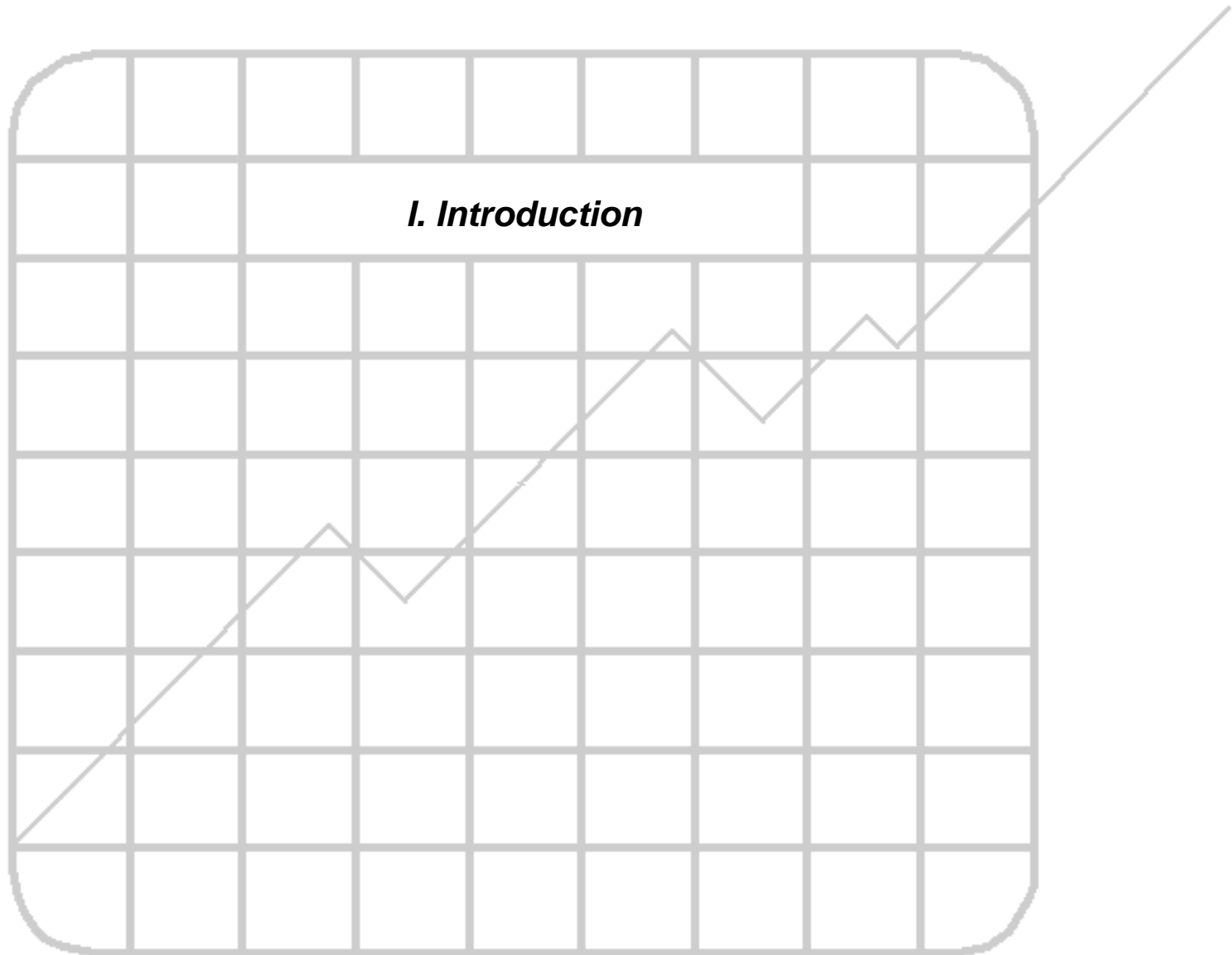


***Los Alamos National Laboratory  
Community Leaders Study  
October 2007***

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## Methodology

This tracking study was commissioned by Los Alamos National Laboratory. The objective of this study was to measure the Laboratory's perceived progress in maintaining community relationships and listening and responding to the needs of the communities in Northern New Mexico under its contractor, Los Alamos National Security, LLC. The study also measures changes in Community Leaders' awareness and satisfaction levels of specific Laboratory programs and activities over the past year. The results of the research will help to better shape and direct the Los Alamos National Security and Laboratory's contributions to the region in the near and long-term future.

### The Interview

The survey instrument was designed in collaboration with LANL officials. Research & Polling Inc., refined the survey instrument, conducted the interviews by telephone, and compiled the results. The Director of Los Alamos National Laboratory sent a letter to Community Leaders 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 10<sup>th</sup> and October 10<sup>th</sup>, 2007.

### 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. The organizational sectors and counties were

determined by LANL and coded on the phone list provided to Research & Polling, Inc. 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 seven 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 has been excluded since 2002. In order to improve comparability with past studies, each year Research & Polling, Inc. weights the surveys by organizational sector and region to reflect a similar sample distribution. In order to ensure the proper proportion in each sector, Research & Polling went back to the 2002 study and calculated responses from each sector.

Sector	2002			2003			2004			2005			2006			2007		
	# 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	24	19	79%	7	6	86%	16	11	69%	28	21	75%	58	34	58%	34	28	82%
Tribal	26	21	81%	31	5	16%	29	17	59%	61	22	36%	45	23	51%	49	33	67%
Education	65	40	62%	64	32	50%	69	43	62%	93	75	81%	75	39	52%	72	39	54%
Government	84	51	61%	123	44	36%	172	101	59%	120	98	82%	107	67	63%	104	55	53%
Economic/Business	179	107	60%	173	112	65%	124	90	73%	294	189	64%	197	135	68%	181	134	74%
<b>Total</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>	<b>596</b>	<b>405</b>	<b>68%</b>	<b>482</b>	<b>298</b>	<b>62%</b>	<b>440</b>	<b>289</b>	<b>66%</b>

## Executive Summary

In the past year, Los Alamos National Laboratory has made significant progress in reaching out to local communities. One example being the Community Leader Breakfast Meetings. LANL's continual efforts in reaching out to the community appears to have helped improve its overall image among Community Leaders. Just over half (52%) of the Community Leaders surveyed say they have a generally favorable opinion of LANL, while just 13% have an unfavorable opinion, and 32% have neutral or mixed feelings. Those who have a negative opinion of LANL have declined from 19% observed last year to 13% currently, while the favorable ratings have increased by 3%.

LANL's improved standing in the community is also illustrated by the fact that 47% now give high ratings for its overall corporate citizenship, which is up from the 39% observed last year. The 47% who give LANL positive marks for being a good corporate citizen is approaching the high of 51% observed in the 2001 study.

As one would expect, there is increased public awareness and opinion of the new management consortium, Los Alamos National Security, LLC. Those who have no opinion of the new contractor has fallen from 43% to 24% currently. Overall, 24% of the leaders have a favorable opinion of Los Alamos National Security, while 25% have an unfavorable opinion, and 27% are neutral or have mixed feelings. The contractor is facing many challenges in terms of the recently announced layoffs and the uncertainty of the Lab's overall funding and mission. It is critical that the upper management at LANL continue to be open and available to the public in this turbulent time. As one leader suggests, *"They need to communicate a heads up early to communities to changes that would affect the whole region."*

### COMMUNICATION

LANL is clearly doing a better job of communication with local communities. In fact, 57% of Leaders express satisfaction with the methods available for communication with LANL, up from 43% observed last year. Furthermore, the 62% who now say they are either *very* or *somewhat satisfied* with LANL's efforts to listen to community concerns is a sharp rise from the 44% observed last year. When it comes to responding to community concerns, we again see improvements as 53% now express satisfaction, up from just 34%

observed last year. While these are impressive gains, there is still work to be done, illustrated by the nearly two-fifths (39%) of Leaders who express dissatisfaction with LANL's efforts to respond to community concerns.

Relating to listening and being responsive to community concerns, several of the Community Leaders said they would like more involvement prior to LANL developing new programs or strategies designed to help local communities. As one Leader stated, *"Find out involvement the community would value and then work on being involved in those ways...instead of inventing your own ideas."* Many of the Leaders commented that they simply need to have better communication with LANL and need to feel their voices are really being heard.

Other Leaders feel LANL needs to do a better job of informing people of the many good programs that are being offered. One Leader suggests, *"more efforts in giving information as to what's available through conferences or newsletters, so we can take advantage of these programs."* This also carries over to simply finding ways to provide information to the public about the overall impact that LANL has in the region. *"The general public doesn't know half the story. Should do a better at tooting LANL's own horn about the good things. Allow general public to understand at least one-quarter of the positive impact that LANL makes in Northern New Mexico."*

### ECONOMIC AND BUSINESS ISSUES

*"Keep exploring new ways to have an impact on economic development as it is your duty to do so."*

As one of the major economic drivers in the region, Community Leaders have high expectations of LANL as illustrated by the above quotation. Four-in-five of the Leaders surveyed express satisfaction with LANL's overall impact in the Northern New Mexico. However, satisfaction levels drop off when asked about more specific economic issues. For instance, while the majority (58%) say they are either *very satisfied* (20%) or *somewhat satisfied* (38%) with the programs in regional economic development, 28% are dissatisfied. Furthermore, respondents are divided about LANL's purchasing habits, with 41% saying they are satisfied with the efforts to buy more goods and services from regional communities, while 37% are dissatisfied. Leaders

are further divided on the effectiveness of its business partnerships as 41% feel these are effective, while 37% disagree. Leaders in Los Alamos County tend to be far more critical of LANL on these economic issues than are Leaders in other communities.

Several of the Leaders commented that LANL ignores small, local contractors in favor of larger national firms. Others mentioned that it is has become increasingly difficult to do work with LANL. From the survey results and the comments elicited, there is clearly a perceived need to finds ways of better communicating and collaborating with local business. While there are strong opinions about LANL efforts or lack of effort to work with smaller regional companies, some of the Leaders are optimistic about some of the programs being implemented. As one leader points out, *“On the topic of economic development, I see tremendous initiative, effort and dedication on the part of technology transfer and commercialization people. They are fighting a tough internal and inward looking culture. This makes it hard to get projects out.”* Another leader acknowledges LANL’s efforts, *“Regional economic development has been improving steadily. It has a ways to go. The resources LANL are given to work with seem slim.”*

## EDUCATION

LANL’s educational programs are generally held in high regard as over three-quarters of those surveyed say they are either *very satisfied* (44%) or *somewhat satisfied* (33%) with programs such as the Math and Science Academy, the Supercomputing Challenge, and partnerships with state colleges and universities. Over nine-in-ten (93%) of Educational Leaders express satisfaction with these programs. Furthermore, 70% say they are satisfied with LANL’s programs such as education grants and the employee scholarship fund, though 21% are unaware of these programs. While the Community Leaders tend to have a positive outlook on LANL’s education efforts some did offer suggestions such as *“They have not figured out how to communicate with higher education. They need to listen to what higher education has to say. Create the opportunity to talk to the leaders of higher education. The forums aren’t working.”* Some of the other leaders simply say they would like more educational outreach in their communities (Santa Fe and Rio Arriba).

## COMMUNITY INVOLVEMENT

LANL also receives high marks for its involvement in the community. Nearly three-quarters say they are either *very satisfied* (44%) or *somewhat satisfied* (30%) with LANL’s charitable contributions such as school drives, the United Way, and other programs. Leaders in Los Alamos County are particularly satisfied with these efforts. Approximately two-thirds (65%) are also satisfied with employee contributions through donations and volunteerism. *“I appreciate the volunteerism of the LANL employees and the time that they give to the community.”*

Approximately three-fifths (59%) of the Leaders express satisfaction with LANL’s efforts in providing effective environmental stewardship, monitoring and remediation, though 28% are dissatisfied with these efforts. Santa Fe Leaders are divided on this issue with 42% saying they are satisfied and 39% saying they are dissatisfied. Water is a major issue in Santa Fe, and one of the leaders specifically mentioned fears about water contamination. In times of drought, concerns about water related issues become much more acute.

## CLOSING COMMENTS

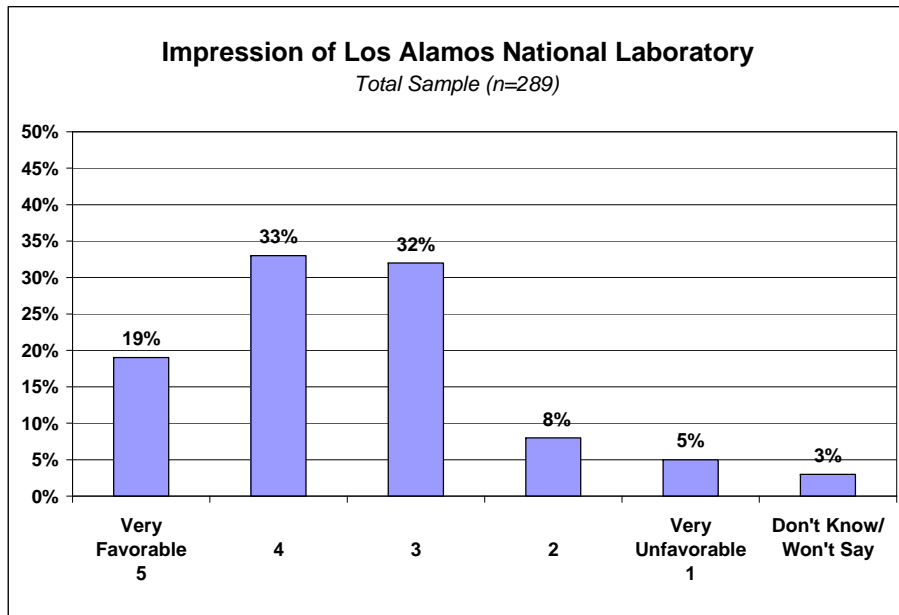
As previously noted, LANL has shown some improvements in terms of its overall image among Community Leaders, but there are still challenges to be faced and improvements to be made. Many Community Leaders continue to be disappointed about LANL’s commitment in working with small local businesses and local economies. Improving communications with local communities is seen as a priority, particularly in Los Alamos County, where many Leaders tend to be critical. LANL is making strides in these areas and as some of the Leaders point out, needs to continually find ways to reach out to communities and inform them of all LANL has to offer. It is also important for LANL to not be perceived as merely paying lip service to community outreach and the programs that are offered. The Leaders want substance and programs that make a real change. As one Leader puts it, *“[LANL] needs to keep a consistent presence in the communities of Northern New Mexico and communicate clearly what the options of support or involvement are and then follow through.”*

## Major Problems Facing the Community

(Top 6 Unaided Responses)

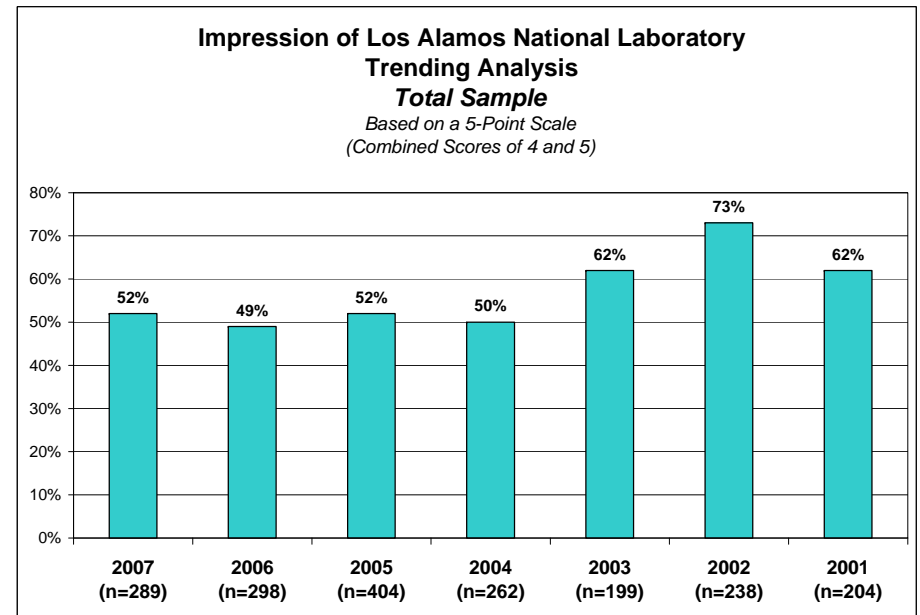
	<i>2007 Total Sample (n=289)</i>
Educational system is poor	15%
Non-availability of good jobs	14%
Illegal drug use	10%
Economic diversification	10%
Lack of economic opportunities	7%
LANL layoffs	5%

Community Leaders were asked in an unaided, open-ended manner what they feel is the single biggest problem facing Northern New Mexico today. Fifteen percent of Community Leaders say the educational system is poor, while 14% say the non-availability of good jobs is the biggest problem. One-in-ten Community Leaders feel the biggest problem in Northern New Mexico is illegal drug use, and another 10% mention economic diversification. Other major problems facing Northern New Mexico, as mentioned by Community Leaders, include lack of economic opportunities (7%) and LANL layoffs (5%).



Mean †: 3.5

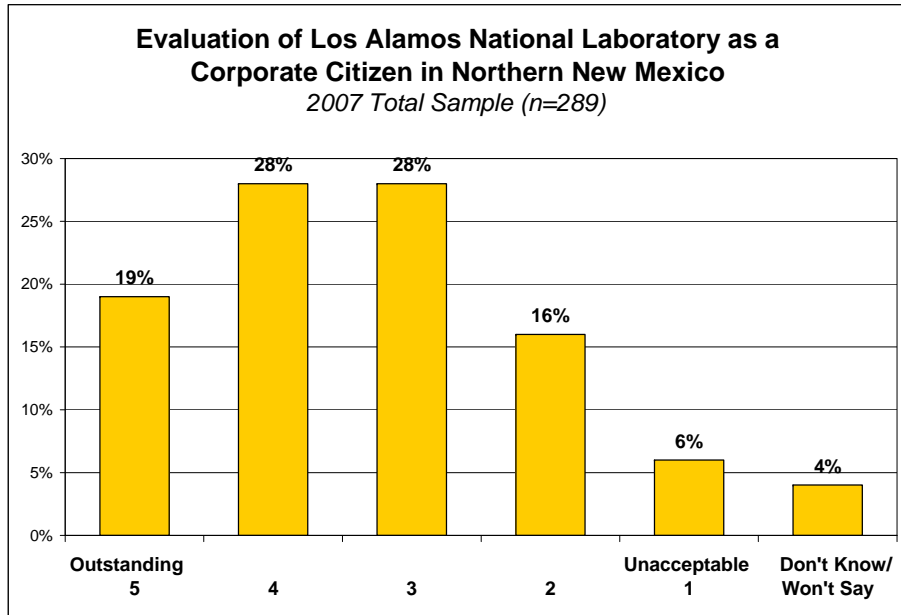
† The mean score is derived by taking the average score based on the 5-point scale. The Very Favorable response is assigned a value of 5; the Very Unfavorable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.



Community Leaders were asked to rate their general impression of Los Alamos National Laboratory on a 5-point scale, where 5 is *very favorable* and 1 is *very unfavorable*. As shown above, the majority of the Community Leaders surveyed (52%) say they have a favorable impression of LANL (giving a rating of 4 or 5). One-third (32%) give a neutral rating of 3, while 13% give an unfavorable rating of 1 or 2. It is interesting to note that Community Leaders in Los Alamos County are the least likely to have a *very favorable* impression of LANL (9%). However, Los Alamos County Community Leaders who have an unfavorable impression of LANL (a score of 1 or 2) has decreased from 27% in 2006 to 15% currently.

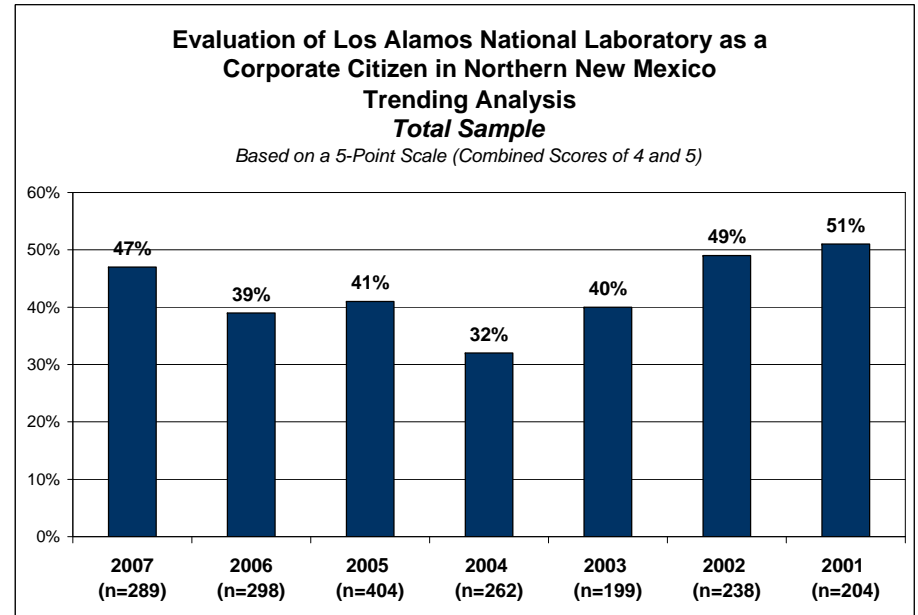
The graph on the right displays how Community Leaders' favorable impression of LANL has changed over the past seven years, tracking those who gave a favorable rating of 4 or 5. As mentioned previously, 52% of Community Leaders currently have a favorable impression of LANL, which is similar to what was observed in 2006 (49%). It closely approximates Community Leaders' impressions since 2004, following a decrease from 62% in 2003.





Mean †: 3.4

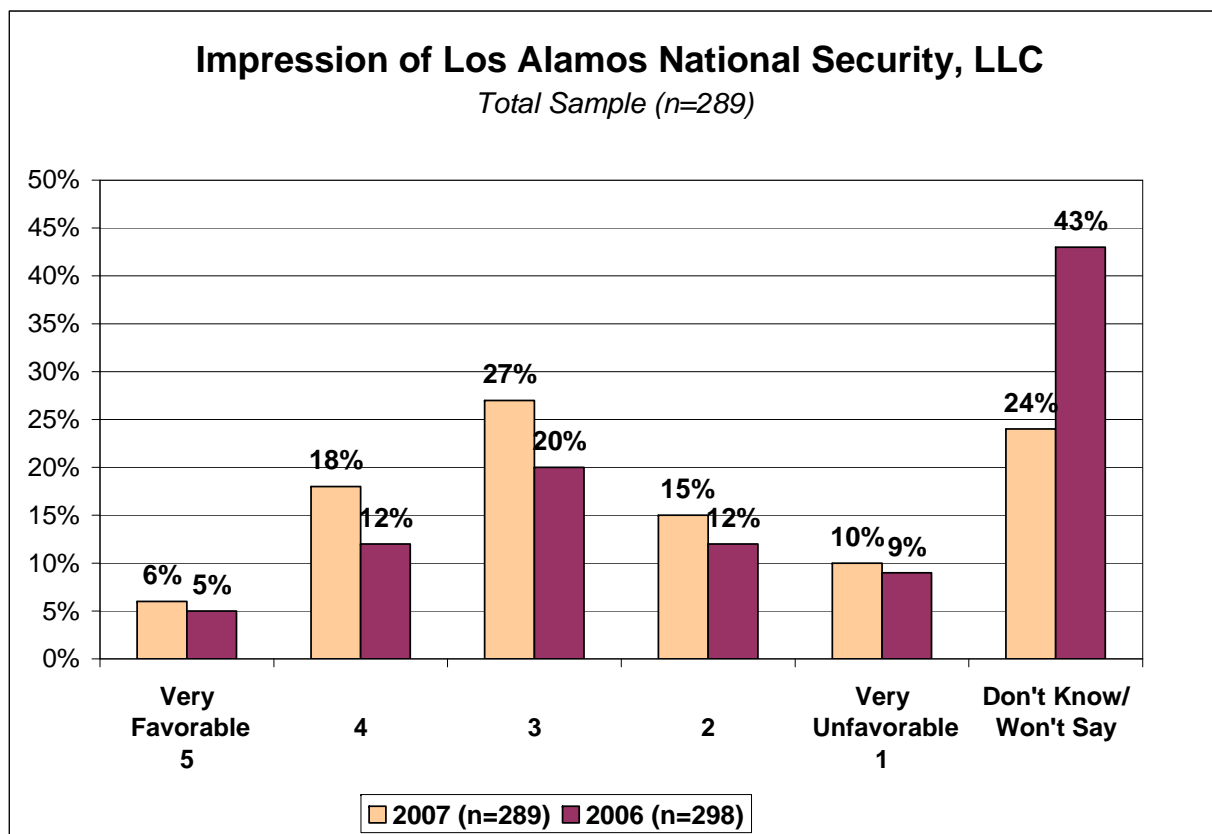
† The mean score is derived by taking the average score based on the 5-point scale. The Outstanding response is assigned a value of 5; the Unacceptable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.



Community Leaders were asked to evaluate LANL as a corporate citizen in Northern New Mexico using a 5-point scale where 5 is *outstanding* and 1 is *unacceptable*. Nearly half of Community Leaders (47%) give LANL a positive rating of 4 or 5, while 22% give a less than average rating of 1 or 2, and over one-quarter (28%) fall in the middle with a rating of 3. Interestingly, Community Leaders in Los Alamos are least likely to give LANL an *outstanding* rating for its corporate citizenship (4%).

As shown in the graph on the right, Community Leaders' current favorable impression of LANL's quality as a corporate citizen (47%) is at its highest since 2002, when 49% of Community Leaders reported having a positive impression of LANL's corporate citizenship.

It should be noted that in previous years, Community Leaders were asked to rate LANL as a corporate citizen in their community; however, in the current study, Leaders were asked to rate LANL's corporate citizenship in Northern New Mexico.



**2007 Mean †: 2.9**

† 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.

As shown above, when Community Leaders were asked to rate their overall impression of the Lab's contractor, Los Alamos National Security, LLC, Community Leaders are split, as one-quarter (24%) have a favorable impression (rating of 4 or 5) of the contractor, while another one-quarter have an unfavorable impression, giving a rating of 1 or 2. Over one-quarter (27%) have neutral or mixed feelings (giving a rating of 3). It should be noted that one-quarter (24%) of Community Leaders have no opinion, which is down from the 43% observed last year.

## Top Ways of Receiving Information About Los Alamos National Laboratory

(Top 8 Unaided Responses)

	<i>2007 Total Sample (n=289)</i>
Newspapers	55%
Internet	34%
Lab employees	24%
Television	21%
Neighbors/friends	20%
Other meetings/talks	7%
Daily electronic news bulletin	6%
Email	6%

Community Leaders were asked, in an unaided, open-ended manner, what are the top three ways they receive information about Los Alamos National Laboratory. The majority of Community Leaders mention newspapers (55%), while one-third (34%) say they receive information about LANL through the Internet, and one-quarter (24%) mention Lab employees. One-fifth of Community Leaders report receiving LANL information from the television (21%) and/or from neighbors/friends (20%).

Community Leaders in Santa Fe County are more likely than others to say they receive information about LANL through newspapers (67%), while Bernalillo County Community Leaders are more apt to say they receive LANL information via the Internet (56%). Los Alamos County Community Leaders are more likely than others to receive LANL information from neighbors/friends (36%). One-in-four tribal leaders say they receive information about LANL from meetings/talks (25%).

## Evaluation of Specific LANL Attributes: Communication Issues

Ranked By Highest Percentage "Very Satisfied"  
Total Sample (n=289)

	<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>Methods available for communicating with LANL regarding needs, concerns and ideas</b>	27%	30%	23%	14%	6%
<b>Efforts to listen to the concerns of the community (LANL)</b>	20%	42%	18%	12%	8%
<b>Efforts to respond to the concerns of the community (LANL)</b>	16%	37%	24%	15%	8%

Community Leaders were asked to rate their level of satisfaction with various aspects of communication with LANL. As shown above, 57% of Community Leaders are either *somewhat* or *very satisfied* with the methods available for communicating their needs, concerns, and ideas with LANL. Currently, 37% are *somewhat* or *very dissatisfied* with the methods available for communicating with LANL.

Approximately two-thirds (63%) of Community Leaders from Los Alamos County and 45% of Economic/Business Leaders express dissatisfaction with the methods of communication available with LANL. Satisfaction with the methods available is highest among Tribal Leaders (72%) and those in the educational (67%) and governmental (62%) sectors.

Community Leaders were also asked to rate their satisfaction with the Lab's effort to listen to the concerns of the Northern New Mexico community. Over three-fifths (62%) of Community Leaders say they are *somewhat* (42%) or *very satisfied* (20%), while three-in-ten say they are *somewhat* or *very dissatisfied* with the Lab's efforts in listening to concerns of the community. Tribal Leaders (84%) are most apt to express satisfaction with LANL's efforts to listen. Leaders in Los Alamos (45%) are more likely than those from other counties to say they are dissatisfied. In addition, 37% of those from the economic and business sector express dissatisfaction with the Lab's effort to listen to the concerns of the Northern New Mexico community.

When asked about their satisfaction with the Lab's efforts to *respond* to the concerns of the Northern New Mexico Community, the majority of Community Leaders (53%) say they are *somewhat* (37%) or *very satisfied* (16%). However, two-fifths of Community Leaders (39%) say they are either *somewhat* (24%) or *very dissatisfied* (15%) with the Lab's efforts to respond to concerns. Community Leaders in the Education (69%), Tribal (63%), and Special Interest Groups (64%) sectors are more likely than others to be satisfied with LANL's efforts to respond to the concerns of the Northern New Mexico Community.

## Evaluation of Specific LANL Attributes: Communication Issues

### Trending Analysis

Ranked By Highest Percentage "Very Satisfied" (2007)

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>Methods available for communicating with LANL regarding needs, concerns, and ideas</b>					
<b>October 2007 (n=289)</b>	<b>27%</b>	<b>30%</b>	<b>23%</b>	<b>14%</b>	<b>6%</b>
September 2006 (N=298)	20%	23%	27%	22%	7%
September 2005 (N=404)	22%	30%	24%	16%	9%
September 2004 (N=262)	19%	39%	23%	16%	2%
September 2003 (N=199)	24%	38%	21%	12%	5%
September 2002 (N = 238)	23%	46%	15%	12%	5%
<b>Efforts to listen to the concerns of the community (LANL)</b>					
<b>October 2007 (n=289)</b>	<b>20%</b>	<b>42%</b>	<b>18%</b>	<b>12%</b>	<b>8%</b>
September 2006 (n=298)	16%	28%	27%	19%	10%
September 2005 (n=404)	19%	35%	22%	15%	10%
September 2004 (n=262)	23%	34%	25%	11%	7%
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>Efforts to respond to the concerns of the community (LANL)</b>					
<b>October 2007 (n=289)</b>	<b>16%</b>	<b>37%</b>	<b>24%</b>	<b>15%</b>	<b>8%</b>
September 2006 (n=298)	10%	24%	29%	27%	10%
September 2005 (n=404)	13%	35%	27%	15%	10%
September 2004 (n=262)	11%	36%	26%	15%	12%
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%

Overall satisfaction with LANL's communications efforts shows signs of improvement when compared to recent studies. As shown above, Community Leaders' satisfaction with LANL's methods of communication has increased by 14% since 2006 (from 43% to 57%), while satisfaction levels with LANL's efforts to listen to the concerns of the community has increased from 44% in 2006 to 62% currently. Furthermore, satisfaction with LANL's efforts to respond to the concerns of the community has increased by 19% (from 34% in 2006 to 53% currently).

It should be noted that in previous studies, Community Leaders were asked to rate their satisfaction with LANL's efforts to listen and respond to the needs of their community. In the current study, Community Leaders were asked to rate their satisfaction with LANL's efforts to listen and respond to the needs of the Northern New Mexico community. This may account for some of the improvement in the Leader's ratings.

## Evaluation of Specific LANL Attributes: Economic Issues

Ranked By Highest Percentage "Very Satisfied"  
Total Sample (n=289)

	<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 in Northern New Mexico</b>	56%	24%	9%	7%	4%
<b>Programs in regional business development</b>	20%	38%	16%	12%	14%
<b>Involvement in community and economic development</b>	20%	35%	21%	13%	10%
<b>Efforts to purchase more goods and services from businesses in Northern New Mexico communities during the last year (LANL)</b>	14%	27%	21%	16%	22%

Community Leaders were asked to rate their level of satisfaction with various aspects of LANL's involvement in the business community in Northern New Mexico. Four-fifths of Community Leaders say they are satisfied with the overall impact the Lab has on the economy of Northern New Mexico (56% *very satisfied*), while just 16% are dissatisfied. It should be noted that 75% Community Leaders surveyed who are in the economic/business sector are satisfied with LANL's impact on Northern New Mexico's economy, however, 22% are dissatisfied.

When asked to rate their satisfaction with LANL programs in regional business development such as technology transfer and commercialization, entrepreneurship training, and its efforts to partner with its subcontractor consortium, 58% of the Community Leaders are either *somewhat* (38%) or *very* (20%) *satisfied*, while over one-quarter are dissatisfied (28%). Similarly, the majority of Leaders (55%) are satisfied with LANL's involvement in community and economic development, while 34% are dissatisfied.

Leaders are somewhat divided when it comes to LANL's efforts to purchase goods and services from businesses in Northern New Mexico during the last year, while 41% express satisfaction with LANL's efforts, 37% express dissatisfaction and 22% have no opinion.

Interestingly, Community Leaders from Los Alamos County are more likely than those from other counties in New Mexico to report dissatisfaction with LANL's participation in *local* economic development. On a broader scale, the large majority of Los Alamos Leaders (67%) say they are satisfied with LANL's overall impact on the economy of Northern New Mexico, though they are more inclined than others to express dissatisfaction (27%). However, Los Alamos Leaders are almost equally divided when it comes to LANL purchasing local goods and services (51% satisfied/46% dissatisfied). Also 61% of Los Alamos Leaders say they are generally dissatisfied with LANL's efforts in community and economic development. Thus, while Los Alamos Leaders do acknowledge LANL's overall impact on the Northern New Mexico, many appear to be dissatisfied with LANL impact locally.

Furthermore, Community Leaders in the economic/business sector are more likely than those in other sectors to express dissatisfaction with LANL. For instance, half of the Community Leaders say they are dissatisfied with LANL's purchasing of local goods and services. Also, while the majority (54%) say they are satisfied with LANL's programs in regional business development, 38% are dissatisfied.

## Evaluation of Specific LANL Attributes: Economic Issues

### Trending Analysis

Ranked By Highest Percentage “Very Satisfied” (2007)  
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 (LANL)</b>					
<b>October 2007 (n=289)</b>	<b>56%</b>	<b>24%</b>	<b>9%</b>	<b>7%</b>	<b>4%</b>
September 2006 (n=298)	53%	28%	8%	5%	5%
September 2005 (n=404)	40%	37%	9%	9%	5%
September 2004 (n=262)	49%	27%	12%	8%	4%
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>Programs in regional business development</b>					
<b>October 2007 (n=289)</b>	<b>20%</b>	<b>38%</b>	<b>16%</b>	<b>12%</b>	<b>14%</b>
September 2006 (n=298)	14%	31%	22%	17%	15%
<b>Involvement in community and economic development</b>					
<b>October 2007 (n=289)</b>	<b>20%</b>	<b>35%</b>	<b>21%</b>	<b>13%</b>	<b>10%</b>
September 2006 (N=298)	17%	31%	27%	14%	11%
<b>Efforts to purchase more goods and services from businesses in Northern New Mexico communities (LANL)</b>					
<b>October 2007 (n=289)</b>	<b>14%</b>	<b>27%</b>	<b>21%</b>	<b>16%</b>	<b>22%</b>
September 2006 (n=298)	10%	21%	29%	20%	20%
September 2005 (n=404)	13%	31%	21%	15%	20%
September 2004 (n=262)	12%	31%	23%	10%	24%
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%

The table above tracks Community Leaders’ evaluations of LANL on various economic issues for this year compared to those observed in previous studies. As shown above, satisfaction levels with LANL’s overall impact on the economy has remained stable since 2006 (81% in 2006 compared to 80% currently). However, Community Leaders report an increase in satisfaction since 2006 when asked about LANL regarding programs being offered in regional business development (44% to 58%). There is also some improvement noted in the efforts to purchase more goods and services from regional businesses.



## Evaluation of Specific LANL Attributes: Educational Issues

*Ranked By Highest Percentage "Very Satisfied"  
 Total Sample (n=289)*

	<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 by LANL</b>	44%	33%	6%	2%	15%
<b>Efforts through such activities as education grants and the LANL employee scholarship fund</b>	44%	26%	8%	2%	21%

As shown above, Community Leaders were asked to rate their satisfaction with the Lab's involvement in education. The large majority of Community Leaders (77%) are satisfied (44% *very satisfied*) with education programs offered by LANL such as the Math and Science Academy, the Supercomputing Challenge, and partnerships with New Mexico Colleges and Universities. Just 8% of Community Leaders express dissatisfaction with this attribute. It should be noted that 93% of Educational Leaders say they are satisfied with the educational programs offered by LANL (57% are *very satisfied*).

When asked about their satisfaction with LANL's efforts through education grants and the LANL employee scholarship fund, 70% are either *very satisfied* (44%) or *somewhat satisfied* (26%), while just one-in-ten express dissatisfaction. Nearly four-fifths (78%) of Educational Leaders express satisfaction with LANL's activities involving education grants and the employee scholarship fund.

## Evaluation of Specific LANL Attributes: Education Issues

### Trending Analysis

Ranked By Highest Percentage "Very Satisfied" (2007)  
 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 by LANL</b>					
<b>October 2007 (n=289)</b>	<b>44%</b>	<b>33%</b>	<b>6%</b>	<b>2%</b>	<b>15%</b>
September 2006 (n=298)	42%	30%	7%	4%	17%
September 2005 (n=404)	43%	27%	6%	2%	22%
September 2004 (n=262)	29%	31%	10%	3%	27%
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%

As show above, satisfaction with LANL's educational programs has reached its highest level since this study began in the year 2000. Overall satisfaction has risen in the last year from 72% in 2006 to 77% currently.

## Evaluation of Specific LANL Attributes: Social Issues

Ranked By Highest Percentage "Very Satisfied"  
 Total Sample (n=289)

	<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>Involvement in Northern NM through charitable organizations</b>	44%	30%	7%	3%	15%
<b>Contributions of LANL employees to the community</b>	37%	28%	7%	3%	26%
<b>Efforts to provide effective environmental stewardship, monitoring and remediation</b>	26%	33%	19%	9%	14%

Approximately three-quarters of Community Leaders are *somewhat* (30%) or *very satisfied* (44%) with the Lab's involvement in Northern New Mexico through programs such as school drives, United Way Campaigns, and other charitable programs. It should be noted that Community Leaders from Los Alamos County (87%) are more likely than those from other communities to express satisfaction with the Lab's involvement with charitable organizations in Northern New Mexico.

Two-thirds of Community Leaders (65%) are also satisfied with LANL employees' contributions to the community through donations and volunteerism, while just one-in-ten are dissatisfied. Those from Los Alamos County are more likely to be satisfied (80%) as compared to Community Leaders from other communities. Furthermore, while 69% of Tribal Leaders say they are satisfied, 20% are dissatisfied with LANL's contributions to the community.

Three-fifths of Community Leaders (59%) express satisfaction with LANL's efforts to provide effective environmental stewardship, monitoring and remediation, while 28% express dissatisfaction. Four-fifths of Los Alamos Leaders say they are satisfied with LANL's environmental stewardship compared to 42% of those living in Santa Fe (39% say they are dissatisfied).

## Evaluation of Specific LANL Attributes: Social Issues

### Trending Analysis

*Ranked By Highest Percentage "Very Satisfied" (2007)  
 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>Involvement in Northern NM through charitable organizations</b>					
<b>October 2007 (n=289)</b>	<b>44%</b>	<b>30%</b>	<b>7%</b>	<b>3%</b>	<b>15%</b>
<i>September 2006 (n=298)</i>	33%	33%	12%	3%	19%
<b>Contributions of LANL employees to the community</b>					
<b>October 2007 (n=289)</b>	<b>37%</b>	<b>28%</b>	<b>7%</b>	<b>3%</b>	<b>26%</b>
<i>September 2006 (n=298)</i>	26%	30%	10%	5%	29%
<b>Efforts to provide effective environmental stewardship, monitoring and remediation</b>					
<b>October 2007 (n=289)</b>	<b>26%</b>	<b>33%</b>	<b>19%</b>	<b>9%</b>	<b>14%</b>
<i>September 2006 (n=298)</i>	20%	39%	20%	10%	12%
<i>September 2005 (n=404)</i>	20%	39%	17%	9%	16%

Community Leaders show an increased level of satisfaction with LANL's community involvement. As shown above, those who say they are *very satisfied* with LANL's involvement has improved from 33% observed last year to 44% currently. Furthermore those who say they are *very satisfied* with the contribution of LANL employees to the community has improved from 26% last year to 37%.

Community Leaders are more apt to recognize LANL's involvement in Community Leaders' satisfaction with LANL's efforts in environmental maintenance and educational assistance programs remains similar to those seen in previous studies.

## Effectiveness of LANL Partnerships (Summary Table)

Ranked By Highest Percentage “Very Effective” (2007)  
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>October 2007 (n=289)</b>	<b>29%</b>	<b>33%</b>	<b>13%</b>	<b>4%</b>	<b>21%</b>
September 2006 (n=298)	19%	33%	18%	8%	23%
September 2005 (n=404)	24%	32%	16%	7%	21%
September 2004 (n=262)	21%	35%	16%	6%	22%
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>October 2007 (n=289)</b>	<b>18%</b>	<b>37%</b>	<b>11%</b>	<b>2%</b>	<b>32%</b>
September 2006 (n=298)	13%	29%	15%	5%	38%
September 2005 (n=404)	16%	31%	15%	4%	34%
September 2004 (n=262)	16%	28%	13%	6%	36%
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>State government agencies</b>					
<b>October 2007 (n=289)</b>	<b>15%</b>	<b>36%</b>	<b>14%</b>	<b>3%</b>	<b>32%</b>
September 2006 (n=298)	11%	31%	19%	4%	35%
September 2005 (n=404)	12%	35%	14%	5%	34%
September 2004 (n=262)	12%	31%	16%	4%	36%
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>Local governments in Northern New Mexico</b>					
<b>October 2007 (n=289)</b>	<b>11%</b>	<b>43%</b>	<b>19%</b>	<b>6%</b>	<b>21%</b>
September 2006 (n=298)	10%	29%	24%	10%	27%
September 2005 (n=404)	14%	35%	21%	9%	21%
September 2004 (n=262)	12%	34%	28%	10%	16%
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%

## Effectiveness of LANL Partnerships (Summary Table) *(continued)*

*Ranked By Highest Percentage "Very Effective" (2007)  
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>Tribal governments and tribal agencies</b>					
<b>October 2007 (n=289)</b>	<b>15%</b>	<b>27%</b>	<b>16%</b>	<b>2%</b>	<b>40%</b>
<i>September 2006 (n=298)</i>	7%	23%	12%	8%	50%
<i>September 2005 (n=404)</i>	10%	26%	14%	4%	45%
<i>September 2004 (n=262)</i>	8%	24%	10%	5%	53%
<i>September 2003 (n=199)</i>	10%	27%	7%	5%	51%
<i>September 2002 (n=238)</i>	12%	23%	10%	7%	48%
<i>December 2001 (n=204)</i>	8%	32%	19%	5%	36%
<i>September 2000 (n=162)</i>	7%	35%	11%	3%	43%
<b>Business community in Northern New Mexico</b>					
<b>October 2007 (n=289)</b>	<b>12%</b>	<b>39%</b>	<b>23%</b>	<b>14%</b>	<b>12%</b>
<i>September 2006 (n=298)</i>	9%	31%	30%	17%	13%
<i>September 2005 (n=404)</i>	17%	34%	21%	15%	13%
<i>September 2004 (n=262)</i>	13%	38%	22%	12%	14%
<i>September 2003 (n=199)</i>	11%	42%	26%	9%	12%
<i>September 2002 (n = 238)</i>	22%	33%	22%	8%	15%
<i>December 2001 (n = 204)</i>	16%	41%	28%	8%	7%
<i>September 2000 (n = 162)</i>	6%	56%	20%	7%	12%

Community Leaders were asked if they feel various LANL partnerships are *very effective*, *somewhat effective*, *somewhat ineffective*, or *very ineffective*. As shown on the previous page, the majority of Community Leaders (62%) feel LANL's partnerships with school districts and educational agencies in Northern New Mexico are *somewhat* (33%) or *very effective* (29%). It should be noted that Community Leaders from the educational sector who feel these partnerships are *very effective* has increased from 30% in 2006 to 42% currently.

The majority of Community Leaders feel LANL's partnerships with the State Legislature (55%) are effective, while 51% feel this way about the partnerships with State agencies, though it should be noted that 32% have no opinion about the relationship with the agencies. The large majority of Government Leaders feel LANL's partnerships with the State Legislature (76%) and with State government agencies (72%) are effective.

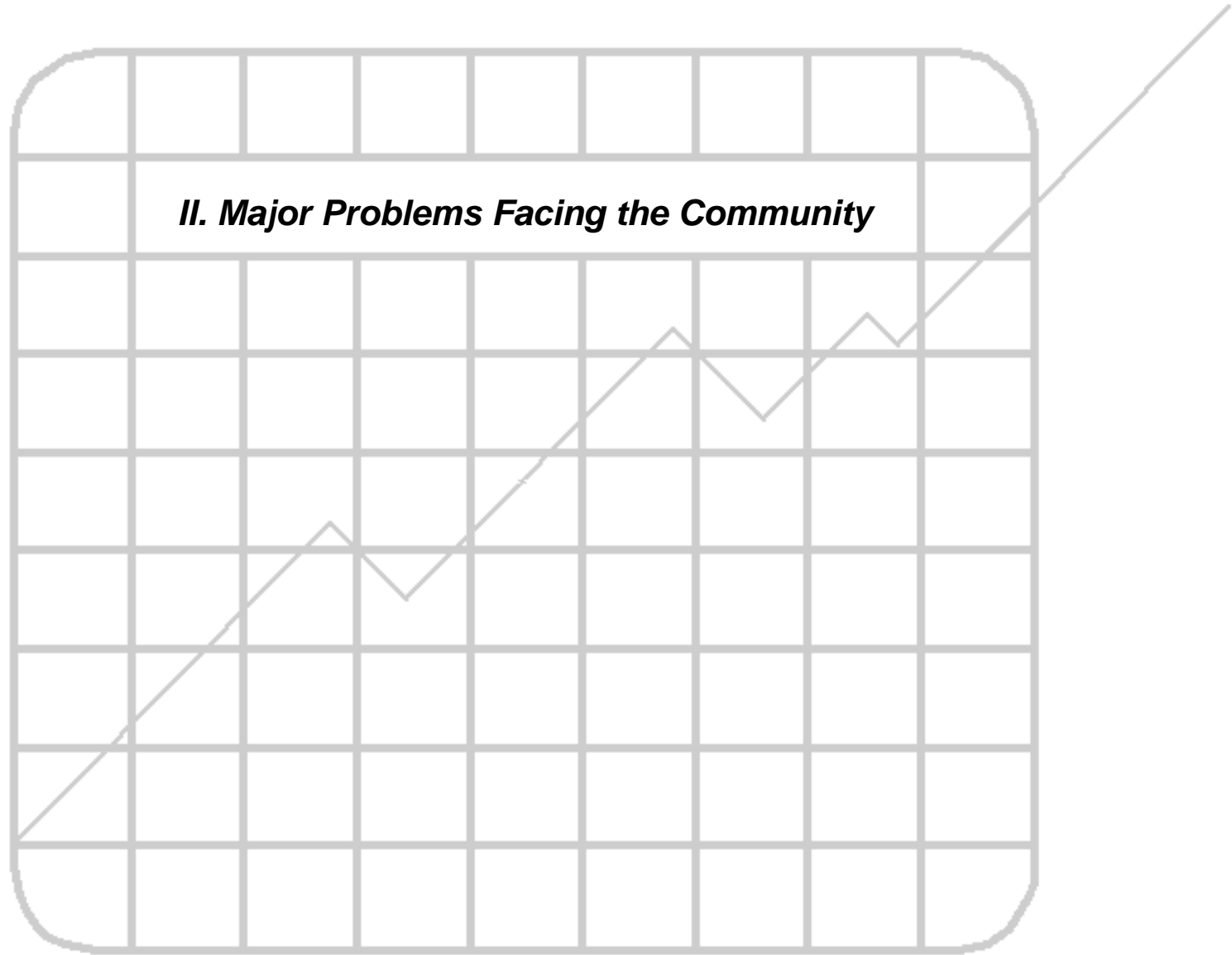
For local governments in Northern New Mexico it is observed that the majority of Leaders (54%) feel LANL's partnerships are effective, though only 11% feel they are *very effective*. One-in-four do not believe the partnerships with local government are effective and 21% have no opinion. In Los Alamos County, 53% of Leaders feel these partnerships are effective, though 39% disagree.

Just over two-fifths (42%) of Leaders feel the Lab's partnerships with tribal governments and tribal agencies are effective, while 18% say they are ineffective. However, 40% do not have enough information to form an opinion. Among Tribal Leaders it is observed that nearly two-thirds (65%) feel the partnerships are effective, with 22% who disagree.

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Approximately half believe LANL's partnerships with the business community in Northern New Mexico (51%) are effective, though 37% feel these partnerships are ineffective. We find that Business leaders are really polarized on the issue as 44% feel the partnerships are effective, while 48% say they are ineffective. In Los Alamos County, nearly two-thirds of leaders say they business partnerships are ineffective.

Overall, Community Leaders' evaluations of LANL's partnerships have improved over the past few years. In fact, evaluations of LANL's partnerships with the school districts/educational agencies in Northern New Mexico, with the State Legislature, and with state government agencies are higher than has been observed since the first year of this study.





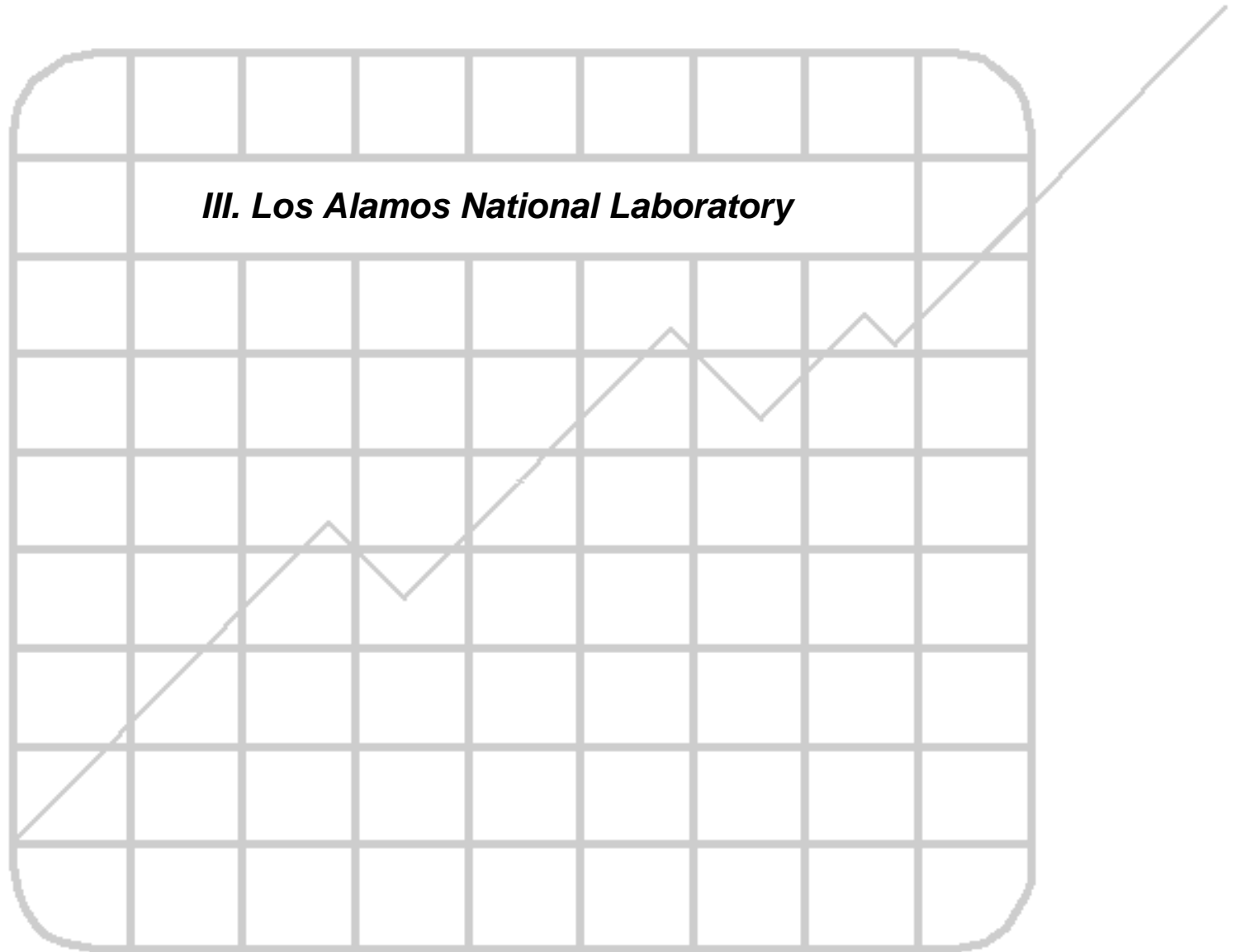
### Major Problems Facing the Community

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

	<i>Total Sample (n=289)</i>		<i>Total Sample (n=289)</i>		<i>Total Sample (n=289)</i>		<i>Total Sample (n=289)</i>
Educational system is poor	15%	Indecision and inconsistency at		Over dependence on government	*	Unwillingness to change	*
Non-availability of good jobs	14%	LANL	1%	services	*	More government representation for	*
Illegal drug use	10%	Global warming	1%	Industrial schools should facilitate	*	Northern New Mexico	*
Economic diversification	10%	Cost of living is high/unreasonable	1%	development in NM	*	LANL should work with small	*
Lack of economic opportunities	7%	Tourism education	1%	Lack of successful business	*	businesses*	*
		Drought	1%	start ups	*	Domestic violence/family problems	*
LANL layoffs	5%			Sharing information with the work	*	Taxes are high/unreasonable	*
Water shortages/reserves	4%	Limitations on growth	1%	force	*	Crime rate	*
Lack of training for unemployed	4%	Population	1%	Lack of incentives by the state	*		
Cutbacks in LANL's budget	4%	Nothing in particular	1%			LANL shutting down	*
Economic development	4%	Healthcare reform	1%	Dependency of government funding	*	Big business monopolization	*
		Unemployment	1%	Drunk driving	*	School funding	*
Poverty	3%			Infrastructure	*	Communication between counties	*
Limited economic opportunities	3%	Better communication		Distance between communities and	*	and pueblos	*
Job stability/layoffs	3%	among counties	1%	businesses	*	Loss of cultural values	*
Future stability of LANL	2%	Lack of positive media	1%	Social conflict issues.	*		
Alcoholism	2%	Getting teachers	1%			Not enough high paying jobs	*
		Services for seniors	1%	Gangs	*	Congestion	*
Economic disparity	2%	Finances	*	Speeding in school zones	*	Need more LANL contracts	*
Economic stability	2%			Border control	*	Unadjudicated water rights	*
Water quality/pollution	1%	LANL	*	Need more science education	*	Quality of school facilities	*
Lack of skilled labor/labor force	1%	Local government budget deficit	*	Lack of clear vision at LANL	*		
Drop out rate	1%	Not enough private business	*			Low pay for teachers	*
		Quality of teachers	*	Lack of larger industry to support	*	Leadership	*
Roads/streets/highways are bad	1%	Poor leadership at local events	*	workforce	*	Contracts not for small businesses	*
Low wages	1%			LANL should work with small	*	Slow down in projects	*
Lack of training for good jobs	1%			businesses	*	Limited contract employees at LANL	*
Cost of housing is high/ unreasonable	1%			LANL doesn't hire locals	*		
Environment/polluted air	1%			Bechtel - KSL will hurt people	*	Labs are a social experiment	*
				Apathy	*	Clean industry	*
						Violent crime	*
						Programs/activities for youth	*
						Don't know/won't say	3%

\* 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?

	County					Organizational Sector					
	Total Sample (n=289)	Los Alamos	Rio Arriba	Santa Fe	Berna-lillo	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
5 - Very favorable	19%	9%	25%	17%	28%	12%	19%	19%	16%	20%	20%
4	33%	35%	35%	31%	29%	40%	28%	28%	52%	31%	47%
3	32%	38%	23%	35%	19%	42%	44%	29%	21%	41%	17%
2	8%	13%	9%	4%	17%	3%	6%	11%	6%	8%	4%
1 - Very unfavorable	5%	2%	3%	10%	2%	3%	2%	7%	4%	-	8%
Don't know/won't say	3%	2%	4%	3%	4%	-	-	5%	-	-	3%
Mean †	3.5	3.4	3.7	3.4	3.7	3.6	3.6	3.4	3.7	3.6	3.7

† 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 Los Alamos National Laboratory 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 Northern New Mexico? Please use a 5-point scale where 5 means Los Alamos National Laboratory is outstanding and 1 means they are unacceptable.

	County					Organizational Sector					
	Total Sample (n=289)	Los Alamos	Rio Arriba	Santa Fe	Berna- lillo	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	Special Interest Groups
5 - Outstanding	19%	4%	24%	20%	32%	21%	18%	19%	18%	22%	20%
4	28%	30%	24%	28%	28%	35%	25%	27%	35%	28%	18%
3	28%	35%	28%	31%	11%	23%	35%	23%	30%	35%	33%
2	16%	25%	18%	11%	17%	5%	14%	20%	8%	14%	16%
1 - Unacceptable	6%	6%	7%	6%	4%	3%	4%	7%	7%	-	-
Don't know/won't say	4%	-	1%	4%	9%	14%	5%	4%	1%	2%	12%
Mean †	3.4	3.0	3.4	3.5	3.7	3.8	3.4	3.3	3.5	3.6	3.5

† 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.

## Impression of Los Alamos National Security, LLC

Question 4: Using a 5-point scale where 5 is very favorable and 1 is very unfavorable, what is your overall impression of the Laboratory's contractor, Los Alamos National Security, LLC?

	County					Organizational Sector					
	Total Sample (n=289)	Los Alamos	Rio Arriba	Santa Fe	Berna-lillo	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
5 - Very favorable	6%	4%	14%	5%	4%	3%	5%	9%	3%	4%	8%
4	18%	26%	13%	14%	21%	14%	17%	16%	22%	15%	16%
3	27%	32%	26%	23%	34%	30%	37%	23%	23%	41%	15%
2	15%	17%	15%	18%	11%	3%	16%	19%	8%	7%	10%
1 - Very unfavorable	10%	17%	7%	8%	13%	2%	7%	13%	7%	6%	8%
Don't know/won't say	24%	3%	26%	33%	18%	49%	18%	21%	37%	27%	42%
Mean †	2.9	2.8	3.2	2.8	2.9	3.3	3.0	2.9	3.1	3.0	3.1

† 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.

## Ways of Receiving Information About Los Alamos National Laboratory

Question 5: What are the top three ways that you receive information about Los Alamos National Laboratory?

	Total Sample (n=289)		Total Sample (n=289)		Total Sample (n=289)
Newspapers	55%	Flyers	2%	Women in Science program	1%
Internet	34%	Community outreach program	2%	Contracting officer	*
Lab employees	24%	Tribal Relations Office	1%	Participation through business related activities	*
Television	21%	Small business newsletter	1%	Snail mail	*
Neighbors/friends	20%	Government liaison	1%	DOE Oversight Bureau	*
Other meetings/talks	7%	County staff	1%	Governor	*
Daily electronic news bulleting	6%	Lobbyists	1%	Tech transfer	*
Email	6%	Politicians	1%	Tribal liaison	*
Word of mouth	5%	Director's office	1%	Procurement office	*
LANL newsletter	5%	Northern NM Supplier Alliance	1%	Subcontractors at LANL	*
Radio	5%	Hazardous Waste Bureau	1%	Washington D.C. office	*
Personal contact	5%	Government Affairs Office	1%	Magazines	*
Laboratory website	4%	Legislature	1%	NDA program	*
Laboratory meetings	4%	Physics Press	1%	Annual reports	*
Letters/mail	4%	Regional Development Board	1%	Surveys	*
Monthly electronic connections	3%	Santa Fe Economic Development	1%	Non-profit organizations	*
Press releases	3%	Vendor conference	1%	Newspaper advertising	*
I work there	3%	Citizen groups	1%	Dealings with contractors	*
Chamber of Commerce	3%	Lea Montoya	1%	Trade publications	*
Telephone	2%	MSA daily updates	1%	Don't know/won't say	*

\* Less than 1% reported.

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

## Evaluation of Specific LANL Attributes: Efforts to Purchase Goods and Services from Businesses in Northern New Mexico Communities

Question 6: For the following items how satisfied are you with Los Alamos National Laboratory. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with: **The Lab's efforts to purchase goods and services from businesses in Northern New Mexico communities during the last year**

	County					Organizational Sector					
	Total Sample (n=289)	Los Alamos	Rio Arriba	Santa Fe	Bernalillo	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	14%	10%	14%	11%	30%	20%	13%	17%	9%	6%	12%
Somewhat satisfied	27%	41%	19%	23%	25%	26%	29%	21%	37%	41%	14%
Somewhat dissatisfied	21%	29%	21%	19%	15%	15%	21%	24%	9%	23%	29%
Very dissatisfied	16%	17%	23%	14%	19%	5%	10%	26%	6%	10%	-
Don't know/won't say	22%	4%	24%	32%	12%	34%	27%	11%	38%	20%	46%

## Evaluation of Specific LANL Attributes: Efforts to Listen to the Concerns of the Northern New Mexico Community

Question 7: For the following items how satisfied are you with Los Alamos National Laboratory. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with: **The lab's efforts to listen to the concerns of the Northern New Mexico community**

	County					Organizational Sector					
	Total Sample (n=289)	Los Alamos	Rio Arriba	Santa Fe	Bernalillo	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	20%	19%	20%	12%	39%	23%	16%	20%	26%	23%	17%
Somewhat satisfied	42%	36%	42%	48%	29%	48%	51%	35%	37%	61%	44%
Somewhat dissatisfied	18%	33%	10%	19%	11%	7%	24%	19%	14%	7%	11%
Very dissatisfied	12%	12%	19%	11%	8%	4%	4%	18%	9%	6%	12%
Don't know/won't say	8%	-	9%	10%	13%	18%	4%	8%	14%	2%	16%

## Evaluation of Specific LANL Attributes: Efforts to Respond to the Concerns of the Northern New Mexico Community

Question 8: For the following items how satisfied are you with Los Alamos National Laboratory. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with: **The lab's efforts to respond to the concerns of the Northern New Mexico community**

Total Sample (n=289)	County					Organizational Sector					
	Los Alamos	Rio Arriba	Santa Fe	Bernalillo	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups	
Very satisfied	16%	14%	26%	6%	24%	27%	12%	15%	28%	9%	16%
Somewhat satisfied	37%	44%	26%	40%	31%	43%	42%	30%	41%	54%	48%
Somewhat dissatisfied	24%	21%	24%	31%	15%	8%	31%	22%	18%	27%	15%
Very dissatisfied	15%	21%	19%	12%	14%	4%	10%	23%	6%	8%	5%
Don't know/won't say	8%	-	5%	11%	15%	18%	5%	9%	7%	2%	16%

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

Question 9: For the following items how satisfied are you with Los Alamos National Laboratory. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with: **The overall impact that the Lab has on the economy of the Northern New Mexico community**

Total Sample (n=289)	County					Organizational Sector					
	Los Alamos	Rio Arriba	Santa Fe	Bernalillo	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups	
Very satisfied	56%	49%	57%	56%	73%	51%	65%	54%	51%	47%	68%
Somewhat satisfied	24%	18%	27%	29%	10%	36%	27%	21%	33%	30%	9%
Somewhat dissatisfied	9%	19%	4%	7%	7%	5%	3%	12%	4%	13%	12%
Very dissatisfied	7%	8%	9%	5%	8%	2%	2%	10%	6%	6%	4%
Don't know/won't say	4%	6%	4%	3%	2%	7%	2%	3%	7%	4%	7%



### Evaluation of Specific LANL Attributes: Efforts to Provide Effective Environmental Stewardship, Monitoring and Remediation

Question 10: For the following items how satisfied are you with Los Alamos National Laboratory. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with: **The Lab's efforts to provide effective environmental stewardship, monitoring and remediation**

	Total Sample (n=289)	County					Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Bernalillo	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	26%	27%	34%	18%	34%	20%	25%	29%	19%	12%	38%
Somewhat satisfied	33%	53%	29%	24%	29%	31%	29%	30%	40%	56%	30%
Somewhat dissatisfied	19%	10%	19%	24%	17%	24%	27%	14%	22%	18%	7%
Very dissatisfied	9%	2%	8%	15%	2%	10%	14%	4%	10%	8%	17%
Don't know/won't say	14%	8%	10%	20%	19%	15%	6%	22%	9%	6%	7%

### Evaluation of Specific LANL Attributes: Involvement in Northern New Mexico Through Charitable Organizations

Question 11: For the following items how satisfied are you with Los Alamos National Laboratory. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with: **The Lab's involvement in Northern New Mexico through programs such as school drives, United Way Campaigns and other charitable programs**

	Total Sample (n=289)	County					Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Bernalillo	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	44%	47%	51%	40%	41%	44%	43%	44%	50%	29%	55%
Somewhat satisfied	30%	40%	27%	30%	19%	30%	29%	28%	35%	41%	21%
Somewhat dissatisfied	7%	6%	10%	7%	9%	7%	12%	5%	7%	16%	-
Very dissatisfied	3%	2%	6%	3%	2%	-	-	4%	6%	4%	-
Don't know/won't say	15%	5%	6%	20%	30%	19%	17%	19%	1%	10%	24%

## Evaluation of Specific LANL Attributes: Efforts Through Education Grants and LANL Employee Scholarship Fund

**Question 18: How satisfied are you with the efforts of the Los Alamos National Laboratory through such activities as education grants and the LANL employee scholarship fund? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?**

	County					Organizational Sector					
	Total Sample (n=289)	Los Alamos	Rio Arriba	Santa Fe	Bernalillo	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	44%	44%	51%	36%	47%	57%	45%	39%	55%	37%	55%
Somewhat satisfied	26%	36%	26%	22%	12%	23%	26%	26%	23%	35%	22%
Somewhat dissatisfied	8%	6%	9%	9%	7%	6%	4%	8%	9%	20%	-
Very dissatisfied	2%	-	2%	3%	2%	-	2%	*	6%	-	-
Don't know/won't say	21%	14%	11%	30%	32%	14%	23%	26%	7%	8%	23%

\* Less than 1% reported.

## Evaluation of Specific LANL Attributes: LANL Offered Education Programs

**Question 19: How satisfied are you with the education programs offered by LANL such as the Math and Science Academy, the Supercomputing Challenge, and partnerships with New Mexico Colleges and Universities? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?**

	County					Organizational Sector					
	Total Sample (n=289)	Los Alamos	Rio Arriba	Santa Fe	Bernalillo	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	44%	51%	53%	31%	47%	58%	32%	43%	57%	41%	67%
Somewhat satisfied	33%	34%	31%	38%	19%	28%	42%	29%	36%	39%	18%
Somewhat dissatisfied	6%	4%	8%	8%	2%	5%	8%	5%	3%	17%	-
Very dissatisfied	2%	-	-	3%	4%	-	2%	1%	4%	-	-
Don't know/won't say	15%	11%	9%	20%	28%	10%	16%	22%	-	2%	15%

## Evaluation of Specific LANL Attributes: Methods Available for Communicating Needs, Concerns and Ideas

Question 20: **How satisfied are you with the methods available to you for communicating with Los Alamos National Laboratory regarding your needs, concerns, and ideas?** Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

Total Sample (n=289)	County					Organizational Sector					
	Los Alamos	Rio Arriba	Santa Fe	Bernalillo	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups	
Very satisfied	27%	13%	31%	28%	33%	31%	37%	21%	26%	29%	34%
Somewhat satisfied	30%	24%	28%	34%	25%	47%	25%	27%	41%	43%	20%
Somewhat dissatisfied	23%	37%	23%	18%	23%	8%	23%	27%	19%	19%	15%
Very dissatisfied	14%	26%	13%	11%	10%	5%	10%	18%	12%	8%	16%
Don't know/won't say	6%	-	5%	8%	9%	10%	5%	7%	1%	-	15%

## Evaluation of Specific LANL Attributes: Contributions of LANL Employees to Community

Question 21: **How satisfied are you with the contributions of LANL employees to the community through donations and volunteerism?** Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

Total Sample (n=289)	County					Organizational Sector					
	Los Alamos	Rio Arriba	Santa Fe	Bernalillo	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups	
Very satisfied	37%	52%	41%	27%	42%	19%	37%	32%	42%	34%	64%
Somewhat satisfied	28%	28%	36%	27%	17%	15%	31%	28%	32%	18%	11%
Somewhat dissatisfied	7%	11%	5%	6%	6%	5%	6%	9%	-	18%	4%
Very dissatisfied	3%	-	5%	2%	5%	2%	5%	2%	-	6%	-
Don't know/won't say	26%	9%	13%	37%	30%	60%	21%	30%	26%	24%	21%

## Evaluation of Specific LANL Attributes: Involvement in Community and Economic Development

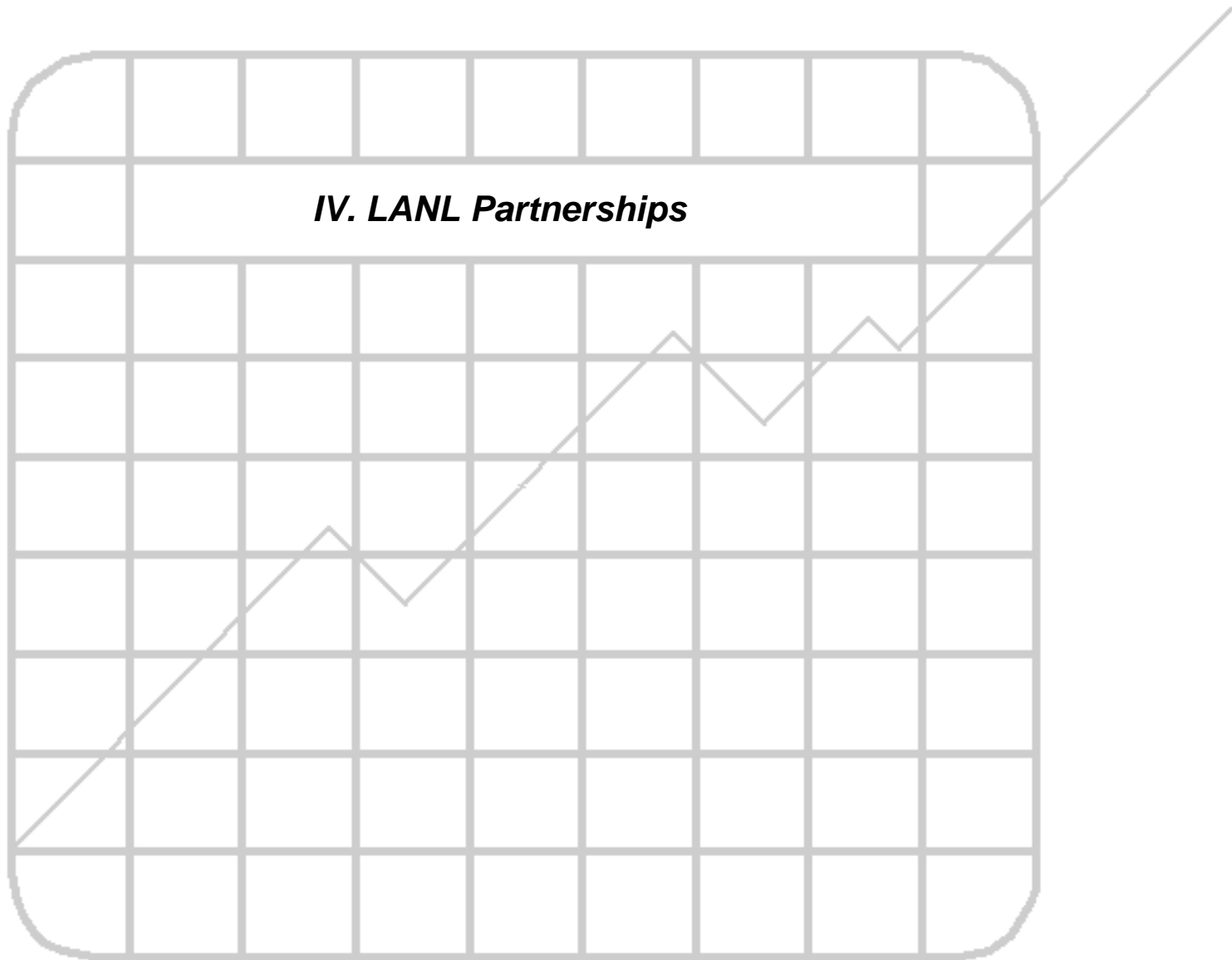
Question 22: **How satisfied are you with LANL's involvement in community and economic development? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?**

	Total Sample (n=289)	County					Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Berna- lillo	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	Special Interest Groups
Very satisfied	20%	8%	23%	16%	49%	25%	23%	20%	17%	25%	23%
Somewhat satisfied	35%	29%	35%	42%	19%	40%	36%	32%	38%	37%	42%
Somewhat dissatisfied	21%	39%	18%	16%	15%	15%	27%	22%	15%	24%	11%
Very dissatisfied	13%	22%	12%	12%	11%	6%	9%	17%	13%	8%	8%
Don't know/won't say	10%	2%	11%	14%	6%	15%	6%	9%	18%	6%	16%

## Evaluation of Specific LANL Attributes: Programs in Regional Business Development

Question 23: **How satisfied are you with the Lab's programs in regional business development such as technology transfer and commercialization, entrepreneurship training and its efforts to partner with its subcontractor consortium? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?**

	Total Sample (n=289)	County					Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Berna- lillo	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	Special Interest Groups
Very satisfied	20%	13%	24%	19%	26%	28%	13%	23%	21%	13%	28%
Somewhat satisfied	38%	41%	38%	39%	32%	27%	44%	31%	49%	44%	21%
Somewhat dissatisfied	16%	27%	13%	15%	11%	8%	19%	19%	4%	19%	12%
Very dissatisfied	12%	17%	14%	7%	23%	4%	7%	19%	6%	2%	8%
Don't know/won't say	14%	2%	11%	21%	9%	33%	17%	8%	21%	22%	31%



### Effectiveness of LANL Partnerships: With the Business Community in Northern New Mexico

Question 12: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships? Would you say the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With the business community in Northern New Mexico**

	County					Organizational Sector					
	Total Sample (n=289)	Los Alamos	Rio Arriba	Santa Fe	Berna- lillo	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	Special Interest Groups
Very effective	12%	5%	21%	7%	22%	10%	16%	10%	12%	14%	10%
Somewhat effective	39%	29%	30%	49%	31%	55%	43%	34%	43%	51%	33%
Somewhat ineffective	23%	44%	20%	18%	21%	7%	30%	23%	18%	13%	26%
Very ineffective	14%	20%	17%	10%	12%	4%	2%	25%	6%	6%	-
Don't know/won't say	12%	2%	12%	16%	13%	23%	8%	8%	20%	16%	31%

### Effectiveness of LANL Partnerships: With School Districts and Educational Agencies in Northern New Mexico

Question 13: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With the school districts and educational agencies in Northern New Mexico**

	County					Organizational Sector					
	Total Sample (n=289)	Los Alamos	Rio Arriba	Santa Fe	Berna- lillo	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	Special Interest Groups
Very effective	29%	25%	42%	20%	36%	37%	28%	21%	42%	32%	62%
Somewhat effective	33%	31%	29%	37%	33%	32%	35%	33%	34%	38%	17%
Somewhat ineffective	13%	17%	17%	9%	9%	11%	18%	11%	12%	18%	4%
Very ineffective	4%	6%	6%	2%	-	2%	4%	3%	6%	6%	-
Don't know/won't say	21%	20%	6%	31%	22%	19%	15%	32%	4%	6%	17%

### Effectiveness of LANL Partnerships: With Local Governments in Northern New Mexico

Question 14: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With local governments in Northern New Mexico**

	County					Organizational Sector					
	Total Sample (n=289)	Los Alamos	Rio Arriba	Santa Fe	Bernalillo	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	11%	9%	20%	4%	19%	7%	11%	9%	11%	15%	27%
Somewhat effective	43%	43%	42%	45%	44%	38%	51%	40%	38%	51%	34%
Somewhat ineffective	19%	31%	13%	19%	9%	16%	19%	21%	15%	19%	18%
Very ineffective	6%	8%	11%	2%	8%	6%	6%	7%	6%	4%	-
Don't know/won't say	21%	10%	14%	29%	20%	34%	13%	23%	29%	10%	22%

### Effectiveness of LANL Partnerships: With Tribal Governments and Tribal Agencies

Question 15: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With Tribal governments and Tribal agencies**

	County					Organizational Sector					
	Total Sample (n=289)	Los Alamos	Rio Arriba	Santa Fe	Bernalillo	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	15%	20%	27%	2%	22%	22%	13%	13%	22%	22%	10%
Somewhat effective	27%	28%	25%	30%	23%	23%	29%	25%	22%	43%	34%
Somewhat ineffective	16%	14%	15%	20%	15%	8%	16%	16%	14%	16%	14%
Very ineffective	2%	2%	-	4%	4%	4%	-	3%	4%	6%	-
Don't know/won't say	40%	37%	34%	45%	37%	42%	42%	42%	38%	13%	42%

### Effectiveness of LANL Partnerships: With State Government Agencies

Question 16: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With State government agencies**

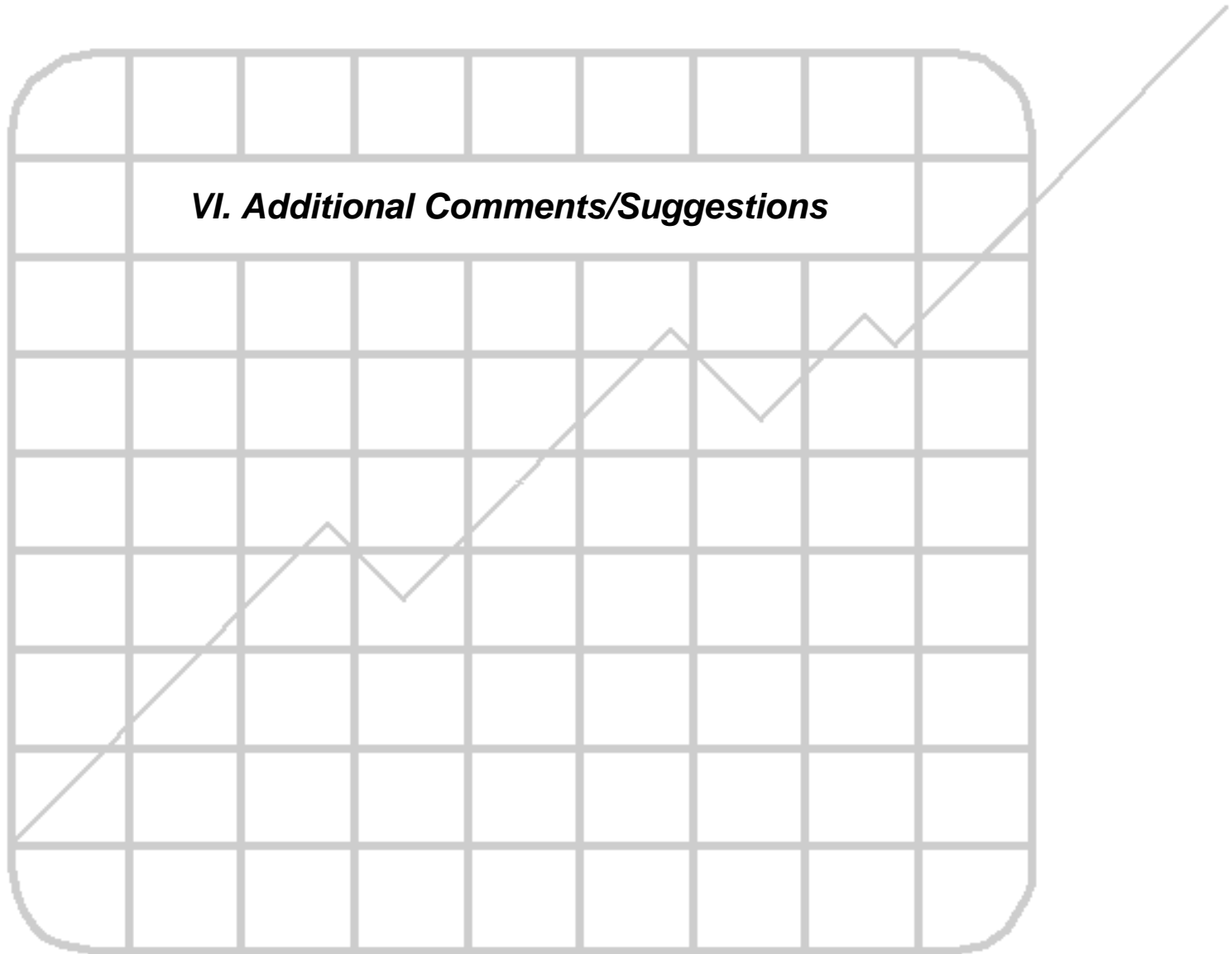
Total Sample (n=289)	County					Organizational Sector					
	Los Alamos	Rio Arriba	Santa Fe	Berna- lillo	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	Special Interest Groups	
Very effective	15%	6%	20%	10%	28%	26%	25%	9%	13%	13%	30%
Somewhat effective	36%	41%	36%	38%	34%	20%	47%	35%	30%	30%	33%
Somewhat ineffective	14%	20%	11%	14%	12%	9%	11%	18%	10%	11%	8%
Very ineffective	3%	7%	-	3%	4%	1%	-	6%	-	-	2%
Don't know/won't say	32%	26%	33%	36%	21%	44%	18%	31%	47%	46%	27%

### Effectiveness of LANL Partnerships: With the State Legislature

Question 17: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With the State Legislature**

Total Sample (n=289)	County					Organizational Sector					
	Los Alamos	Rio Arriba	Santa Fe	Berna- lillo	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	Special Interest Groups	
Very effective	18%	7%	24%	16%	28%	23%	29%	12%	16%	8%	34%
Somewhat effective	37%	50%	29%	38%	28%	25%	47%	34%	35%	28%	33%
Somewhat ineffective	11%	13%	11%	9%	19%	7%	7%	15%	9%	10%	7%
Very ineffective	2%	4%	-	1%	4%	5%	-	4%	-	2%	2%
Don't know/won't say	32%	27%	36%	35%	21%	39%	17%	35%	39%	52%	23%





## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach

*Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?*

- The lab is perceived by the public as participating in meetings but bringing nothing substantive to the table.
- Continue to do outreach on regional economic development and regional sustainability.
- The lab needs to publicize more of what they do, are doing, in all of these areas.
- The lab should make every effort to improve educational programs in Northern New Mexico through philanthropy.
- Labs need to give the impression that they are not elitists.
- They need to communicate a heads up early to communities to changes that would affect the whole region.
- I appreciate the volunteerism of the LANL employees and the time that they give to the community.
- I like the community leader breakfast meetings.
- They need more public representation.
- Be more visible to the local community (to the general public).
- Lab should do more alternative energy science.
- They need better public relations with the community.
- More visibility by LANL top management in the community in civic and charitable organizations.
- Very impressed with employee volunteerism and generosity.
- LANL has done well in the educational area. They need to work on more contact with the non-accord tribes and offer more contracts exclusively to Northern New Mexico. They also need an easier, more streamline way of making the contract process available. LANL needs to team up more with the tribes to solve environmental issues.
- Increase technology opportunities through education.
- LANL has been trying to be involved with the tribes. They're doing ok.
- They need major improvements offering more job opportunities and improving security at LANL.
- We're trying to start a school to get the kids prepared for good jobs. I'd like to see a continuation of this support. We need the financial support made available.
- They need to get out more into the outer communities and pueblos.
- More educational outreach to the underdeveloped communities and the pueblos.
- There should be more resources allocated toward education outreach to all public, private and tribal schools - especially high schools and elementary.
- Increase the way the news is circulating into the public so we know what's going on with LANL.
- Taking care of the environment is priority. Do not overuse the environment and secure it.
- Concentrate efforts to increase economic support for the pueblos.
- More efforts in giving information as to what's available to us through conferences or newsletters, so we can take advantage of these programs.
- There are certain contract issues.

## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach (continued)

*Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?*

- A share of resources with the tribal communities through employment, education and job skills to further our future and growing tribal leaders. We are also very concerned about the safety and traffic issues on State Rd. 30.
- Keep exploring new ways to have an impact on economic development as it is your duty to do so.
- We need to talk to politicians to bring more money into the community. Also, to keep the labs going, so they don't have to make cuts and layoffs of nine hundred people.
- Small businesses supporting contracts with LANL are not good. It is too difficult to achieve and maintain contracts.
- I believe LANL is on the right track with ideas and the programs in place. But, it remains to be seen what the outcome will be.
- When Heckler was head of LANL you had community meetings. These social gatherings were very effective. I would like to see those meetings renewed.
- No commitment to positive change overcoming the societal obstacles. People trapped in culture and the past. This causes valuable projects not to be achieved.
- Regional economic development has been improving steadily. It has a way to go. The resources LANL are given to work with seem slim.
- Over the past two decades I've become cynical. Most of the lab's outreach is designed to burnish its image, rather than affect real change.
- LANL is very strong in education and community involvement, but not with local businesses. LANL should buy products and/or services from those in Northern New Mexico. LANL would be helping the rest of the United States in the long run.
- They do a good job with community efforts. I would like to see LANL meet their fifty percent small business goal in Northern New Mexico. This will stimulate economic development here.
- It has truly been difficult and complicated to get work from LANL. Even with the SBA program for technology. Since LANL has been non-responsive to my efforts I have given up.
- LANL, follow through with your promises.
- On the topic of economic development, I see tremendous initiative, effort and dedication on part of technology transfer and commercialization people. They are fighting a tough internal and inward looking culture. This makes it hard to get projects out.
- Look at this survey.
- LANL is on the right track. They are committed to improving leadership. Over time they will clearly be very successful. Their economic development programs will ultimately succeed because their hearts are in the right place.
- I feel they need to be more committed to helping and cooperative with Northern New Mexico Businesses, excluding Rio Rancho businesses. Please work with and purchase from Northern New Mexico businesses and be fair about it.
- There are several programs in the works. The Small Business Administration program should be funded by a percentage or portion of the profits that the Northern New Mexico contracting community receives.
- LANL's management could spend more time trying to help train small businesses on how to get into the loop, on the right list, and get some procurement.
- The general public doesn't know half the story. Should do better at tooting LANL's own horn about the good things. Allow general public to understand at least one quarter of the positive impact that LANL makes on Northern New Mexico.
- There is always room for improvement.
- Focus on economic development of New Mexico not another state.
- The lab is a for-profit entity so they should go out and look for ways to market the lab and bring more solid projects and work into the community.
- Would like to see more education and more schooling for the younger people.

## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach (continued)

*Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?*

- Need to keep a consistent presence in the communities of Northern New Mexico and communicate clearly what the options for support or involvement are and then follow through.
- Do enjoy the outreach they do with the tribal relationship. We use the scholarships here at the pueblo to award the students. They maintain a good relationship with us. We have a DOE and lab itself.
- Need to become a major financial contributor to education in the Los Alamos school district and also the local schools.
- Before starting a new program they need to see whether the community thinks that it's a good idea or if they have a better suggestion.
- They need to acknowledge that Los Alamos is its own community and they need to alter their processes, plans and approaches to deal with the place that Los Alamos is.
- Find out what involvement the community would value and then work on being involved in those ways in the community instead of inventing your own ideas.
- Needs to use far more external resources to meet their mission more effectively and at the same time develop the local economy. Extreme example: designing nuts and bolts that could be purchased at a local store.
- The labs need to look again at why it's here. It's here to perform a national task and find solutions and get its stuff to work towards performing these national tasks.
- I like the improvements in tech transfers and would like more of it. Would like to keep going in that direction.
- They need to pay attention to where they live.
- I don't think I have any other comments.
- Need a way for businesses in Los Alamos to communicate with the employees at the lab about the business services that we offer.
- Wish they would get a grip on their mismanagement of funding. Waste too much on stupid things and then they have to lay off people. They need to focus on the community. Need to get their act together.
- They should put more of an effort into using the local contractors instead of bringing in large contractors from all over the nation.
- It seems like they just talk about getting involved with the community just for show only.
- Current administration isn't living up to its reputation of taking care of the lab's involvement.
- Management has been terrible in the past few years.
- Work in progress at this time. Very pleased so far.
- Standardize the way they do business. Work with small businesses as well, not just big corporations. This would benefit the state overall.
- Desire to find ways to better maintain the facility.
- Continue to try with Native Americans and run a tight ship.
- Great corporate citizen. Hope they're around for many years. Great for the state of New Mexico.
- Small businesses need more support from labs. They need to be broader minded across the whole state.
- Putting up a front and saying what they want and making it worse for the businesses in the community. The money that's flowing down goes to the executives and not to the project so it hurts everybody. Inverse pyramid and it does not work.
- Look at alternative energy sources.
- Find a way to work with the tribes in economic development profits
- Continue and develop more stewardship programs.

## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach (continued)

*Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?*

- Not happy with new contractors. Not helping small businesses. Share the wealth and don't be so greedy about huge profits.
- They make it difficult to conduct business with small businesses.
- Unless the labs improve, there won't be any businesses left in Los Alamos.
- More interaction with outreach programs.
- Be a more organized group up there.
- Overall, I think they're on the right track.
- Don't be biased when doing business with people and businesses of all races.
- Procurement organization needs a lot of work.
- As a tribal leader, we are not one of the four core tribes and would like it to spread to the other eight northern tribes.
- Put in a government liaison - good idea for communication. Still a gap with communication as far as the public is concerned.
- I would like more educational outreach in Santa Fe.
- I encourage the lab to continue reaching out to state government and the state legislature.
- Do a better job using PR about what it does.
- Take a more strategic and systematic approach to their education outreach programs.
- Concerned about Santa Fe water supply from Los Alamos contamination.
- Lab should invest in education initiatives that have a long term and sustained impact on the education system (e.g. math and science academy).
- More educational outreach to Santa Fe and Rio Arriba Counties.
- LANL is making an effort.
- More willing to engage with environmental non-profit organization on clean water and air, and alternative energy issue.
- Personal interviews would be preferred to this superficial questionnaire.
- I hope that they'll listen to this survey.
- Try to be more actively involved. Search out more to Jemez Pueblo and Jemez Springs.
- Should have more people available. Make an effort to get more information to the tribes.
- Need to reach out to smaller communities.
- Worried about security issues.
- Doing a great job. Just continue.
- New contractor is still trying to figure out things.
- Just don't listen to comments. Don't follow through.
- Need to strive harder to help schools and small businesses.
- I think it's been difficult because of funding, but they need to look and listen to small businesses in New Mexico.
- Concerned about mission of labs. Concerned the lab is just weapons now. Going in the wrong direction.
- Walk the walk!
- I wish that the labs would invite leaders to the meetings prior to making decisions that affect us all in northern New Mexico.
- LANL is not committed to the northern New Mexico communities. Bechtel is a short timer and they are going to take the profit and run.
- Would like to see them have community forums so members of the local community could see them as an approachable entity.

## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach (continued)

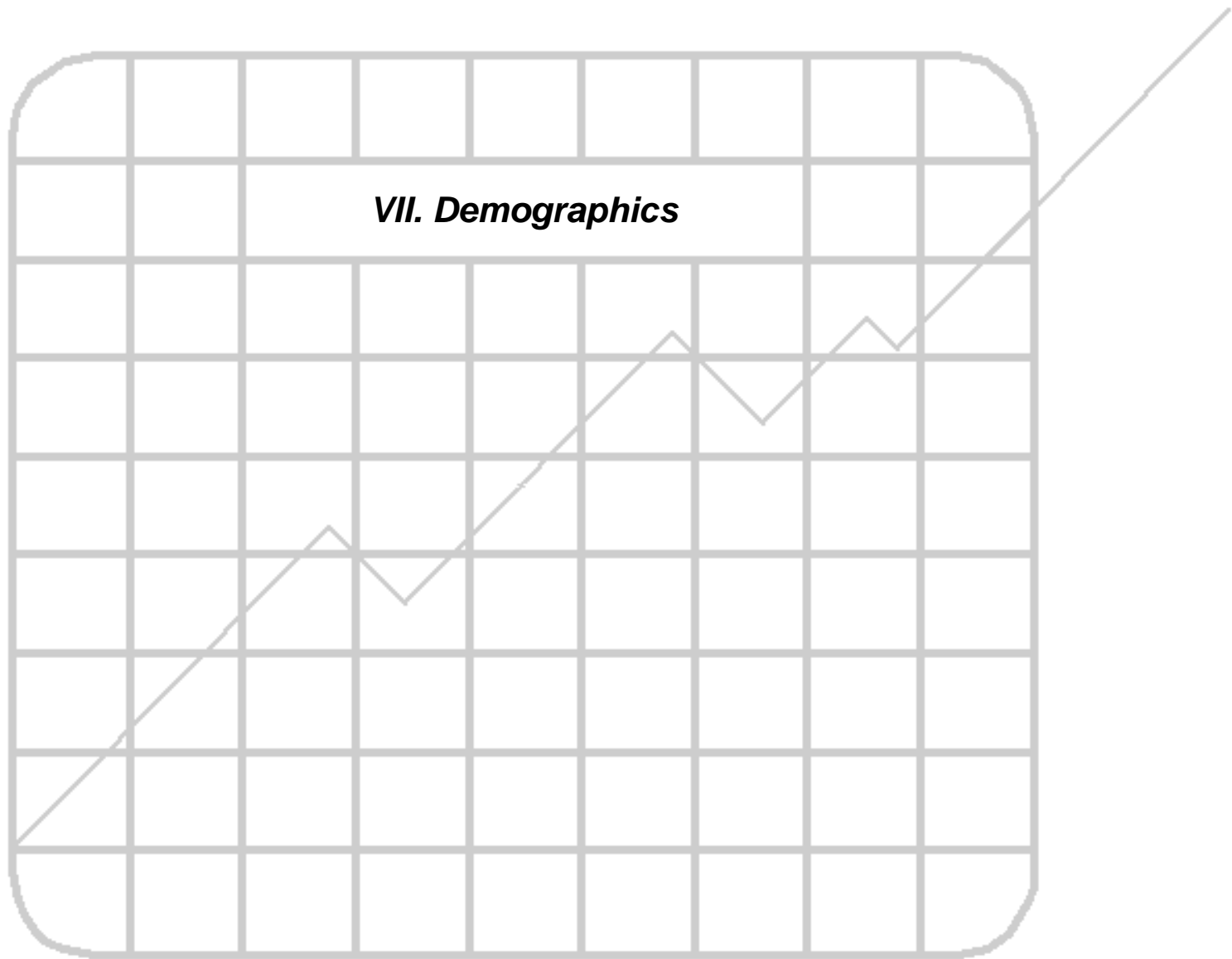
*Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?*

- The more they partner with higher education the better.
- Need more communications with tribes around the area. Make more effort.
- Way decisions are made you need more input from leaders in each area and one shot effort.
- The lab is a good neighbor and needs to keep the communication as its first priority.
- Establishing a liaison with the colleges in northern New Mexico to identify emerging lab employees' needs for education and training.
- Keep up the communication with their educators and lab employees.
- They need to hire a person assigned to different regions to be their liaison between the labs and the community.
- That they continue doing the work that they are now doing.
- Try to get the word out a little better with newsletters.
- I have good communication with them.
- Very effective in providing information and partnerships dealing with education.
- They need to come up with something with substance that actually helps the business community.
- They have not figured out how to communicate with higher education. They need to listen to what higher education has to say. Create the opportunity to talk to the leaders of higher education. The forums aren't working.
- I hope they don't have to cut back so many employees.
- I'm grateful that Espanola has not been overlooked.
- More communication with the community.
- Maintain your mission and don't get shot down by congressional representatives.
- Biggest issue is NMSA.
- Confusion about changing the mission of the lab. Legislators need more feedback from the labs regarding the future of northern New Mexico.
- Outreach more and explain more about the direction of where the labs are heading.
- Under new contract the lab is different but I feel they're on the right track.
- Lab is showing for sensitivity now.
- Efforts have been disappointing.
- Need to continue to do regional community breakfast.
- Need to do a better job!
- I'm concerned about possible layoffs.
- They still need to do more in all of these efforts.
- Need better communication with the lab director and city councilors through a personal visit.
- LANL needs to live up to their contractual obligations.
- LANL has been here for sixty years. We don't yet have even one business in Espanola that can be directly attributed to the laboratory.
- LANL should allow business people to communicate more with them. When meetings arise, please advertise more so that more people can attend. Try to work better together with us.
- Regarding economic development and business, it is horrible, embarrassing and irresponsible for a company, the magnitude of LANL to fall short. But, I believe that it could be turned around.
- I feel that LANL needs to downsize and keep the people that really want to work. Better to have people who go to work and really do work. You've got to keep the ants and get rid of the grasshoppers.

## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach (continued)

*Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?*

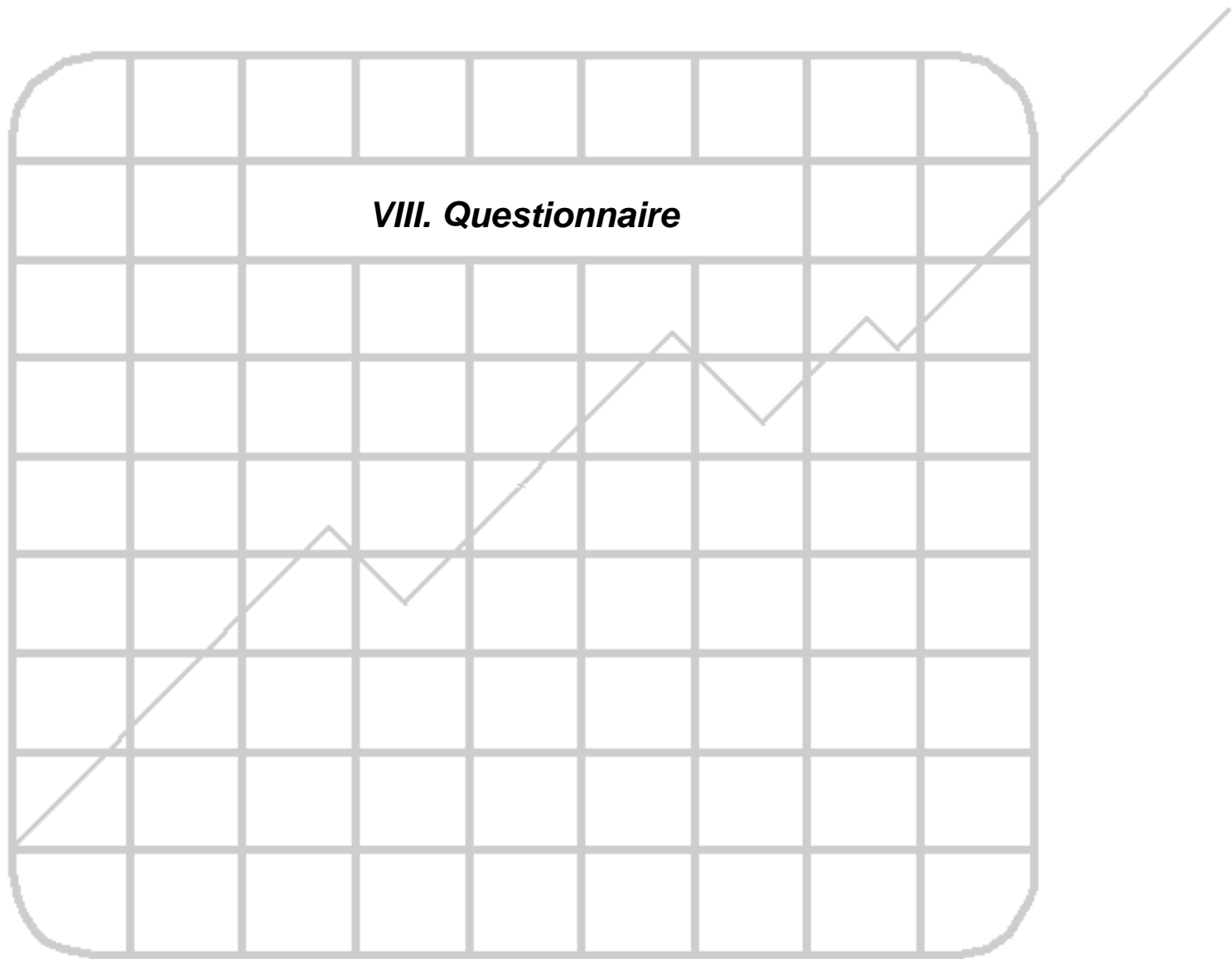
- LANL has community outreach programs, but they don't listen to the people of the community. LANL needs to be open minded and sincere about cooperation.
- I think that LANL's decrease in subcontractors has made a hugely negative impact on the economy in northern New Mexico.
- I don't know what LANL's staying power is, and I'm concerned about their tipping point or point of no return. If the laboratory is more engaged than I know, in business and economic development in north central New Mexico, then LANL needs to do a better job of presenting their case.
- Tools are available to send communications area wide. The problem is that there is no response. Employee contributions match the employee satisfaction trends at LANL.
- The problem is LANL has become very difficult to do business with. LANS, LLC employees are very insecure about their jobs. Therefore, the fall person has become the subcontractors to LANS, LLC. It has evolved over the past eighteen months from cooperative to adversarial.
- My family works at LANL and it is difficult for employees there right now.
- I think that LANL should form an advisory board in order to get fresh ideas to get a cross section of opinions from stake holders or community leaders.
- The Technology Transfer and Commercialization Office is doing a great job at reaching out to the community and bringing venture capital involved in start-up businesses.
- LANL is in a tough situation. Inherent in this situation are people with different value sets, some with innate resentments. Overcoming that is a very difficult situation for LANL.
- I would like to see LANL come down to our level and talk to us in the valley. Once again, participate in the Northern New Mexico Initiative that LANL had started before.
- Re-tool their mission like Brookhaven and give a training contract for an area community college.
- I personally worked at the laboratory and wouldn't consider working there again. Other local people probably would not have considered working at the lab after they finished college.
- Director of Santa Fe Alliance for Science. LANL does not seem interested in helping schools and scientists.
- Lab needs to put more effort on advertising the non-nuclear research that is being done in areas that have a positive impact on our quality of life and the economic health of our country.
- Try to be more responsive to small businesses giving equally to small businesses instead of having all large businesses. Restrict large businesses from prostituting small businesses.
- Santa Fe School needs the attention of the Lab.
- Now funding renewable energy first time in '08, including nuclear. Should pick up some of the cost!
- Last four or five years there has been better outreach of science technology in schools and better outreach to communities in the area.
- The lab should focus on development of environmental technology instead of nuclear bombs.
- LANL needs to let schools know who their contact is.
- Follow-ups on the science and math programs need a life long program.
- The partnering is more important than giving. Just giving money is the wrong approach. It's the lazy approach.
- Like them to be financially more supportive of the schools. Quality of education needs to stay high.
- Continue science and math programs. Need programs to be on-site.





## Demographics of Sample (Weighted)

	<i>Total Sample (N=298)</i>
<b><u>Gender</u></b>	
Male	65%
Female	35%
<b><u>County</u></b>	
Los Alamos	23%
Rio Arriba	23%
Santa Fe	36%
Bernalillo	9%
Other New Mexico	8%
Other out-of-state	1%
<b><u>Organizational Sector</u></b>	
Governmental	24%
Economic/business	46%
Education	18%
Tribal	6%
Special interest groups	5%



**Need empty page?**  
**Los Alamos National Laboratory Community Leaders**  
**September 2007**  
**FINAL**  
**N = (440 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. Bernalillo
5. Other New Mexico
6. Other Out-of-State

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

1. Governmental (Possible 104)
2. Economic/business (Possible 181)
3. Education (Possible 72)
4. Tribal (Possible 49)
5. Special Interest Groups (Possible 34)

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

Crime:

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

Social/Cultural:

- 007. Alcoholism
- 008. Programs/activities for youth
- 009. Domestic violence/family problems
- 010. Welfare reform

Economy:

- 011. Lack of skilled labor/labor force
- 012. Local government budget deficit
- 013. Non-availability of good jobs
- 014. Lack of training for good jobs
- 015. Lack of effective workforce development programs/training for unemployed
- 016. Taxes are high/unreasonable
- 017. Cost of housing is high/unreasonable
- 018. Availability of low income/affordable homes

- 019. Cost of living is high/unreasonable
- 020. Not enough private business
- 021. Lack of economic opportunities
- 022. Economic diversification
- 023. Growing too big/too fast
- 024. Low wages
- 025. Limited economic opportunities

Education:

- 026. Educational system is poor
- 027. Quality of school facilities
- 028. Quality of teachers
- 029. Low pay for teachers

Environment:

- 030. Fire/risk of fire
- 031. Environment/polluted air
- 032. Drought
- 033. Nuclear waste transport
- 034. WIPP/radioactive waste

Miscellaneous:

- 035. Affordable day care
- 036. Lack of services for the disabled
- 037. Lack of services for elderly
- 038. Condition of the Bosque
- 039. Gambling/lottery
- 040. People don't vote
- 041. Government/political leadership is

incompetent

- 042. Government/political leadership is crooked
- 043. Gun control
- 044. Healthcare reform
- 045. Homeless
- 046. Illiteracy
- 047. Land development out of control
- 048. Master planning
- 049. Military presence
- 050. Sewers/drains
- 051. Tourism is ruining the area
- 052. Decline of workplace values

Traffic:

- 053. Noise
- 054. Congestion
- 055. Roads/streets/highways are bad
- 056. Constant street maintenance/orange barrels
- 057. Bridges ruining environment/atmosphere

Water:

- 058. Water shortages/reserves
- 059. Don't have city water utilities
- 060. Water quality/pollution
- 499. Nothing in particular
- 500. Don't know/won't say

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



**5. What are the top three ways that you receive information about Los Alamos National Laboratory? (DO NOT READ CATEGORIES) (TAKE UP TO 3 RESPONSES)**

- |  |                                     |
|--|-------------------------------------|
| 001. Newspapers  | 009. Neighbors/friends              |
| 002. Television  | 010. Press releases                 |
| 003. Radio   | 011. Monthly electronic connections |
| 004. Internet  | 012. Daily electronic Newsbulleting |
| 005. Laboratory website                                | 013. I work there                   |
| 006. Laboratory meetings (Regional leaders' breakfast) | 014. Lab employees                  |
| 007. Other meetings/talks                              |                                     |
| 008. Newspaper advertising                             | 500. Don't know/won't say           |

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

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/ Won't Say</u>
6. The Lab's efforts to purchase goods and services from businesses in Northern New Mexico communities during the last year.....	4.....	3.....	2.....	1.....	5
7. The Lab's efforts to listen to the concerns of the Northern New Mexico community.....	4.....	3.....	2.....	1.....	5
8. The Lab's efforts to respond to the concerns of the Northern New Mexico community.....	4.....	3.....	2.....	1.....	5
9. The overall impact that the Lab has on the economy of the Northern New Mexico community.....	4.....	3.....	2.....	1.....	5
10. The Lab's efforts to provide effective environmental stewardship, monitoring, and remediation.....	4.....	3.....	2.....	1.....	5
11. The Lab's involvement in Northern New Mexico through programs such as school drives, United Way Campaigns and other charitable programs.....	4.....	3.....	2.....	1.....	5

Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships? Would you say the following partnerships have been *very effective*, *somewhat effective*, *somewhat ineffective* or *very ineffective*? The first is Los Alamos National Laboratory's partnership...

(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. With the business community in Northern New Mexico .....	4	3	2	1	5
13. With the school districts and educational agencies in Northern New Mexico .....	4	3	2	1	5
14. With local governments in Northern New Mexico .....	4	3	2	1	5
15. With Tribal governments and tribal agencies .....	4	3	2	1	5
16. With State government agencies .....	4	3	2	1	5
17. With the State Legislature .....	4	3	2	1	5



Please rate if you are *very satisfied*, *somewhat satisfied*, *somewhat dissatisfied*, or *very dissatisfied* with Los Alamos National Laboratory's efforts in the following areas.

(RANDOMIZE)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
18. The efforts of Los Alamos National Laboratory through such activities as education grants and the LANL employee scholarship fund.....	4	3	2	1	5
19. The education programs offered by LANL such as the Math and Science Academy, Adventures in Supercomputing Challenge, and partnerships with New Mexico Colleges and Universities .....	4	3	2	1	5
20. The methods available to you for communicating with Los Alamos National Laboratory regarding your needs, concerns, and ideas .....	4	3	2	1	5
21. The contributions of LANL employees to the community through donations and volunteerism.....	4	3	2	1	5
22. LANL's involvement in community and economic development.....	4	3	2	1	5
23. The Lab's programs in regional business development such as technology transfer and commercialization, entrepreneurship training and its efforts to partner with its subcontractor consortium.....	4	3	2	1	5

24. Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?

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

**NOTE TO INTERVIEWER, WAS RESPONDENT:**

1. Male
2. Female

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

Interviewer Name \_\_\_\_\_

Interviewer Code \_\_\_\_\_