities the stakeholders are satisfied with and which activities need more work. We have provided four weighting schemes to begin with.

- The first is an equal weight of all questions. This scenario excludes the first three, which as described above do not measure satisfaction. This gives a simple baseline for the survey as a whole.
- The next weighting scheme is based on the number of responses per question. The questions that receive more responses will be weighted more heavily in the overall score.
- The third method is a set of weights designed to create a score only from the questions dealing with the quality of LM's communication with its stakeholders. This excludes all other questions.
- Finally, the fourth scheme is similar in that it includes only questions that relate to the quality and timeliness of information provided by LM.

Other possible weighting methods could follow the strategy of schemes three and four, described above, by segmenting the questions based on the specific area of LM's operations that they address. By grouping questions together by theme, inferences can be made about the level of satisfaction with that area of operations. Another alternative would be to weigh some questions more heavily than others if you feel that those questions reflect more strongly on the areas that LM is seeking to improve. This may make any change in the overall score more meaningful as evidence of the success of LM's endeavors. Finally, another alternative could be to exclude the final three questions by giving them zero weight. Since those questions are much more subjective (and it's difficult to assess tone from short written responses) it may be more useful to only assess satisfaction on the more easily quantifiable questions.

Ultimately, the best approach is likely to use a multiple set of weighting criteria. This will allow us to see how the overall score changes under each scheme when the survey is administered again. By seeing how the scores shift across the different schemes, you'll be able to draw more insights from the data.

Survey Questions

Question Group 1

1.) Which LM site or sites are you closest to/most familiar with?

Response Options- 97 sites + "Other"

This question does not measure satisfaction, so for the purposes of this assessment we recommend giving it zero weight and not assigning values to the various responses.

2.) Approximately how long have you been interacting/communicating with LM?

Response Options- 4 year ranges

This question does not measure satisfaction, so for the purposes of this assessment we recommend giving it zero weight and not assigning values to the various responses.

3.) In what ways do you initiate communication and/or receive information from LM? Select all that apply.

Response Options- 8 forms of communication + "Other"

This question does not measure satisfaction, so for the purposes of this assessment we recommend giving it zero weight and not assigning values to the various responses.

Question Group 2

4.) LM's website is easy to navigate and use.

Response Options-

Strongly Agree	100
Agree	75
Disagree	25
Strongly Disagree	0
N/A	50

This question measures satisfaction and has a progression of responses than can be quantified as positive or negative to show if respondents are satisfied or not.

5.) If you have attended a public meeting and/or workshop, how useful was the information that you received?

Response Options-

Very useful	100
Useful	75
Somewhat useful	25
Not at all useful	0
N/A	50

This question measures satisfaction and has a progression of responses than can easily be quantified as positive or negative to show if respondents are satisfied or not.

6.) How would you rank your communications with LM?

Response Options-

Excellent	100
Good	75

Average	25
Poor	0
N/A	50

This question measures satisfaction and has a progression of responses than can be quantified as positive or negative to show if respondents are satisfied or not.

This question has “additional comments” that could give insights as to satisfaction, but since these comments are tied with the already quantifiable multiple choice options, it is unnecessary to value these responses.

7.) LM provides information in an effective and timely manner.

Response Options-

Strongly Agree	100
Agree	75
Disagree	25
Strongly Disagree	0
N/A	50

This question measures satisfaction and has a progression of responses than can be quantified as positive or negative to show if respondents are satisfied or not.

8.) How often does LM seek input and opinion from your community?

Response Options-

Very Frequently	100
Frequently	75
Occasionally	50
Rarely	25
Never	0

This question measures satisfaction and has a progression of responses than can easily be quantified as positive or negative to show if respondents are satisfied or not.

9.) LM fosters close communication and coordination with your community.

Response Options-

Strongly Agree	100
Agree	75

Disagree	25
Strongly Disagree	0
N/A	50

This question measures satisfaction and has a progression of responses than can be quantified as positive or negative to show if respondents are satisfied or not.

10.) LM creates forums that encourage public participation.

Response Options-

Strongly Agree	100
Agree	75
Disagree	25
Strongly Disagree	0
N/A	50

This question measures satisfaction and has a progression of responses than can be quantified as positive or negative to show if respondents are satisfied or not.

11.) LM is responsive and requests for information are fully met.

Response Options-

Strongly Agree	100
Agree	75
Disagree	25
Strongly Disagree	0
N/A	50

This question measures satisfaction and has a progression of responses than can be quantified as positive or negative to show if respondents are satisfied or not.

This question has “additional comments” that could give insights as to satisfaction, but since these comments are tied with the already quantifiable multiple choice options, it is unnecessary to value these responses.

12.) Concerning the sites you value most or are more familiar with, do you feel that LM's remedies are protecting you and the environment? (If yes, click "next" and move on to question 15.)

Response Options-

Yes	100
No	0

This question measures satisfaction and has a progression of responses than can easily be quantified as positive or negative to show if respondents are satisfied or not.

13.) If no, do you feel LM has provided opportunities to share your concerns about the remedies?

Response Options-

Yes	100
No	0

This question measures satisfaction and has a progression of responses than can easily be quantified as positive or negative to show if respondents are satisfied or not.

Please note, this question has more total responses than the number of people that responded “no” to question 12. This could be corrected by only allowing answers to questions 13 and 14 if the respondent answered “no” to question 12.

14.) When sharing your concerns, has LM communicated the actions taken regarding your concerns or provided feedback regarding its remedies?

Response Options-

Yes	100
No	0

This question measures satisfaction and has a progression of responses than can easily be quantified as positive or negative to show if respondents are satisfied or not.

15.) Overall, how satisfied are you with LM's public involvement opportunities and responsiveness to your input/questions?

Response Options- These five options are shown for both Public Involvement and Responsiveness to Input/Questions

Very Satisfied	100
Satisfied	75
Somewhat	25
Not Satisfied	0
N/A	50

This question measures satisfaction and has a progression of responses than can be quantified as positive or negative to show if respondents are satisfied or not.

This is essentially two questions in one and should be accounted for by including values for the responses to both questions. When an average score for the question is calculated, the total points will be reduced by half to account for this and create a score between 0 and 100.

Question Group 3

16.) In your opinion, what do you see as LM's main challenges in communicating with your community?

This question measures satisfaction, but does not have a progression of responses than can easily be quantified as positive or negative to show if respondents are satisfied or not. As a result, it is necessary to assign values based on the content of the responses. When a response clearly reflects satisfaction in LM, it will be given a value of 100. When a response clearly reflects dissatisfaction in LM, it will be given a value of 0. However, most responses will not fall into either category and will receive a neutral value of 50.

17.) In your opinion, what could LM change to improve communication with you and your community?

This question measures satisfaction, but does not have a progression of responses than can easily be quantified as positive or negative to show if respondents are satisfied or not. As a result, it is necessary to assign values based on the content of the responses. When a response clearly reflects satisfaction in LM, it will be given a value of 100. When a response clearly reflects dissatisfaction in LM, it will be given a value of 0. However, most responses will not fall into either category and will receive a neutral value of 50.

18.) To assist our efforts to elevate the support we provide, we welcome your comments and/or suggestions.

This question measures satisfaction, but does not have a progression of responses than can easily be quantified as positive or negative to show if respondents are satisfied or not. As a result, it is necessary to assign values based on the content of the responses. When a response clearly reflects satisfaction in LM, it will be given a value of 100. When a response clearly reflects dissatisfaction in LM, it will be given a value of 0. However, most responses will not fall into either category and will receive a neutral value of 50.

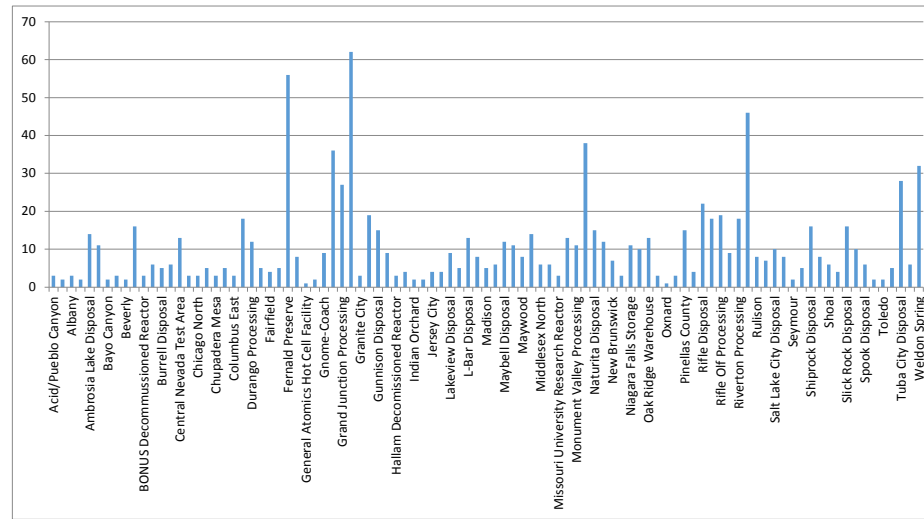
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LM STAKEHOLDER ENGAGEMENT SURVEY: ONLINE SURVEY RESULTS	# of Responses	Total Points	Score	All Relevant ?s		Weighted by # of Responses		Communication		Information	
				Weight	Averages	Weight	Averages	Weight	Averages	Weight	Averages
Question 1: Which LM site or sites are you closest to/most familiar with?	227	NA	NA	0		0		0		0	
Question 2: Approximately how long have you been interacting/communicating with LM?	247	NA	NA	0		0		0		0	
Question 3: In what ways do you initiate communication and/or receive information from LM? Select all that apply.	242	NA	NA	0	NA	0	NA	0	NA	0	NA
Question 4: LM's website is easy to navigate and use.	241	16325	67.74	1		1.18		0		0	
Question 5: If you have attended a public meeting and/or workshop, how useful was the information that you received?	238	14775	62.08	1		1.16		0		1	
Question 6: How would you rank your communications with LM?	239	15025	62.87	1		1.17		1		0	
Question 7: LM provides information in an effective and timely manner.	235	16700	71.06	1		1.15		0		1	
Question 8: How often does LM seek input and opinion from your community?	225	10175	45.22	1		1.10		1		0	
Question 9: LM fosters close communication and coordination with your community.	226	14125	62.50	1		1.10		1		0	
Question 10: LM creates forums that encourage public participation.	228	14650	64.25	1		1.11		1		0	
Question 11: LM is responsive and requests for information are fully met.	226	15125	66.92	1		1.10		1		1	
Question 12: Concerning the sites you value most or are more familiar with, do you feel that LM's remedies are protecting you and the environment? (If yes, click "next" and move on to question 15.)	217	18100	83.41	1		1.06		0		0	
Question 13: If no, do you feel LM has provided opportunities to share your concerns about the remedies?	56	2800	50.00	1		0.27		1		0	
Question 14: When sharing your concerns, has LM communicated the actions taken regarding your concerns or provided feedback regarding its remedies?	103	7800	75.73	1		0.50		1		0	
Question 15: Overall, how satisfied are you with LM's public involvement opportunities and responsiveness to your input/questions?	222	27475	61.88	1	64.47	1.08	64.88	1	61.17	0	66.69
Question 16: In your opinion, what do you see as LM's main challenges in communicating with your community?	50	2300	46.00	1		0.96		1		0	
Question 17: In your opinion, what could LM change to improve communication with you and your community?	50	2550	51.00	1		0.96		1		0	
Question 18: To assist our efforts to elevate the support we provide, we welcome your comments and/or suggestions.	56	3000	53.57	1	50.19	1.08	50.32	1	50.19	0	0.00
Total:					61.62		61.97		58.18		66.69

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1.) Which LM site or sites are you closest to/most familiar with?

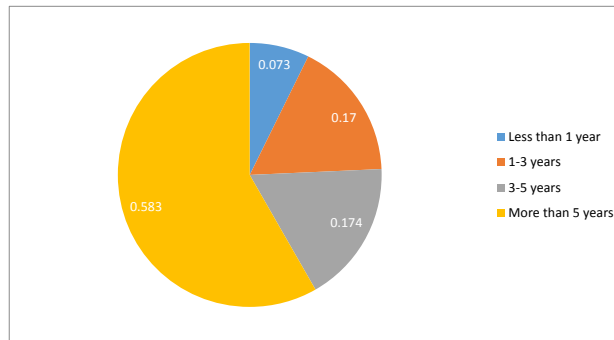
Answer Options	Response Percent	Response Count
Acid/Pueblo Canyon	1.3%	3
Adrian	0.9%	2
Albany	1.3%	3
Aliquippa	0.9%	2
Ambrosia Lake	6.2%	14
Amchitka	4.8%	11
Bayo Canyon	0.9%	2
Berkeley	1.3%	3
Beverly	0.9%	2
Bluewater Disposal	7.0%	16
BONUS	1.3%	3
Buffalo	2.6%	6
Burrell Disposal	2.2%	5
Cannonsburg	2.6%	6
Central Nevada Test	5.7%	13
Chariot	1.3%	3
Chicago North	1.3%	3
Chicago South	2.2%	5
Chupadera Mesa	1.3%	3
Colonie	2.2%	5
Columbus East	1.3%	3
Durango Disposal	7.9%	18
Durango Processing	5.3%	12
Edgemont Disposal	2.2%	5
Fairfield	1.8%	4
Falls City Disposal	2.2%	5
Fernald Preserve	24.7%	56
Gasbuggy	3.5%	8
General Atomics Hot	0.4%	1
Geothermal Test	0.9%	2



(additional responses hidden)

2.) Approximately how long have you been interacting/communicating with LM?

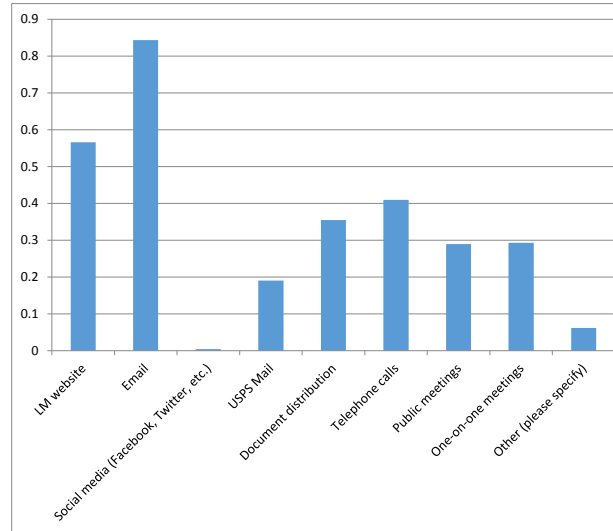
Answer Options	Response Percent	Response Count
Less than 1 year	7.3%	18
1-3 years	17.0%	42
3-5 years	17.4%	43
More than 5 years	58.3%	144
answered question		247
skipped question		5



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3.) In what ways do you initiate communication and/or receive information from LM? Select all that apply.

Answer Options	Response Percent	Response Count
LM website	56.6%	137
Email	84.3%	204
Social media	0.4%	1
USPS Mail	19.0%	46
Document	35.5%	86
Telephone calls	40.9%	99
Public meetings	28.9%	70
One-on-one meetings	29.3%	71
Other (please specify)	6.2%	15
answered question		242
skipped question		10



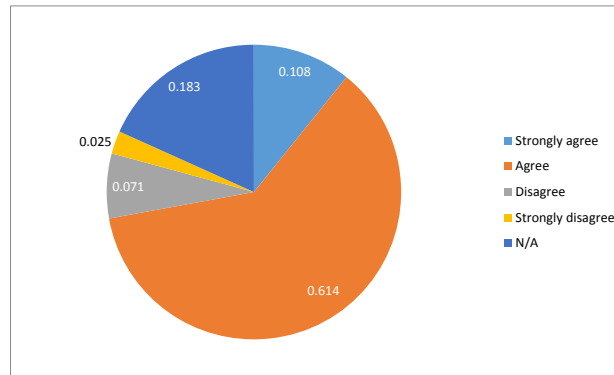
Additional means of communication listed under Question 3:

- Union Business
- Citizen Calls to the local health department. Callers are given website info.
- STGWWG
- Onsite meetings
- n/a
- LM national conferences (been to both)
- meetings with other regulatory agency parties present
- Rocky Flats Stewardship Council
- Work at library and send people to the site for more info
- Consulting
- Newsletter
- UMTRA Mtng. at CWC in Riverton, WY in May 2012
- Staff person is primary POC for my office. I get info through her.
- workshops
- Intergovernmental group meetings

4.) LM's website is easy to navigate and use.

Answer Options	Response Percent	Response Count
Strongly agree	10.8%	26
Agree	61.4%	148
Disagree	7.1%	17
Strongly disagree	2.5%	6
N/A	18.3%	44
answered question		241
skipped question		11

Answer Value:	Points:
100	2600
75	11100
25	425
0	0
50	2200
Total Points:	16325
Total Score:	67.74

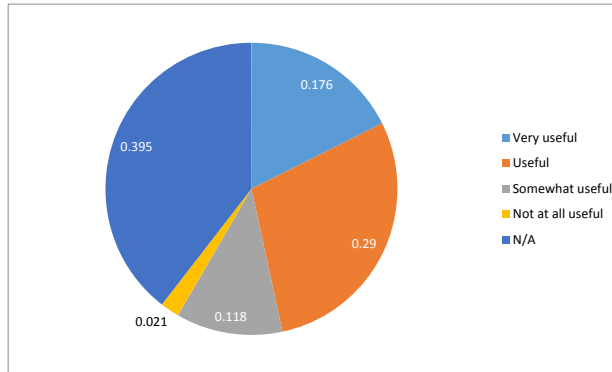


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5.) If you have attended a public meeting and/or workshop, how useful was the information that you received?

Answer Options	Response Percent	Response Count
Very useful	17.6%	42
Useful	29.0%	69
Somewhat useful	11.8%	28
Not at all useful	2.1%	5
N/A	39.5%	94
<i>answered question</i>		238
<i>skipped question</i>		14

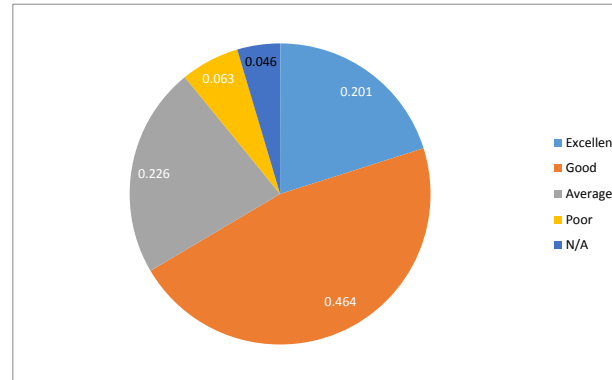
Answer Value:	Points:
100	4200
75	5175
25	700
0	0
50	4700
Total Points:	14775
Total Score:	62.08



6.) How would you rank your communications with LM?

Answer Options	Response Percent	Response Count
Excellent	20.1%	48
Good	46.4%	111
Average	22.6%	54
Poor	6.3%	15
N/A	4.6%	11
Reasons for your rating:		59
<i>answered question</i>		239
<i>skipped question</i>		13

Answer Value:	Points:
100	4800
75	8325
25	1350
0	0
50	550
Total Points:	15025
Total Score:	62.87

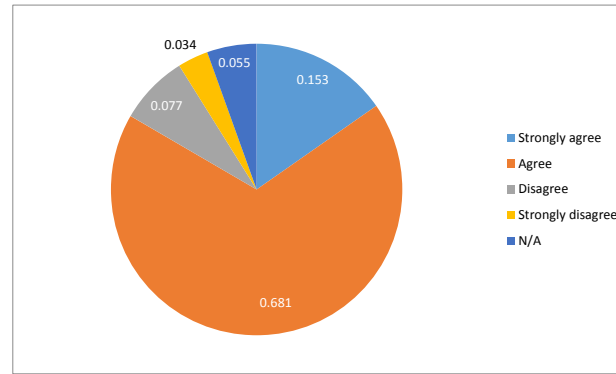


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7.) LM provides information in an effective and timely manner.

Answer Options	Response Percent	Response Count
Strongly agree	15.3%	36
Agree	68.1%	160
Disagree	7.7%	18
Strongly disagree	3.4%	8
N/A	5.5%	13
answered question		235
skipped question		17

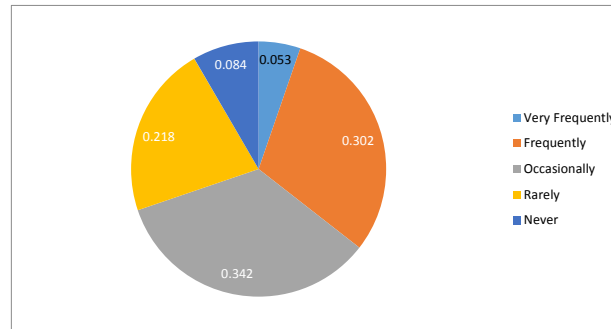
Answer Value:	Points:
100	3600
75	12000
25	450
0	0
50	650
Total Points:	16700
Total Score:	71.06



8.) How often does LM seek input and opinion from your community?

Answer Options	Response Percent	Response Count
Very Frequently	5.3%	12
Frequently	30.2%	68
Occasionally	34.2%	77
Rarely	21.8%	49
Never	8.4%	19
answered question		225
skipped question		27

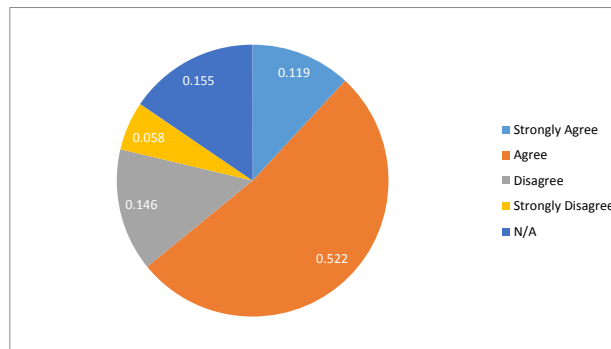
Answer Value:	Points:
100	1200
75	5100
50	3850
25	1225
0	0
Total Points:	10175
Total Score:	45.22



9.) LM fosters close communication and coordination with your community.

Answer Options	Response Percent	Response Count
Strongly Agree	11.9%	27
Agree	52.2%	118
Disagree	14.6%	33
Strongly Disagree	5.8%	13
N/A	15.5%	35
answered question		226
skipped question		26

Answer Value:	Points:
100	2700
75	8850
25	825
0	0
50	1750
Total Points:	14125
Total Score:	62.50

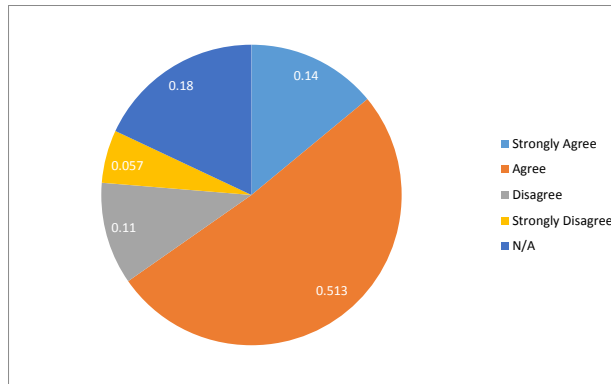


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10.) LM creates forums that encourage public participation.

Answer Options	Response Percent	Response Count
Strongly Agree	14.0%	32
Agree	51.3%	117
Disagree	11.0%	25
Strongly Disagree	5.7%	13
N/A	18.0%	41
answered question		228
skipped question		24

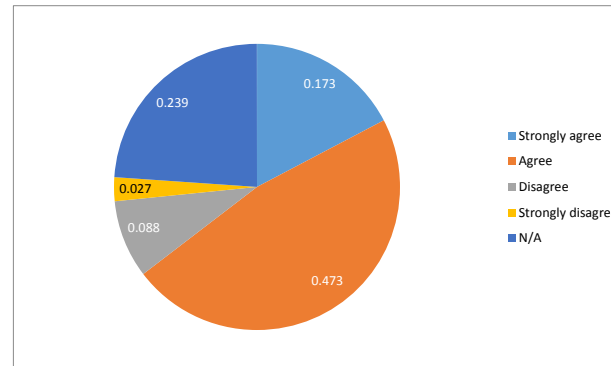
Answer Value:	Points:
100	3200
75	8775
25	625
0	0
50	2050
Total Points:	14650
Total Score:	64.25



11.) LM is responsive and requests for information are fully met.

Answer Options	Response Percent	Response Count
Strongly agree	17.3%	39
Agree	47.3%	107
Disagree	8.8%	20
Strongly disagree	2.7%	6
N/A	23.9%	54
Please explain:		51
answered question		226
skipped question		26

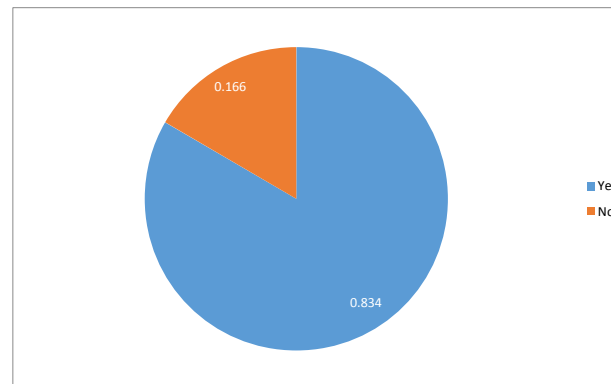
Answer Value:	Points:
100	3900
75	8025
25	500
0	0
50	2700
Total Points:	15125
Total Score:	66.92



12.) Concerning the sites you value most or are more familiar with, do you feel that LM's remedies are protecting you and the environment? (If yes, click "next" and move on to question 15.)

Answer Options	Response Percent	Response Count
Yes	83.4%	181
No	16.6%	36
answered question		217
skipped question		35

Answer Value:	Points:
100	18100
0	0
Total Points:	18100
Total Score:	83.41

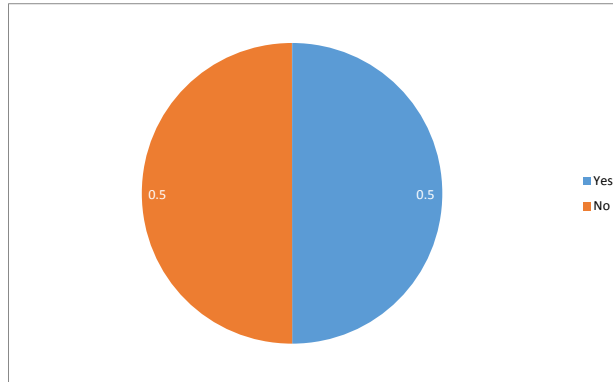


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13.) If no, do you feel LM has provided opportunities to share your concerns about the remedies?

Answer Options	Response Percent	Response Count
Yes	50.0%	28
No	50.0%	28
<i>answered question</i>		56
<i>skipped question</i>		196

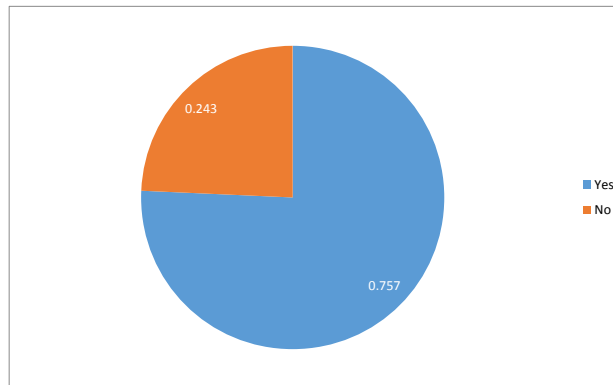
Answer Value: 100 0
Points: 2800 0
Total Points: 2800
Total Score: 50.00



14.) When sharing your concerns, has LM communicated the actions taken regarding your concerns or provided feedback regarding its remedies?

Answer Options	Response Percent	Response Count
Yes	75.7%	78
No	24.3%	25
<i>answered question</i>		103
<i>skipped question</i>		149

Answer Value: 100 0
Points: 7800 0
Total Points: 7800
Total Score: 75.73

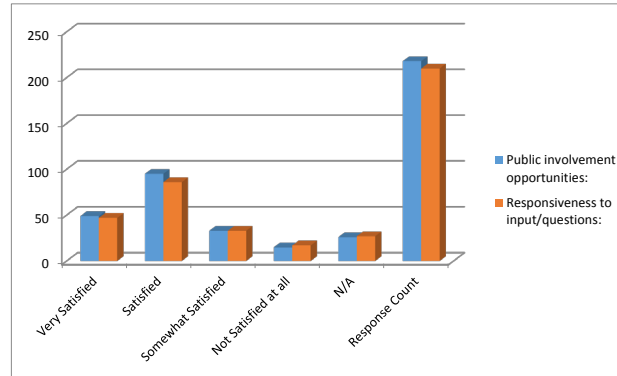


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15.) Overall, how satisfied are you with LM's public involvement opportunities and responsiveness to your input/questions?

Answer Options	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	N/A	Response Count
Public involvement	49	95	33	15	26	218
Responsiveness to	47	86	33	17	27	210
<i>answered question</i>						222
<i>skipped question</i>						30

Answer	Value:	Points:	Total Points:	Total Score:
Very Satisfied	100	4900	27475	61.88
Satisfied	75	7125		
Somewhat Satisfied	25	825		
Not Satisfied	0	0		
N/A	50	1300		
Total:		14150		
Points:		13325		
Total Points:			27475	
Total Score:				61.88



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Score: 16. In your opinion, what do you see as LM's main challenges in communicating with your community?

- 50 Our site is not yet under LM's direct oversight but has many RODs with institutional controls. Not good LM relationship here.
- 50 As with every other federal agency it is communicating with tribal entities.
- 50 Translating technical information on sites to people for whom English is a second language.
- 50 Prioritizing work and understanding the support role of its contractors.
- 50 Cultural barriers and resentment from the past.
- 50 The uranium industry, carrying out the country's mandate to support a nuclear weapons and power industry has trashed NM's environment. How bad is it, we don't know because a comprehensive assessment has not been done.
- 100 Keeping the community informed and cleaning up different sites. They did a good job with Fernald Preserve.
- 50 location and general minority population.
- 50 Fear of Radiation and Gov., coverup. Increasing Cancer rates.
- 50 Communicating scientific concepts to uneducated/nonscientific stakeholders
 - 0 frequent project personnel changes in DOE staff
- 50 Regular interface at the senior management level between primary and supporting DOE program offices.
- 50 maintain transparency, community involvement, lessons learned, and feedback.
- 50 Difficulty in explaining how monitoring maintains the assurance of safety/health.
- 50 Integrating early on involvement before site close, so there is a smooth transition.
- 50 Getting more people educated and involved
- 100 NO PROBLEM>
- 50 Provide better communication by soliciting opinions from stakeholders and citizens in the local communities effected by actual or potential radioactive sources
- 50 Have no significant comments
 - 0 Agency and personnel attitudes and patronizing interactions.
- 50 Keeping track of staff changes within local municipalities.
 - 0 They do not have anyone working locally.
- 50 risk communication, access to information without having to go through FOIA
 - 0 DOE's staff.
- 50 Getting feedback that requests within the organization that communication is either received, understood, or being acted on.
- 50 Getting the general public to better understand LM's mission.
- 50 Listening and understanding.
- 50 community disinterest
- 50 Skepticism or negative bias related to DOE's historical presence in the area.
- 50 supplying up to date and current information
- 50 Seeing value in continued stakeholder interactions
- 50 The township is a rural, older, population that may not use modern tech as urbanites would.
- 50 AREA COMMUNICATION: NEWS PAPERS, TV, PUBLIC GROUPS CHAMBERS OF LOCAL CITY, MAYORS, COMMISSIONER ,ETC.
- 50 Face to face meetings are hard to arrange; use of virtual meetings would help.
- 50 Colorado Dept of Public Health and Environment Radiation Management Unit. And Colorado's Agreement State Status that leaves communication with the community in the hands of the Colorado Dept of Public Health and Environment Radiation Management Unit.
- 100 There doing a fine job. I see no challenges,.
- 50 I'm not sure how wide spread the communications are or to whom they are directed.
- 50 Receiving feedback from the public.
 - 0 LM doesn't have any budget for repairing remedies or responding to problems. So they can provide information if there are problems, but they can't really respond to public preferences.
- 50 being able to break the stereotypes
- 50 Informing people about the organization.
- 50 Remembering to focus on the remedy protectiveness and activities related to maintaining the remedy.
 - 0 Caring about the community's concerns.
- 50 Understand LMS projects management well and avoid interference with the contractor-assigned or delegated management
- 50 Only that if there are numerous events taking place in the same general geographical region, I don't think that LM has sufficient employees that could address a significant number of events in a short time period.
- 50 Yes
- 50 Convincing the public that the site is not a danger to health. I feel that this is largely due to a general lack of science knowledge.
- 50 Keeping the information coming as time elapses in order to keep the communities involved and informed.
- 50 Consistency in policies between agencies. This we are working on and enhances project transition.
 - 0 It remains committed to just telling the public its information, rather than listen to public concern and identify ways its can be more available and responsive to citizen interests/concerns

**Total
Score:** 2300

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2014 Stakeholder Engagement: Online Survey Results**

Score: 17. In your opinion, what could LM change to improve communication with you and your community?

- 50 LM should assign a person to our community
- 100 They are doing the best that they can given the circumstances
- 50 Try periodic presentations on local radio stations with translators. Navajo radio station--KGHR at Tuba City, AZ, KTNN at Window Rock, AZ, and KUYI on Hopi reservation.
- 50 Continue on, with striving to get better a goal never met.

- 50 Some LM managers do not understand the many services and multiple stakeholders addressed by the contractors. LM could discuss work requirements and schedules with the contractors more thoroughly and with a teamwork approach to avoid schedule conflicts and unnecessary work.
 - 0 Improve the Web site. It is difficult to find information on the Web site and the mapping program is very slow and limited.
- 50 I think having a Public Information Officer in Riverton would help disseminate information at a more efficient pace.
 - 0 Determine what the truth is with regards to ground water contamination from NRC and DOE sites and fix the problems and quit telling us things are cleaned up and present no harm to the people living down stream from these sites and reimburse the people of NM for the loss of use of the natural resources that have been harmed.
- 100 Continue keeping the community informed.
- 50 continued efforts to bridge those gaps.
- 50 The Weldon Spring Site was instrumental in changing the DOE's response to public involvement. Both sides learned that communication and access to characterization and monitoring results were needed to really reduce the fear factor of Radiation to the public.
- 50 More specific information on websites
- 50 have maybe have more meetings, like more than two per year.
- 50 Update local contacts. Brian Williamson Chief of Environmental Services Butler County Health Department 301 South Third Street. Hamilton, OH 45011
- 50 Meet and understand from community point of view
- 50 We have tried a lot of public meetings and open houses - the community is just not interested. However, school groups and organizations are visiting our site everyday.
- 100 YOU DO A GOOD JOB>
- 50 local meetings with citizens in Alaska from October to May
- 50 Have no significant comments
 - 0 A very deep and foundational shift from presuming the total resources and response actions to working in actual g2g consultation and public involvement that truly considers the concerns and actually addresses the issues. Simply canned presentations and automated efforts are more damaging than completely ignoring the site and people since we have some level of expectation for accomplishment but so often waste time just to find no progress.
- 50 improve the search engine on the website, especially for document searches
- 50 Maybe regular updates on the chapter meeting agendas. Attending as many local events as possible. See about a presence at local health clinics--bulletin board with updated information--maybe info on environmental health in general also.
- 50 be sure to listen to community concerns, for trust and collaborative relationships with stakeholders
- 50 communicate more with local governments, press in the areas of concern, etc.
- 50 introduction of a (within LM) universal concurrence list for items that require varied review and approval.
- 50 Increase outreach with different media outlets
 - 0 Fundamentally change DOE culture at all levels. Simply guarding badly cleaned up sites isn't protective. Telling the community that you are doing so isn't helpful. Actually doing the cleanup to the point that NO legacy management is required is protective and what DOE should do. No matter how well intended, DOE will lose institutional memory of all of these sites. DOE will lose this memory vastly faster than anyone in the Department can imagine. And the sites will return to general public use, no matter what DOE staff and managers may wish to believe.
- 50 nothing
- 50 Focus on facts.
- 50 same as 16.
- 100 No problems now.
- 100 For me it is fine.
- 50 INVOLEMENT, OF GOVERNMENT AGENCIES,DOE,NE,NRC TO SCHOOLS IN THE AREAS, INVOLEMENT OF STUDENT.
 - 0 Education. And removal of Colorado Dept of Public Health and Environment Radiation Management Unit as agreement state regulators. They seem incapable of doing a good regulatory job for the community but rather nurture bureaucratic incompetence. LM should be at the table of our local CAG to lend review of site activity as it moves toward closure and LM take over.
- 100 nothing, everything is working well.
- 50 I receive LM information by email. I do not know how LM communicates with the community. I see little in the local media and haven't heard much about Fernald recently....
- 50 Continue to request feedback.
- 50 N/A
- 50 Tell us why the LM contact person/ person in charge has changed
 - 0 People let go of the bias.
- 50 Informational information about what this is all about.
 - 0 DOE should pretend this is about their land, their health, their future. Then DOE might understand why we question things, why we are not automatically thankful for what DOE has done, and why at times we want DOE to do more.
- 50 Study and become knowledgeable about the LM project by learning through an appropriate LMS contractor counterpart
- 50 They have sufficient on-line presence...perhaps more employees or ones willing to travel as needed.
- 50 No opinion
- 50 Fund on site museums that educate the public about science relevant to the former site's mission.
- 100 Communication has been effective. Keep it up!
- 100 The website is thorough and interaction has been nothing but helpful.
 - 0 Change how it does business. It remains a federal entity that is unaccountable to the public, and it remains committed to prioritizing nuclear energy above renewable solutions.
- 50 See above: get interpreters that are totally familiar with scientific and technical concepts.

Total Score: 2550

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Score: **18. To assist our efforts to elevate the support we provide, we welcome your comments and/or suggestions.**

- 50 See comment in #17.
- 100 Thank You
- 50 Improve the Web site to provide easier and faster response time for data inquiries. And more flexible ways to look at data or download data.
- 100 Continue to keep communities informed, and continue the clean-up of the various sites.
- 50 Please send me the reports of the deeper radiation levels which are now being characterized at the weldon Springs Site.
 - 0 your web address for this survey was presented incorrectly; had to call LM to get correct web address, plus your mailer wasn't timely. NOT GOOD!...
LM needs to be involved or sitting at the table when discussion are occurring about LTS. I realize these may not be interpreted as the same, but the mechanics are somewhat identical. Assurances to the community can somewhat be achieved by having a smooth transition from one program to the next. often times that is not the case and in some instances the wheel will have to be redeveloped. That lessens the assurance and frustrates the communities affected.
- 100 Two years ago the Fernald Site hosted our health departments district advisory council meeting with the trustees. I heard trustees and local officials speak well of the facilities. Providing access or valued uses of the locations appears to be commented on.
- 100 JUST KEEP ON>
- 50 Have no significant comments
 - 0 Consider a true change in each employee's basic presumptions at the agency-wide level that acknowledges the past and ongoing deficiencies.
- 50 none
- 50 Even though I am responsible for workforce restructuring, I really don't know much about LM except what is in the periodic newsletter.
- 100 Doing a good job. Thanks!
- 50 CITIZENS ADVISOR BOARDS, AMERICAN NUCLEAR SOCIETY. PRO NUCLEAR, ENVIROMENTAL GROUPS, PROVIDED WITH THE INFORMATION TO ADDRESS THE PUBLIC IN THEIR AREAS AND STATES.
- 50 Join the discussion at our Cotter/Lincoln Park Superfund site Community Advisory Group meetings to help insure proper clean up and not just cover-up of this 27-year old Superfund site.
- 100 Keep up the good work. Thank you
- 50 I think more media coverage of the progress made and the current status of the Fernald site would serve the community's interest.
- 100 1. I appreciate LM doing this outreach. 2. I would like LM to do regional public meetings from time-to-time. Maybe use "Go To Meeting" in lieu of people having to travel to some regional meetings. 3. Occasional webinars
 - 0 LM needs to be fair across the board and not have favorites, it need to foster encourage not discourage employees.
- 50 Let people know who you are, what you, and essentially, how we can work together to accomplish shared goals.
- 50 Please support science education facilities and programs. Science and engineering are our future.
LM cannot allow companies like Union Carbide to lobby DOE for reduced environmental standards in places like Uravan. A company should be required to achieve health-based standards on water quality, for instance, and shouldn't be allowed to weaken standards. Also, bonds should be increased if/when additional locations are proposed.
- 100 Keep up the good work.
 - 0 Will they be respnded to within a reasonable time?? I see the same communication inefficiencies on non-Native lands and communities.
- 50 Continue to be up front about issues even if they might be controversial
- 100 Keep on keeping on.
 - 0 i am becoming convinced doe is not planning to cut and run, but i get the feeling some of the senior managers in dc are looking for loopholes and easy outs
- 50 Form an advisory group of professionals who have managed the sites now in LM's portfolio.
- 50 I would like information on training/conferences/workshops related to long-term stewardship.
 - 0 Survey scientists in the states that have LM sites who actually regulate them. They can tell you a lot more about leaking mill sites and remediations that have failed while the doe is in bliss, patting themselves in the back about how great a job they are doing.
- 50 I am a DOE LM employee not a stakeholder
- 50 see question # 17.
- 50 Your more supportive than the Corps of Engineers and we appreciate that but do not be affraid to let qualified people know what is happening.
- 100 LM has always been most helpful and responsive with the GW Environmental Resource Program. I believe they are most mindful of their function and requirements involving the environment and environmental justice issues in the United States.
 - 0 real relavence,less socialist adevancments
- 50 Stress on a shot TV commercial that there is nothing dangerous at Fernald and give thema phone number to call if questions.
- 50 Publish in the newspaper and/or printed newsletter.
 - 0 very late information is received or not received. last minute meeting notices are sent and at times only sent to one person that doesn't forward to others. Maybe a blog or something from my end will help too.
- 50 Plan and act on a pledge to come here to Riverton, WY and specifically the Wind River Indian Reservation to tell us about your most recent data and findings truthfully and honestly.
 - 0 Better communicate the issues and offer the community input opportunity and then constructively work to resolve and finalize problems/issues.
I think that having a website that is easily assessable has been important to us and our groups. The Legacy Management groups in Grand Junction and the Denver area is excellent and have responded to our needs throught the years. I personally have worked with these groups for over 35
- 100 years not only in Colorado but in Albuquerque and the D.C. area through their various name and Department changes.
- 100 Keeping in touch with and informing stakeholders sometimes seems like a laborious and thankless effort, but is has paid dividends in terms of improved public relations.
- 100 Slightly more face time with the Rifle community may be good, but LM is doing a good job now. Reinforcement of ICs with community leaders is always helpful and is already being done.
The DOE is not a "user friendly agency" and should not be involved in uranium mill tailings remediation. All of their efforts go into "downplaying" and ignoring scientific evidence which may indicate that natural attenuation may be ineffective. The regional EPA office should be the agency
 - 0 in control of this process.
 - 0 Other than emails with canned updates or brochure-type info, I have no idea what you do and where my agency fits in.
- 50 keep public informed of institutional controls required to minimize risk associated with LM sites.
- 100 Doing a great job.
- 50 Consider ways to reduce public fear and apprehension about atomic power via education at legacy sites.
- 100 I was proud to have worked on the clean-up at Fernald for seven years. It was a rewarding and meaningful experience for me. And the results are a thing of beauty!
- 100 LM does an excellent job.
- 50 Do you acknowledge Cotter Corp Canon City, CO? That is an area contaminated with Manhattan District Waste (AirPort Residues)
- 100 LM has done a great job with Fernald. We want it to remain that way too!
- 50 Have at least two public meeting a year.
 - 0 Use common sense and not computer theory and remember we ALL own our country, not just EPA activist.
- 100 Library of online documents on website is useful

Total Score: 3000