

***Los Alamos National Laboratory  
Community Leaders Study  
September 2004***

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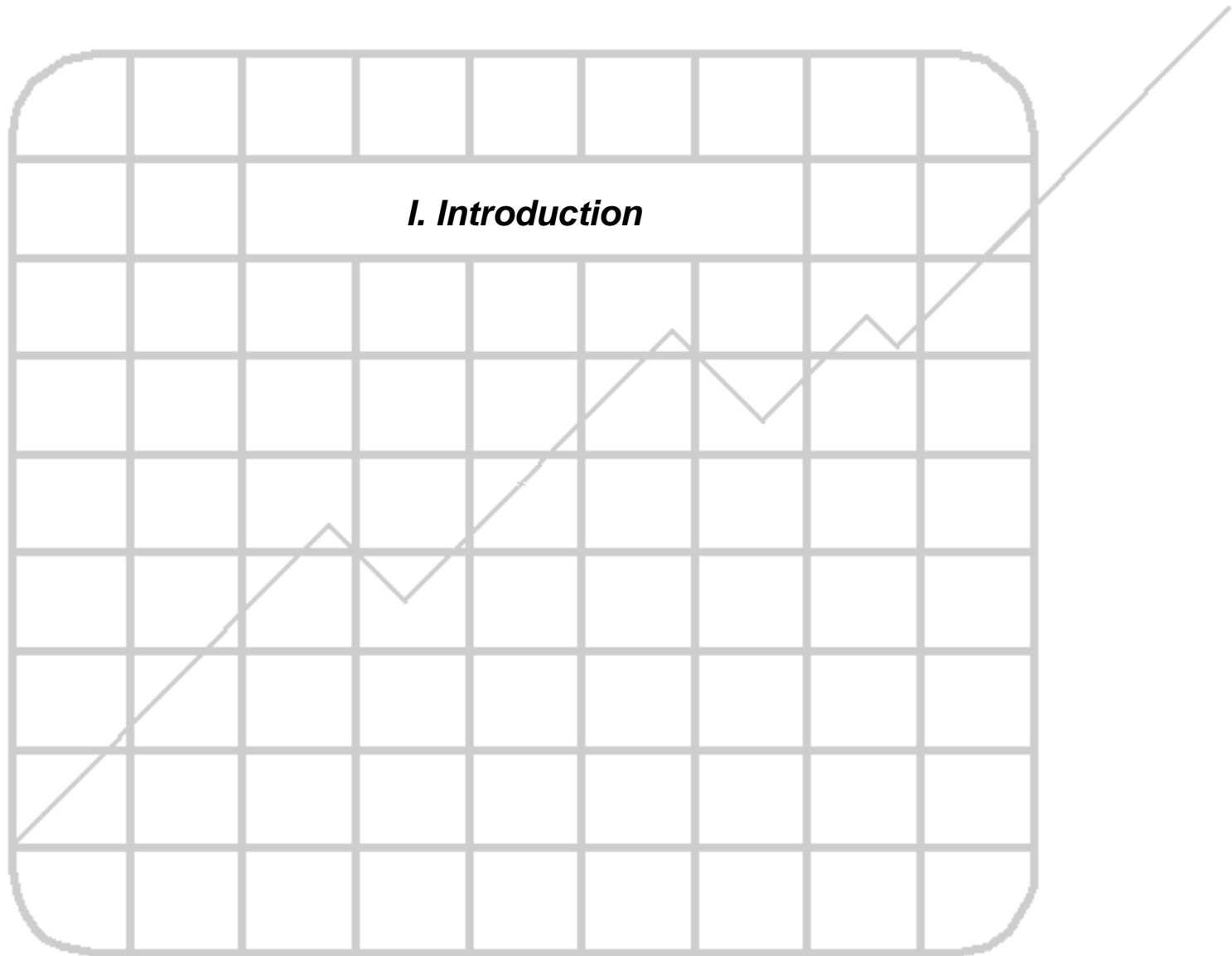
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## Methodology

This tracking study was commissioned by Los Alamos National Laboratory. The objective of this study was to measure the University of California/ Los Alamos National Laboratory's perceived progress in responding to the needs of communities in Northern New Mexico. The study also measures changes in Community Leaders' awareness and satisfaction levels of specific Laboratory programs and activities over the past year. In addition, the results of the research will help to better shape and direct the UC and Laboratory's contributions to the region for the near and long-term future.

### The Interview

The survey instrument was designed in collaboration with the UC, LANL and Department of Energy officials. Research & Polling refined the survey instrument, conducted the interviews, and compiled the results. Respondents were interviewed on the telephone. The Director at Los Alamos National Laboratory sent a letter to Community Leaders whose names appeared on the list provided by LANL to inform them of the research objectives and to request their participation in the study. This letter also advised respondents that Research & Polling, Inc. would be contacting them in the near future. In many instances, Research & Polling scheduled a specific date and time to conduct the interview. The interviews were conducted between September 15<sup>th</sup> and October 3<sup>rd</sup>, 2004.

### The Report

This report summarizes results for each question and reports on any variances in attitude or perception, where significant, among demographic

subgroups. The subgroups examined in this report include: organizational sectors and county. All respondents will receive an aggregate report showing how Community Leaders responded to the survey. This report also discusses any changes in attitude or perception over the past six years.

### Sample Bias

A list of Community Leaders was provided by Los Alamos National Laboratory. The Community Leaders were grouped into five sectors: Government, Economic/Business, Education, Tribal, and Special Interest Groups. In previous studies a sixth group was included: Department of Energy Leaders. This group was excluded since 2002. In order to improve comparability with past studies, each year Research & Polling, Inc. weights the surveys by population sector to reflect a similar sample distribution. In order to ensure the proper proportion in each sector, Research & Polling went back to the 1999 study and calculated responses from each sector after excluding the DOE.

Sector	1999			2000			2001			2002			2003			2004		
	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate
Special Interest Groups	6	5	83%	6	4	67%	5	2	40%	24	19	79%	7	6	86%	16	11	69%
Tribal	83	24	29%	76	47	62%	55	25	45%	26	21	81%	31	5	16%	29	17	59%
Education	37	16	43%	36	27	75%	41	22	54%	65	40	62%	64	32	50%	69	43	62%
Government	50	26	52%	51	28	55%	77	41	53%	84	51	61%	123	44	36%	172	101	59%
Department of Energy	24	21	89%	22	13	59%	21	9	43%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Economic/Business	80	50	63%	66	43	65%	182	105	58%	179	107	60%	173	112	65%	124	90	73%
<b>Total</b>	<b>280</b>	<b>142</b>	<b>51%</b>	<b>257</b>	<b>162</b>	<b>63%</b>	<b>381</b>	<b>204</b>	<b>54%</b>	<b>378</b>	<b>238</b>	<b>63%</b>	<b>398</b>	<b>199</b>	<b>50%</b>	<b>410</b>	<b>262</b>	<b>64%</b>

## Executive Summary

Over the past year, Los Alamos National Laboratory has faced serious challenges, most notably, the well publicized security issues which received national media attention. This publicity appears to have had an impact on Community Leaders' perceptions of LANL, leading to a decline in their overall impression of the Lab. On a general level, half of the Community Leaders say they have a favorable opinion of LANL which is down from 62% observed last year and the lowest favorability rating that has been observed in the past six years. Furthermore, the 32% of Community Leaders who currently give LANL high ratings for being a good corporate citizen is down from 40% observed last year and 49% observed in 2002. Over one-quarter (28%) of the Community Leaders are currently critical of LANL's corporate citizenship.

Evidence that events over the past year have impacted Leaders' perceptions of LANL is found at the conclusion of the survey, when respondents were asked whether the significant publicity received by LANL regarding security issues affected their responses. Nearly one-third (30%) of Community Leaders say the publicity LANL has received did affect the way they responded to the survey, with concerns about LANL management and concern about security issues being mentioned most frequently. Those who say that the publicity on security issues did not affect their opinion were more than twice as likely to rate LANL favorably than those who said the publicity did affect their opinion (60% and 28%, respectively). The fact that nearly one-third of Community Leaders were influenced by the publicity helps to explain the lower overall public image score LANL receives compared to previous years.

Survey questions aside, Community Leaders were also asked if recent media coverage has influenced their overall opinion of LANL. Forty-two percent of the respondents feel the publicity regarding security matters at LANL has affected their opinion of the national laboratory. Most of the reasons offered as to why their opinions have been affected regarding recent publicity revolve around being more concerned about security matters, LANL management and having a lower opinion of LANL, overall. Given these findings, it is not surprising that favorability ratings for LANL have decreased from 62% in 2003 to 50% currently.

Interestingly, while Community Leaders' overall impressions of LANL have declined, satisfaction levels with specific aspects of community involvement

have remained similar to ratings received in past studies. For example, many Leaders express satisfaction with the impact LANL has had on the business community including: satisfaction with the overall impact LANL has had on the local economy in their community (76%), and satisfaction with LANL's efforts to provide equal employment opportunities for all qualified residents in the area (63%).

The majority of Community Leaders also believe that LANL is doing a good job of providing educational support for their area. Three-fifths of the Leaders say they are satisfied with the educational programs offered by LANL and 56% feel that partnerships with school districts and educational agencies are effective. As mentioned by one leader, *"I think the education program is successful and LANL should continue to enlarge it by reaching towards middle schools and by reaching younger people to work at LANL down the road."* Overall, the majority of Leaders (56%) are satisfied with the University of California's Northern New Mexico Office's participation in regional public health education, and other community initiatives.

Despite satisfaction with community involvement and educational support, some Community Leaders express frustration with LANL's communications. While the majority of Community Leaders (58%) are at least somewhat satisfied with LANL's communications, nearly two-fifths (39%) are dissatisfied. One Community Leader states, *"it feels as though LANL is trying to make progress, but they are confusing the lines of communication by telling us after the fact, after decisions have been made. This is not involvement and is not providing the opportunity for input."* The problem is particularly acute among Los Alamos Leaders as over two-thirds (69%) express dissatisfaction with LANL's communications. As another Community Leader states, *"there is very little communication between LANL and surrounding communities so not sure what their involvement is. LANL needs to put together a comprehensive document to educate everyone about LANL and their community involvement."* LANL must not only develop better communications regarding the status of the Lab, they must also consider the needs of the community through listening and responding to concerns.

Although nearly three-fifths (57%) of Leaders are satisfied with LANL's efforts to *listen* to the concerns of the community, 36% of Community Leaders express dissatisfaction with LANL's efforts to listen to concerns. As stated by one business leader, *"when there are meetings, LANL should listen to*

*community and be sensitive and open to what they need.” Furthermore, 41% say they are dissatisfied with LANL’s efforts to respond to the concerns of the community. One Community Leader explains, “desires of the community seem to get shelved. They always talk up a project and then no more is heard, once project is approved.”*

One area LANL may want to focus on to address community concerns is government and community partnerships. Less than half of Leaders (43%) believe that the relationship that LANL has with state government agencies is effective. In addition, 46% of Leaders feel that partnerships with local government are effective, though 38% do not feel this relationship is effective. In fact, more than three-fifths (63%) of Community Leaders in Los Alamos County say they do not believe that partnerships with local government are effective, but those Leaders involved in the Governmental sector are more complimentary of LANL’s perceived effectiveness in creating partnerships with local governments.

Although just over half (51%) of Community Leaders feel that the partnerships LANL has formed with the business community are effective, one-third feel these partnerships are ineffective. It should be noted that 46% of the Leaders in the business/economic sector as well as 62% of those who are Community Leaders in Los Alamos County, believe LANL’s partnerships with the business community are not effective. Furthermore, less than one-quarter (22%) of Community Leaders are satisfied with LANL’s efforts to encourage new businesses to relocate to the area, with only 6% of Leaders saying they are *very satisfied*. In fact, 39% of Community Leaders say they are dissatisfied with LANL’s efforts on business relocation. LANL’s efforts to form business partnerships and efforts to relocate businesses clearly have room for growth.

Communication efforts will help to strengthen the relationship LANL has with local business and should be a primary concern. As stated by one Leader, *“the lab needs to publicize their involvement and efforts on all levels so that the public is aware of what their efforts have been and what they have accomplished.”* Further attention is also needed in regards to economic development. As suggested by one Leader, *“the value on educational efforts is good; however, the effort is poor for local economic development and partnership with local people. Need to help start-ups, entrepreneurs and business expansions for businesses already here.”* Much can be done through the Foundation Program and the Technology Commercialization

Program in this regard. Although it may be difficult for LANL to commit resources to these areas, it is important for community perceptions in the long-run.

Given the current climate, it is important now more than ever that LANL be candid and open with area Leaders and the public as a whole. The past year has been a very difficult time for LANL and managing its public image has become a real challenge. The negative publicity the Lab has faced clearly has had an impact on its overall image and this may take some time to recover. This is why it is imperative for LANL to step up and double its efforts to be a positive influence on the local communities. This starts with making the effort to listen to community concerns and dispel any misconception or misinformation that people may have about the future of LANL. If left in a void, speculation and rumor is sure to increase. LANL needs to make sure that it follows through on its promises and implements programs that have tangible benefits to the community.

LANL should pay particularly close attention to the Community Leaders in Los Alamos County who are now more critical than Leaders in other areas. In fact, two-thirds of the Los Alamos Leaders are critical of LANL when it comes to listening and responding to the concerns of the community. These Leaders are also more critical of LANL’s partnerships with local government and the business community.

This survey was designed to measure satisfaction with many different programs that LANL is involved with. Although there has been a decline in Community Leaders’ overall opinion of LANL and of LANL’s corporate citizenship, there has been very little change in Leaders’ opinion of the specific programs and partnerships that LANL has with the surrounding communities. Clearly, the publicity that LANL has received over security issues has had an impact on Leaders’ perception on a general level, but they have not seriously impacted how they view LANL’s efforts in areas of education, economic development, the Foundation Program or partnerships with local and state government agencies and organizations. The Community Leaders appear to acknowledge the important role that LANL plays in the community and separate this from the challenges and publicity the Lab has faced in the past year.

## Major Problems Facing the Community

(Top 10 Unaided Responses)

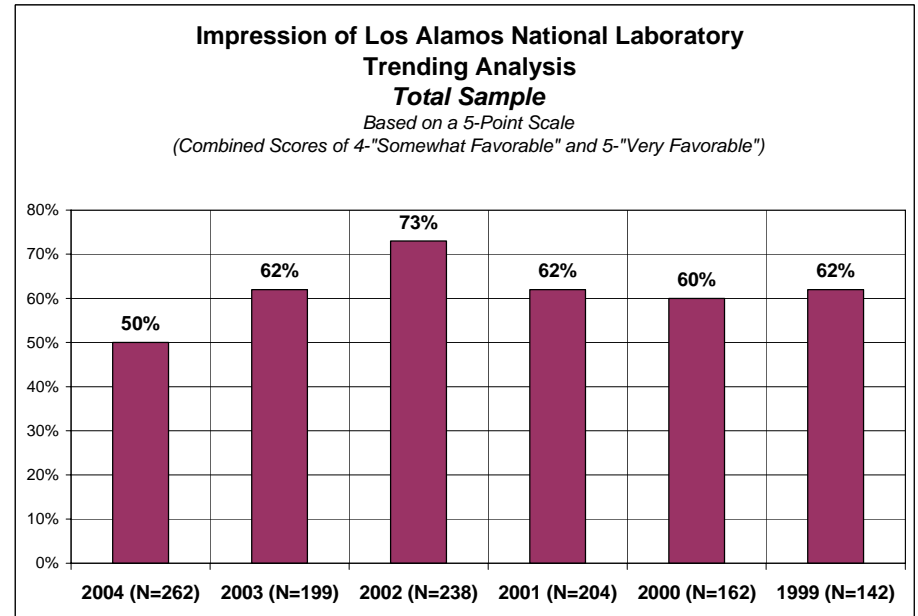
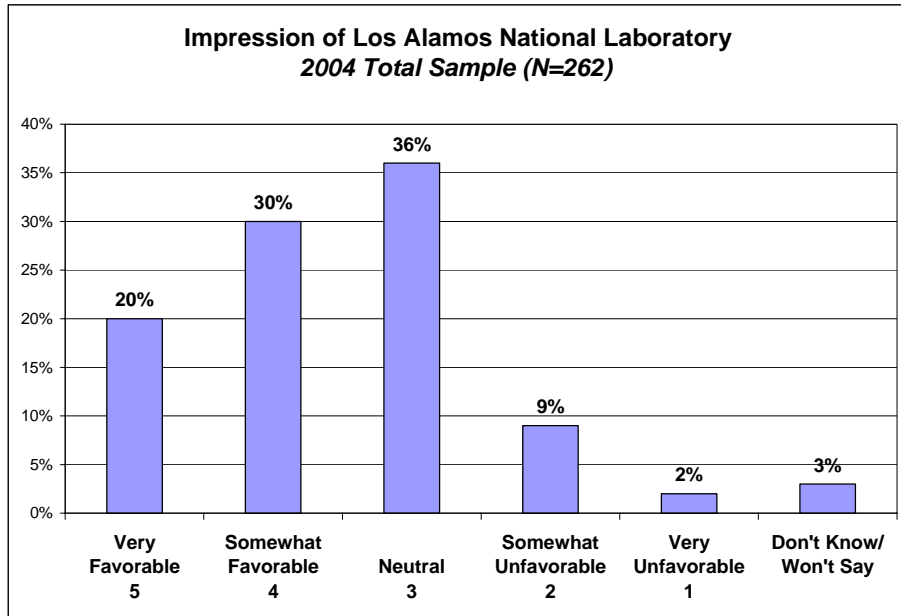
	<b>2004 Total Sample (N=262)</b>	<b>2003 Total Sample (N=199)</b>
Lack of economic opportunities	<b>21%</b>	15%
Educational system is poor	<b>13%</b>	24%
Economic instability	<b>13%</b>	7%
Water shortages/reserves	<b>8%</b>	22%
Illegal drug use	<b>8%</b>	12%
Low wages	<b>6%</b>	4%
Cost of housing is high/unreasonable	<b>5%</b>	9%
Non-availability of good jobs	<b>5%</b>	8%
Government/political leadership is incompetent	<b>5%</b>	5%
The uncertainty of LANL's future	<b>5%</b>	-

Community Leaders were asked in an unaided, open-ended manner what they feel is the single biggest problem facing their community today. Just over one-fifth (21%) mention the lack of economic opportunities, while 13% cite economic instability and another 13% say it is the poor educational system. Those more apt to say that economic instability is a major problem within their community are Leaders within Los Alamos County (32%). Other frequently mentioned problems include: illegal drug use (8%), water shortage/reserves (8%), low wages (6%), the lack of jobs (5%), cost of housing (5%), the uncertainty of LANL's future (5%), and government/political leadership is incompetent (5%).

Last year's study showed the lack of economic opportunities as being among the top three responses that Community Leaders mentioned as major problems facing the community. This year, Community Leaders again mention the lack of economic opportunities among the top three problems; in fact, this issue was mentioned the most often. It should also be noted that this year some Community Leaders mention the uncertainty of LANL's future as an area of concern, a concern that was not mentioned in the previous study.

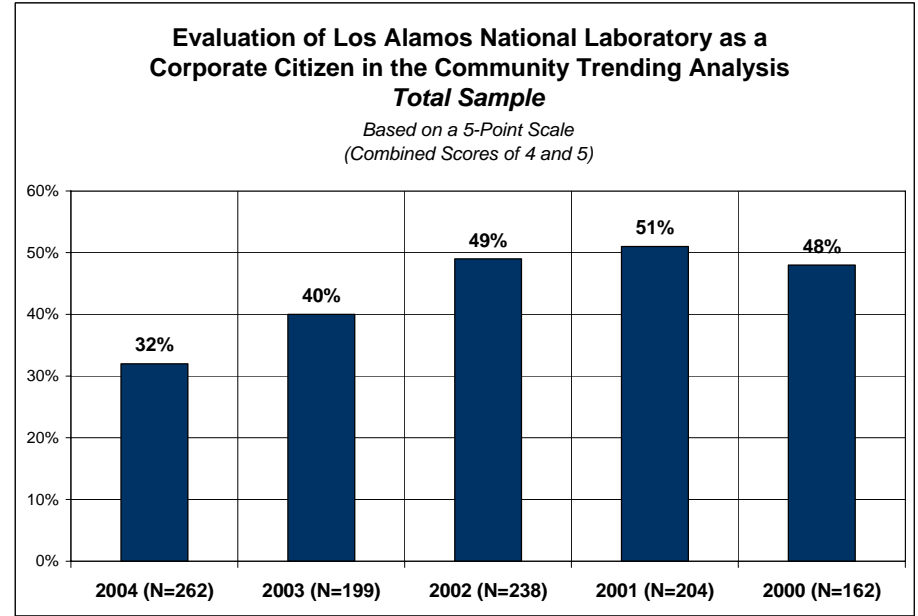
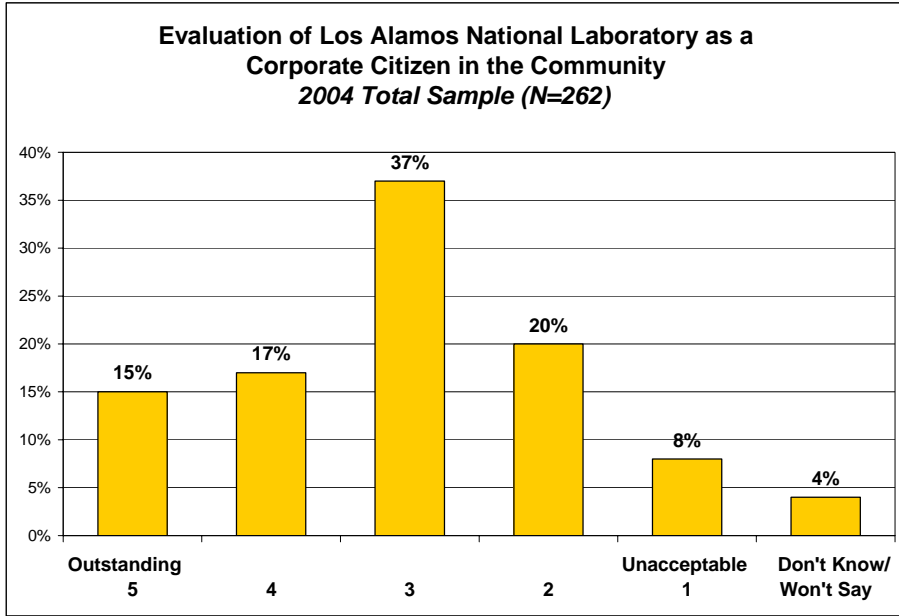
Despite an increase in the amount of concern in some areas, the number of times Community Leaders mention the poor educational system and the shortage of water decreased from the number of times referenced last year. In the case of water shortages, this may be mentioned less due to the amount of rainfall that was received this year, thereby, resulting in this being less of an area of concern.





Community Leaders were asked to rate their overall impression of Los Alamos National Laboratory using a 5-point scale where 5 is *very favorable* and 1 is *very unfavorable*. Overall, half of Community Leaders say they have either a *very favorable* (20%) or *somewhat favorable* (30%) impression of Los Alamos National Laboratory. Just 11% of Community Leaders say they currently have an unfavorable impression of LANL (a score of 1 or 2), while 36% have a neutral opinion (a score of 3). It should be noted that Community Leaders who are more likely to say they have a *very favorable* impression of LANL are those who are residents of Rio Arriba County (37%).

The graph on the right shows tracking results over the past six years. As mentioned earlier, half of Community Leaders indicate in the 2004 study that they have a favorable impression of LANL. However, these results are lower than those received in the past six years. For example, 50% of Community Leaders is a decline from 62% who said they had a *very* or *somewhat favorable* impression of LANL last year. Scores were highest in 2002 when 73% of Community Leaders reported they had a favorable opinion of LANL.



Community Leaders were asked to evaluate LANL as a corporate citizen in their community using a 5-point scale where 5 is *outstanding* and 1 is *unacceptable*. As shown above, nearly one-third of Community Leaders give LANL high ratings of 4 or 5 for corporate citizenship, with 15% saying that LANL is an *outstanding* corporate citizen. Interestingly, Rio Arriba County Community Leaders are more likely than other Leaders to rate LANL as an *outstanding* corporate citizen (26%).

More than one-quarter (28%) of the Leaders give LANL low ratings of 1 or 2, while 37% have mixed or neutral feelings about LANL's corporate citizenship (a score of 3).

As shown on the graph on the right, Community Leaders' perceptions about LANL's corporate citizenship continues to decline. The 32% who give LANL high ratings for being a good corporate citizen is a drop from 40% who rated LANL as a good corporate citizen last year. Less than one-fifth of Los Alamos Community Leaders (16%) rate LANL a 4 or 5, however, more than two-fifths (43%) rate LANL a 1 or 2. Moreover, almost half of Tribal Leaders (47%) give LANL low ratings. As stated by one Community Leader, *"the Lab treats the tribes as a whole, but they are all different. LANL must understand their differences. Need to learn more of cultures. When the Lab understands better who they are dealing with, there will be better relationships and a better community."*

## Evaluation of Specific LANL Attributes: Economic Issues

Ranked By Highest Percentage "Very Satisfied" (2004)  
Total Sample

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/Won't Say</u>
<b>The overall impact on the economy of your community (LANL/UC)</b>					
<b>September 2004 (N=262)</b>	<b>49%</b>	<b>27%</b>	<b>12%</b>	<b>8%</b>	<b>4%</b>
September 2003 (N=199)	46%	33%	10%	6%	5%
September 2002 (N = 238)	51%	28%	10%	5%	6%
December 2001 (N = 204)	45%	33%	10%	4%	8%
September 2000 (N = 162)	41%	43%	9%	6%	2%
<b>Efforts to provide equal employment opportunities for all qualified residents of northern New Mexico in the last year (LANL/UC)</b>					
<b>September 2004 (N=262)</b>	<b>31%</b>	<b>32%</b>	<b>12%</b>	<b>5%</b>	<b>20%</b>
September 2003 (N=199)	24%	44%	11%	7%	14%
September 2002 (N = 238)	32%	34%	10%	5%	18%
December 2001 (N = 204)	25%	34%	9%	10%	23%
September 2000 (N = 162)	25%	32%	10%	12%	21%
<b>Efforts to purchase more goods and services from businesses in northern New Mexico communities (LANL)</b>					
<b>September 2004 (N=262)</b>	<b>12%</b>	<b>31%</b>	<b>23%</b>	<b>10%</b>	<b>24%</b>
September 2003 (N=199)	10%	29%	24%	12%	26%
September 2002 (N = 238)	20%	30%	17%	8%	25%
December 2001 (N = 204)	24%	30%	18%	8%	20%
September 2000 (N = 162)	19%	41%	15%	5%	19%
<b>Encouraging new business to relocate to northern New Mexico (LANL/UC)</b>					
<b>September 2004 (N=262)</b>	<b>6%</b>	<b>16%</b>	<b>26%</b>	<b>13%</b>	<b>39%</b>
September 2003 (N=199)	10%	33%	20%	13%	24%
September 2002 (N = 238)	14%	32%	19%	9%	26%
December 2001 (N = 204)	15%	31%	23%	11%	19%
September 2000 (N = 162)	7%	45%	20%	11%	17%

The table above shows various statements related to LANL's involvement in the business community among which Community Leaders were asked to rate their level of satisfaction. Overall, results are similar to what was achieved in previous studies.

Nearly four-fifths (76%) of Community Leaders say they are satisfied with the overall impact LANL has had on the local economy in their community, with 49% who say they are *very satisfied*. Just under two-thirds (63%) are satisfied with LANL's efforts to provide equal employment opportunities for all qualified residents in the area. More than two-fifths of Leaders are also either *somewhat* (31%) or *very satisfied* (12%) with the efforts that have been made to purchase more goods and services from businesses in the area.

Less than one-quarter (22%) of Community Leaders are satisfied with LANL's efforts to encourage new businesses to relocate to the area, with only 6% of Leaders saying they are *very satisfied*. In fact, 39% of Community Leaders say they are dissatisfied with LANL's efforts on business relocation and another 39% are undecided on the issue.

Los Alamos County Community Leaders tend to express higher levels of dissatisfaction with LANL's involvement in the business community, specifically with: the relocation of businesses to the area (63%), LANL's efforts to purchase goods and services (51%), and the overall impact on the economy (35%). However, both Los Alamos County (73%) and Rio Arriba County (71%) Community Leaders are more apt to say they are satisfied with LANL's efforts to provide equal employment opportunities for qualified residents. Rio Arriba County Leaders are also more likely than others to say they are satisfied with the overall impact LANL has on the community.

## Evaluation of Specific LANL Attributes: Social Issues

Ranked By Highest Percentage "Very Satisfied" (2004)  
Total Sample

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>Educational programs offered (LANL)</b>					
<b>September 2004 (N=262)</b>	<b>29%</b>	<b>31%</b>	<b>10%</b>	<b>3%</b>	<b>27%</b>
September 2003 (N=199)	24%	34%	13%	4%	25%
September 2002 (N = 238)	27%	31%	11%	4%	27%
December 2001 (N = 204)	29%	27%	11%	2%	31%
September 2000 (N = 162)	26%	42%	7%	4%	21%
<b>Efforts to listen to the concerns of the community (LANL/UC)</b>					
<b>September 2004 (N=262)</b>	<b>23%</b>	<b>34%</b>	<b>25%</b>	<b>11%</b>	<b>7%</b>
September 2003 (N=199)	25%	37%	19%	11%	8%
September 2002 (N = 238)	27%	41%	17%	9%	6%
December 2001 (N = 204)	20%	41%	20%	11%	8%
September 2000 (N = 162)	30%	35%	14%	15%	6%
<b>Participation in regional education public health, and other community initiatives (UC)</b>					
<b>September 2004 (N=262)</b>	<b>22%</b>	<b>34%</b>	<b>15%</b>	<b>7%</b>	<b>22%</b>
September 2003 (N=199)	20%	34%	14%	10%	22%
September 2002 (N = 238)	21%	33%	17%	4%	25%
<b>Efforts to respond to the concerns of the community (LANL/UC)</b>					
<b>September 2004 (N=262)</b>	<b>11%</b>	<b>36%</b>	<b>26%</b>	<b>15%</b>	<b>12%</b>
September 2003 (N=199)	12%	36%	27%	13%	12%
September 2002 (N = 238)	14%	45%	26%	8%	7%
December 2001 (N = 204)	13%	35%	26%	13%	13%
September 2000 (N = 162)	16%	43%	19%	15%	7%

Community Leaders were also read various statements pertaining to community involvement. Again, similar results were obtained in the current study as compared to previous years. Three-fifths of the Leaders say they are satisfied with the educational programs offered by LANL. Nearly three-fifths (57%) of Leaders are satisfied with LANL's efforts to listen to the concerns of the community, however, 36% of Community Leaders express dissatisfaction with LANL's efforts to listen to concerns. Los Alamos County Leaders are more likely to say they are particularly critical of LANL in this regard as two-thirds say they are dissatisfied with LANL's efforts to listen to community concerns.

The majority of Leaders (56%) are satisfied with the University of California's Northern New Mexico Office's participation in regional education public health, and other community initiatives. Almost half of Community Leaders (47%) are satisfied with LANL's efforts to respond to the concerns of the community; however, 41% say they are dissatisfied with these efforts. Two-thirds of Leaders in Los Alamos are dissatisfied with LANL's efforts to respond to community concerns.

## Effectiveness of LANL Partnerships (Summary Table)

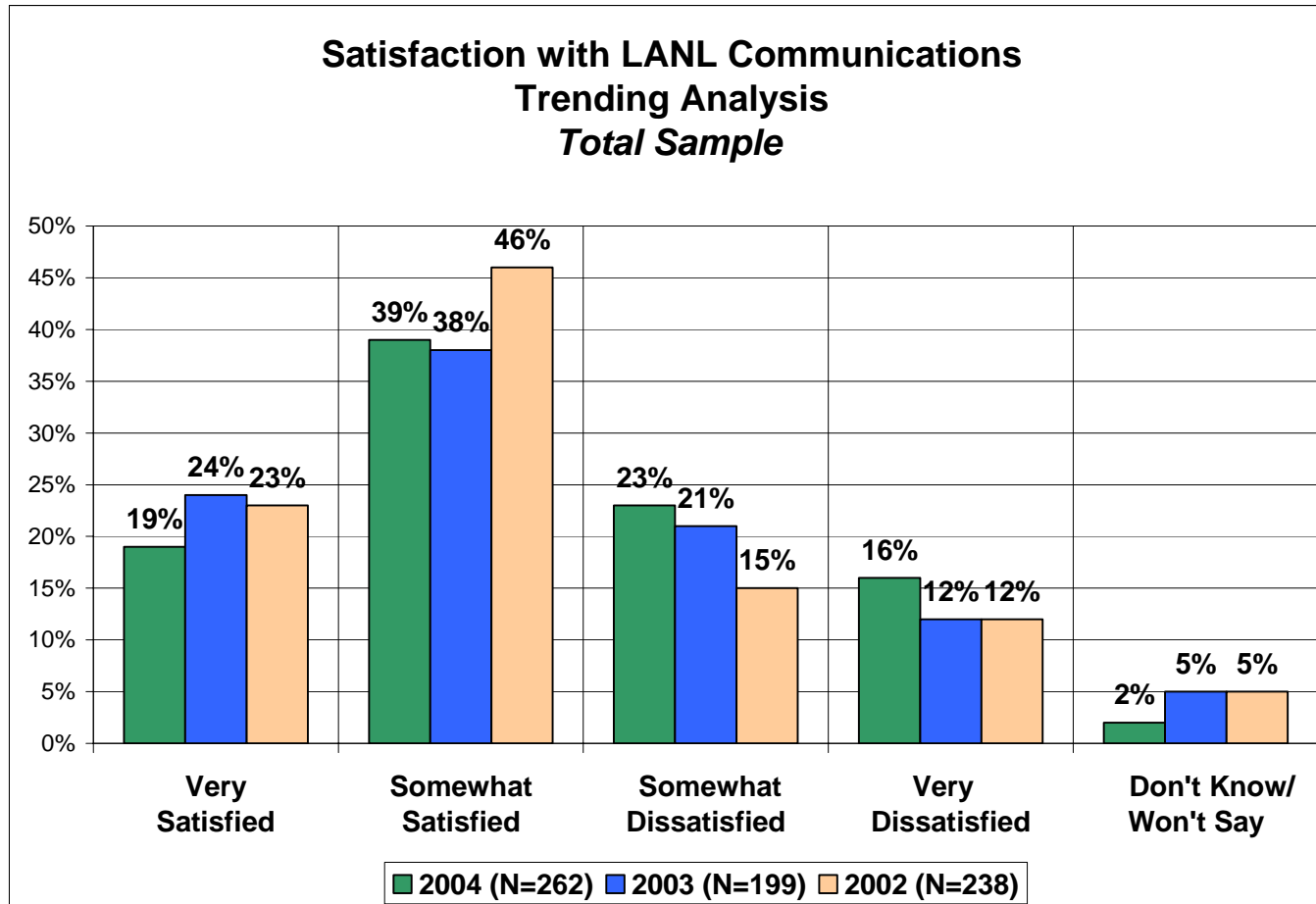
Ranked By Highest Percentage “Very Effective” (2004)  
Total Sample

	<u>Very Effective</u>	<u>Somewhat Effective</u>	<u>Somewhat Ineffective</u>	<u>Very Ineffective</u>	<u>Don't Know/ Won't Say</u>
<b>School districts and educational agencies in northern New Mexico</b>					
<b>September 2004 (N=262)</b>	<b>21%</b>	<b>35%</b>	<b>16%</b>	<b>6%</b>	<b>22%</b>
September 2003 (N=199)	26%	34%	13%	9%	18%
September 2002 (N = 238)	28%	36%	11%	6%	19%
December 2001 (N = 204)	23%	40%	17%	2%	17%
September 2000 (N = 162)	26%	45%	8%	6%	16%
<b>The State Legislature</b>					
<b>September 2004 (N=262)</b>	<b>16%</b>	<b>28%</b>	<b>13%</b>	<b>6%</b>	<b>36%</b>
September 2003 (N=199)	17%	28%	14%	6%	36%
September 2002 (N = 238)	12%	31%	16%	5%	36%
December 2001 (N = 204)	7%	28%	17%	4%	43%
September 2000 (N = 162)	7%	31%	12%	5%	45%
<b>Business community in northern New Mexico</b>					
<b>September 2004 (N=262)</b>	<b>13%</b>	<b>38%</b>	<b>22%</b>	<b>12%</b>	<b>14%</b>
September 2003 (N=199)	11%	42%	26%	9%	12%
September 2002 (N = 238)	22%	33%	22%	8%	15%
December 2001 (N = 204)	16%	41%	28%	8%	7%
September 2000 (N = 162)	6%	56%	20%	7%	12%
<b>Local governments in northern New Mexico</b>					
<b>September 2004 (N=262)</b>	<b>12%</b>	<b>34%</b>	<b>28%</b>	<b>10%</b>	<b>16%</b>
September 2003 (N=199)	16%	38%	23%	8%	15%
September 2002 (N = 238)	15%	44%	18%	5%	18%
December 2001 (N = 204)	13%	45%	23%	4%	15%
September 2000 (N = 162)	10%	63%	13%	7%	7%
<b>State government agencies</b>					
<b>September 2004 (N=262)</b>	<b>12%</b>	<b>31%</b>	<b>16%</b>	<b>4%</b>	<b>36%</b>
September 2003 (N=199)	14%	30%	14%	5%	37%
September 2002 (N = 238)	15%	32%	13%	5%	36%
December 2001 (N = 204)	12%	35%	17%	2%	34%
September 2000 (N = 162)	9%	40%	5%	5%	40%
<b>Tribal governments and tribal agencies</b>					
<b>September 2004 (N=262)</b>	<b>8%</b>	<b>24%</b>	<b>10%</b>	<b>5%</b>	<b>53%</b>
September 2003 (N=199)	10%	27%	7%	5%	51%
September 2002 (N = 238)	12%	23%	10%	7%	48%
December 2001 (N = 204)	8%	32%	19%	5%	36%
September 2000 (N = 162)	7%	35%	11%	3%	43%

Community Leaders were asked if they feel various Los Alamos National Laboratory partnerships are very effective, somewhat effective, somewhat ineffective, or very ineffective in trying to improve the region. As shown on the previous page, the majority of Community Leaders (56%) feel that partnerships with school districts and educational agencies are effective, with 21% who say they are *very effective*. More than two-fifths (44%) of Community Leaders who are in the education sector feel that the partnership LANL has with the school districts and education sector are very effective.

In addition, more than two-fifths (44%) of Community Leaders feel that LANL's partnerships with the State Legislature have been *very* (16%) or *somewhat effective* (28%). Forty-six percent of Leaders feel that partnerships with local governments are effective, though 38% do not feel these relationships are effective. Leaders from the government sector are more likely to feel the partnerships are effective, but more than three-fifths (63%) of Community Leaders in Los Alamos County say they do not believe the partnerships with local government are effective. Over two-fifths (43%) believe that the relationship that LANL has with state government agencies is effective, while nearly one-third (32%) of Community Leaders feel the partnerships with tribal governments and tribal agencies are effective. It is worth noting that among tribal Leaders, 83% (11 out of 13 Leaders) say the relationship between LANL and tribal governments/agencies is effective.

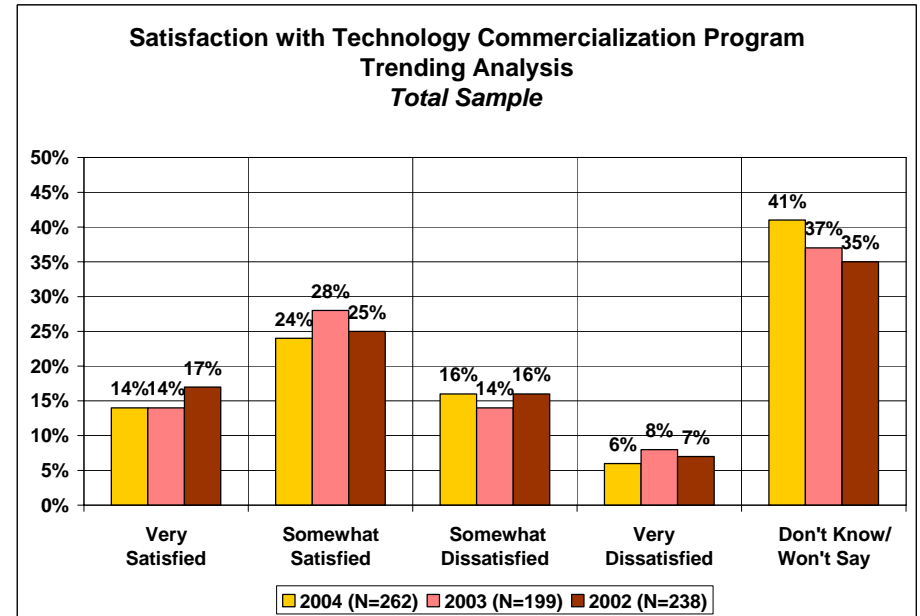
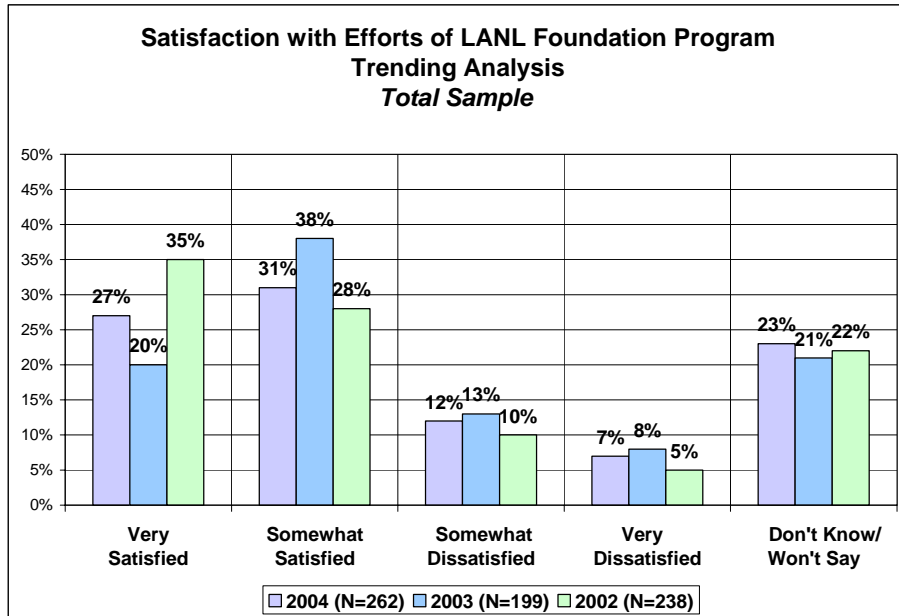
Although just over half (51%) of Community Leaders feel that the partnerships LANL has formed with the business community are effective, one-third (34%) feel these partnerships are ineffective. It should be noted that 46% of the Leaders in the business/economic sector as well as 62% of those who are Community Leaders in Los Alamos County, believe LANL's partnership with the business community is not effective.



When asked to rate their level of satisfaction with LANL communications, nearly three-fifths say they are either *somewhat* (39%) or *very satisfied* (19%). However, two-fifths (39%) are dissatisfied with LANL's communications, with 16% saying they are *very dissatisfied*.

Overall, Community Leaders' satisfaction with LANL communications continues to decline. The graph above shows a satisfaction rating of 69% in 2002, which declined to 62% in 2003. The problem is particularly acute among Los Alamos Leaders as over two-thirds (69%) express dissatisfaction with communications from LANL.





As shown in the graph on the left, Community Leaders' satisfaction with the efforts of the LANL Foundation Program has remained relatively steady. However, those who indicate they are *very satisfied* increased from 20% in 2003 to 27% in the current study. One Leader states, *"the Foundation has been a major benefit to the community; it would be beneficial for the Lab to utilize the Foundation's model for community outreach."* Approximately one-fifth of Community Leaders (19%) say they are dissatisfied with the efforts of the LANL Foundation Program, which is similar to results obtained last year. It should be noted that half (51%) of Community Leaders in the education sector are *very satisfied* with the efforts of LANL's Foundation program.

Nearly two-fifths (38%) of Community Leaders are also satisfied with LANL's Technology Commercialization Program, though 22% express dissatisfaction with the program. Approximately two-fifths (41%) of Leaders are undecided about satisfaction with the program. One Community Leader suggests, *"the program needs to be extended to outlining communities to provide business opportunities, currently it is only for the benefit of Los Alamos County."* As stated by another Community Leader, *"the Lab has not set or measured effective technology goals. The Technology Transfer Division has, in the past, been more of a barrier rather than an enabler. The Technology Transfer Division should be more of an enthusiastic partner of economic development efforts of Los Alamos County and Los Alamos development corporation."*

Community Leaders' overall satisfaction with the LANL Foundation Program has increased from last year, though satisfaction with the Technology Commercialization Program has declined slightly from levels received in the previous study.

## Effect of Security Issues Publicity on Survey Responses

(Top 10 Unaided Responses)

	<i>2004 Total Sample (N=262)</i>
Less favorable opinion of LANL	<b>7%</b>
Concerned about LANL management	<b>7%</b>
More concerned about security issues	<b>5%</b>
Rated lower as corporate citizen	<b>4%</b>
LANL focusing less on community issues	<b>4%</b>
Don't think they are well managed	<b>4%</b>
Have lower opinion of LANL, in general	<b>4%</b>
Affected in positive way/more aware	<b>2%</b>
No, have not affected my opinion	<b>69%</b>
Don't know/won't say	<b>2%</b>

Community Leaders were asked if recent publicity regarding security issues at LANL affected their responses to the survey. The majority of Leaders (69%) say that the publicity did not affect their opinion; however 29% say it did. Seven percent of Leaders say they have a less favorable opinion of LANL as a result of the publicity, while another 7% say that as a result of the publicity they are concerned about the management of LANL and 5% of Leaders say that they are more concerned about security issues. Four percent of Community Leaders say that they rated LANL lower as a corporate citizen due to recent publicity, while another 4% say they feel that LANL is focusing less on community issues. Other comments shared by Community Leaders as to how the recent publicity regarding security issues affected their responses to this survey include: don't think they are well managed (4%) and have lower opinion of LANL (4%).

At least 2% of Community Leaders say that the publicity affected them in a positive way because now they are more aware of LANL.

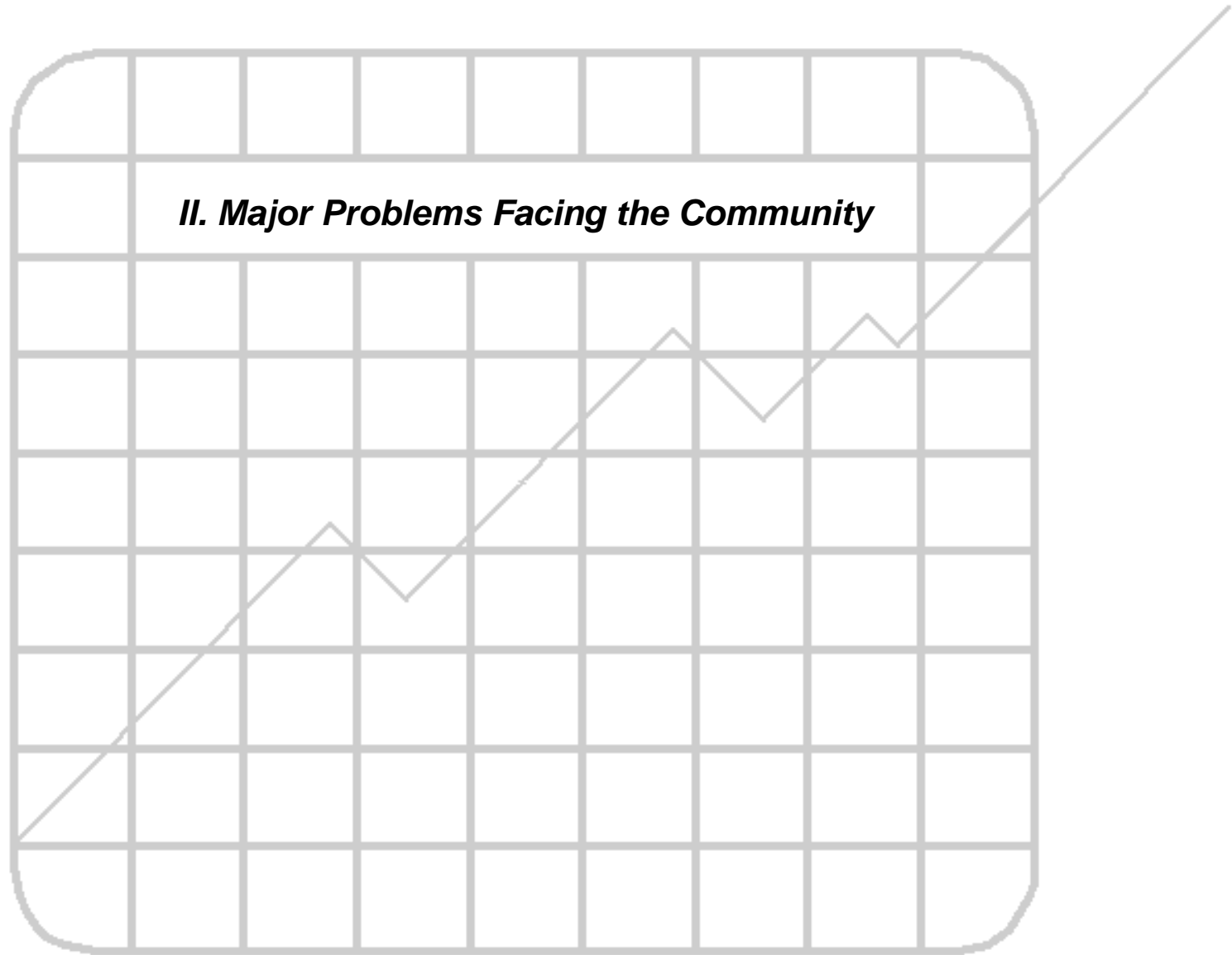
## Effect of Security Issues Publicity on Opinion of Los Alamos National Laboratory

(Top 10 Unaided Responses)

	<i>2004 Total Sample (N=262)</i>
More concerned about security issues	<b>16%</b>
Concerned about LANL management	<b>13%</b>
Less favorable opinion of LANL	<b>10%</b>
Don't think they are well managed	<b>6%</b>
Have lower opinion of LANL, in general	<b>3%</b>
How the media portrays the situation	<b>2%</b>
Large group of people being blamed for mistakes of few	<b>2%</b>
Laxity of personal responsibility	<b>1%</b>
No, have not affected my opinion	<b>57%</b>
Don't know/won't say	<b>1%</b>

Community Leaders were asked, holding aside the specific questions on the survey, has anything they have read or heard recently regarding security matters at LANL affected their opinion. The majority of Community Leaders (57%) say they have not been affected, whereas 42% say they have been affected.

Among those who say that they have been affected by something they have read or heard, less than one-fifth (16%) say they are now more concerned about security issues, while 13% say they are concerned about LANL management and one-in-ten say they have a less favorable opinion of LANL. Other ways that Community Leaders mention they were affected by something they read or heard about LANL include: don't think LANL is well managed (6%), have lower opinion of LANL, (3%), how the media portrays the situation affects their opinion of LANL (2%), feel a large group of people being blamed for mistakes of few (2%), and laxity of personal responsibility affects their opinion of LANL (1%).



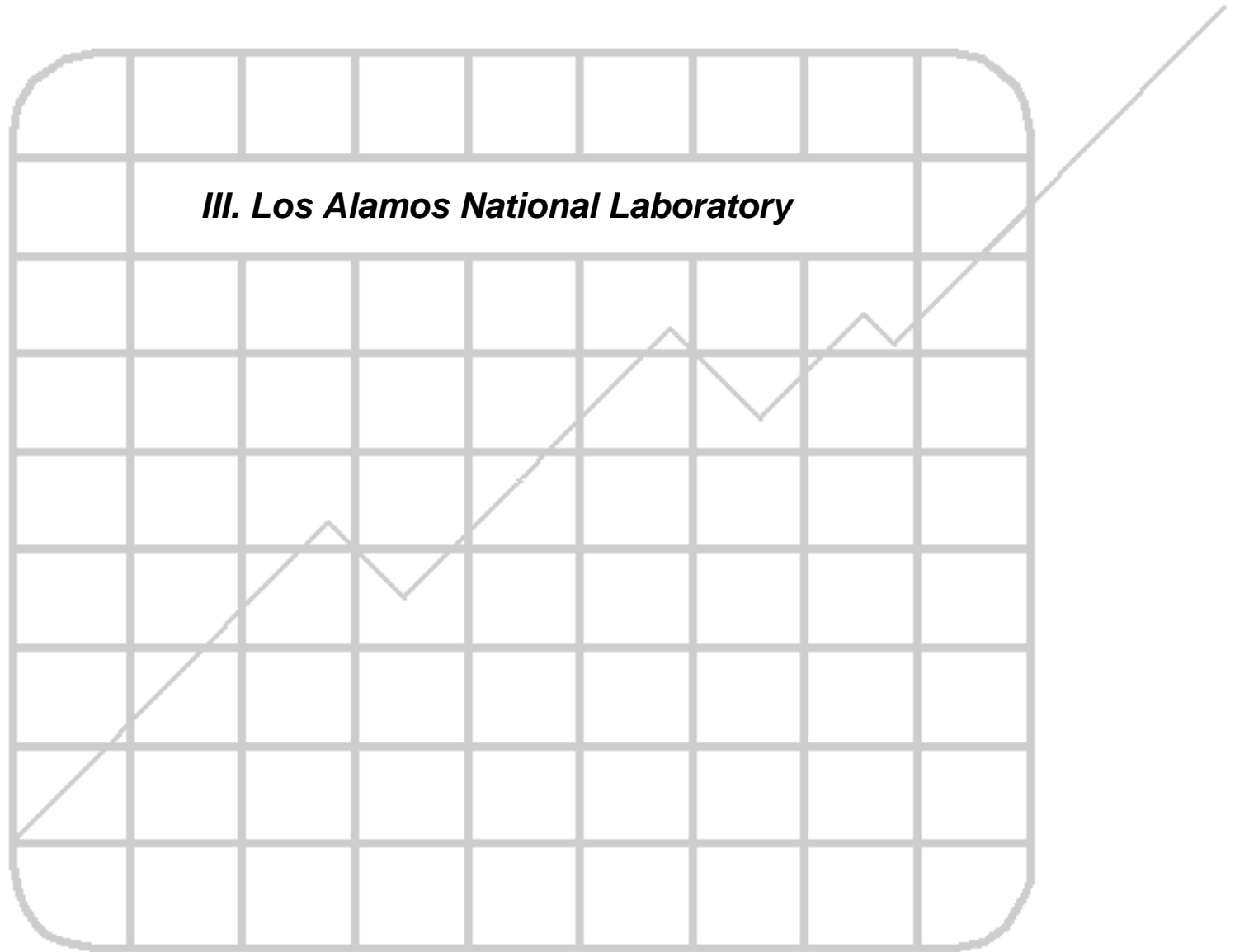
## Major Problems Facing the Community (Unaided Responses)

Question 1: What would you say is the single biggest problem facing your community today?

	<i>Total Responses (N=262)</i>		<i>Total Sample (N=262)</i>		<i>Total Sample (N=262)</i>
Lack of economic opportunities	21%	Quality of teachers	1%	LANL and U of C have had a negative impact on all areas	1%
Economic instability	13%	Too few cultural events	1%	Local government budget deficit	*
Educational system is poor	13%	Lack of career counseling for youth	1%	Public transportation	*
Illegal drug use	8%	Newcomers not integrating into the community	1%	Decrease or revenues	*
Water shortages/reserves	8%	Lack of civic center	1%	LANL put up road blocks	*
Low wages	6%	Cost of living is high/unreasonable	1%	Community morale due to fire	*
Non-availability of good jobs	5%	Roads/streets/highways are bad	1%	Missing hard drives	*
Cost of housing is high/unreasonable	5%	Preservation character of the community	1%		
		Youth problems	1%	Treatment of Wen Ho Lee	*
The uncertainty of LANL's future	5%	Low pay for teachers	1%	More community involvement in educational process	*
Government/political leadership is incompetent	5%	Need infrastructure development	1%	High cost of prescription drugs	*
Economic diversification	4%	Not enough private business	1%	Situations at LANL having a pervasive effect on schools	*
Lack of guidance/assistance for youth	4%	Loss of gross revenue tax	1%	National security	*
Lack of skilled labor/labor force	3%	Quality of school facilities	1%	Lab does not pay taxes	*
Lack of training for good jobs	3%	Gangs	1%	Politics	*
Land development out of control	3%	DWI rate high	1%	Illegal dumping	*
LANL has poor communication with businesses and community	2%	Affordable day care	1%		
		Illiteracy	1%	Federal funding	*
Crime rate is high	2%	Decline of workplace values	1%	Police/legal system	*
Water quality/pollution	2%	LANL engagement in community	1%	Domestic violence/family problems	*
Future of school funding	2%	Apathy towards everything	1%	Taxes are high/unreasonable	*
Drought	2%	Lack of community activities for youth	1%	Fire/risk of fire	*
Healthcare reform	2%	No health insurance	1%	Sewers/drains	*
Availability of low income/affordable homes	2%	Leadership from community lacking	1%	Don't have city water utilities	*
Lack of education among young people	1%	State funding decreases for non-profit service	1%	Land taken from homesteaders	*
More parental involvement in educational process	1%				
		Lack of unity and direction among Leaders	1%	Homeland security	*
Alcoholism	1%	Stagnation, LANL not proactive	1%	Lack of confidence in LANL	*
War on terrorism/terrorists	1%	LANL management has no concept of local businesses needs	1%	Competition for lab contract	*
Growing too big/too fast	1%	Mental health issues	1%		
Lack of science/math	1%	Quality of life is equally affected	1%	Don't know/won't say	3%
Congestion	1%	Too much dependency on LANL for what is needed in area	1%		
Violent crime	1%				
Poverty	1%				

\* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple responses



## Impression of Los Alamos National Laboratory

Question 2: Generally, what is your impression of Los Alamos National Laboratory? Using a 5-point scale in which 5 is very favorable and 1 is very unfavorable, what is your impression of Los Alamos National Laboratory?

	Total Sample (N=262)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
5 - Very favorable	20%	16%	37%	10%	23%	15%	23%	21%	6%	18%
4	30%	26%	25%	37%	30%	29%	29%	37%	24%	36%
3	36%	45%	26%	37%	38%	37%	38%	35%	41%	18%
2	9%	12%	4%	10%	6%	11%	7%	7%	12%	18%
1 - Very unfavorable	2%	1%	5%	1%	-	5%	1%	-	6%	-
Don't know/won't say	3%	-	2%	6%	3%	4%	2%	-	12%	9%
Mean †	3.6	3.4	3.9	3.5	3.7	3.4	3.7	3.7	3.1	3.6

† The mean score is derived by taking the average score based on the 5-point scale. The Very Favorable response is assigned a value of 5; the Very Unfavorable response is assigned a value of 1. The Don't know/won't say responses are excluded from the calculation of the mean.

## Evaluation of LANL as a Corporate Citizen in the Community

Question 3: Companies, like individuals, can be members of the community. How would you rate Los Alamos National Laboratory as a corporate citizen in your community? Please use a 5 point scale where 5 means Los Alamos National Laboratory is outstanding and 1 means they are unacceptable.

	Total Sample (N=262)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
5 - Outstanding	15%	7%	26%	13%	9%	11%	19%	16%	-	-
4	17%	9%	17%	22%	10%	18%	14%	21%	12%	18%
3	37%	39%	33%	36%	43%	39%	39%	28%	29%	45%
2	20%	26%	11%	20%	30%	21%	18%	23%	35%	18%
1 - Unacceptable	8%	17%	10%	3%	-	6%	10%	5%	12%	9%
Don't know/won't say	4%	2%	2%	5%	8%	6%	-	7%	12%	9%
Mean †	3.1	2.6	3.4	3.2	3.0	3.1	3.1	3.2	2.5	2.8

† The mean score is derived by taking the average score based on the 5-point scale. The Outstanding response is assigned a value of 5; the Unacceptable response is assigned a value of 1. The Don't know/won't say responses are excluded from the calculation of the mean.



## Evaluation of Specific LANL Attributes: Educational Programs Offered by LANL

Question 4: Please tell me how satisfied you are with the following about Los Alamos National Laboratory: **The educational programs offered by Los Alamos National Laboratory**

	Total Sample (N=262)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	
Very dissatisfied	3%	3%	4%	1%	6%	5%	3%	-	-	-
Somewhat dissatisfied	10%	9%	14%	8%	13%	8%	10%	12%	24%	9%
Somewhat satisfied	31%	38%	29%	29%	23%	31%	32%	26%	29%	36%
Very satisfied	29%	27%	30%	26%	43%	26%	27%	44%	24%	18%
Don't know/won't say	27%	22%	23%	36%	16%	31%	28%	19%	24%	36%

## Evaluation of Specific LANL Attributes: Efforts in Encouraging New Business to Relocate

Question 5: Please tell me how satisfied you are with the following about Los Alamos National Laboratory: **The efforts of the University of California and Los Alamos National Laboratory during the last year in encouraging new business to relocate to northern New Mexico**

	Total Sample (N=262)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	
Very dissatisfied	13%	22%	22%	5%	-	10%	17%	9%	12%	9%
Somewhat dissatisfied	26%	41%	21%	18%	31%	33%	26%	21%	18%	18%
Somewhat satisfied	16%	15%	21%	15%	8%	17%	13%	16%	29%	27%
Very satisfied	6%	2%	13%	6%	5%	9%	6%	5%	6%	9%
Don't know/won't say	39%	20%	23%	57%	55%	32%	39%	49%	35%	36%

## Evaluation of Specific LANL Attributes: Effort to Purchase More Goods/Services From Businesses in Northern New Mexico Communities

Question 6: Please tell me how satisfied you are with the following about Los Alamos National Laboratory: **Los Alamos National Laboratory's effort to purchase more goods and service from businesses in northern New Mexico communities**

	Total Sample (N=262)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very dissatisfied	10%	19%	11%	4%	6%	5%	14%	2%	12%	18%
Somewhat dissatisfied	23%	32%	26%	16%	24%	35%	22%	14%	24%	9%
Somewhat satisfied	31%	29%	33%	32%	30%	29%	32%	33%	24%	36%
Very satisfied	12%	10%	11%	13%	9%	10%	12%	12%	18%	9%
Don't know/won't say	24%	10%	18%	35%	32%	22%	19%	40%	24%	27%

## Evaluation of Specific LANL Attributes: Efforts to Provide Equal Employment Opportunities

*Question 7: Please tell me how satisfied you are with the following about Los Alamos National Laboratory: **University of California and Los Alamos National Laboratory's efforts to provide equal employment opportunities for all qualified residents of northern New Mexico in the last year***

	Total Sample (N=262)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	
Very dissatisfied	5%	3%	7%	6%	-	11%	-	2%	24%	9%
Somewhat dissatisfied	12%	8%	17%	11%	11%	16%	8%	9%	35%	18%
Somewhat satisfied	32%	34%	30%	34%	29%	34%	36%	30%	18%	18%
Very satisfied	31%	39%	41%	21%	23%	20%	37%	28%	24%	45%
Don't know/won't say	20%	16%	5%	29%	37%	20%	20%	30%	-	9%

## Evaluation of Specific LANL Attributes: Efforts to Listen to Community Concerns

Question 8: Please tell me how satisfied you are with the following about Los Alamos National Laboratory: **University of California and Los Alamos National Laboratory's efforts to listen to the concerns of your community**

	Total Sample (N=262)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	
Very dissatisfied	11%	18%	13%	7%	3%	14%	12%	7%	12%	-
Somewhat dissatisfied	25%	49%	9%	23%	12%	29%	21%	23%	18%	55%
Somewhat satisfied	34%	18%	44%	33%	59%	33%	37%	33%	35%	27%
Very satisfied	23%	14%	29%	25%	19%	18%	26%	26%	24%	9%
Don't know/won't say	7%	1%	5%	12%	8%	7%	4%	12%	12%	9%

## Evaluation of Specific LANL Attributes: Efforts to Respond to Community Concerns

Question 9: Please tell me how satisfied you are with the following about Los Alamos National Laboratory: **University of California and Los Alamos National Laboratory's efforts to respond to the concerns of your community**

	Total Sample (N=262)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very dissatisfied	15%	28%	15%	9%	8%	16%	19%	5%	18%	18%
Somewhat dissatisfied	26%	40%	17%	23%	29%	29%	28%	16%	24%	36%
Somewhat satisfied	36%	27%	41%	38%	37%	36%	34%	42%	35%	27%
Very satisfied	11%	2%	16%	12%	14%	8%	10%	14%	12%	18%
Don't know/won't say	12%	3%	11%	18%	12%	12%	9%	23%	12%	-

## Evaluation of Specific LANL Attributes: Overall Impact on the Economy of Community

Question 10: Please tell me how satisfied you are with the following about Los Alamos National Laboratory: **The overall impact that the University of California and Los Alamos National Laboratory has had on the economy of your community**

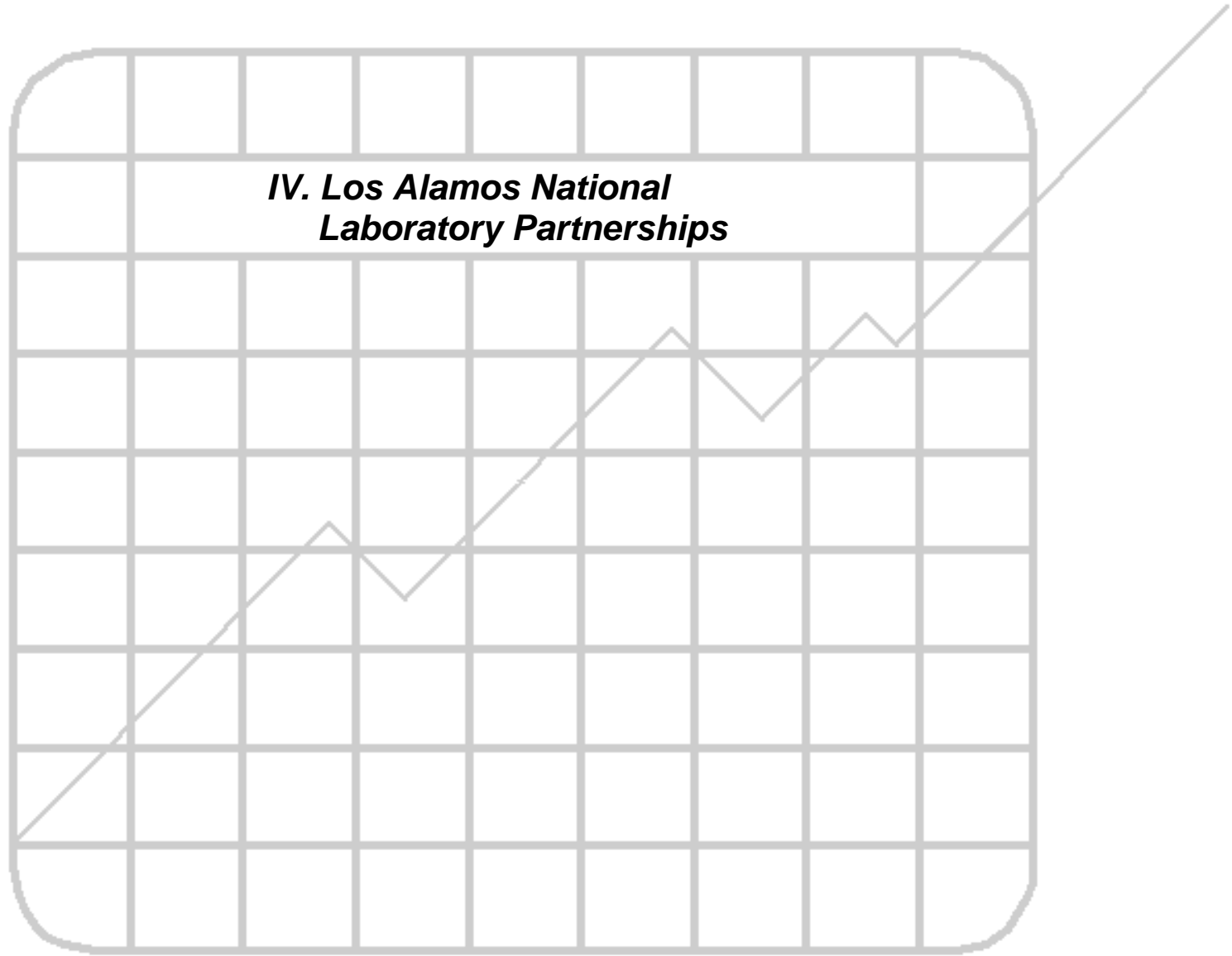
	Total Sample (N=262)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	
Very dissatisfied	8%	24%	5%	1%	-	7%	11%	2%	-	9%
Somewhat dissatisfied	12%	11%	14%	9%	27%	13%	12%	5%	18%	36%
Somewhat satisfied	27%	32%	15%	27%	45%	35%	19%	40%	29%	18%
Very satisfied	49%	32%	66%	58%	15%	41%	56%	47%	53%	36%
Don't know/won't say	4%	-	-	6%	14%	5%	2%	7%	-	-

## Evaluation of Specific LANL Attributes: Participation in Regional Education, Public Health & Other Community Initiatives

*Question 11: Please tell me how satisfied you are with the following about Los Alamos National Laboratory: **The University of California's Northern New Mexico Office participation in regional education, public health, and other community initiatives***

	Total Sample (N=262)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	
Very dissatisfied	7%	12%	6%	4%	6%	10%	8%	-	-	9%
Somewhat dissatisfied	15%	13%	13%	18%	15%	17%	12%	12%	47%	18%
Somewhat satisfied	34%	39%	41%	29%	22%	37%	36%	35%	24%	18%
Very satisfied	22%	22%	24%	17%	33%	17%	18%	35%	12%	45%
Don't know/won't say	22%	14%	16%	31%	23%	20%	27%	19%	18%	9%





## Effectiveness of LANL Partnerships with Local Governments in Northern New Mexico

Question 12: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership with **Local governments in Northern New Mexico**, in an effort to improve the region?

	Total Sample (N=262)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very ineffective	10%	21%	11%	3%	7%	11%	13%	2%	6%	9%
Somewhat ineffective	28%	42%	18%	28%	18%	20%	34%	21%	18%	45%
Somewhat effective	34%	24%	47%	31%	44%	46%	28%	35%	59%	18%
Very effective	12%	8%	14%	11%	14%	15%	9%	16%	6%	9%
Don't know/won't say	16%	5%	9%	27%	17%	9%	16%	26%	12%	18%

## Effectiveness of LANL Partnerships with Business Community in Northern New Mexico

Question 13: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership with **Business community in Northern New Mexico**, in an effort to improve the region?

	Total Sample (N=262)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	
Very ineffective	12%	34%	11%	3%	-	6%	22%	-	-	9%
Somewhat ineffective	22%	28%	18%	18%	31%	22%	24%	12%	18%	36%
Somewhat effective	38%	23%	47%	44%	32%	43%	32%	53%	41%	18%
Very effective	13%	9%	16%	14%	17%	11%	12%	21%	12%	9%
Don't know/won't say	14%	7%	8%	22%	20%	19%	9%	14%	29%	27%

## Effectiveness of LANL Partnerships with School Districts & Educational Agencies in Northern New Mexico

Question 14: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership with **School districts and educational agencies in Northern New Mexico**, in an effort to improve the region?

	Total Sample (N=262)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very ineffective	6%	5%	10%	2%	14%	11%	2%	7%	6%	9%
Somewhat ineffective	16%	26%	17%	11%	6%	16%	20%	9%	18%	-
Somewhat effective	35%	39%	37%	36%	21%	41%	34%	26%	41%	45%
Very effective	21%	13%	26%	19%	38%	15%	16%	44%	12%	27%
Don't know/won't say	22%	18%	10%	33%	21%	18%	28%	14%	24%	18%

## Effectiveness of LANL Partnerships with Tribal Governments/Agencies

Question 15: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership with **Tribal governments and tribal agencies**, in an effort to improve the region?

	Total Sample (N=262)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	
Very ineffective	5%	5%	9%	5%	-	6%	4%	5%	18%	-
Somewhat ineffective	10%	10%	5%	13%	8%	16%	10%	7%	-	-
Somewhat effective	24%	19%	34%	23%	17%	32%	20%	16%	65%	18%
Very effective	8%	10%	9%	4%	12%	8%	6%	12%	18%	-
Don't know/won't say	53%	56%	43%	56%	62%	39%	60%	60%	-	82%

## Effectiveness of LANL Partnerships with State Government Agencies

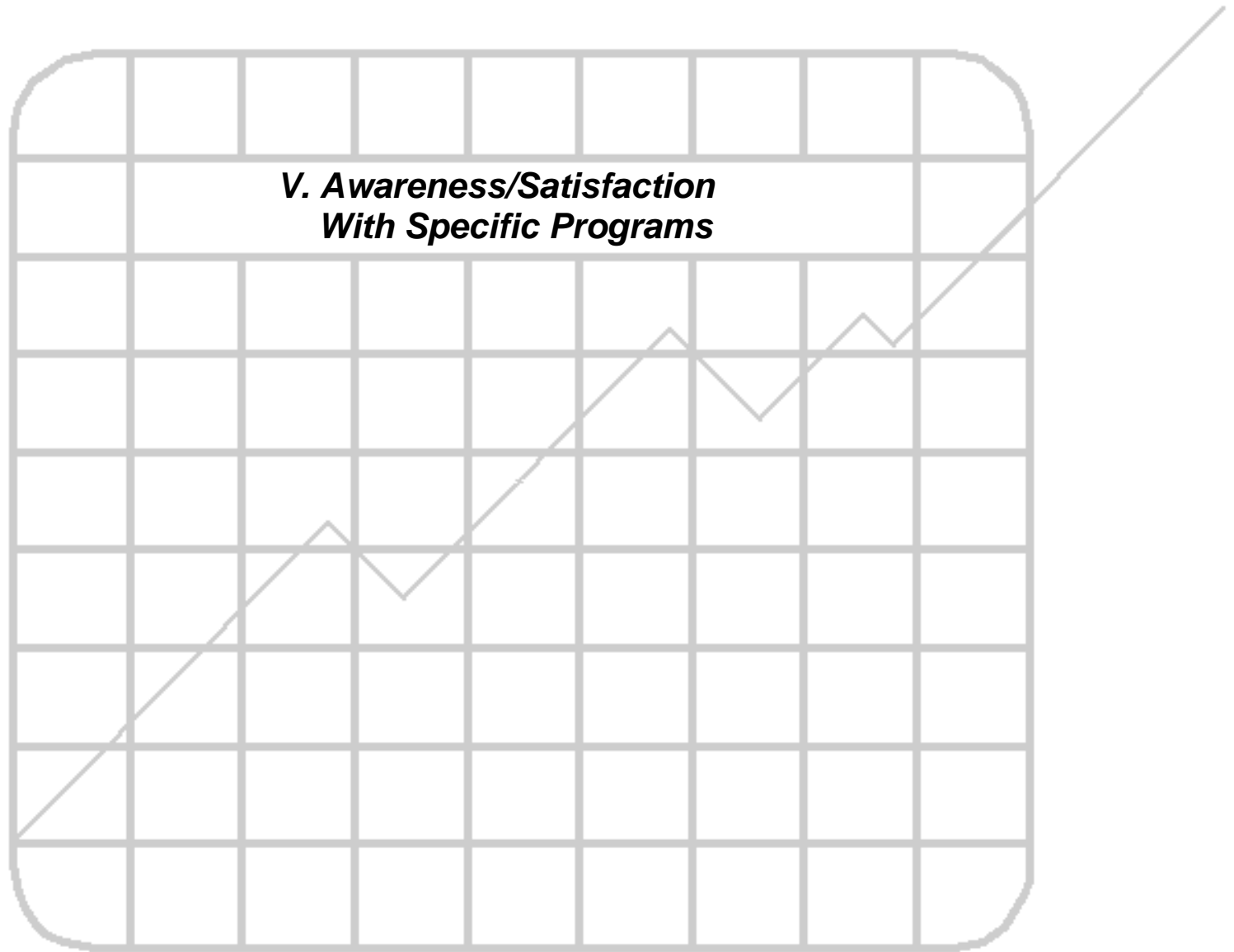
Question 16: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership with **State government agencies**, in an effort to improve the region?

	Total Sample (N=262)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very ineffective	4%	5%	5%	4%	-	11%	2%	-	6%	-
Somewhat ineffective	16%	30%	12%	13%	3%	18%	17%	16%	18%	-
Somewhat effective	31%	27%	32%	34%	26%	37%	31%	26%	18%	36%
Very effective	12%	11%	13%	11%	23%	11%	9%	23%	18%	9%
Don't know/won't say	36%	27%	39%	38%	48%	24%	41%	35%	41%	55%

## Effectiveness of LANL Partnerships with State Legislature

Question 17: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership with **The State Legislature**, in an effort to improve the region?

	Total Sample (N=262)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very ineffective	6%	11%	8%	4%	-	12%	7%	-	6%	-
Somewhat ineffective	13%	24%	7%	13%	3%	12%	14%	9%	18%	18%
Somewhat effective	28%	32%	32%	27%	12%	33%	24%	35%	18%	27%
Very effective	16%	13%	20%	13%	25%	18%	13%	21%	18%	9%
Don't know/won't say	36%	20%	32%	44%	59%	26%	41%	35%	41%	45%





## Satisfaction with Efforts of LANL Foundation

Question 18: How satisfied are you with the efforts of the Los Alamos National Laboratory Foundation?

	Total Sample (N=262)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very dissatisfied	7%	11%	5%	6%	6%	6%	10%	-	12%	9%
Somewhat dissatisfied	12%	17%	11%	10%	8%	4%	14%	12%	18%	18%
Somewhat satisfied	31%	33%	33%	29%	27%	31%	34%	23%	29%	27%
Very satisfied	27%	26%	36%	18%	46%	19%	23%	51%	12%	36%
Don't know/won't say	23%	14%	15%	36%	13%	41%	18%	14%	29%	9%

## Satisfaction with LANL Communications

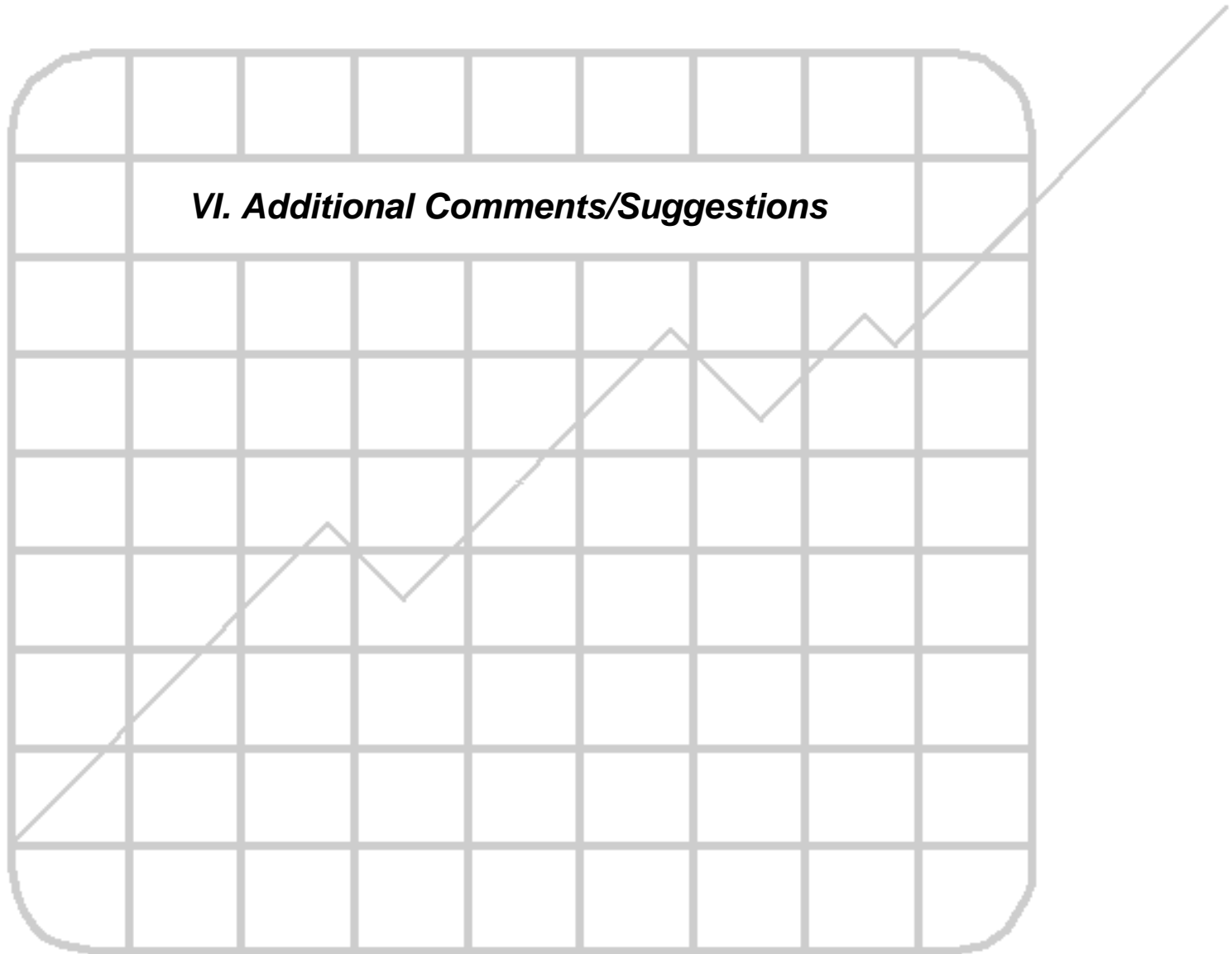
Question 19: Overall, how satisfied are you with LANL communications?

	Total Sample (N=262)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	Special Interest Groups
Very dissatisfied	16%	33%	11%	12%	3%	19%	17%	9%	18%	27%
Somewhat dissatisfied	23%	36%	19%	20%	16%	18%	29%	21%	12%	18%
Somewhat satisfied	39%	22%	45%	42%	55%	46%	34%	37%	53%	45%
Very satisfied	19%	9%	23%	22%	22%	15%	19%	28%	18%	9%
Don't know/won't say	2%	-	2%	3%	5%	3%	1%	5%	-	-

## Satisfaction with Technology Commercialization Program

Question 20: How satisfied are you with the Technology Commercialization program?

	County				Organizational Sector					
	Total Sample (N=262)	Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very dissatisfied	6%	10%	4%	4%	7%	9%	7%	2%	-	-
Somewhat dissatisfied	16%	20%	18%	14%	9%	14%	20%	12%	12%	9%
Somewhat satisfied	24%	22%	21%	26%	24%	23%	28%	21%	12%	9%
Very satisfied	14%	10%	17%	15%	10%	16%	14%	12%	6%	18%
Don't know/won't say	41%	37%	40%	41%	50%	39%	31%	53%	71%	64%



Q.21 Do you have any comments or suggestions regarding the Technology Commercialization program?

No. (N=87)

Don't know. (10)

Communication needs to be improved within the community.

Would like to know more about their technology other than weapons.

Need more information about it.

Need to do more outreach of the surrounding communities and inform businesses as to what is available and strengthen their relationship.

Need to make it more public.

We haven't directed the talents in the labs to promote a Manhattan Project as far as producing a program to eliminate our dependences on fossil fuel.

I do not know about it. (2)

There is a lot of effort going into program. I look forward to the next research park building being built.

It's improving but I'm still not satisfied; nothing specific to name.

I need to know more. An effort needs to be made to disseminate information to the public about the program, especially to the regional library system.

They are doing all they can do; they are making an honest effort.

Need to involve communities in Northern New Mexico to participate in process.

Program needs to be communicated more; needs to be a priority not just for public relations.

Don't know what program does; need more information. (10)

Publicize more: not aware of what the program does.

Could use industrial park for technology commercialization.

Send out more information regarding process.

Need to establish some goals for regional economic development.

Q.21 Do you have any comments or suggestions regarding the Technology Commercialization program?

Taos wants to tap into but do not know how to do it. How can they be a research partner? We are underutilized for programs.

Need more opportunities for more workshops to educate the business community.

Difficult for outsiders to work there. The maze of the lab's formalities to get things done, or to reach the right people and form relationships.

Need more outreach and more funding.

Had wonderful board in the past; want board running again.

When Corp America was trying to penetrate Japan's market, they had to learn different culture of Japan, then it was no longer a problem. Lab needs to do the same things now and learn more about the people they are dealing with and then they won't have problems.

More effective engagement with LACDC.

Public relation is so bad at labs.

Not very aware of it but know they have accomplished some meaningful things.

Lab has not set or measured effective technology goals. The Technology Transfer Division has, in the past, been more of a barrier rather than an enabler. The Technology Transfer Division should be more of an enthusiastic partner of economic development efforts of Los Alamos county and Los Alamos development corporation.

None. (N=11)

Make more effort to the community in education to let them know what it is.

Needs to be driven by private sector outside the labs. UC rules that determine rights need to be reviewed.

Program needs to leave support of senior management team.

They should offer financing with it.

Few examples but a lot of cooperation.

Many small business startups out of program are initiated.

Majority of that effort doesn't include the valley or Santa Fe.

Q.21 Do you have any comments or suggestions regarding the Technology Commercialization program?

Utilize more employment and companies with low water usage.

LANL should be leaders in alternative energy, such as thermal and wind. We need to be less dependent on present energy practices.

Like to see it strengthened even more.

Very difficult to access the program. Too much red tape.

I would like to see more community input and collaboration.

More public access to the technologies.

Do a better job of getting the word out.

It is very helpful and a boom to Northern New Mexico to have that program available.

Hearts in right place, but not enough talent.

Try to be more creative and flexible.

Wonderful program. More people should know a lot more about it - showcase it more.

More effort toward safe energies like geo-thermal, fuel cells, photo voltaic (solar).

Public relations could be better. People unaware of outcomes of those benefits. Aware of VA.

Needs to be more effective. Feels that the program is ignored. Distracted.

Educating the public more and connection with education.

I think this program is very good and a lot of money and effort is put into it, doesn't seem to be much effort in keeping these people in the region.

This needs to be totally independent of LANL. It should be managed and funded completely by the public and private sector - removed from the Government. We have been trying to tell them this for a long time.

LANL takes a non-committal approach, for example only 6 months leases with businesses - give no guarantees or encouragement for businesses to set up in Los Alamos.

Business rental prices for a new start up business are extremely expensive - priced way too high.

Q.21 Do you have any comments or suggestions regarding the Technology Commercialization program?

Need for a more prudent way to attract business to area. The less tax there is, the less that the community benefits and this affects everyone. Housing market is exorbitant and the entire Los Alamos area is less attractive to people coming into the area.

More visibility.

Continue to involve the technology program and the outreach program in the pueblos and low income communities.

Needs more work.

The lab has the opportunity to coordinate multiple efforts to support small businesses.

Research & Development given to major corporations, small business unable to afford or know what projects are coming out of LANL.

Focus on local usable tech in civilian commercial economy.

What technology is available for commercialization? Who might be interactively on posting these things? How to access?

Bad press lately.

Need clearer guidelines.

The program is not working, is not effective.

I would like to see it being more rapid transfer of technology.

I wonder if the applications for lab could be utilized more, rather than contracting out to vendors.

Should be more involved in renewable technology.

One of the things they do best.

Needs to be extended to outlining communities to provide business opportunities, currently it is only for the benefit of Los Alamos County.

Needs to be publicized and promote more.

Lab should have additional effort in supporting regional business and developing a high tech business development.

Woman who is head of program, Donna Smith, is very good. The office needs to be given the tools it needs to succeed. LANL does not get the job done; don't know what they are doing. The don't partnership with the right entities. Lab is not serious about program. Needs to work better with state and local governments.



Q.21 Do you have any comments or suggestions regarding the Technology Commercialization program?

LANL needs to work together with community regarding technology commercialization applicable for tech transfer to Rio Arriba County. Technology needs to be located in the community. LANL needs to work with local entrepreneurs to transfer technology to the community.

They need to develop an outreach program. Presentations to governing bodies including Santa Fe, of information regarding technology.

They need to be more open with companies trying to have a business spin off. LANL gets caught up in bureaucracy and prevents tech transfer for business spin offs.

Continue to be aggressive.

Needs wider press coverage so people understand better, so people understand benefits to New Mexico and United States of America.

Hear great ideas but see no results.

New director, I think is trying!

Hope they still have a program where high school students went to LANL for classes (was based on grade point). They got high school credit for it, it was great!

Nothing coming out of LANL on this due to problems at LANL.

Progress is going ok.

Keep community advised especially tribal areas.

Presentations to tribal counsels.

Program needs to extend more to reach out to other colleges in New Mexico.

Hopes LANL will do even more to help.

It's a great idea but does not appear to have accomplished enough.

Seek very experienced help from universities particularly in business areas.

More public awareness.

I think that LANL should work closer with Highlands University and utilize partnership agreement to bring to fruition on opportunities for economic development for Las Vegas area. My perception is that most LANL initiatives are devoted to Rio Grande corridor.

Q.21 Do you have any comments or suggestions regarding the Technology Commercialization program?

Very helpful if school districts could give and get feedback regarding training a work force for jobs with them and also if they'd do the same with the local community college.

It's great, gives a lot of money to McCurdy schools.

Not sure what this entails but LANL would be a terrific help to the surrounding areas if they would allow a wireless tower to be erected on one of their hills and help with fast internet access, for the valley communities.

The membership of the decision makers needs to be changed out every so often so that there are new ideas and new blood.

Not that familiar. Technology transfer should come out of labs to be able to be shared with other entrepreneurs.

I was involved in early 90's, they need people in between the scientists and the market who understand both sides, can interpret both sides. Expressed both in science and marketing, like DuPont does or pharmaceutical companies.

Would like more information and request that a letter be sent about what is available through this program.

More outreach University of California quadrant, communities somewhat neglected.

To get more information on their efforts as an organization.

Got it in place.

Lack of infrastructure to really utilize this, especially for tribes, a long way to go.

Q.22 *Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?*

Attitude on all of the above entities? Need to rid of the arrogance. Need to be on a more equal balance.

Why weren't local companies hired instead of using University of California employees?

Encourage them to continue communicating their efforts with the surrounding communities.

Very impressed with communication and keeping the county in the loop. Seem like the labs is keeping you very informed. Staff is great!

The labs need to communicate more with county. (3)

The lab is doing a great job in Los Alamos, need to broaden their accomplishment to other areas of Northern New Mexico and other parts of New Mexico.

I think labs is doing a good job.

Need a bi-annual newsletter informing government officials about education, etc.

Need to be better in improving community involvement and regional economic development.

Think labs' research in water technology resource is doing a good job and shows what can be done in other areas. Water resources development shows what can be done to strengthen relationships with surrounding communities.

Need to get their affairs in order and focus on their core business so people don't focus on their security problems and public relations.

No. (N=34)

Satisfied with U of C but not LANL; they put up road blocks. They have b/s around own organization by refusing to sanction our organization and we have done a lot of work helping them set up meetings for health programs, etc.

Some non profit agencies have very difficult time getting grant funding. We have been turned down numerous times and I think they are overlooking cultural service agencies in the community.

I hope they understand the overall impact their current problems are having on regional economy. Worry over uncertainty of U of C contract. Want them to "conduct business as usual", need to reassure region of continuous success at lab.

Community involvement needs improvements, relationship needs improvement with agencies that do not do direct business with LANL. Could improve their public dissemination of information concerning censorship and lab personnel - do not keep their anonymity.

Get more information out to the public via the library system since we serve a cross-section of the community including those who are home schooled.

Q.22 *Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?*

We have been trying to let them (LANL) know about our Adult Day Care Program for families of LANL employee and have not gotten word out to employees. Article we wrote remains unpublished.

Is there a way my agency could partner with The Foundation that would benefit our senior citizens in fundraising efforts?

I would like to see LANL make it more regional in areas of economic development, areas in providing products or services. It would be nice if LANL would work or coordinate farming out to small business in the smaller Northern New Mexico region.

No knowledge of work LANL does in Northern New Mexico. Need communication.

Have to build and continue on relationships with Los Alamos County and try to enhance help county utilize undeveloped land for housing and business development.

Need more communication with Taos, if they could help the Taos community more.

A new management company would be good for the labs.

Many seem to have the appearance of doing things rather than actually doing them. LANL tries to spread out work to different contractors rather than looking for quality - more with outside business that cater to LANL. Do more for other Northern New Mexico communities rather than in Santa Fe. Employees are concerned of future of LANL in terms of jobs, and retirement system. LANL has not been forthcoming on issues of safety - leaves an impression lab is not safe.

Have met with LANL on issues; they say they will do things and never get a response after meetings. With contracts in communities outside Los Alamos, nothing is brought from Northern New Mexico and LANL doesn't follow through. No communication with Espanola community.

Important organization for Northern New Mexico Technology Transfer important for future whatever they can do to use expertise for the state and the region very important.

The last 2-3 years communication has been very effective. They have helped community in many areas. Continue with communication to work together as mentioned in meetings.

LANL could work with Northern New Mexico Community College to help train workforce to work at LANL. Help more with education in Northern New Mexico in grades K-12. A lot of money spent in Los Alamos and should be spent throughout Northern New Mexico.

Would like to see LANL support Northern New Mexico education systems the way they provide funding in Los Alamos Public Schools. Money to educate the children in the Espanola and Pojoaque schools districts.

LANL should spend more money with Northern New Mexico small businesses. I would like to see level of procurement to true Northern New Mexico small businesses. LANL has more emphasis on how impacts other states and not emphasis on own back yard (Espanola). Need to give more support in all efforts.

Q.22 *Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?*

Likes how LANL is making efforts to keep elected officials informed, continue with e-mails. Nice to receive information before it reaches the press. Let neighboring cities know what they can do to show support or help in any way.

Get engaged to adopt communities' issues as their own and care what community issues are. Get more involved.

Have seen a big difference and improved community outreach to business community. It seems to be getting better.

More opportunity. Need more workshops to educate the community. There are too many road blocks for businesses to relocate here. Need better communication, education and cooperation.

The value on educational efforts is good. Poor effort in local economic development, and partnership with local people. Need to help start ups and entrepreneurs and business expansions for businesses already here.

CRO office needs to be more active. Better communication.

Embrace partnerships have now. They are not obvious or recognized appropriately.

(Tribal perspective) lab treats tribes as a whole and they are all different. Must understand their differences. Need to learn more of cultures. When lab understands better who they are dealing with, there will be better relationships and a better community.

Lab needs to do a better job in clarifying its needs to community and listen to the community's needs and come up with mutual beneficial action plan for both. The lab has not done a good job in communication with community as to what its needs are.

Have more visible presence in the community with tangible evidence.

The lab should commit to occupying every square inch of commercial office space in Los Alamos, which would provide support to local tax base and bring customers downtown to improve climate for retail sales. The focus should be economic development in Los Alamos County and work with all local, regional governments and economic entities that make it possible for start up to grow and encourage outside companies to expand and move into the region. The lab should have an understanding with all higher education and seek out opportunity to participate with those institutions and extend support of math and science academy through grade 12 and be an active participant in the academic life of higher learning.

Long term planning is needed to the community, not a flash in the pan. Need more long term planning that benefits the community.

Lab needs to give Los Alamos businesses preferential treatment in contract awards. We need lab employees to do business in Los Alamos. Los Alamos businesses are suffering greatly and many will not last. It is very scary for many local business people.

Lab is making efforts, but seems to have abandoned efforts to do sensible thing in Los Alamos itself. Concentration seems to be elsewhere outside Los Alamos area.

Q.22 Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

Recognize LANL is driver behind economy in Northern New Mexico and community is supportive and wants it to be successful. There's a high level of frustration because of recent security problems.

I don't know if it can be done well, very different.

Lab needs to encourage the community; not involved enough. Lab acts like it is its own separate community. Needs to get involved.

I like what I see now. Good to do this survey and make improvements based on responses to it. Show management in the right direction.

LANL used to have good relationship but new president's poor attitude and approach has lost trust of whole community. His demands, poor attitude and approach have been negative.

None. (N=6)

Continue educational assistance to school systems.

Lab says they are doing more business with companies out of Northern New Mexico.

See some improvement since Dr. Brown took office - more sincere and real effort instead of just lip service.

On scientific side, LANL fantastic. On business side, need more action giving businesses opportunities. Not lip service, spend more money in Northern New Mexico.

They need to toot their horn. Let residents know how much they do; more Public Relations would be very positive.

More involvement with post secondary education.

Sound economic. More improvement in all areas.

Should make more of their senior people available to the community.

When they say they're going to do something, they should follow through; their promises are blocked because of the bureaucracy.

Work on education outreach to further the future of valley residents, the future of Development, and on the quality of life.

The lab has sold us a bill of goods and has not followed through.

Discussion at highest level. At LANL but implementation no follow through regarding economic and education.

Q.22 *Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?*

Like to see LANL more involved with the school districts outside of Los Alamos, such as mentoring programs, perhaps a LANL career day - going into communities outside of Los Alamos to present to young people job opportunities that they could become familiar with. Need to take more responsibility with the issue of pollution and work with the state on environmental issues. LANL comes across as being negative concerning waste and needs to be more prudent with the tax payer's dollars. Money and goods LANL receives is non-taxed – a plan should be worked out with the state for remuneration, perhaps those taxes receipts or in lieu of taxes services to help with health care issues in Northern New Mexico.

Keep up the good work. (7)

Foundation has been a major benefit to the community; it would be beneficial for the lab to utilize the Foundation's model for community outreach.

Usually the lab takes credit for everybody's work. Give credit to proper person or persons.

Stop hiring sub contractor employees away from sub contractors. Consolidate economic development contributions in order to have more impact.

Over the last year they are doing a better job of being available to the Santa Fe business community.

Need a board member on the Regional Economic Development Board here in Espanola.

Need to be more cognizant of Santa Fe and its community and perhaps have more presence in the city of Santa Fe.

On economic development allow the economic development professionals to do what they do best.

More involvement, send more people to Chamber meetings. Participate other than paying highest dues. Cooperation with other organizations: Chuck Pacheco was at United Way and leads Chamber board now. Public relations, tooting horn in public, Albuquerque Journal North they're sympathetic to business. Not New Mexican.

Doing remarkable work considering the hostility shown towards them. Son had great internship - thankful for such an amazing opportunity. The Foundation is incredible for including and giving to Santa Fe Rape Crisis Center in their philanthropic work.

Encourage and provide incentives to get employees involved in community. Let employees know how much time they have to work on community projects. Volunteering more by employees. Rio Arriba and Los Alamos strengthening connects: economic, education, non-profit, strengthens partnerships.

Improvement in all those areas.

No. Extremely happy with Lilian at the Foundation.

Q.22 *Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?*

Wonderful opportunity with Foundation to give back. They need to be giving back to the community with more dollars since they are benefiting so much by Northern New Mexico.

Local directors need more authority to get involved in community. Is Federal oversight an impediment? Need to resolve danger with nuclear waste. Great resource and continue efforts in all areas.

They're going to have to reopen lab space for lab employees to use in community education. Get the PR out there! Representation of lab in media is skewed to negative. Los Alamos lab actually rated the best for security in U.S. even compared to D.O.E.

Really good work. Chuck Pacheco is great. We've received a lot of help and involvement from University of California. We really appreciated it. One concern, still seems to be patriarchal, however, lots of improvement wish they were working on alternative energy instead of plutonium pits.

Commend on education outreach, very successful!! Other efforts: underwhelming - the coming year, University of California needs to reach out to community business. Rarely read about LANL partnership and I read paper everyday - Santa Fe New Mexican. If there are successes they need to be seen in the media.

Have more activity towards disabled. Public Relations about programs.

More efforts! They are so distracted with internal issues that outside community ignored. They need to get the problems behind them.

More communication with public. More funding of art in schools. Art in the community. More outreach efforts for the arts.

Best corporate partner that Northern New Mexico could have. Pro-active agenda for P.R.

I would like to see University of California and LANL reach out more to the community concerning all of the issues mentioned, instead of the region having to always go to them.

I would like to see them have a more positive outlook on regional retail. We could use help from LANL in getting a transportation system put together - help with employees at the lab and may expand it. Perhaps have a tax base incentive to attract more retail.

LANL has not brought in any big businesses they are hurting the community by sending people and businesses outside of Los Alamos Township.

Hate to say anything negative, but "they talk a good game."

I have lived in this community for 50 years and have watched problems that were dealt with in somewhat satisfactory manner, but this is the most detrimental outcome to this community I have ever experienced. There is a complete shut down in communication it is now a one way communication on their part. There seems to be no follow through. The shutting down of operations has wounded small businesses and employees and entire community instead of new business being brought in – businesses are forced out.



Q.22 *Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?*

Director of LANL and senior management need a more positive attitude in developing relationships to induce cooperation in all areas. I am very sad about the level of negativity towards entire town of Los Alamos - feel it is improper and misdirected. The manner of their efforts is not professional which is very unfortunate. They have not been able to rally support of residents - unless a change in management takes place. Their future and this country's are doubtful.

I think the second in command at LANL has made great strides and efforts concerning these issues.

It's crucial that LANL's outreach to the community consists of not just lip service but action and follow through. Need to have an office in the community where there can be ongoing communication concerning a project etc. P.R. office needs to focus also on the local communities besides dealing with just outside issues.

In general outreach efforts have been diluted over the years (past 3 years). Fewer people employed by LANL can afford to live within the community. The educational system has dropped a level or two over the past 3 years or so.

LANL needs to send out representation into the community regarding health initiatives. I see zero effort on LANL's part concerning regional economic development.

Need more open communication with LANL. More opportunities to work for LANL. Need a greater outreach to small businesses.

LANL has a relatively complex and complicated system set up in order to do business with them. After contract with them, follow up was less than satisfactory.

Would like to see every department at the lab (LANL) to allow United Way to come in and have backing and support.

Would like to see them put more effort into these areas.

Would like to see them much more involved. A lot of literature is put out, but don't see any results.

LANL's local business effort is reflected in the town itself; which is absolutely zero. The community needs cash, local retail is starving. Bulk purchases are not done locally. The best and brightest scientists are sent to the lab, but once they get here, there are few places to go and things to do that are interesting. Have to leave the town for purchases, entertainment, etc. therefore, Los Alamos Township suffers economically.

Need to share technology with the community in order to create new jobs in Northern New Mexico.

To not let national security issues to overcome outreach programs.

Need to take care of the people of Pajarito and the land issue and listen to the people around the community. I am concerned with the layoffs of so many Hispanics these issues need to be resolved.

LANL should work more closely and cooperatively with New Mexico Environmental Department to resolve the problem with ground water contamination.

Q.22 *Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?*

The lab has a great opportunity to tell its side of the story to the community by reaching out to small businesses, but has failed to reach its efforts. An example: the recent firings where some were fired and some were disciplined the director should have addressed the community and explained his decision on this matter.

Give me a job. LANL needs to put on website for small business to pick up information on the available projects coming out of LANL.

Desires of community seem to get shelved. They always talk up a project and then no more is heard, once project is approved.

Nuclear waste concerns downstream.

We need LANL to continue to be a good neighbor in Northern New Mexico, and give an equitable chance to those that qualify for jobs. Hire more minority scientists to work at LANL.

Need to set up some of their outreach programs in the local communities. (3)

I would like to see the Taos office open again, with the right person hired I think it would do well.

No comments other than to say that I appreciate the effort and impact and work done by LANL in our community.

I think the lab budget competes with other state needs, like Medicaid. Helping the poor comes in second. School funding formula is unfair. I think technology transfer efforts have never worked. Someone should find out why they don't work, not pretend that they do.

Hiring Rael will enhance the program. Continued efforts in outreach programs.

LANL should work closely with the Department of Labor by placing orders and job placement.

The lack of response and communication between LANL and the Department of Energy on the EEOICPA.

I believe that the foundation has the most direct impact and appeal to Northern New Mexico.

I would like to see a better interface with private sector, particularly in research and development stage.

If resource in proposal writing or technical assistance were offered we would embrace them. LANL needs to make more of an effort to reach out to Northwest New Mexico beyond Grants.

Not much of a presence south of I-40. A community-based effort would be important.

Most important concerns the stabilization of LANL. Uncertainty is causing a lot of anxiety. LANL needs to take the lead in the attitude of the community.

Q.22 *Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?*

The new director is doing a superb job with 100% backing from the University of California.

University of California is useless and LANL and DOE at the local level are non-existent. U of C is lacking 100% with the outlining communities. There are no outreach efforts for communities outside Los Alamos and Santa Fe. There is no effort to allocate business opportunities to other communities. Espanola has not had one single project. They do not communicate, provide assistance or deliver economic development.

Regarding economic development, they should have regional meetings to promote information and find what particular interests in business community and market in order to find new and potential partners.

Regarding education outreach efforts, University of California has some activities but finds it unbelievable that after 60 years they don't have a branch of University of California in the community.

Increase dialogue and presence in Taos County.

Some of their decisions have been made only for their business and efforts without considering the ramification to the local communities.

Lab needs to publicize their involvement and efforts on all levels so that the public is aware of what their efforts have been and what they have accomplished.

University of California and lab mean well but don't know the community that well, so they end up not having any impact. At the University of California level they try but the information loses translation and force by the time it reaches the lab and then the community. For education outreach they need to start planning at the high school level and start setting up some kind of career track.

Lab needs to give more land to county and Los Alamos. They need several more acres to develop a high tech industrial park. They need to do all their procurement such as paper, supplies, services and goods from local businesses. Lab needs to communicate frequently and honestly with local governments. They need to set a goal. Lab director needs to meet with people instead of sending his underlings, which is disrespectful.

LANL needs to run more like a business.

Have tried very hard but with very limited success.

They need more direct communication with elected officials and governing bodies at their regularly scheduled meetings.

LANL's purchasing dominates the economy and pushes prices high and this applies mainly to Los Alamos. LANL's purchasing needs to be conducted in a way that does not greatly inflate prices, LANL can pay whatever they want and only drive price up; LANL needs to work harder at promoting energy development on tribal lands so that tribes can move towards greater financial independence, tribes are looking for anything to increase financial independence. Educational outreach expansion by LANL that involves environmental issues that do not involve radioactive materials general environmental stewardship – i.e., education outreach on Whiterock reserve and its environmental benefit would be valuable. Additional partnership for education with Valks Golden would benefit Los Alamos and surrounding communities greatly. The University of California can help make Los Alamos a valuable place to live.

Q.22 *Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?*

Feels as though they are trying to make progress, but they are confusing the lines of communication by telling us after the fact, after decisions have been made. This is not involvement and is not providing the opportunity for input.

LANL needs to communicate better with community, and be sensitive to understanding the community, and should be less threatening.

They need to go to more civic groups to let people know what they are doing.

Look past the surname of people and hire based on their skills.

Lack of information, LANL needs to let people know more about LANL and how they work with local communities.

LANL needs to increase their outreach to get people excited about science and technology in Northern New Mexico.

LANL needs to be a better steward of the environment.

They can improve their efforts on environmental issues.

Need to be more open with their recruitment, and need to try to include local area.

Need more programs for youth.

Wish LANL would solve problems so everything could move on.

They need to get involved; they don't seem to be involved on any level!

Increase LANL participation in healthcare outreach.

To get all community leaders educated and have LANL do a hands-on 2-3 hour tour of the facility with the community leaders. LANL is about national security, science projects, as well as nuclear weapons; therefore LANL should bestow some of this knowledge on community leaders need to have this knowledge.

Keep community advised especially the various tribes by increasing their outreach to the tribes. LANL should conduct town meetings in tribal communities, not just Espanola, etc.

Diversify. (4)

When there are meetings LANL should listen to community and be sensitive and open to what they need.

Q.22 *Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?*

LANL should be more active; LANL does this when contracts are brought up but then LANL drops interest.

Clean up contamination on reservation.

More transportation available for those who can't afford it.

Don't know.

State road 30 is a big issue.

Help solve water problem here in New Mexico. Water availability will have a major impact on economic development in New Mexico.

Enough outreach is being done, but should increase outreach with regard to the environment and more public hearings.

When LANL selects community liaisons they tend to exhibit an attitude of supervising, they tend to act more superior than the general population and they seem prejudiced; that permeates every level of their dealings with people in the valley and the population in general. LANL should be more sensitive about how they deal with the community.

Feels they need to do more with other colleges and universities in New Mexico.

Feels LANL may not be trying to recruit well qualified Hispanics (those with Masters Degree or PhD's); some have had to move to Albuquerque so they can work at Sandia instead of being able to remain in their Northern New Mexico communities.

What has lab done and what is it doing to clean up environment and radiation that has existed for decades? This is a critical issue. LANL does not respond to environmental groups' questions about these concerns and there is a lack of responsiveness to this. LANL needs to sit down and discuss this and educate the people of Northern New Mexico about this. After the Cerro Grande fire LANL shut down their environmental testing station that was available to the people of Northern New Mexico so no one knows what effect the fire had in relation to these issues.

Support the Los Alamos Sportsman's Club.

I don't think that they are a good corporate citizen. They make a decisions that dramatically effects the community. Their decisions have made us unstable.

Hope University of California gets to keep the contract. I think they are doing a good job.

Broader regional reach than what they have now in Northern New Mexico.

Always keep the door open and always give at LANL

Q.22 *Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?*

Potential that more can be done especially at the staff level.

Expose kids to technology.

Very much appreciate your programs to bring UNM students for summer internships and Coop. Especially appreciate Barbara Grimes, we miss Avad Samdaloy.

I have not seen much involvement in educational outreach. Have not received one phone call from an outreach program (if there is one). They seem to be in some chaotic condition.

Don't think general community of lower Rio Arriba County knows the importance of LANL's job opportunities and the significance of economic development; LANL should better inform the community.

Would like for LANL to do more in southern part of state and along the border communities to bring more math and science programs.

Higher level lab employees should be involved in community agencies and community non-profits.

LANL could do better by working with Los Alamos County and by working on economic development.

I think that more meetings should be conducted with Highlands, and increase their financial support.

Lab needs to support public school system in Los Alamos. The fact that LANL does not pay gross receipt tax affects the public schools. Offset given by government gotten smaller and smaller making it hard to keep up the public schools; and there is no inflation factor.

Even though there is distance between Chama school district and LANL there is good partnership on both parts.

I think the education program is successful and LANL should continue to enlarge it by reaching towards middle schools and by reaching younger people to work at LANL down the road. Glad you support high school via Super Computing Challenge.

I think the University of California is doing a good job considering restraints they are under.

LANL should work more with senior citizens and the common folk in the valley and try to better communicate the benefits that LANL offers to the surrounding communities (technical, medical, etc.) because there are many misrepresentations of the people at LANL. At times there is also a language barrier between the two factions. My other concern is that lab employees are putting a lot of people in jeopardy because of their attitude regarding security and not enough is done to notify the local people that security issues are addressed by LANL.

LANL is very effective with the four Accord tribes but less effective with the other tribes whose land is not in close proximity to LANL.

Q.22 *Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?*

I hope outreach efforts are still there for students and teachers. When I have called LANL for assistance I have found the people there to be incredibly helpful and prompt.

They're doing well.

Very little communication between LANL and surrounding communities so not sure what their community involvement is. LANL needs to put together a comprehensive document to educate everyone about LANL and their community involvement. Very concerned about University of California, perhaps moving jobs to Texas and the devastating effect that would have on Northern New Mexico.

LANL needs to focus first on the jobs they're supposed to be doing, creating weapons and the security of the labs. Doing their jobs correctly and protecting the area, they need to tighten security.

Feels LANL needs to communicate what it's doing in community involvement more.

Members need to be changed so that there are new ideas.

Regional economic development should include a youth entrepreneur focus that dovetails into existing business.

Santa Fe only just comes to awareness level about negative media coverage about LANL.

When it comes to community outreach, we can only go to one public relations person rather than a myriad of people and this is something I am not used to. It is very difficult to get to that one person forcing us to go to DOE to complete a project.

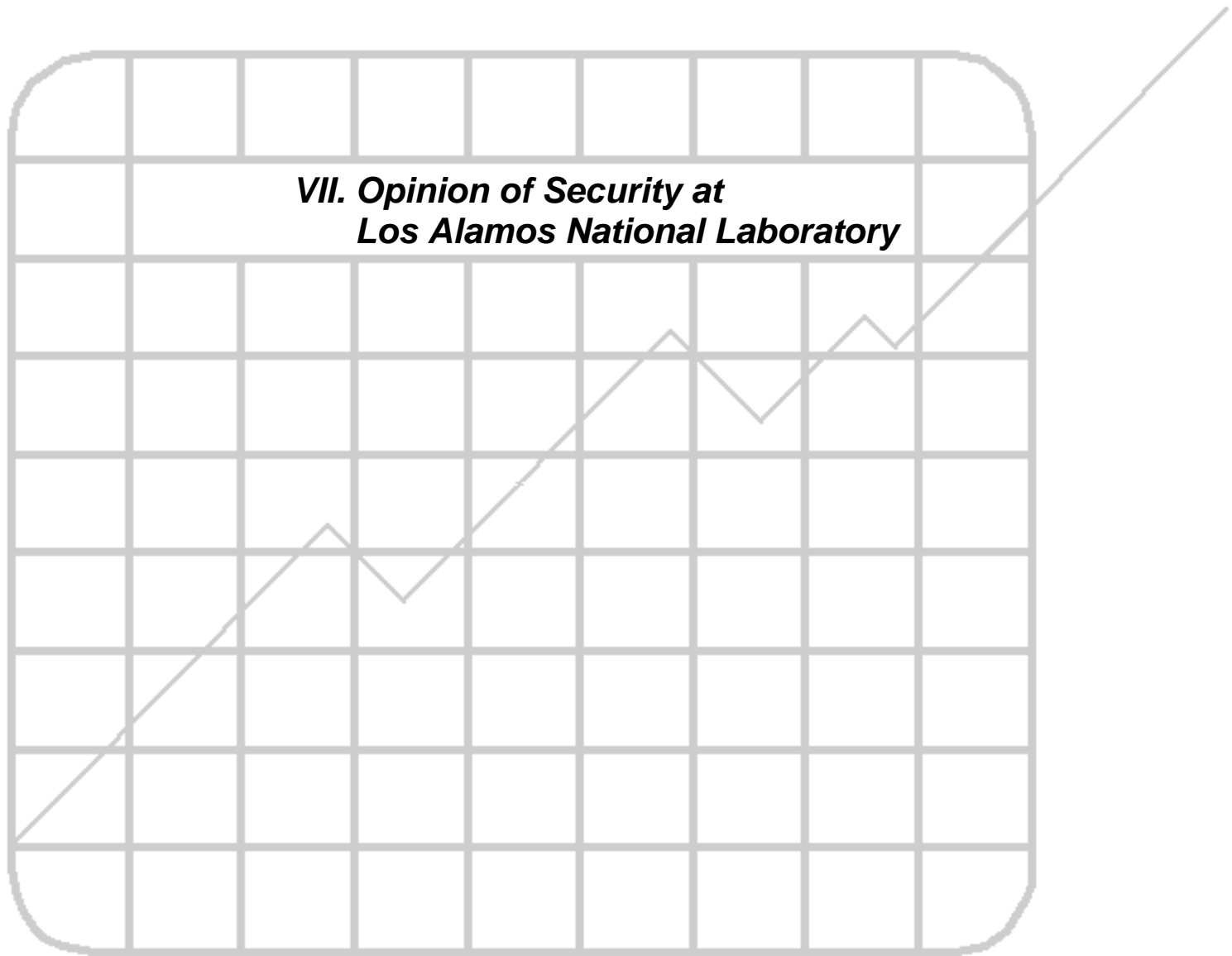
Communication is key: Also, 45% of his community is unemployed and LANL could help. I would like more information about apprenticeships, mentorships, on-the-job training, and other programs that are available. Background checks are very slow due to lack of adequate funding, this causes delays and lost opportunities for members of this community.

Regarding education, LANL comes to speak at the COC on economic development; LANL also tours Taos on regional development and tours the various hospitals and high schools and communicates on such topics as health care issues and opportunities with the labs.

Continue to build on current initiatives in place.

Help businesses in Espanola valley by sending a representative to talk with them. I know very little about them.

More purchasing and procurement with businesses in Northern New Mexico. They are really trying to improve in these areas lately.





## Effect of Security Issues Publicity on Survey Responses (Unaided Responses)

Question 23: As you are probably aware, LANL has received a significant amount of publicity recently regarding security issues. Have these matters affected your responses to this survey?

	<i>Total Sample (N=262)</i>		<i>Total Sample (N=262)</i>
No, have not affected responses	69%	Heightened how much they do not communicate with locals	*
Less favorable opinion of LANL	7%	UofC has huge impact on lowering morale of community	*
Concerned about LANL management	7%	UofC has huge impact on people's perception	*
More concerned about security issues	5%	Contributes to uncertainty of LANL's future	*
Rated lower as corporate citizen	4%	Not taking personal responsibility for their actions	*
Concerned that LANL is focusing less on community issues	4%	They jeopardized national security	*
Don't think they are well managed	4%	Look to them to provide research, etc.	*
Have lower opinion of LANL	4%	Don't know if I trust them or not	*
Affected in positive way/more aware	2%	Arrogance needs to be stopped	*
Are security breaches true and factual	1%	More positive with LANL's communication with public	*
Affected in negative way	1%	National attention in labs having negative effect	*
Don't trust LANL as much	1%	Lab needs to institute needed policies	*
The stand down	1%	Has directly affected business and economy	*
Like the effort LANL is making for employee accountability	1%	LANL not viewed as being open/forthcoming regarding CREM	*
Culture of lab needs to be shifted to more security	1%	Concerns constituents have	*
Lab personnel don't respond to the top management	1%		
Personnel are entrenched in their old ways	1%	Don't know/won't say	1%
Affect economy when LANL shuts down	1%		

\* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple responses

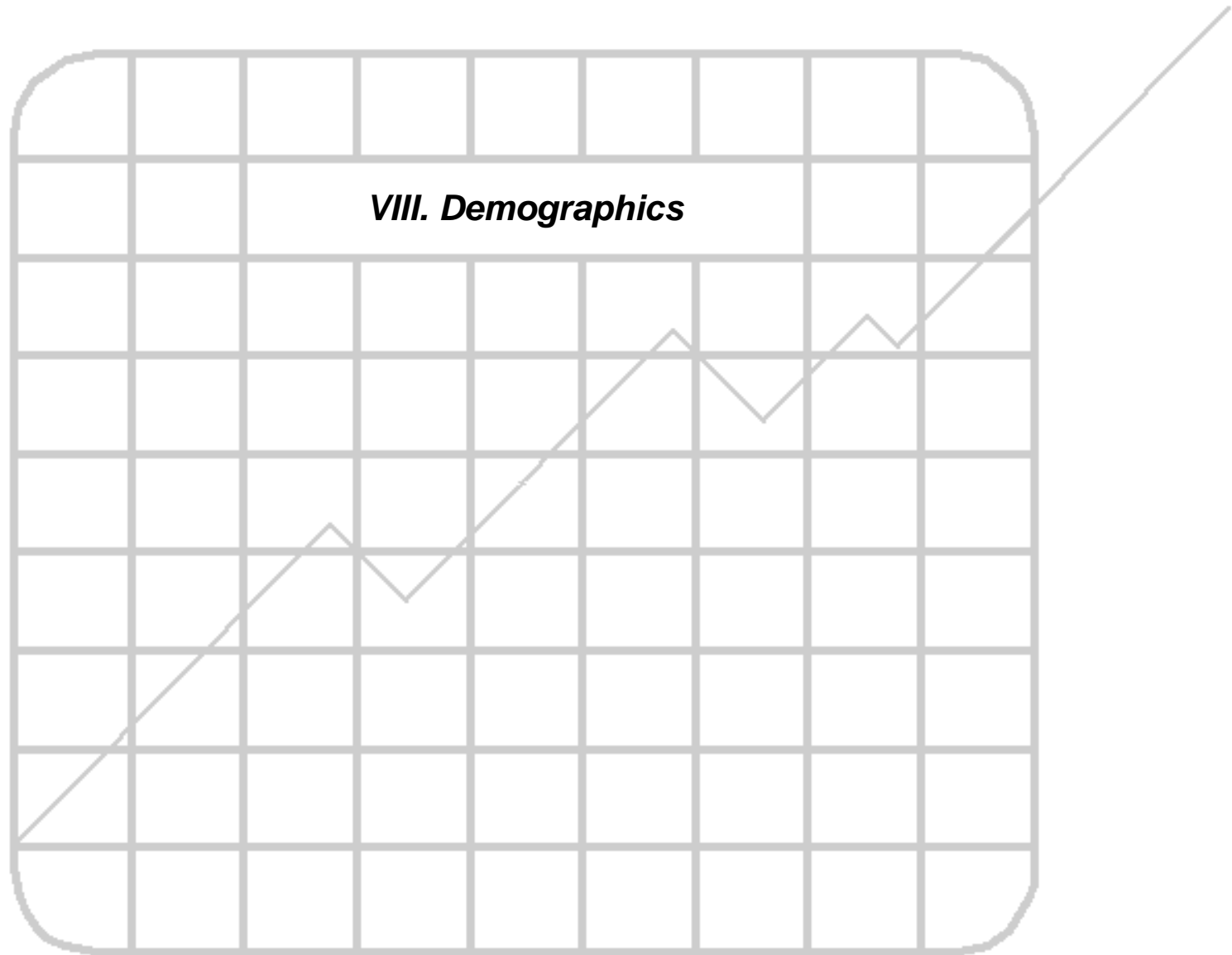
## Effect of Security Issues Publicity on Opinion of Los Alamos National Laboratory (Unaided Responses)

Question 24: Holding aside the specific questions on this survey, has anything you've read or heard recently regarding security matters at LANL affected your opinions of LANL?

	<i>Total Sample (N=262)</i>		<i>Total Sample (N=262)</i>
No, nothing has affected opinion of LANL	57%	Contract needs to be reconsidered	*
More concerned about security issues	16%	Wasted resources	*
Concerned about LANL management	13%	Situation has worsened	
Less favorable opinion of LANL	10%	It has improved, taking care	*
Don't think they are well managed	6%	Concerned LANL could be transferred	*
Have lower opinion of LANL	3%	Senior leaders do not understand diverse culture	*
How the media portrays the situation/media coverage	2%	Federal oversight-consequences of shutting down labs	*
Large groups of people being blamed for mistakes of few	2%	Funding is always an issue	*
Laxity of personal responsibility	1%	Trust is important	*
Concerning materials	1%	Don't trust LANL as much	*
Terrible job presenting themselves to national/local community	1%	They can make mistakes as ordinary citizens do	*
No one exempt from challenges of workforce issues	1%	Company lax management style	*
Lose top notch scientists	1%	LANL confused what constitutes security and what constitutes PR	*
Are security breaches true and factual	1%	How can LANL be a science leader and maintain secrecy	*
Concern about lack of stability with upper management	1%	Concern LANL using security as an excuse to implement layoffs	*
How up front are they with water and soil quality	1%	To put a checkpoint station at back gate - unwarranted	*
Lab needs to get back to core mission	1%	Recent article on CREM report not being released to the public	*
Too great a risk to the community	1%	Adversely	*
UofC needs to put in a more effective director	1%		
Individuals taking things into their own hands	1%	Don't know/won't say	1%

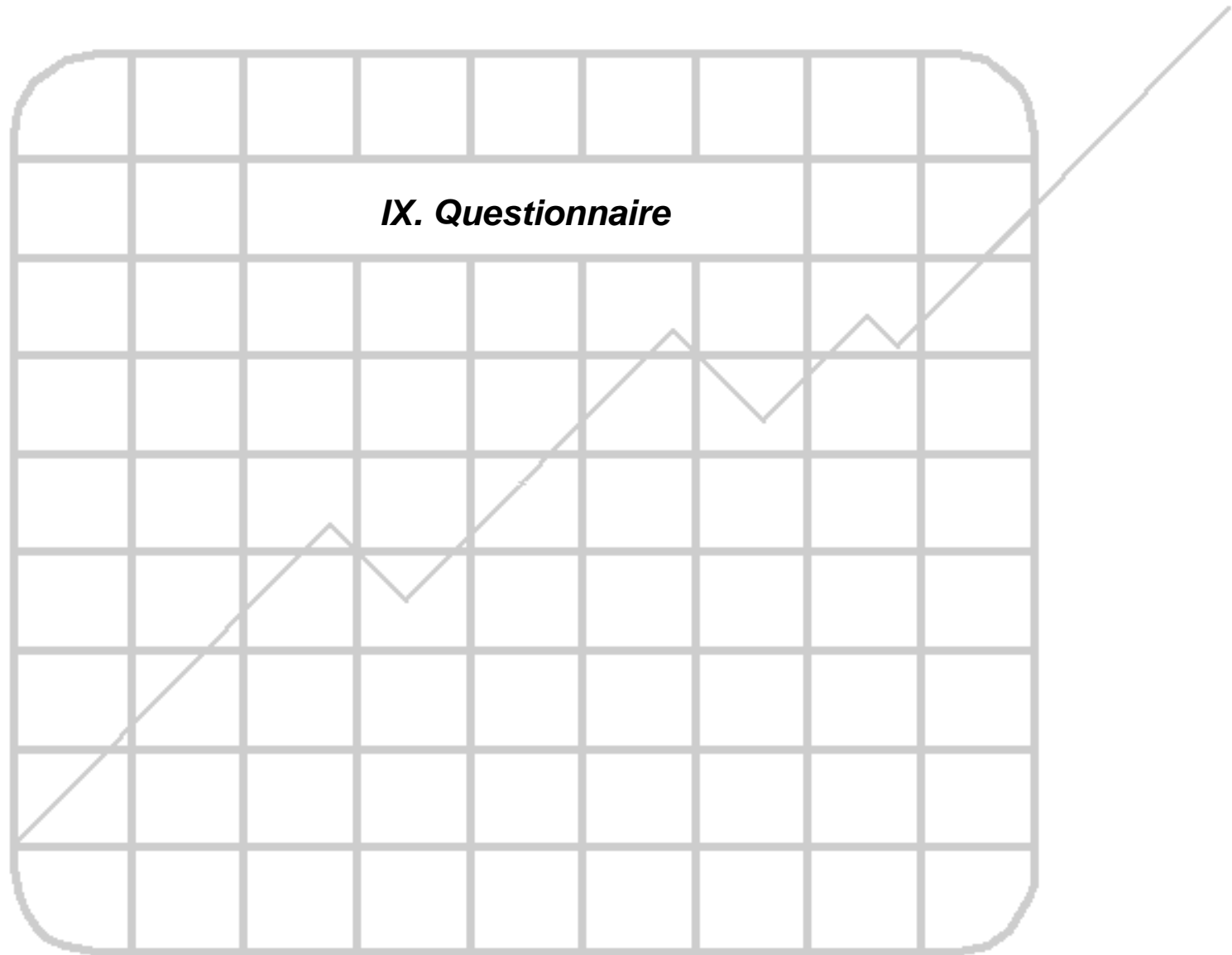
\* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple responses



## Demographics of Sample

	<i>Total Sample (N=262)</i>
<b><u>Gender</u></b>	
Male	55%
Female	45%
<b><u>County</u></b>	
Santa Fe	40%
Rio Arriba	26%
Los Alamos	25%
Other New Mexico	9%
<b><u>Organizational Sector</u></b>	
Economic/business	47%
Governmental	24%
Education	18%
Tribal	5%
Special Interest Groups	5%



**Los Alamos National Laboratory Community Leaders  
September 2004  
FINAL  
N = (410 Possible)**

**Hello, may I speak to** *(NAME ON LIST)? (IF UNAVAILABLE, ASK FOR A GOOD TIME TO CALL BACK OR SCHEDULE AN APPOINTMENT WITH THE SECRETARY)*

**Hello. My name is** *YOUR NAME* . I'm calling on behalf of Los Alamos National Laboratory. We are conducting a survey among community leaders, such as yourself throughout the Northern New Mexico region. The Laboratory would appreciate your opinions on some key issues. Perhaps you recall receiving a letter from the Laboratory recently about this study.

**A. NOTE TO POLLER: WHICH COUNTY IS THIS?**

1. Los Alamos
2. Rio Arriba
3. Santa Fe
4. Other New Mexico
5. Other Out-of-State

**B. NOTE TO POLLER: WHICH ORGANIZATIONAL SECTOR IS THIS?**

1. Governmental (Possible 172)
2. Economic/business (Possible 124)
3. Education (Possible 69)
4. Tribal (Possible 29)
5. Special Interest Groups (Possible 16)

1. **What would you say is the single biggest problem facing your community today? (DO NOT READ CATEGORIES)**  
(TAKE UP TO 3 RESPONSES)

**Crime**

- 001. Illegal drug use
- 002. Crime rate is high
- 003. Gangs
- 004. Graffiti
- 005. DWI rate high
- 006. Police/legal system
- 007. Violent crime

**Social/Cultural**

- 008. Alcoholism
- 009. Youth problems
- 010. Lack of career counseling for youth
- 011. Lack of guidance/assistance for youth
- 012. Domestic violence/family problems
- 013. Welfare reform
- 014. Too few cultural events
- 015. Decline of family values

**Economy**

- 016. Lack of skilled labor/labor force
- 017. Local government budget deficit
- 018. Non-availability of good jobs
- 019. Lack of training for good jobs
- 020. Lack of training for unemployed
- 021. Taxes are high/unreasonable
- 022. Cost of housing is high/unreasonable
- 023. Availability of low income/affordable homes
- 024. Cost of living is high/unreasonable
- 025. Not enough private business
- 026. Lack of economic opportunities
- 027. Economic diversification
- 028. Growing too big/too fast
- 029. Low wages
- 030. Economic instability

**Education**

- 031. Educational system is poor
- 032. Quality of school facilities
- 033. Future school funding
- 034. Lack of science/math
- 035. Quality of teachers
- 036. Low pay for teachers

**Environment**

- 037. Fire/risk of fire
- 038. Environment/polluted air
- 039. Drought
- 040. Nuclear waste transport
- 041. WIPP/radioactive waste

**Miscellaneous**

- 042. Affordable day care
- 043. Lack of services for the disabled
- 044. Lack of services for elderly
- 045. Condition of the Bosque
- 046. Gambling/lottery
- 047. People don't vote
- 048. Government/political leadership is incompetent
- 049. Government/political leadership to crooked
- 050. Gun control
- 051. Healthcare reform
- 052. Homeless
- 053. Illiteracy
- 054. Land development out of control
- 055. Master planning
- 056. Military presence
- 057. Sewers/drains
- 058. Tourism is ruining the area
- 059. Decline of workplace values

**Traffic**

- 060. Noise
- 061. Congestion
- 062. Roads/streets/highways are bad
- 063. Orange barrels/constant street maintenance
- 064. Not enough bridges
- 065. Bridges ruining environment/atmosphere

**Water**

- 066. Water shortages/reserves
- 067. Don't have city water utilities
- 068. Water quality/pollution

500. Don't know/won't say

Other (SPECIFY) \_\_\_\_\_

2. **Generally, what is your impression of Los Alamos National Laboratory? Using a 5-point scale in which 5 is *very favorable* and 1 is *very unfavorable*, what is your impression of Los Alamos National Laboratory?**

<u>Very Favorable</u>		<u>Very Unfavorable</u>	<u>Don't Know/ Won't Say</u>
5 .....	4 .....	3 .....	2 .....
		1 .....	6

3. **Companies, like individuals, can be members of the community. How would you rate Los Alamos National Laboratory as a corporate citizen in your community? Please use a 5-point scale where 5 means Los Alamos National Laboratory is *outstanding* and 1 means they are *unacceptable*.**

<u>Outstanding</u>		<u>Unacceptable</u>	<u>Don't Know/ Won't Say</u>
5 .....	4 .....	3 .....	2 .....
		1 .....	6

**I'm going to read you a list of items about Los Alamos National Laboratory and please tell me how satisfied you are with each one. (READ STATEMENT, THEN ASK.....) Would you say you are *very satisfied*, *somewhat satisfied*, *somewhat dissatisfied*, or *very dissatisfied*? (RANDOMIZE)**

- |   |                       |                           |                              |                          |                                  |
|---|-----------------------|---------------------------|------------------------------|--------------------------|----------------------------------|
|   | <u>Very Satisfied</u> | <u>Somewhat Satisfied</u> | <u>Somewhat Dissatisfied</u> | <u>Very Dissatisfied</u> | <u>Don't Know/<br/>Won't Say</u> |
| 4. <b>The educational programs offered by Los Alamos National Laboratory</b> .....  | 4 .....               | 3 .....                   | 2 .....                      | 1 .....                  | 5                                |
| 5. <b>The efforts of the University of California and Los Alamos National Laboratory during the last year in encouraging new business to relocate to northern New Mexico</b> .....                  | 4 .....               | 3 .....                   | 2 .....                      | 1 .....                  | 5                                |
| 6. <b>Los Alamos National Laboratory's effort to purchase more goods and services from businesses in northern New Mexico communities</b> .....  | 4 .....               | 3 .....                   | 2 .....                      | 1 .....                  | 5                                |
| 7. <b>University of California and Los Alamos National Laboratory's efforts to provide equal employment opportunities for all qualified residents of northern New Mexico in the last year</b> ..... | 4 .....               | 3 .....                   | 2 .....                      | 1 .....                  | 5                                |
| 8. <b>University of California and Los Alamos National Laboratory's efforts to listen to the concerns of your community</b> .....   | 4 .....               | 3 .....                   | 2 .....                      | 1 .....                  | 5                                |



	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
9. University of California and Los Alamos National Laboratory's efforts to respond to the concerns of your community .....	4	3	2	1	5
10. The overall impact that the University of California and Los Alamos National Laboratory has had on the economy of your community .....	4	3	2	1	5
11. The University of California's Northern New Mexico Office participation in regional education, public health, and other community initiatives .....	4	3	2	1	5

Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships with (READ BELOW), in an effort to improve the region? Would you say these partnerships have been *very effective, somewhat effective, somewhat ineffective or very ineffective?* (RANDOMIZE)

	<u>Very Effective</u>	<u>Somewhat Effective</u>	<u>Somewhat Ineffective</u>	<u>Very ineffective</u>	<u>Don't Know/ Won't Say</u>
12. Local governments in Northern New Mexico .....	4	3	2	1	5
13. Business community in Northern New Mexico .....	4	3	2	1	5
14. School districts and educational agencies in Northern New Mexico .....	4	3	2	1	5
15. Tribal governments and tribal agencies .....	4	3	2	1	5
16. State government agencies .....	4	3	2	1	5
17. The State Legislature .....	4	3	2	1	5

18. How satisfied are you with the efforts of the Los Alamos National Laboratory Foundation? Are you *very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?*

- |                          |                         |
|--------------------------|-------------------------|
| 4. Very satisfied        | 1. Very dissatisfied    |
| 3. Somewhat satisfied    |                         |
| 2. Somewhat dissatisfied | 5. Don't know/won't say |

**19. Overall, how satisfied are you with LANL communications? Would you say you are: (READ CATEGORIES)**

- 4. Very satisfied
- 3. Somewhat satisfied
- 2. Somewhat dissatisfied

- 1. Very dissatisfied
- 5. Don't know/won't say (*DO NOT READ*)

**20. How satisfied are you with the Technology Commercialization program? Are you: (READ CATEGORIES)**

- 4. Very satisfied
- 3. Somewhat satisfied
- 2. Somewhat dissatisfied

- 1. Very dissatisfied
- 5. Don't know/won't say (*DO NOT READ*)

**21. Do you have any comments or suggestions regarding the Technology Commercialization program?**

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**22. Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?**

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**23. As you are probably aware, LANL has received a significant amount of publicity recently regarding security issues. Have these matters affected your responses to this survey? (IF YES) In what way have they affected your responses to this survey? (DO NOT READ CATEGORIES) (TAKE UP TO 3 RESPONSES)**

- |  |                                       |
|--|---------------------------------------|
| 01. No, have not affected responses                          | 07. Have lower opinion of LANL        |
| 02. Rated lower as corporate citizen                         | 08. Concerned about LANL management   |
| 03. Less favorable opinion of LANL                           | 09. Don't think they are well managed |
| 04. More concerned about security issues                     | 10. Don't know if I trust them or not |
| 05. Concerned that LANL is focusing less on community issues |                                       |
| 06. Don't trust LANL as much                                 | 99. Don't know/won't say              |

Other (SPECIFY) \_\_\_\_\_

**24. Holding aside the specific questions on this survey, has anything you've read or heard recently regarding security matters at LANL affected your opinion of LANL? (IF YES) In what way? (DO NOT READ CATEGORIES) (TAKE UP TO 3 RESPONSES)**

- |  |                                       |
|--|---------------------------------------|
| 01. No, nothing has affected opinion of LANL | 06. Concerned about LANL management   |
| 02. Less favorable opinion of LANL           | 07. Don't think they are well managed |
| 03. More concerned about security issues     | 08. Don't know if I trust them or not |
| 04. Don't trust LANL as much                 |                                       |
| 05. Have lower opinion of LANL               | 99. Don't know/won't say              |

Other (SPECIFY) \_\_\_\_\_

**THIS CONCLUDES OUR SURVEY. THANK YOU FOR YOUR TIME. HAVE A GOOD DAY.**

**NOTE TO POLLER, WAS RESPONDENT:**

1. Male
2. Female

Respondent's Phone Number \_\_\_\_\_

Poller Name \_\_\_\_\_

Poller Code \_\_\_\_\_