

*Los Alamos National Laboratory
Community Leader Survey
September 1999*

Los Alamos National Laboratory Community Leaders Table of Contents

I. Introduction.....	5
METHODOLOGY	6
EXECUTIVE SUMMARY	8
II. Major Problems Facing the Community.....	2
Major Problem Facing Community.....	3
Major Educational Problems Facing Community.....	4
Major Economic Problems Facing Community.....	6
Major Social Problems Facing Community.....	7
III. Los Alamos National Laboratory.....	9
Impression of Los Alamos National Laboratory.....	10
Evaluation of LANL as a Corporate Citizen in Community.....	10
Reasons Underlying Evaluation of LANL as a Corporate Citizen.....	12
Evaluation of Specific LANL Attributes.....	12
Evaluation of Educational Programs Offered by LANL.....	15
Evaluation of Efforts in Encouraging New Business to Relocate.....	16
Evaluation of Efforts to Purchase More Goods/Services From Businesses in Northern New Mexico Communities.....	17
Evaluation of Efforts to Provide Equal Employment Opportunities For Qualified Residents of Northern New Mexico.....	18
Evaluation of Efforts to Listen to Community Concerns.....	19
Evaluation of Efforts to Respond to Community Concerns.....	20
Evaluation of Overall Impact on the Economy of Community.....	21
Evaluation of Efforts Towards Community Involvement/Regional Economic Development.....	22
IV. Awareness/Satisfaction with Specific Programs.....	24
Awareness of LANL Foundation.....	25
Satisfaction with Efforts of LANL Foundation.....	26
Awareness of Technology Commercialization Program.....	26
Satisfaction with Technology Commercialization Program.....	28
V. Additional Comments/Suggestions.....	30
VI. Demographics.....	42
VII. Questionnaire.....	45

I. Introduction

METHODOLOGY

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

The Interview

The survey instrument was designed in collaboration with the UC, LANL and the Department of Energy officials. Research & Polling refined the survey instrument, conducted the interviews and compiled the results. Respondents were interviewed on the telephone. John Browne, Director at Los Alamos National Laboratory, sent a letter to Community Leaders whose names appeared on the list provided by LANL to inform them of the research objectives and to request their participation in the study. This letter also advised respondents that Research & Polling, Inc. would be contacting them in the near future. In many instances, Research & Polling scheduled a specific date and time to conduct the interview. The interviews were conducted in August and early September of 1999. The benchmark study was conducted in June of 1998.

Sample

A list of Community Leaders was provided by Los Alamos National Laboratory. The Community Leaders were grouped into six sectors: Government, Economic/Business, Education, Tribal, Special Interest Group and the Department of Energy. The table below shows the sample distribution and the response rates for each sector. In last year's study, nine Tribal Leaders were interviewed. For the current study, a conscious effort was made to increase the number of interviews among Tribal Leaders. This was done to more accurately gauge the attitudes and opinions of Tribal Leaders. In order to make comparisons to the previous study, this year's sample was weighted at the organizational sector level to the same proportions as the 1998 study. This was also done to avoid any skewing of the results that would have resulted based on the oversampling of Tribal Leaders.

1998

Sector	Number of Names Provided	Number of Completed Interviews	Response Rate
Special Interest Group	8	8	100%
Tribal	32	9	28%
Education	43	18	42%
Government	44	22	50%
Department of Energy	25	19	76%
Economic/Business	67	47	70%
TOTAL	219	123	56%

1999

Sector	Number of Names Provided	Number of Completed Interviews	Response Rate
Special Interest Group	6	5	83%
Tribal	83	24	29%
Education	37	16	43%
Government	50	26	52%
Department of Energy	24	21	89%
Economic/Business	80	50	63%
TOTAL	280	142	51%

The Report

The report summarizes results for each question and reports on any variances in attitude or perception where significant among the demographic subgroups. The demographic subgroups highlighted for this study include: organizational sectors, region and gender. All respondents will receive an aggregate report showing how Community Leaders responded to the survey. The report also discusses any changes in attitude or perception over the past year. Due to the small sample size at the subgroup level, caution must be taken when comparing the results of the two studies.

EXECUTIVE SUMMARY

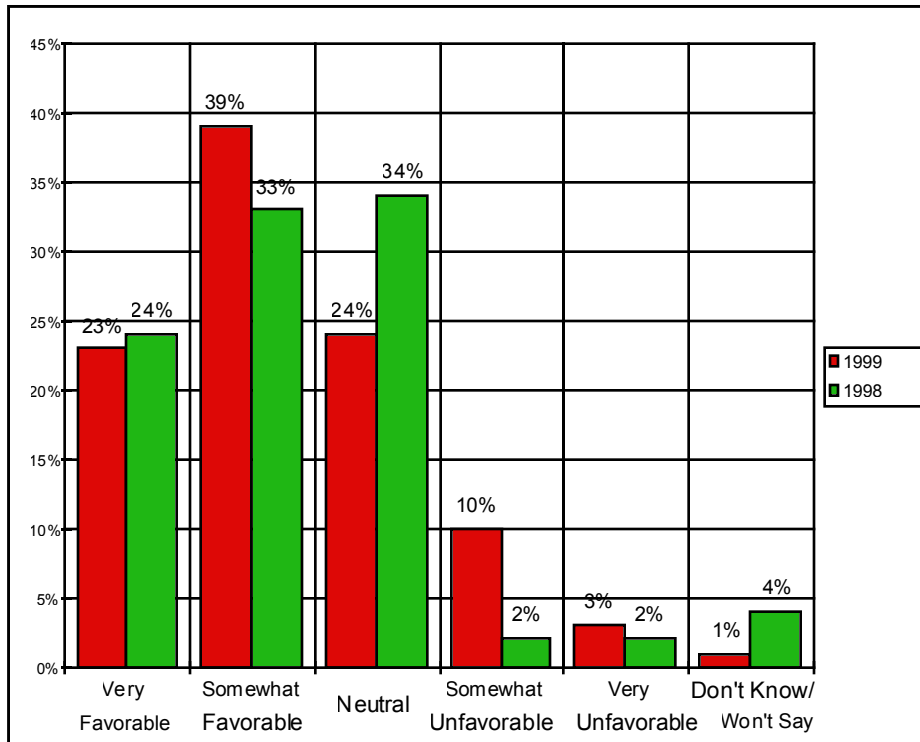
Overall, Community Leaders' impression of Los Alamos National Laboratory appears to have improved slightly over the past year, particularly when it comes to corporate citizenship. Currently, 68% of the Leaders feel LANL is either a *good* or *excellent* corporate citizen compared to 51% observed last year. It appears as though LANL's efforts to be more involved in the community is being recognized by many of the Community Leaders. In fact, when asked to give the reasons underlying their opinion of LANL, the plurality of Leaders mention that LANL is working at being a better corporate citizen. While there has been a slight improvement in LANL's image over the past year, some Community Leaders remain critical.

While most Leaders have a favorable opinion of LANL, there is a perception among some Leaders that LANL does not follow through on promises. This is evidenced by the fact that while 79% of Leaders feel UC and LANL listen to the concerns of the community, 60% feel they are responsive to community needs. As one Leader put it, "They talk the talk, but do not walk the walk." Another recurring theme is that LANL does not do enough for the outlying communities in North Central New Mexico. In short, it looks as though most Community Leaders recognize that LANL is making efforts to be a better corporate citizen, but needs to keep up or even expand the good work that has been undertaken. This sentiment is illustrated by one of the Leaders who said, "The Lab is trying to improve their community involvement but need to go that extra mile. Don't stop now!" It should be noted that Tribal Leaders and Leaders in Rio Arriba tend to be more critical of LANL, specifically when it comes to economic issues such as purchasing goods and services from local businesses and in the Lab's employment practices. These are areas that LANL may want to focus more attention, either in doing more to resolve these issues or in educating the Leaders on the Lab's specific programs and policies.

One of the areas that LANL may want to focus its energy on is economic development. There is great concern about the lack of economic diversity in the area and the lack of good paying jobs. Economic development is essential to the local communities, and as the major economic force in the area, LANL should be at the forefront in helping regional Community Leaders find ways to stimulate economic growth. The educational programs sponsored by LANL are helpful in this capacity, but more still needs to be done to work with the community to create business opportunities. By playing a leading role in helping to find ways to spur economic growth in the area, LANL would go a long way in enhancing its image among the Community Leaders. It may also be helpful to educate Leaders on the programs that are already in place. In addition to the economic development, LANL may want to focus attention on the problem of substance abuse, particularly in Rio Arriba, where illegal drug use is perceived to be a serious problem. Since Community Leaders in Rio Arriba tend to be more critical of LANL compared to others, it may be all the more beneficial that LANL shows an interest in helping Community Leaders find ways to deal with this difficult problem.

Impressions of LANL

Impression of Los Alamos National Laboratory



Impression of Los Alamos National Laboratory

Community Leaders were asked to rate their impression of Los Alamos National Laboratory using a 5-point scale, where 5 is *very favorable* and 1 is *very unfavorable*. As shown above, the majority (62%) of Community Leaders have a favorable impression of the Laboratory, giving a score of 4 or 5 on a 5-point scale. Twenty-three percent have a *very favorable* impression of Los Alamos National Laboratory. Thirteen percent of the Leaders indicate they have an unfavorable impression of the Lab (a score of 1 or 2), while 24% have a neutral opinion. These results are similar to those observed last year. Community Leaders are now slightly more inclined to say they have a favorable opinion of the Lab (62% and 57%, respectively), though more Leaders also have an unfavorable opinion than they did last year (13% and 4%, respectively).

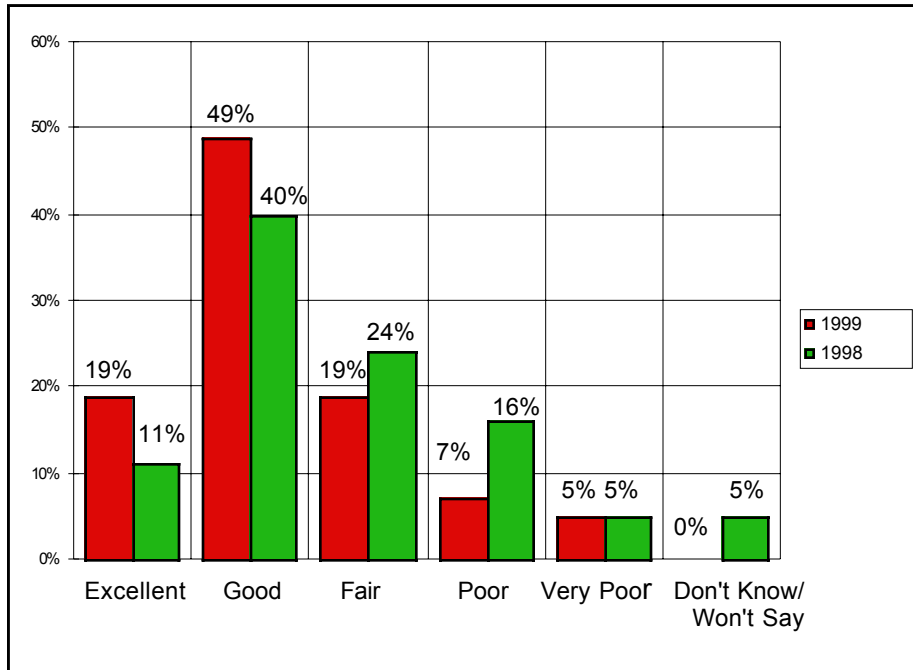
IMPRESSION OF LANL AS A CORPORATE CITIZEN IN COMMUNITY (BY ORGANIZATIONAL SECTOR)

	TOTAL SAMPLE	GOVERNMENT	ECONOMIC/BUSINESS	EDUCATIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE
5 - Very favorable							
August 1999 (N = 142)	23%	23%	24%	31%	4%	20%	21%
June 1998 (N = 123)	24%	36%	23%	28%	-	13%	21%
4 - Somewhat favorable							
August 1999 (N = 142)	39%	31%	50%	38%	23%	-	47%
June 1998 (N = 123)	33%	9%	49%	44%	11%	13%	32%
3 - Neutral							
August 1999 (N = 142)	24%	31%	20%	13%	50%	40%	21%
June 1998 (N = 123)	34%	45%	21%	28%	56%	50%	42%
2 - Somewhat unfavorable							
August 1999 (N = 142)	10%	15%	6%	6%	15%	20%	11%
June 1998 (N = 123)	2%	5%	2%	-	-	-	5%
1 - Very unfavorable							
August 1999 (N = 142)	3%	-	-	6%	4%	20%	-
June 1998 (N = 123)	2%	-	-	-	11%	25%	-
Don't know/won't say							
August 1999 (N = 142)	1%	-	-	6%	4%	-	-
June 1998 (N = 123)	4%	5%	4%	-	22%	-	-
MEAN *							
August 1999 (N = 142)	3.7	3.6	3.9	4.0	3.2	2.8	3.8
June 1998 (N = 123)	3.8	3.8	4.0	4.0	2.9	2.9	3.7

* The mean score is derived by taking the average score based on the five-point scale. The *very favorable* response is assigned a value of 5, the *very unfavorable* response is assigned a value of 1, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

Looking at the differences within the organizational sectors, it is observed that 74% of the Economic/Business Leaders have a favorable impression compared to just 20% of the Special Interest Group Leaders and 27% of the Tribal Leaders (see previous page). These results are similar to those observed last year, though we do find a small increase in favorability ratings among the Tribal Leaders. Although Special Interest Group Leaders show lower levels of favorability, caution must be taken when comparing these results due to the fact that relatively few of these Leaders were surveyed in either study.

Evaluation of LANL as a Corporate Citizen



EVALUATION OF LANL AS A CORPORATE CITIZEN IN COMMUNITY (BY ORGANIZATIONAL SECTOR)

	TOTAL SAMPLE	GOVERN-MENT	ECONOMIC-BUSINESS	EDUCATIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE
5 - Excellent							
August 1999 (N = 142)	19%	19%	16%	31%	4%	20%	21%
June 1998 (N = 123)	11%	14%	17%	-	-	13%	11%
4 - Good							
August 1999 (N = 142)	49%	38%	58%	44%	27%	40%	58%
June 1998 (N = 123)	40%	32%	38%	61%	33%	13%	47%
3 - Fair							
August 1999 (N = 142)	19%	23%	16%	13%	42%	20%	16%
June 1998 (N = 123)	24%	18%	19%	28%	22%	50%	26%
2 - Poor							
August 1999 (N = 142)	7%	8%	6%	-	23%	20%	5%
June 1998 (N = 123)	16%	23%	23%	11%	-	-	11%
1 - Very poor							
August 1999 (N = 142)	5%	12%	4%	13%	-	-	-
June 1998 (N = 123)	4%	5%	-	-	22%	25%	-
Don't know/won't say							
August 1999 (N = 142)	-	-	-	-	-	-	-
June 1998 (N = 123)	5%	9%	2%	-	22%	-	5%
MEAN *U							
August 1999 (N = 142)	3.7	3.5	3.8	3.8	3.1	3.6	3.9
June 1998 (N = 123)	3.4	3.3	3.5	3.5	2.9	2.9	3.6

* The mean score is derived by taking the average score based on the five-point scale. The *excellent* response is assigned a value of 5, the *good* response is assigned a value of 4, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

As shown above, two-thirds of the Community Leaders feel Los Alamos National Laboratory is either a *good* (49%) or *excellent* (19%) corporate citizen, while 19% give a *fair* rating. Twelve percent of the Leaders feel LANL is either a *poor* (7%) or *very poor* (5%) corporate citizen. Community Leaders' perception of LANL's corporate citizenship has improved markedly in the past year as the ratings of *good* and *excellent* have increased from 51% to 68% currently.

In terms of organizational sectors, we find that the majority of Leaders in each sector give LANL a *good* or *excellent* rating with the exception of Tribal Leaders, where only 31% give a positive evaluation. As shown on the preceding page, we find the biggest improvements among Economic/Business Leaders and Educational Leaders. Last year 55% of the Economic/Business Leaders gave ratings of *good/excellent* compared to 74% currently. Among Educational Leaders, 31% now give an *excellent* rating, whereas none of the Educational Leaders gave an *excellent* rating last year.

EVALUATION OF SPECIFIC LANL ATTRIBUTES
 Ranked By Highest Percentage "Very Satisfied" (1999)

	TOTAL SAMPLE					
	VERY SATISFIED 4	SOMEWHAT SATISFIED 3	SOMEWHAT DISSATISFIED 2	VERY DISSATISFIED 1	DON'T KNOW/ WON'T SAY	MEAN *
The overall impact on the economy in your community (LANL)						
August 1999 (N = 142)	40%	38%	11%	7%	4%	3.2
June 1998 (N = 123)	40%	34%	11%	5%	10%	3.2
The community involvement/regional economic development efforts (UC)						
August 1999 (N = 142)	28%	37%	8%	9%	19%	3.0
June 1998 (N = 123)	23%	36%	15%	2%	24%	3.0
Effort to listen to concerns of your community (LANL /UC)						
August 1999 (N = 142)	26%	53%	14%	5%	2%	3.0
June 1998 (N = 123)	25%	46%	15%	7%	7%	3.0
Efforts to purchase more goods/services from businesses in northern New Mexico communities (LANL)						
August 1999 (N = 142)	25%	39%	13%	11%	12%	2.9
June 1998 (N = 123)	22%	41%	20%	2%	14%	3.0
Educational programs offered (LANL)						
August 1999 (N = 142)	24%	36%	8%	5%	28%	3.1
June 1998 (N = 123)	20%	37%	12%	1%	29%	3.1
Encouraging new business to relocate to northern New Mexico (LANL/UC)						
August 1999 (N = 142)	21%	47%	12%	8%	12%	2.9
June 1998 (N = 123)	31%	37%	16%	3%	13%	3.1
Effort to respond to concerns of your community (LANL/UC)						
August 1999 (N = 142)	20%	40%	25%	10%	5%	2.7
June 1998 (N = 123)	12%	52%	20%	9%	7%	2.7
Efforts to provide equal opportunities for employment for all qualified residents of northern New Mexico (LANL/UC)						
August 1999 (N = 142)	20%	38%	15%	8%	18%	2.9
June 1998 (N = 123)	20%	37%	17%	9%	17%	2.8

* The mean score is derived by taking the average score based on the four-point scale. The very satisfied response is assigned a value of 4, the somewhat satisfied response is assigned a value of 3, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

Community Leaders were read various statements relating to LANL's community involvement and for each asked to rate their level of satisfaction. As shown on the preceding page, the large majority of Leaders express satisfaction with each of the items listed, particularly when it comes to the Lab's impact on the local economy as 40% are *very satisfied* and 38% are *somewhat satisfied*. Furthermore, approximately two-thirds are either *somewhat satisfied* (37%) or *very satisfied* (28%) with the University of California Northern New Mexico Office for its community involvement and regional economic development. Along these same lines, approximately two-thirds of the Leaders express satisfaction with the Lab's efforts in encouraging new business to relocate to northern New Mexico (68%) and the Lab's efforts to purchase more goods and services from businesses in northern New Mexico (64%).

Approximately four-fifths (79%) of the Leaders are satisfied with the University of California and Los Alamos National Laboratory's efforts to listen to the concerns of their community. However, significantly fewer Leaders (60%) are satisfied with the efforts to respond to these concerns. More than one-third (35%) express dissatisfaction with the University of California and Los Alamos National Laboratory's efforts in responding to their community.

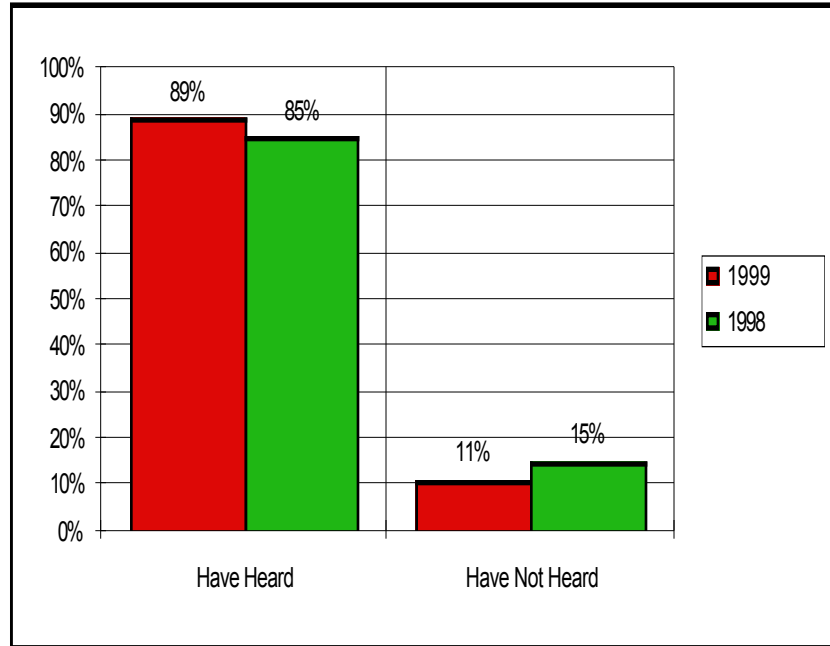
Three-fifths of the Leaders are satisfied with the educational programs offered at LANL and just under three-fifths (58%) are satisfied with the equal employment opportunities that are offered at Los Alamos National Laboratory. However, it should be noted 28% are unaware of the educational programs and 18% are unable to evaluate the equality of employment opportunities. As was observed last year, Leaders of the Economic/Business and Education sectors tend to express the highest levels of satisfaction with the University of California and Los Alamos National Laboratory, while Tribal and Special Interest Group Leaders tend to be the most critical.

Overall, there have been only slight changes in satisfaction with the University of California and LANL for the items listed. The biggest shift in opinion is observed for encouraging new businesses to relocate to northern New Mexico as 31% were *very satisfied* in the previous study compared to 21% observed currently. Within the various sectors we do find some differences from results observed last year. For example, Government Leaders express higher levels of satisfaction with the efforts of UC and Los Alamos National Laboratory to purchase more goods and services from local businesses. However, Government Leaders are now more inclined to be dissatisfied with efforts to respond to the concerns of the community. There is a general trend in that Tribal Leaders are slightly more complimentary than was observed last year.

Awareness of Programs

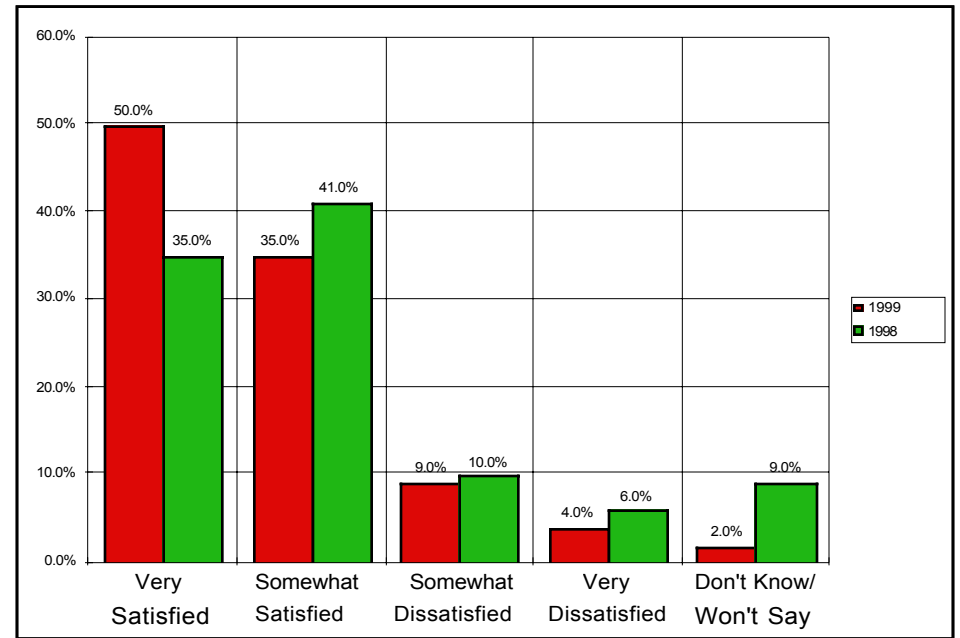
AWARENESS OF LOS ALAMOS NATIONAL FOUNDATION PROGRAM

Total Sample



SATISFACTION WITH EFFORTS OF LANL FOUNDATION PROGRAM

AMONG THOSE AWARE OF LANL FOUNDATION PROGRAM



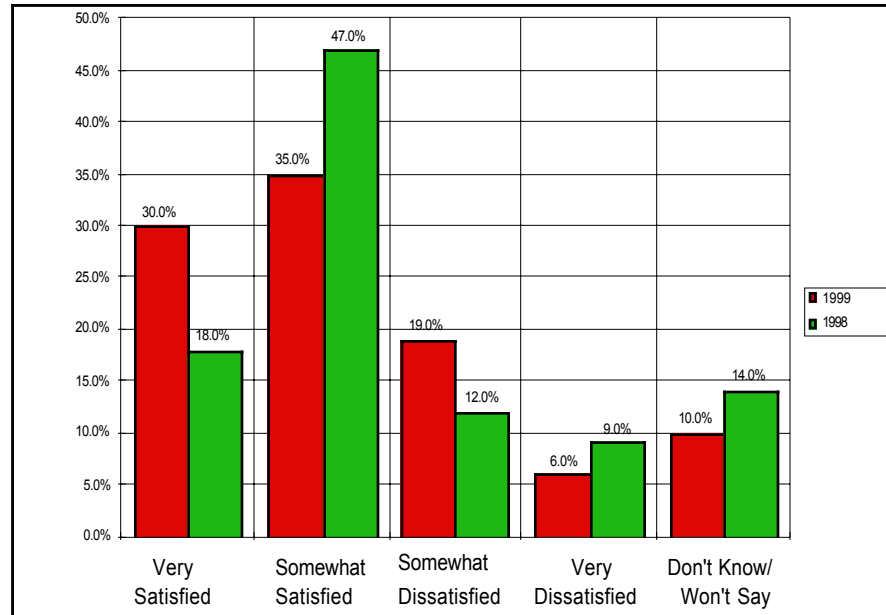
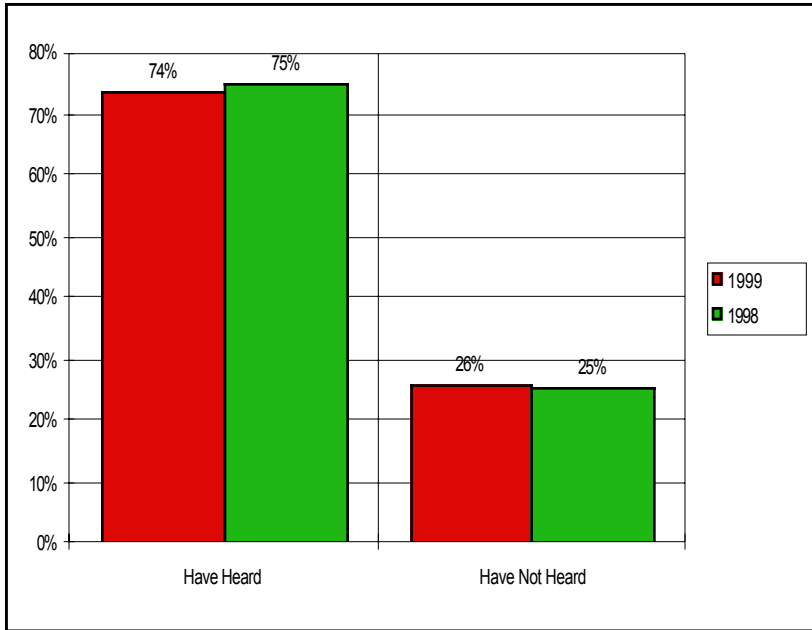
The vast majority (89%) of Community Leaders say they have heard or read about the Los Alamos National Laboratory Foundation. This is up slightly from the 85% awareness level observed last year. Economic/Business Leaders (82%) are the least inclined to be aware of the Foundation. Awareness among Tribal Leaders has doubled from the 44% observed last year to 88% currently.

More than four-fifths of those who are aware of the Foundation are either *very satisfied* (50%) or *somewhat satisfied* (35%) with its efforts, though 9% are *somewhat dissatisfied* and 4% are *very dissatisfied*. Satisfaction with the Los Alamos National Laboratory Foundation has improved over the past year as 50% of the Leaders now say they are *very satisfied*, compared to 35% observed in the previous study. It should be noted that satisfaction with the Foundation among Tribal Leaders has increased from 25% last year to 74% currently.

AWARENESS OF TECHNOLOGY COMMERCIALIZATION PROGRAM SATISFACTION WITH TECHNOLOGY COMMERCIALIZATION PROGRAM

TOTAL SAMPLE

AMONG THOSE AWARE OF TECHNOLOGY COMMERCIALIZATION PROGRAM



Three-quarters (74%) of Community Leaders say they have heard or read about the Technology Commercialization Program, which is virtually identical to the results observed last year. Awareness of the Technology Commercialization Program is highest among Economic/Business Leaders (86%) and DOE Leaders (79%) and is lowest among Tribal Leaders (46%).

Approximately two-thirds of those who are aware of the Technology Commercialization Program are either *somewhat satisfied* (35%) or *very satisfied* (30%) with it. However, one-in-four of the Leaders express dissatisfaction with the program. Overall, it is observed that Community Leaders are now more inclined to say they are *very satisfied* with the Technology Commercialization program than they were last year (30% and 18%, respectively).

II. Major Problems Facing the Community

Major Problem Facing Community (*UNAIDED RESPONSES*)

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

	<i>AUGUST 1999</i> <i>(N = 142)</i>		<i>AUGUST 1999</i> <i>(N = 142)</i>		<i>AUGUST 1999</i> <i>(N = 142)</i>
<u>Economy</u>	44%	<u>Social/Cultural</u>	21%	<u>Education</u>	11%
Non-availability of good jobs	12%	Illegal drug use	10%	Educational system is poor	5%
Lack of economic opportunities	6%	Crime rate is high	5%	Dropout rate	*
Economic diversification	6%	Leadership bends too easy to vocal few	2%	Lack of training for good jobs	*
Availability of affordable homes	5%	Lack of information or communication	*	Poor student social skills	*
Community not self sufficient	4%	Domestic violence/family problems	*	Financial aid to college students	*
Poverty/low incomes	2%	Diversify from Lab/yet work w/effective	*	Labor force/skilled labor unavailable	*
Cost of housing is high/unreasonable	1%	Youth problems	*	UNM student perceive environment/hostile	*
DOE funding	1%	Protection of tribal sovereignty	*	No support/tribal officials/education	*
Cost of living is high/unreasonable	1%				
Retail leakage to Santa Fe/Albuquerque	*	<u>Infrastructure/Land Use</u>	19%	<u>Environmental</u>	
U of C not paying taxes	*	Lack of infrastructure	5%	Not knowing what testing being done	*
Economic liability	*	Land shortage/lack of for development	4%	Environmental impact	*
Budget cuts/response to spy scandal	*	Lack of water infrastructure	*	Water shortage	*
Local government budget deficit	*	Failing infrastructure	*	Water quality	*
Too dependent on DOE funding	*	Growing too big/too fast	*		
Economic instability	*	Land development out of control	*		
Maintain services without DOE funds	*	Lack of shopping	*	Nothing/don't know/won't say	7%
Lack of DOE assistance payments	*	Lack of mass transit	*		
		Telecommunications	*		
		Lack of parking downtown	*		
		Telecommunications problems	*		
		Master planning	*		

When asked to name the single biggest problem facing the community today, the plurality (44%) of Community Leaders mention something related to the economy, with the non-availability of good jobs being the most frequently mentioned economic issue (12%). Approximately one-fifth (21%) of the Leaders mention an issue related to social or cultural problems such as illegal drug use or the crime rate and 19% mention issues related to the infrastructure or land use.

Region: Twenty-eight percent of Rio Arriba Leaders mention the non-availability of good jobs as the biggest problem facing their community, while 27% say illegal drug use is the biggest problem.

* *Less than one percent reported.*

Major Educational Problems Facing Community (UNAIDED RESPONSES)

Question 2: Focusing specifically on education, what do you consider to be the most important educational problems facing your community today?

	<i>AUGUST 1999</i> <i>(N = 142)</i>		<i>AUGUST 1999</i> <i>(N = 142)</i>		<i>AUGUST 1999</i> <i>(N = 142)</i>
Dropout rate is high	18%				
Curriculum/Quality Issues	68%	Curriculum/Quality Issues (continued)	68%	Facilities/Equipment	15%
Continuation of higher education	12%	Need mentorship programs	1%	Renovation of school facilities	5%
Poor quality of teachers	5%	Need academic prep. for college	1%	Quality of school facilities	4%
Education is poor	5%	Respect for children w/different ability	1%	Need computers in schools	1%
Raising test scores/educational standard	5%	Bad writing skills	*	Lack of teaching materials	1%
Lack of technology education	5%	Need to learn practical skills	*	Middle school not complete	1%
Increase student-at-work/apprentice program	4%	Need for distance learning	*	Student overcrowding	1%
Improve vocational programs	4%			Lack of school buildings	1%
Orient work force to stay in community	3%	Funding	32%	Failing school infrastructure	1%
Lack of interest in literacy component	2%	Lack of money/present	11%	Lack of equipment	*
High GED rate/too easy to get GED	2%	Lack of money/future	6%		
Lack of alternative for special students	2%	Low teacher salaries	5%	Non-Funding Support/Leadership	12%
Lack of school to career programs	1%	Need to maintain funding	4%	Lack of parental involvement	7%
Lack of pre-school programs	1%	Decline in DOE funding for schools	3%	Declining school population	2%
Shortage of teachers	1%	Lack of funding for extracurricular programs	1%	Administration not doing a good job	2%
Lack of good educ. skills - lower grades	1%	Students don't have funds/higher education	1%	Lack of cooperation - parents/teachers	1%
Need better employee skills	1%	Lack of financial support	1%	Outreach in "less favorable" areas	1%
Retain the quality	1%	Lack of economic resources	*	Dysfunction of families	1%
Cannot attract new teachers	1%			Political interference	1%
Educ. quality - public schools nationwide	1%	School Environment	19%	Lack of incentives to go to college	1%
Advanced education H.S. students	1%	Drugs	5%	Lack of accountability	1%
Lack of trade schools	1%	Student apathy	3%	No jobs awaiting graduating students	1%
Lack of basics programs	1%	Lack of educational stability	2%	Role models for Native Americans	*
Lack of four-year college	1%	Violence prevention/safety	2%	Lack of role models/mentorship	*
Passing students barely making it	1%	Lack of discipline	2%	Need to be educated about the Lab	*
Disparity between educational levels	1%	Communication between students/teachers	2%		
Performance standard needs evaluation	1%	Poor school attendance	1%	No problems	1%
Ability to attract quality teachers	1%	Isolation from the rest of the world	1%	Don't know/won't say	9%
		Students' angry attitude	1%		

* Less than one percent reported.

Note: The sum of the percentages exceeds one hundred percent due to multiple responses.

When asked in an unaided, open-ended manner what they consider to be the most important educational problems facing their community, the single most frequently mentioned problem is the dropout rate (18%). While the dropout rate is the single most frequently mentioned problem, approximately two-thirds (68%) of the Leaders mentioned something related to quality, curriculum or programmatic issues such as the continuation of education or the poor quality of teachers. Approximately one-third (32%) of the Leaders mentioned something related to educational funding such as the lack of money currently present and the lack of future funding. Nineteen percent of the Leaders mentioned issues involving the school environment such as drugs and violence and 15% mentioned issues related to the lack of or poor quality of facilities and equipment.

Region: Twenty-seven percent of the Leaders in Rio Arriba and Santa Fe say the dropout rate is one of the most important educational problems facing their community compared to 8% of Leaders in Los Alamos.

Major Economic Problems Facing Community

(UNAIDED RESPONSES)

Question 3: Focusing specifically on the economy, what do you consider to be the most important economic problems facing your community today?

	<i>AUGUST 1999</i> <i>(N = 142)</i>		<i>AUGUST 1999</i> <i>(N = 142)</i>		<i>AUGUST 1999</i> <i>(N = 142)</i>
Jobs/Labor	54%	Resource/Development	29%	Other	11%
Non-availability of good jobs	18%	Lack of infrastructure	12%	Difficult to work with Lab	2%
Lack of training for good jobs	8%	Lack of land/land shortage	3%	Casinos	1%
Lack of opportunity to develop skills	6%	Lack of planning/management	3%	No communication tribes/local government	1%
Lack of training for unemployed	5%	Lack of economic resources	2%	Racial class division	1%
Skilled labor unavailable	5%	Need more money/lack of capital	2%	Attitudes of some members of county	1%
Salary levels	5%	Budget cuts with respect to spy scandal	2%	Gross receipts tax/inadequate	1%
Unskilled labor unavailable	3%	Lack of transportation	1%	Welfare reform	1%
High unemployment	1%	Available capital for sm. business/investment	1%	U of C tax burden	1%
Lack of semi-skilled jobs/job diversity	*	Poverty	1%	Termination of assistance agreement w/DOE	1%
Youth not interested in continuing education	*	DOE funding	1%	Environmentalists vs. ranchers/farmers	1%
Jobs for students at college level	*	Lack of county/state support	*	Need better respect for agriculture	*
Lack of ambition	*	Lack of telecommunications	*		
Business	51%	Cost of Living/Housing/Office Space	11%	Don't know/won't say	8%
Lack of diversification	17%	Cost of living high/unreasonable	4%		
Economy is too dependent on LANL	8%	Availability of affordable housing	3%	* <i>Less than one percent reported.</i>	
Lack of economic development	7%	Cost of housing is high/unreasonable	2%		
Lack of high tech industries/not LANL	4%	High cost of space/individual business	1%	<i>Note: The sum of the percentages exceeds one hundred percent due to multiple responses.</i>	
Lack of shopping/retail	4%	Lab owns buildings/can't afford rent	1%		
Governmental dependency	3%				
Not enough private businesses	3%				
Stability for small business	1%				
Attract new business	1%				
Lack of affordable business facilities	1%				
Not enough contracts from LANL	1%				
Lack of entertainment industry	1%				

When asked what they consider to be the most important economic problems facing their community today, the majority (54%) of Leaders mentioned issues pertaining to jobs or the labor force. For instance, 18% mentioned the non-availability of good jobs while 8% cited the lack of training for good jobs. Just over half (51%) of the Leaders cited issues related to business in the area with the lack of diversification being mentioned most frequently (17%). More than one-quarter (29%) mentioned resource and development issues such as the lack of infrastructure (12%). Housing, cost of living and cost of retail or office space is mentioned by 11% of the Community Leaders.

Major Social Problems Facing Community (UNAIDED RESPONSES)

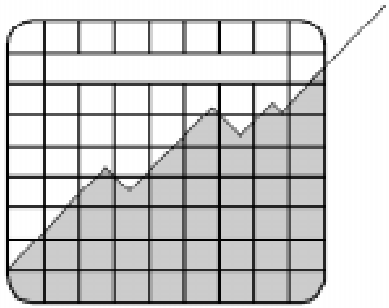
Question 4: Focusing specifically on social problems, what do you consider to be the most important social problems facing your community today?

	<i>AUGUST 1999 (N = 142)</i>		<i>AUGUST 1999 (N = 142)</i>		<i>AUGUST 1999 (N = 142)</i>
<u>Substance Abuse</u>	41%	<u>System/Structural Issues</u> <i>(continued)</i>	36%	<u>Families & Values</u>	23%
Drugs	32%	Intrusion from outside world	1%	Decline of family values	7%
Alcoholism	9%	Quality of life based on economy	*	Lack of emphasis on education	4%
		No communication Los Alamos/Valley	*	Domestic violence/family problems	4%
<u>System/Structural Issues</u>	36%	Jealousy over successful people	*	Single parent families	3%
Elitism/disparity of income	4%	No money for socializing	*	Lack of day care/affordable day care	2%
Poverty	4%	Outside influences have negative impact	*	Decreasing service to community	1%
Diversity/acceptance	4%			Lack of ambition	1%
Lack of affordable housing	3%	<u>Youth</u>	32%	Lack of health services	1%
Racism	2%	Lack of after school/youth activities	9%		
Lack of planning	2%	School dropout rate	7%	<u>Lack of Activities/Services</u>	13%
Isolation	2%	Youth problems	5%	Nothing for people to do	7%
Low income	1%	Lack of guidance/youth assistance	2%	Lack of opportunity for higher education	2%
Lack of employment	1%	Teen pregnancy	2%	Lack of activities for all ages	2%
Politics	1%	Identify with cultural values	1%	Affordable health-care	1%
Welfare system	1%	People's inability to resolve conflict	1%	Lack of transportation	1%
Lack of affordable housing	1%	Apathy	1%		
Affordable labor	1%	Creating opportunity to keep youth here	1%	<u>Crime</u>	7%
Widening income gaps between rich/poor	1%	Youth need good examples	1%	Crime (general)	5%
Cooperation between small businesses	1%	Lack of career counseling/youth	*	Gangs/gang violence	2%
Past reputation	1%	Youth have no future plans	*		
Inequality in Espanola Valley to LANL	1%	A negative peer influence	*	No social problems	1%
Gambling	1%	Need mentorship in social skills	*	Don't know/won't say	10%
Aging demographics	1%				

* Less than one percent reported.

Note: The sum of the percentages exceeds one hundred percent due to multiple responses.

When asked specifically what are the most important social problems facing their community today, substance abuse of drugs (32%) or alcohol (9%) are mentioned most frequently. Over one-third (36%) of the Leaders mentioned issues pertaining to system or structural issues such as elitism/disparity of income (4%), poverty (4%) or acceptance of diversity (4%). Approximately one-third (32%) of the Leaders mentioned youth problems such as the lack of after school activities and school dropout rate and 23% of the Leaders mentioned issues related to families and values. Thirteen percent mentioned the lack of services available in their community and 7% mentioned crime related issues. It should be noted that approximately three-fifths (57%) of Leaders in Rio Arriba mentioned drugs as the most important social problem facing the area, while 18% mentioned the decline of family values. One-fifth of the Leaders in Los Alamos mentioned drugs and the lack of after school activities.



III. Los Alamos National Laboratory

Impression of Los Alamos National Laboratory

Question 5: 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?

1999 DEMOGRAPHIC SAMPLE

	REGION							ORGANIZATIONAL SECTOR					GENDER		
	AUGUST 1999 (N = 142)	JUNE 1998 (N = 123)	LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT-OF- STATE	GOVERN- MENT	ECONOMIC/ BUSINESS	EDUCA- TIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
5 - Very favorable	23%	24%	19%	30%	16%	11%	51%	23%	24%	31%	4%	20%	21%	24%	22%
4	39%	33%	56%	18%	49%	41%	24%	31%	50%	38%	23%	-	47%	38%	41%
3	24%	34%	17%	36%	19%	22%	25%	31%	20%	13%	50%	40%	21%	22%	28%
2	10%	2%	5%	13%	5%	24%	-	15%	6%	6%	15%	20%	11%	12%	6%
1 - Very unfavorable	3%	2%	3%	-	9%	2%	-	-	-	6%	4%	20%	-	4%	1%
Don't know/won't say	1%	4%	-	3%	2%	-	-	-	-	6%	4%	-	-	-	3%
MEAN *	3.7	3.8	3.8	3.7	3.6	3.4	4.3	3.6	3.9	4.0	3.2	2.8	3.8	3.7	3.8

* The mean score is derived by taking the average score based on the five-point scale. The very favorable response is assigned a value of 5, the very unfavorable response is assigned a value of 1, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

Community Leaders were asked to rate their impression of Los Alamos National Laboratory using a 5-point scale where 5 is *very favorable* and 1 is *very unfavorable*. Overall, the majority (62%) of Community Leaders have a favorable impression of the Laboratory, giving a score of 4 or 5 on a 5-point scale. Twenty-three percent have a *very favorable* impression of Los Alamos National Laboratory. Thirteen percent of the Leaders indicate they have an unfavorable impression of the Lab (a score of 1 or 2), while 24% have a neutral opinion (a score of 3).

Comparison to Previous Study: Overall, these results are similar to those observed last year. Community Leaders are now slightly more inclined to say they have a favorable opinion of the Lab (62% and 57%, respectively), though more Leaders also have an unfavorable opinion than they did last year (13% and 4%, respectively).

Region: Three-quarters of Leaders in Los Alamos and 65% of Santa Fe Leaders say they have a favorable impression of LANL compared to 48% of Leaders in Rio Arriba.

Organization Sector: Leaders in the Economic/Business sector and Educational sector are the most inclined to have a favorable impression of LANL, whereas Tribal Leaders and those in Special Interest Groups are the most critical.

Evaluation of LANL as a Corporate Citizen in Community

Question 6: Companies, like individuals, can be members of the community. How would you rate Los Alamos National Laboratory as a corporate citizen in your community? Would you rate Los Alamos National Laboratory as excellent, good, fair, poor, or very poor?

1999 DEMOGRAPHIC SAMPLE

			REGION					ORGANIZATIONAL SECTOR					GENDER		
	AUGUST 1999 (N = 142)	JUNE 1998 (N = 123)	LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT-OF- STATE	GOVERN- MENT	ECONOMIC/ BUSINESS	EDUCA- TIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
5 - Excellent	19%	11%	15%	17%	27%	17%	38%	19%	16%	31%	4%	20%	21%	23%	13%
4 - Good	49%	40%	56%	46%	53%	36%	49%	38%	58%	44%	27%	40%	58%	45%	56%
3 - Fair	19%	24%	15%	25%	10%	27%	12%	23%	16%	13%	42%	20%	16%	15%	25%
2 - Poor	7%	16%	5%	10%	11%	8%	-	8%	6%	-	23%	20%	5%	8%	6%
1 - Very poor	5%	5%	10%	2%	-	10%	-	12%	4%	13%	-	-	-	9%	-
MEAN *	3.7	3.4	3.6	3.7	3.9	3.4	4.3	3.5	3.8	3.8	3.1	3.6	3.9	3.6	3.8

* The mean score is derived by taking the average score based on the five-point scale. The excellent response is assigned a value of 5, the good response is assigned a value of 4, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

Two-thirds of the Community Leaders characterize Los Alamos National Laboratory as being either a *good* (49%) or *excellent* (19%) corporate citizen, while 19% give a *fair* rating. Twelve percent of the Leaders feel LANL is either a *poor* (7%) or *very poor* (5%) corporate citizen.

Comparison to Previous Study: Community Leaders' perception of LANL as a good corporate citizen has improved markedly in the past year. Currently, 19% give an *excellent* rating compared to 11% last year. Furthermore, the ratings of *good* has increased from 40% last year to 49% currently.

Region: Eighty percent of Leaders from Santa Fe give ratings of *good* or *excellent* compared to 71% of Leaders from Los Alamos and 63% of Leaders from Rio Arriba.

Organizational Sector: The majority of Leaders in each sector give LANL a *good* or *excellent* rating with the exception of Tribal Leaders where only 31% give a positive evaluation.

Reasons Underlying Evaluation of LANL as a Corporate Citizen (UNAIDED RESPONSES)

Question 7: Why is that, why do you give Los Alamos National Laboratory a rating of (answer from Question 6) overall?

Comments primarily associated	<i>AUGUST 1999</i>	Comments primarily associated	<i>AUGUST 1999</i>	Comments primarily associated	<i>AUGUST 1999</i>
with <i>Good/Excellent</i> ratings	<i>(N = 142)</i>	with <i>Fair</i> ratings	<i>(N = 142)</i>	with <i>Poor/Very Poor</i> ratings	<i>(N = 142)</i>
Lab is making an effort/working on it	30%	Can always improve/could do more	14%	Mostly lip service/not really involved	8%
Involved in the community	21%	Pay more attention to outlying areas	1%	No community involvement	6%
Foundation programs are good	8%	Efforts made have not been successful	1%	Have not reached out to community problem	4%
Have made significant changes	7%	Lab has tendency to "take over"	1%	Lack of involvement in northern NM	4%
Outreach programs	6%	Internal communication of Lab stinks	1%	Need to be a better corporate citizen	2%
Training/education programs	5%	Look down on people of Espanola	1%	Procurement should be local	2%
Communication needed	5%	Outreach program needs improvement	1%	Does not exist in Santa Fe	1%
Good for local economy	4%	Need more jobs for Taos County	*	Needs to motivate higher education	1%
Job/local employment	2%	Region too dependent/LANL/economically	*	Do not pay fair share of taxes	1%
Needs to get youth involved	2%	Change has only happened recently	*	Unattached to problems they create	1%
Involved in business community	2%	There is no community/P.R.	*	Elitism/disparity of income	1%
Good publicity/improve image	2%	Lab acts/poor comm. does not exist	*	Have not done very good job of it	1%
Only/major economy of the community	1%	Need interaction w/people not "on hill"	*	Environmental prob. not addressed/N. NM	1%
Good interaction with representatives	1%	Need to share technology	*	Management problems at the Lab	1%
Really cares/listens to community needs	1%	Lack of employment for community itself	*	No separation/too much involvement	1%
Contract of U of C	1%	Youth need incentive for Lab employment	*	Arrogance of LANL	1%
Should be involved in all aspects of comm.	1%	Patronizing attitudes	*	Native American employees/low level	*
Have worked there/am familiar with	1%			No/don't know/won't say	1%
Good mentorship programs	*				
Need more follow up	*				

* *Less than one percent reported.*

Note: The sum of the percentages exceeds one hundred percent due to multiple responses.

Leaders were asked in an unaided, open-ended manner to give the reasons underlying their rating of Los Alamos National Laboratory as a corporate citizen. The primary reasons why Community Leaders say they gave ratings of *good* or *excellent* include the efforts the Lab is making to be a good neighbor, the Lab's involvement with the community, the Foundation programs and the changes the Lab has made.

The plurality of those who give LANL a *fair* rating mentioned the efforts that have been made to be a good neighbor, while others say the Lab can always improve.

The large majority of Leaders who give a *poor* or *very poor* rating say LANL is mostly paying lip service and is really not involved in the community. Other common complaints include the lack of community outreach to help with problems affecting the area and the lack of involvement in northern New Mexico.

Evaluation of Specific LANL Attributes

Ranked By Highest Percentage "Very Satisfied" (1999)

Questions 8-15: I'm going to read you a list of items about the Los Alamos National Laboratory and have you rate how satisfied you are with each one. Please tell me if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied.

TOTAL SAMPLE

	<i>VERY SATISFIED</i> 4	<i>SOMEWHAT SATISFIED</i> 3	<i>SOMEWHAT DISSATISFIED</i> 2	<i>VERY DISSATISFIED</i> 1	<i>DON'T KNOW/ WON'T SAY</i>	<i>MEAN \bar{U}</i>
The overall impact on the economy in your community (LANL)						
August 1999 (<i>N</i> = 142)	40%	38%	11%	7%	4%	3.2
June 1998 (<i>N</i> = 123)	40%	34%	11%	5%	10%	3.2
The community involvement/regional economic development efforts (UC)						
August 1999 (<i>N</i> = 142)	28%	37%	8%	9%	19%	3.0
June 1998 (<i>N</i> = 123)	23%	36%	15%	2%	24%	3.0
Effort to listen to concerns of your community (LANL /UC)						
August 1999 (<i>N</i> = 142)	26%	53%	14%	5%	2%	3.0
June 1998 (<i>N</i> = 123)	25%	46%	15%	7%	7%	3.0
Efforts to purchase more goods/services from businesses in northern New Mexico communities (LANL)						
August 1999 (<i>N</i> = 142)	25%	39%	13%	11%	12%	2.9
June 1998 (<i>N</i> = 123)	22%	41%	20%	2%	14%	3.0
Educational programs offered (LANL)						
August 1999 (<i>N</i> = 142)	24%	36%	8%	5%	28%	3.1
June 1998 (<i>N</i> = 123)	20%	37%	12%	1%	29%	3.1
Encouraging new business to relocate to northern New Mexico (LANL/UC)						
August 1999 (<i>N</i> = 142)	21%	47%	12%	8%	12%	2.9
June 1998 (<i>N</i> = 123)	31%	37%	16%	3%	13%	3.1
Effort to respond to concerns of your community (LANL/UC)						
August 1999 (<i>N</i> = 142)	20%	40%	25%	10%	5%	2.7
June 1998 (<i>N</i> = 123)	12%	52%	20%	9%	7%	2.7
Efforts to provide equal opportunities for employment for all qualified residents of northern New Mexico (LANL/UC)						
August 1999 (<i>N</i> = 142)	20%	38%	15%	8%	18%	2.9
June 1998 (<i>N</i> = 123)	20%	37%	17%	9%	17%	2.8

* The mean score is derived by taking the average score based on the four-point scale. The very satisfied response is assigned a value of 4, the somewhat satisfied response is assigned a value of 3, etc. "The don't know/won't say" responses are excluded from the calculation of the mean.

Community Leaders were read various statements relating to LANL's community involvement and for each asked to rate their level of satisfaction. Overall, the large majority of Leaders express satisfaction with each of the items listed, particularly when it comes to the Lab's impact on the local economy as 40% are *very satisfied* and 38% are *somewhat satisfied*. Furthermore, approximately two-thirds are either *somewhat satisfied* (37%) or *very satisfied* (28%) with the University of California Northern New Mexico Office for its community involvement and regional economic development. Along these same lines, approximately two-thirds (68%) of the Leaders express satisfaction with the Lab's efforts in encouraging new business to relocate to northern New Mexico (68%) and the Lab's efforts to purchase more goods and services from businesses in northern New Mexico (64%).

Approximately four-fifths of the Leaders are either *somewhat satisfied* (53%) or *very satisfied* (26%) with the University of California and Los Alamos National Laboratory's efforts to listen to the concerns of their community. However, while 79% are satisfied with the efforts to listen to community concerns, significantly fewer Leaders (60%) are satisfied with the efforts to respond to these concerns. More than one-third (35%) express dissatisfaction with the University of California and Los Alamos National Laboratory's efforts in responding to their community.

Three-fifths of the Leaders are satisfied with the educational programs offered at LANL and just under three-fifths (58%) are satisfied with the equal employment opportunities that are offered at Los Alamos National Laboratory. However, it should be noted that 28% are unaware of the educational programs and 18% are unable to evaluate the equality of the employment opportunities. This would suggest that more needs to be done to inform area residents and Leaders of LANL's efforts in these areas.

Comparison to Previous Study: Overall, there have been only slight changes in satisfaction with the University of California and LANL for the items listed. The biggest shift in opinion is observed for encouraging new businesses to relocate to northern New Mexico as 31% were *very satisfied* in the previous study compared to 21% observed currently. Given the importance of economic development in the area, LANL should focus more on working with area Leaders in promoting new business development.

Organizational Sectors: Leaders of the Economic/Business and Education sectors tend to express the highest levels of satisfaction with the University of California and Los Alamos National Laboratory, while Tribal and Special Interest Group Leaders tend to be the most critical. Within the various sectors we do find some differences from results observed last year. For example, Government Leaders express higher levels of satisfaction with the efforts of UC and Los Alamos National Laboratory to purchase more goods and services from local businesses. Tribal Leaders tend to be slightly more complimentary than was observed in the past.

Evaluation of Educational Programs Offered by LANL

Question 8: I'm going to read you a list of items about the Los Alamos National Laboratory and have you rate how satisfied you are with each one. Please tell me if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. How satisfied are you with [the educational programs offered by Los Alamos National Laboratory]?

1999 DEMOGRAPHIC SAMPLE

			REGION					ORGANIZATIONAL SECTOR					GENDER		
	AUGUST 1999 (N = 142)	JUNE 1998 (N = 123)	LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT-OF- STATE	GOVERN- MENT	ECONOMIC/ BUSINESS	EDUCA- TIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
4 - Very satisfied	24%	20%	27%	29%	18%	14%	27%	15%	26%	50%	15%	20%	11%	23%	26%
3 - Somewhat satisfied	36%	37%	39%	26%	46%	43%	23%	38%	38%	31%	38%	20%	37%	39%	29%
2 - Somewhat dissatisfied	8%	1%	5%	16%	5%	3%	-	15%	4%	-	27%	20%	-	11%	2%
1 - Very dissatisfied	5%	1%	4%	10%	-	6%	-	12%	4%	6%	8%	-	-	5%	5%
Don't know/won't say	28%	29%	26%	20%	31%	33%	50%	19%	28%	13%	12%	40%	53%	23%	37%
MEAN *	3.1	3.1	3.2	2.9	3.2	3.0	3.5	2.7	3.2	3.4	2.7	3.0	3.2	3.0	3.2

* The mean score is derived by taking the average score based on the four-point scale. The very satisfied response is assigned a value of 4, the somewhat satisfied response is assigned a value of 3, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

As previously noted, 24% of the Community Leaders are *very satisfied* and 36% are *somewhat satisfied* with the educational programs offered by LANL.

Region: Although the majority (55%) of Leaders in Rio Arriba express satisfaction with the educational programs offered by LANL, 26% express dissatisfaction.

Organizational Sector: Four-fifths of the Educational Leaders are either *very satisfied* (50%) or *somewhat satisfied* (31%) with the educational programs offered by LANL. Conversely, over one-third (35%) of the Tribal Leaders express dissatisfaction with the educational programs.

Evaluation of Efforts in Encouraging New Business to Relocate

Question 9: I'm going to read you a list of items about the Los Alamos National Laboratory and have you rate how satisfied you are with each one. Please tell me if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. How satisfied are you with [the efforts of the University of California and Los Alamos National Laboratory during the last year in encouraging new business to relocate to northern New Mexico]?

1999 DEMOGRAPHIC SAMPLE

			REGION					ORGANIZATIONAL SECTOR					GENDER		
	AUGUST 1999 (N = 142)	JUNE 1998 (N = 123)	LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT-OF- STATE	GOVERN- MENT	ECONOMIC/ BUSINESS	EDUCA- TIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
4 - Very satisfied	21%	31%	10%	27%	18%	22%	50%	15%	24%	19%	12%	20%	26%	25%	14%
3 - Somewhat satisfied	47%	37%	61%	41%	48%	40%	25%	50%	56%	56%	35%	-	42%	47%	48%
2 - Somewhat dissatisfied	12%	16%	14%	14%	17%	5%	-	15%	12%	-	19%	40%	5%	11%	14%
1 - Very dissatisfied	8%	3%	7%	11%	-	12%	-	12%	4%	13%	12%	20%	-	9%	5%
Don't know/won't say	12%	13%	7%	7%	17%	20%	25%	8%	4%	13%	23%	20%	26%	8%	19%
MEAN *	2.9	3.1	2.8	2.9	3.0	2.9	3.7	2.8	3.0	2.9	2.6	2.3	3.3	2.9	2.9

* The mean score is derived by taking the average score based on the four-point scale. The very satisfied response is assigned a value of 4, the somewhat satisfied response is assigned a value of 3, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

Approximately two-thirds of the Community Leaders are either *very satisfied* (21%) or *somewhat satisfied* (47%) with the efforts of the University of California and LANL during the last year in encouraging new businesses to locate to northern New Mexico. However, one-in-five leaders are dissatisfied with these efforts.

Organizational Sector: Four-fifths of the Economic/Business Leaders express satisfaction with the efforts of the University of California and LANL in encouraging new businesses to relocate in the area compared to 47% of the Tribal Leaders.

Evaluation of Efforts to Purchase More Goods/Services From Businesses in Northern New Mexico Communities

Question 10: I'm going to read you a list of items about the Los Alamos National Laboratory and have you rate how satisfied you are with each one. Please tell me if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. How satisfied are you with [Los Alamos National Laboratory's effort to purchase more goods and services from businesses in northern New Mexico communities]?

1999 DEMOGRAPHIC SAMPLE

			REGION					ORGANIZATIONAL SECTOR					GENDER		
	AUGUST 1999 (N = 142)	JUNE 1998 (N = 123)	LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT-OF- STATE	GOVERN- MENT	ECONOMIC/ BUSINESS	EDUCA- TIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
4 - Very satisfied	25%	22%	29%	20%	14%	21%	63%	23%	22%	25%	8%	20%	42%	27%	20%
3 - Somewhat satisfied	39%	41%	34%	39%	67%	35%	12%	46%	46%	44%	35%	20%	21%	35%	47%
2 - Somewhat dissatisfied	13%	20%	23%	14%	7%	3%	-	19%	12%	19%	15%	20%	-	15%	10%
1 - Very dissatisfied	11%	2%	9%	19%	-	12%	-	8%	16%	6%	15%	20%	-	11%	11%
Don't know/won't say	12%	14%	5%	8%	13%	29%	25%	4%	4%	6%	27%	20%	37%	12%	11%
MEAN *	2.9	3.0	2.9	2.6	3.1	2.9	3.8	2.9	2.8	2.9	2.5	2.5	3.7	2.9	2.9

* The mean score is derived by taking the average score based on the four-point scale. The very satisfied response is assigned a value of 4, the somewhat satisfied response is assigned a value of 3, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

Approximately two-thirds of the Leaders are either *somewhat satisfied* (39%) or *very satisfied* (25%) with LANL's efforts to purchase more goods and services from businesses in northern New Mexico communities, though 13% are *somewhat dissatisfied* and 11% are *very dissatisfied* with these efforts.

Region: Community Leaders in Santa Fe (81%) are more inclined than those in Los Alamos (63%) and Rio Arriba (59%) to be satisfied with LANL's efforts to purchase more goods and services from businesses in northern New Mexico communities. One-third of the Los Alamos and Rio Arriba Leaders express dissatisfaction with LANL's efforts to purchase more local goods and services.

Organizational Sectors: Approximately two-thirds of the Government, Economic/Business and Educational Leaders are satisfied with LANL's efforts to buy more goods from local businesses compared to 43% of the Tribal and 40% Special Interest Group Leaders.

Evaluation of Efforts to Provide Equal Employment Opportunities For Qualified Residents of Northern New Mexico

Question 11: I'm going to read you a list of items about the Los Alamos National Laboratory and have you rate how satisfied you are with each one. Please tell me if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. How satisfied are you with [University of California and Los Alamos National Laboratory's efforts to provide equal opportunities for employment for all qualified residents of northern New Mexico in the last year]?

1999 DEMOGRAPHIC SAMPLE

			REGION					ORGANIZATIONAL SECTOR					GENDER		
	AUGUST 1999 (N = 142)	JUNE 1998 (N = 123)	LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT-OF- STATE	GOVERN- MENT	ECONOMIC/ BUSINESS	EDUCA- TIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
4 - Very satisfied	20%	20%	35%	7%	27%	2%	38%	23%	32%	19%	8%	-	5%	23%	17%
3 - Somewhat satisfied	38%	37%	40%	36%	41%	43%	24%	31%	44%	50%	15%	40%	32%	39%	38%
2 - Somewhat dissatisfied	15%	17%	12%	24%	12%	14%	-	15%	10%	19%	46%	20%	11%	16%	15%
1 - Very dissatisfied	8%	9%	4%	20%	3%	-	-	15%	4%	6%	19%	20%	-	8%	7%
Don't know/won't say	18%	17%	9%	12%	16%	41%	37%	15%	10%	6%	12%	20%	53%	15%	24%
MEAN *	2.9	2.8	3.2	2.3	3.1	2.8	3.6	2.7	3.2	2.9	2.1	2.3	2.9	2.9	2.8

* The mean score is derived by taking the average score based on the four-point scale. The very satisfied response is assigned a value of 4, the somewhat satisfied response is assigned a value of 3, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

The majority of Community Leaders are either *very satisfied* (20%) or *somewhat satisfied* (38%) with the University of California and LANL's efforts to provide equal opportunities for employment for all qualified residents of northern New Mexico, though nearly one-quarter (23%) express dissatisfaction. Eighteen percent of the Leaders have not formed an opinion on the issue.

Region: Three-quarters of the Leaders in Los Alamos and 68% of the Leaders in Santa Fe express satisfaction with the efforts to provide equal employment opportunities for all qualified residents compared to 43% of Leaders in Rio Arriba. Forty-four percent of the Leaders in Rio Arriba Leaders are dissatisfied with the opportunities for employment.

Organizational Sector: Two-thirds of the Tribal Leaders are either *somewhat dissatisfied* (46%) or *very dissatisfied* (19%) with the University of California and LANL's efforts to provide equal employment opportunities for all qualified residents of northern New Mexico.

Evaluation of Efforts to Listen to Community Concerns

Question 12: I'm going to read you a list of items about the Los Alamos National Laboratory and have you rate how satisfied you are with each one. Please tell me if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. How satisfied are you with [University of California and Los Alamos National Laboratory's efforts to listen to the concerns of your community]?

1999 DEMOGRAPHIC SAMPLE

			REGION					ORGANIZATIONAL SECTOR					GENDER		
	AUGUST 1999 (N = 142)	JUNE 1998 (N = 123)	LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT-OF- STATE	GOVERN- MENT	ECONOMIC/ BUSINESS	EDUCA- TIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
4 - Very satisfied	26%	25%	19%	13%	42%	26%	88%	27%	28%	38%	4%	-	32%	26%	26%
3 - Somewhat satisfied	53%	46%	52%	66%	45%	52%	12%	46%	54%	44%	62%	60%	58%	49%	59%
2 - Somewhat dissatisfied	14%	15%	20%	16%	11%	9%	-	19%	12%	13%	23%	40%	-	15%	13%
1 - Very dissatisfied	5%	7%	7%	6%	2%	8%	-	8%	6%	6%	12%	-	-	7%	3%
Don't know/won't say	2%	7%	3%	-	-	5%	-	-	-	-	-	-	11%	3%	-
MEAN *	3.0	3.0	2.8	2.9	3.3	3.0	3.9	2.9	3.0	3.1	2.6	2.6	3.4	3.0	3.1

* The mean score is derived by taking the average score based on the four-point scale. The very satisfied response is assigned a value of 4, the somewhat satisfied response is assigned a value of 3, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

Approximately four-fifths of the Leaders are either *very satisfied* (26%) or *somewhat satisfied* (53%) with the University of California and LANL's efforts to listen to the concerns of their community, though 19% express dissatisfaction.

Region: Forty-two percent of the Leaders in Santa Fe are *very satisfied* with the University of California and LANL's efforts to listen to the concerns of their community compared to 19% of Los Alamos Leaders and 13% of Rio Arriba Leaders.

Organizational Sector: Just 4% of the Tribal Leaders say they are *very satisfied* with the University of California and LANL's efforts to listen to the concerns of their community.

Evaluation of Efforts to Respond to Community Concerns

Question 13: I'm going to read you a list of items about the Los Alamos National Laboratory and have you rate how satisfied you are with each one. Please tell me if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. How satisfied are you with [University of California and Los Alamos National Laboratory's efforts to respond to the concerns of your community]?

1999 DEMOGRAPHIC SAMPLE

	REGION							ORGANIZATIONAL SECTOR					GENDER		
	AUGUST 1999 (N = 142)	JUNE 1998 (N = 123)	LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT-OF- STATE	GOVERN- MENT	ECONOMIC/ BUSINESS	EDUCA- TIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
4 - Very satisfied	20%	12%	19%	20%	11%	7%	75%	12%	24%	25%	4%	20%	21%	24%	13%
3 - Somewhat satisfied	40%	52%	41%	30%	60%	48%	25%	27%	46%	38%	31%	20%	58%	35%	50%
2 - Somewhat dissatisfied	25%	20%	27%	33%	14%	24%	-	38%	24%	19%	35%	40%	5%	23%	28%
1 - Very dissatisfied	10%	9%	11%	16%	3%	9%	-	23%	6%	6%	23%	20%	-	14%	3%
Don't know/won't say	5%	7%	3%	1%	12%	12%	-	-	-	13%	8%	-	16%	4%	6%
MEAN *	2.7	2.7	2.7	2.5	2.9	2.6	3.8	2.3	2.9	2.9	2.2	2.4	3.2	2.7	2.8

* The mean score is derived by taking the average score based on the four-point scale. The very satisfied response is assigned a value of 4, the somewhat satisfied response is assigned a value of 3, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

Three-fifths of the Community Leaders are either *somewhat satisfied* (40%) or *very satisfied* (20%) with the University of California and LANL's efforts to respond to the concerns of their community. More than one-third of the Leaders are *somewhat dissatisfied* (25%) or *very dissatisfied* (10%) with the University of California and LANL's response to their community's concerns.

Region: Community Leaders in Rio Arriba are polarized as half are satisfied with the University of California and LANL's efforts to respond to the concerns of their community, while the other half are dissatisfied with these efforts.

Organizational Sector: Approximately three-fifths of the Tribal Leaders say they are either *somewhat dissatisfied* (35%) or *very dissatisfied* (23%) with University of California and LANL's efforts to respond to the concerns of their community.

Evaluation of Overall Impact on the Economy of Community

Question 14: I'm going to read you a list of items about the Los Alamos National Laboratory and have you rate how satisfied you are with each one. Please tell me if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. How satisfied are you with [the overall impact University of California and Los Alamos National Laboratory has had on the economy in your community]?

1999 DEMOGRAPHIC SAMPLE

			REGION					ORGANIZATIONAL SECTOR					GENDER		
	AUGUST 1999 (N = 142)	JUNE 1998 (N = 123)	LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT-OF- STATE	GOVERN- MENT	ECONOMIC/ BUSINESS	EDUCA- TIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
4 - Very satisfied	40%	40%	50%	34%	41%	29%	51%	46%	50%	31%	19%	20%	37%	41%	40%
3 - Somewhat satisfied	38%	34%	28%	48%	40%	43%	25%	42%	34%	44%	38%	20%	47%	35%	44%
2 - Somewhat dissatisfied	11%	11%	14%	10%	19%	2%	-	8%	8%	13%	23%	40%	-	9%	13%
1 - Very dissatisfied	7%	5%	5%	7%	-	19%	-	4%	6%	13%	8%	20%	-	9%	3%
Don't know/won't say	4%	10%	3%	1%	-	8%	24%	-	2%	-	12%	-	16%	6%	1%
MEAN *	3.2	3.2	3.3	3.1	3.2	2.9	3.7	3.3	3.3	2.9	2.8	2.4	3.4	3.1	3.2

* The mean score is derived by taking the average score based on the four-point scale. The very satisfied response is assigned a value of 4, the somewhat satisfied response is assigned a value of 3, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

Two-fifths of the Leaders are *very satisfied* (40%) and another 38% are *somewhat satisfied* with the overall impact the University of California and LANL has had on the economy in their community, though 11% are *somewhat dissatisfied* and 7% are *very dissatisfied*.

Evaluation of Efforts Towards Community Involvement/Regional Economic Development

Question 15: I'm going to read you a list of items about the Los Alamos National Laboratory and have you rate how satisfied you are with each one. Please tell me if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. How satisfied are you with [the community involvement and regional economic development efforts of the new University of California Northern New Mexico Office in Los Alamos]?

1999 DEMOGRAPHIC SAMPLE

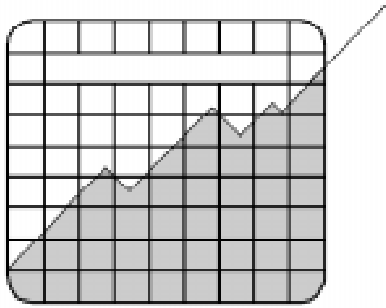
	REGION							ORGANIZATIONAL SECTOR					GENDER		
	AUGUST 1999 (N = 142)	JUNE 1998 (N = 123)	LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT-OF- STATE	GOVERN- MENT	ECONOMIC/ BUSINESS	EDUCA- TIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
4 - Very satisfied	28%	23%	21%	32%	20%	37%	37%	27%	28%	25%	12%	20%	42%	29%	26%
3 - Somewhat satisfied	37%	36%	54%	30%	40%	16%	24%	35%	46%	44%	15%	20%	26%	34%	41%
2 - Somewhat dissatisfied	8%	15%	5%	10%	12%	9%	-	8%	6%	6%	27%	20%	-	12%	1%
1 - Very dissatisfied	9%	2%	5%	14%	5%	8%	14%	15%	6%	13%	8%	20%	-	10%	7%
Don't know/won't say	19%	24%	15%	14%	22%	30%	25%	15%	14%	13%	38%	20%	32%	15%	26%
MEAN *	3.0	3.0	3.1	2.9	3.0	3.2	3.1	2.9	3.1	2.9	2.5	2.5	3.6	3.0	3.1

* The mean score is derived by taking the average score based on the four-point scale. The very satisfied response is assigned a value of 4, the somewhat satisfied response is assigned a value of 3, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

The large majority of Community Leaders say they are either *somewhat satisfied* (37%) or *very satisfied* (28%) with the community involvement and regional economic development efforts of the University of California Northern New Mexico Office in Los Alamos.

Region: Three-quarters of the Leaders in Los Alamos are satisfied with the community involvement and regional economic development efforts of the University of California Northern New Mexico Office compared to 62% of Rio Arriba Leaders, 60% of the Leaders in Santa Fe and 53% of those in other regions of the state.

Organizational Sector: Approximately three-quarters (74%) of the Economic/Business Leaders express satisfaction with the University of California Northern New Mexico Office compared to 27% of the Tribal Leaders, though it should be noted that 38% of the Tribal Leaders have not formed an opinion of the office.



IV. Awareness/Satisfaction with Specific Programs

Awareness of LANL Foundation

Question 16: Have you heard or read about the Los Alamos National Laboratory Foundation which promotes and funds a broad range of educational and public service activities throughout northern New Mexico?

	REGION						ORGANIZATIONAL SECTOR					GENDER		
	<i>TOTAL SAMPLE</i>	<i>LOS ALAMOS</i>	<i>RIO ARRIBA</i>	<i>SANTA FE</i>	<i>OTHER N.M. REGION</i>	<i>OTHER/ OUT-OF-STATE</i>	<i>GOVERN- MENT</i>	<i>ECONOMIC/ BUSINESS</i>	<i>EDUCA- TIONAL</i>	<i>TRIBAL</i>	<i>SPECIAL INTEREST GROUP</i>	<i>DOE</i>	<i>MALE</i>	<i>FEMALE</i>
Yes, have heard														
August 1999 (N = 142)	89%	92%	89%	93%	91%	63%	92%	82%	100%	88%	100%	89%	92%	85%
June 1998 (N = 123)	85%	98%	67%	83%	95%	67%	77%	89%	83%	44%	100%	95%	85%	83%
No, have not heard														
August 1999 (N = 142)	11%	8%	11%	7%	9%	37%	8%	18%	-	12%	-	11%	8%	15%
June 1998 (N = 123)	15%	2%	33%	17%	5%	33%	23%	11%	17%	56%	-	5%	15%	17%

The vast majority (89%) of Community Leaders say they have heard or read about the Los Alamos National Laboratory Foundation. This is up slightly from the 85% awareness level observed last year.

Organizational Sector: Awareness among Tribal Leaders has doubled from the observed 44% last year to 88% currently.

Satisfaction with Efforts of LANL Foundation

Question 17: How satisfied are you with the efforts of the new Los Alamos National Laboratory Foundation? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	REGION						ORGANIZATIONAL SECTOR						GENDER	
	TOTAL RESPONSES	<i>LOS ALAMOS</i>	<i>RIO ARRIBA</i>	<i>SANTA FE</i>	<i>OTHER N.M. REGION</i>	<i>OTHER/ OUT-OF- STATE</i>	<i>GOVERN- MENT</i>	<i>ECONOMIC/ BUSINESS</i>	<i>EDUCA- TIONAL</i>	<i>TRIBAL</i>	<i>SPECIAL INTEREST GROUP</i>	<i>DOE</i>	<i>MALE</i>	<i>FEMALE</i>
4 - Very satisfied														
August 1999 (<i>N</i> = 127)	50%	52%	41%	57%	47%	80%	33%	54%	63%	39%	40%	59%	50%	49%
June 1998 (<i>N</i> = 104)	35%	38%	32%	25%	33%	75%	24%	33%	47%	-	25%	50%	36%	31%
3 - Somewhat satisfied														
August 1999 (<i>N</i> = 127)	35%	32%	48%	11%	43%	20%	50%	37%	19%	35%	20%	35%	31%	42%
June 1998 (<i>N</i> = 104)	41%	48%	27%	55%	33%	25%	53%	50%	40%	25%	25%	22%	37%	52%
2 - Somewhat dissatisfied														
August 1999 (<i>N</i> = 127)	9%	7%	6%	25%	4%	-	4%	7%	6%	22%	40%	-	10%	6%
June 1998 (<i>N</i> = 104)	10%	8%	18%	10%	6%	-	12%	10%	-	25%	25%	6%	12%	3%
1 - Very dissatisfied														
August 1999 (<i>N</i> = 127)	4%	3%	5%	5%	7%	-	8%	2%	13%	-	-	-	6%	2%
June 1998 (<i>N</i> = 104)	6%	3%	18%	-	6%	-	12%	2%	7%	25%	13%	-	5%	7%
Don't know/won't say														
August 1999 (<i>N</i> = 127)	2%	5%	-	-	-	-	4%	-	-	4%	-	6%	3%	-
June 1998 (<i>N</i> = 104)	9%	5%	5%	10%	22%	-	-	5%	7%	25%	13%	22%	9%	7%
MEAN *														
August 1999 (<i>N</i> = 127)	3.3	3.4	3.2	3.2	3.3	3.8	3.1	3.4	3.3	3.2	3.0	3.6	3.3	3.4
June 1998 (<i>N</i> = 104)	3.1	3.3	2.8	3.2	3.2	3.8	2.9	3.2	3.4	2.0	2.7	3.6	3.1	3.1

* The mean score is derived by taking the average score based on the four-point scale. The very satisfied response is assigned a value of 4, the very dissatisfied response is assigned a value of 1, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

More than four-fifths of those who are aware of the Foundation are either *very satisfied* (50%) or *somewhat satisfied* (35%) with its efforts, though 9% are *somewhat dissatisfied* and 4% are *very dissatisfied*.

Comparison to Previous Study: Satisfaction with the Los Alamos National Laboratory Foundation has improved over the past year as 50% of the Leaders now say they are *very satisfied*, compared to 35% observed in the previous study.

Organizational Sector: Though a majority of Special Interest Group and Tribal Leaders express satisfaction with the Foundation, their overall levels of satisfaction are comparatively lower when compared to the other sectors. Satisfaction with the Foundation among Tribal Leaders has increased from 25% last year to 74% currently.

Region: Eighty-nine percent of Leaders in Rio Arriba express satisfaction with the Foundation, up from 59% observed last year.

Awareness of Technology Commercialization Program

Question 18: Have you heard or read about the Technology Commercialization program which develops ways to use emerging Lab technologies to stimulate new high-tech business start-ups in northern New Mexico?

	REGION						ORGANIZATIONAL SECTOR					GENDER		
	TOTAL SAMPLE	<i>LOS ALAMOS</i>	<i>RIO ARRIBA</i>	<i>SANTA FE</i>	<i>OTHER N.M. REGION</i>	<i>OTHER/ OUT-OF- STATE</i>	<i>GOVERN- MENT</i>	<i>ECONOMIC/ BUSINESS</i>	<i>EDUCA- TIONAL</i>	<i>TRIBAL</i>	<i>SPECIAL INTEREST GROUP</i>	<i>DOE</i>	<i>MALE</i>	<i>FEMALE</i>
Yes, have heard														
August 1999 (N = 142)	74%	78%	66%	79%	79%	75%	62%	86%	75%	46%	60%	79%	81%	63%
June 1998 (N = 123)	75%	80%	61%	79%	79%	83%	73%	89%	50%	22%	63%	95%	77%	69%
No, have not heard														
August 1999 (N = 142)	26%	23%	34%	21%	21%	25%	38%	14%	25%	54%	40%	21%	19%	37%
June 1998 (N = 123)	25%	20%	39%	21%	21%	17%	27%	11%	50%	78%	38%	5%	23%	31%

Three-quarters (74%) of Community Leaders say they have heard or read about the Technology Commercialization Program, which is virtually identical to the results observed last year.

Organization Sector: Awareness of the Technology Commercialization Program is highest among Economic/Business Leaders (86%) and DOE Leaders (79%) and is lowest among Tribal Leaders (46%). Awareness of the Technology Commercialization Program has doubled among Tribal Leaders and risen from 50% to 75% among Educational Leaders.

Satisfaction with Technology Commercialization Program
AMONG THOSE AWARE OF TECHNOLOGY COMMERCIALIZATION PROGRAM

Question 19: How satisfied are you with the Technology Commercialization program? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	REGION						ORGANIZATIONAL SECTOR						GENDER	
	<i>TOTAL RESPONSES</i>	<i>LOS ALAMOS</i>	<i>RIO ARRIBA</i>	<i>SANTA FE</i>	<i>OTHER N.M. REGION</i>	<i>OTHER/ OUT-OF-STATE</i>	<i>GOVERN-MENT</i>	<i>ECONOMIC/ BUSINESS</i>	<i>EDUCA-TIONAL</i>	<i>TRIBAL</i>	<i>SPECIAL INTEREST GROUP</i>	<i>DOE</i>	<i>MALE</i>	<i>FEMALE</i>
4 - Very satisfied														
August 1999 (N = 105)	30%	29%	25%	37%	21%	50%	25%	37%	17%	25%	67%	13%	26%	37%
June 1998 (N = 92)	18%	12%	15%	26%	20%	40%	25%	26%	-	-	-	11%	15%	29%
3 - Somewhat satisfied														
August 1999 (N = 105)	35%	31%	39%	40%	45%	-	31%	30%	58%	17%	-	47%	38%	28%
June 1998 (N = 92)	47%	58%	45%	47%	33%	20%	38%	48%	89%	50%	40%	33%	49%	42%
2 - Somewhat dissatisfied														
August 1999 (N = 105)	19%	21%	22%	14%	10%	33%	25%	19%	8%	17%	33%	20%	25%	7%
June 1998 (N = 92)	12%	18%	10%	11%	7%	-	25%	12%	-	-	20%	6%	15%	4%
1 - Very dissatisfied														
August 1999 (N = 105)	6%	15%	4%	-	-	-	13%	7%	8%	-	-	-	6%	7%
June 1998 (N = 92)	9%	9%	15%	5%	7%	-	6%	12%	-	-	-	11%	9%	8%
Don't know/won't say														
August 1999 (N = 105)	10%	3%	10%	10%	24%	17%	6%	7%	8%	42%	-	20%	5%	22%
June 1998 (N = 92)	14%	3%	15%	11%	33%	40%	6%	2%	11%	50%	40%	39%	13%	17%
MEAN *														
August 1999 (N = 105)	3.0	2.8	3.0	3.3	3.2	3.2	2.7	3.0	2.9	3.1	3.3	2.9	2.9	3.2
June 1998 (N = 92)	2.9	2.8	2.7	3.1	3.0	3.7	2.9	2.9	3.0	3.0	2.7	2.7	2.8	3.1

* The mean score is derived by taking the average score based on the four-point scale. The very satisfied response is assigned a value of 4, the very dissatisfied response is assigned a value of 1, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

Approximately two-thirds of those who are aware of the Technology Commercialization program are either *somewhat satisfied* (35%) or *very satisfied* (30%) with it. However, one-in-four of the Leaders express dissatisfaction with the program.

Comparison to Previous Study: Community Leaders are now more inclined to say they are *very satisfied* with the Technology Commercialization Program than they were last year (30% and 18%, respectively).

Organizational Sector: Special Interest Group Leaders and Economic/Business Leaders are most inclined to be *very satisfied* with the Technology Commercialization Program.

V. Additional Comments/Suggestions

Additional Comments/Suggestions

Question 20: Do you have any other comments or suggestions that you would like to make to the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

AUGUST 1999 (N = 142)

COMMUNITY INVOLVEMENT

The Lab's attempt to outreach in community, nothing is successful all the time and that is OK.

Their current efforts in the community are extremely important. They need to stay involved at that high level.

They are on the right track.

Difference from years ago when it was zero efforts.

Great director, Suzanne Herrera, but is overpowered by a dominating board. They have a long way to go.

They are improving. It will take time.

Very pleased Lab has provided contractors. By requiring employees to work with us to maintain, expand and improve will help improve their image. If other groups would buy into these programs, it would be beneficial to Lab and community.

Their support in our community and other communities.

LANL is working toward being a good partner. I think very highly of their efforts.

Recent effort in last two years has been outstanding. They have a ways to go.

Have made great strides in last two years but there is room for improvement.

Albert Jiron is my source of information. He is very eager to educate and help. Olivia Martinez is very helpful to us with outreach program.

Overall they are a very good neighbor. Have had tremendous impact on the economy. In last few years, they have become very Northern New Mexico friendly.

COMMUNITY INVOLVEMENT *(continued)*

I'm happy that they dedicate people for outreach program, but I think they are overburdened with their jobs plus the outreach program.

Just continue their efforts.

They are doing good except they are taking more business especially small business outside of Northern New Mexico.

LANL has made excellent stride in above areas, but it is a fragmented community so it is hard to evaluate the results.

The outreach efforts seem to be working.

Community Leaders in the surrounding area need to get more involved to help with economic development.

LANL has to make a sincere effort to help with the drug and poverty problems in New Mexico. It is getting out of hand and needs some serious outreach efforts.

He is impressed with LANL's efforts to attract new businesses to Northern New Mexico. He is willing to help out in any way possible.

Good job last two years. Need to continue to do better.

Entering into proper relations with regional economic development entities will help the Lab.

University of California bring more money into Northern New Mexico.

Last year was the first year enormous progress has continued. Would like to see progress continue in light of recent security issues.

They are making improvements in the last three years. Need to continue and expand on what they are doing.

Look at corporate structure, if they were downsized money could be spent on economic development, technical commercialization and the foundation.

In terms of retail business sustainability, opportunity exists to provide retail with a marketing vehicle to Lab employees.

Keep it up. They are trying hard.

They have a tough job. Unfair to impose on LANL. The right way is to pay taxes and be a business.

COMMUNITY INVOLVEMENT *(continued)*

Doing a very good job and have improved in last 5 to 6 years.

LANL is trying, e.g. Scholarships. Their efforts are equal to if not better than last year.

LANL has been changing for the last 3 years and need to continue to improve. Keep it going.

Focus on community with private sector more. Affordable housing made available to teachers. It's difficult for them to live in Los Alamos on their pay scale.

LANL needs to align and reward system within the Lab with the public stance aiding economic development, so partnerships need to exist within the Lab to work together for existence and communication with ICO and SDO.

A good effort is being made to improve in all three areas. They just need to keep it up.

Continue to be a good corporate citizen for the entire community, not just Los Alamos.

Doing a very good job in Northern New Mexico but don't forget town of Los Alamos!

The youth in the community need to be shown alternatives such as Lab work (in any aspect) instead of the negativity that they now feel.

Lab still needs to improve and simplify the ability for local business and surrounding areas to do business with Lab, now it's too difficult and complex.

Programs are fundamentally good. They need a bit of work to strengthen them.

Doing a good job but need to maintain integrity and policy.

Lab is trying to improve their community involvement but need to go that extra mile. Don't stop now!

Outreach programs are great but need to be coordinated in a better manner.

CRITICISMS & CONCERNS

There is an underlying attitude of high ups.

To genuinely get involved in impact that they have in Los Alamos. They make a half hearted effort only.

The Lab needs to do a better job coordinating so as not to duplicate their efforts, which will cut down on cost.

Senior managers have the will to correct the problems it is the line managers that are not doing their job. They don't work well with businesses here in town.

It is deceptive for U of C to give the public the false impression that money they spend is from their private coffers, when in fact the money is reimbursed by the DOE.

They can improve all areas I rated dissatisfied. Follow through is poor.

More opportunity for people in Lab Foundation to visit Espanola area to see what we do.

No presence of LANL in our community of Mora.

They should honor information and stop stone-walling. Lab has long been isolated, interested in research and production. What they are doing now is window dressing.

They have made some attempts to help the community and surrounding communities but have not done that good of a job.

They are trying to solve social instead of economic issues.

Lab could do more. People don't know of economic impact of Northern New Mexico.

Too political to be hired. You can't get in with what you know, it's who you know that gets you in.

Should educate businesses in Northern New Mexico so they can become better and bigger business. They can't achieve this by bringing outside people to man their programs.

They should not duplicate cafeteria and travel agency business because we cannot flourish.

LANL needs to do more to move Northern New Mexico communities into Y2K. LANL does not understand community needs.

CRITICISMS & CONCERNS *(continued)*

Employees cannot speak out with out fear of retribution. There is too much secretiveness surrounding the Lab atmosphere.

LANL is federally funded and their job is to manage the Lab so questions arise as to how far can they go with programs such as outreach.

CIO is doing an inadequate job in the "outreach efforts."

Need to follow through with what they say they are going to do. They "talk the talk" but do not "walk the walk!" Northern New Mexico feels very left out of LANL.

Economic development efforts are being made but there is a need to follow up.

LANL tends to pay too much attention to areas outside of the "host community."

The "outreach" programs are not reaching Northern New Mexico (outlying areas) at all. People in Northern New Mexico feel ignored, left out and they are upset LANL is ignoring them.

The outlying areas in New Mexico need more attention; they feel ignored and abandoned.

Recommend continuing to make the public aware. Lack of continuity and contact with tribal governments. Need to continue to make efforts.

Need to listen more and walk the walk that they talk.

Do more responding; listen more actively.

Bring more business into Northern New Mexico. Haven't done what they were supposed to do. Very dissatisfied with LANL at a standstill on trying to get stuff going.

Focus more on community; need action not lip service.

Try to cut red tape to get things done.

They do not pay attention to the poorer people in the community.

More involvement with the community like OJT with small community like Espanola.

CRITICISMS & CONCERNS *(continued)*

Education outreach efforts are fine and good but we don't see much results; just talk.

What's the big secret! Lab needs to quit denying what's happening on the hill.

Need to be more involved in all three areas.

Lab needs to show improvement overall for the community.

Labs should not be so secretive. We all know it's top secret but we can still be communicated with to a certain extent. Just talk to us!

There seems to be a lack of understanding of Indian culture on Labs part. Need to listen to us and follow through.

LANL needs to follow through with what they say!

The Valley area needs to be heard and no one seems to be listening.

They "talk the talk" but don't "walk the walk."

Need to listen to all communities and take action. Not just talk about it.

Need to consolidate management of efforts under one office. At this point, it is too fragmented.

Feels community is being ignored by LANL.

The infrastructure is shaky and needs to be fixed, maybe with Lab assistance.

EDUCATION/OUTREACH PROGRAMS

Scholarships in New Mexico.

College to at least four year degree.

LANL supports a lot of educational initiatives.

They are improving in educational efforts.

Continue supporting adult education programs.

Their outreach and educational programs.

More involvement in the school. An increase of programs already in place.

With Albert Jiron and Olivia Martinez's efforts, I am very, very satisfied with the outreach program.

Very pleased with effort to help Native Americans gain knowledge and experience in math, engineering and science. Much thanks to programs supported by Barbara Grimes and Mr. Sandoval.

He is very pleased with Northern New Mexico Community College. JCI building and the people are great.

Los Alamos has not been doing a good job on outreach to the youth. Long distance learning programs.

Education efforts need to be made more public. E.D. needs to work on dealings with tribal government to consolidate their efforts.

Foundation does a good job for social service types of things but they need to broaden vision, e.g. Don't fund true specific workforces development project. Money needs to go into the classrooms not discretionary funds.

The Lab is making an excellent educational outreach effort. Keep it up.

They need to pay attention to college bound students and assist in any way possible.

EDUCATION/OUTREACH PROGRAMS *(continued)*

The Lab needs to get the surrounding communities involved through educational outreach and not just talk about it.

Education outreach efforts sound good but need to do more.

Education is the key and needs to be addressed by LANL by work/study programs as an example.

Need to reach kids and get them to understand importance of education. Lab could help out more.

COMMUNICATION

LANL's Public Relations Department should play a more pro-active role on negative image of anti-nuclear action in area.

The Lab's Speakers Bureau could be more open with public with information on scientific data.

LANL needs to "toot their horn better." Outreach foundation is working and the Lab needs to get this info out to the public.

Have done a good job promoting what they are doing. They need to increase efforts to publicize the image. Need a good public relations company to let public know what LANL is doing in the tri county area.

EMPLOYMENT ISSUES

Hiring practices have improved since 1967 when they hired one Hispanic and one Indian.

They need to make an effort to recruit people. The people are there, but go elsewhere and leave the area for employment because they are unaware of LANL's programs and employment.

LANL needs to get the focus "off the hill" and into the valley where the major employment pool is located.

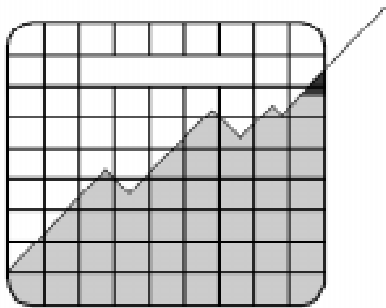
Stay the course and lighten up security with employers.

Continue because LANL is a major employer.

Does LANL have an unemployment program?

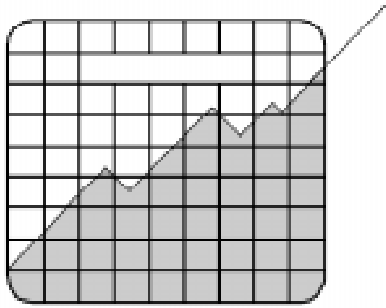
Need to hire local people to fill jobs instead of importing from other states.

VI. Demographics



Demographics of Sample (UNWEIGHTED)

	<i>AUGUST 1999 (N = 142)</i>		<i>AUGUST 1999 (N = 142)</i>
<u>Gender</u>		<u>Organizational Sector</u>	
Male	65%	Economic/business	35%
Female	35%	Governmental	18%
		Tribal	18%
<u>County</u>		DOE	13%
Los Alamos	30%	Education	11%
Rio Arriba	30%	Special Interest Group	4%
Santa Fe	16%		
Other New Mexico	19%		
Other out-of-state	6%		



VII. Questionnaire

Los Alamos National Laboratory Community Leaders

AUGUST 1999

FINAL

N = 281 (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 from Research & Polling, Inc., New Mexico's largest public opinion research company. We are conducting a survey of community leaders, such as yourself, on behalf of Los Alamos National Laboratory. As a leader in the Northern New Mexico region, the Laboratory would appreciate your opinions on some key issues. Perhaps you recall receiving a letter from the Laboratory recently about this study."

A. NOTE TO POLLER: WHICH COUNTY IS THIS?

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

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

1. Governmental
2. Economic/business
3. Education
4. Tribal
5. Special Interest Groups
6. DOE

1. **"What would you say is the single, biggest problem facing your community today?"** (*do not read categories*) (*one response only*)

Crime

01. Illegal drug use
02. Crime rate is high
03. Gangs
04. Graffiti
05. DWI rate high
06. Police/legal system
07. Violent crime

Social

08. Alcoholism
09. Youth problems
10. Lack of career counseling for youth
11. Lack of guidance/assistance for youth
12. Domestic violence/family problems
13. Affluent people are indifferent

Culture

14. Too few cultural events
15. Decline of family values

Economy

16. Labor force/skilled labor unavailable
17. Local government budget deficit
18. Non-availability of good jobs
19. Lack of training for good jobs
20. Lack of training for unemployed
21. Taxes are high/unreasonable
22. Cost of housing is high/unreasonable
23. Availability of low income/affordable homes
24. Cost of living is high/unreasonable
25. Cutbacks at LANL
26. Not enough private businesses
27. Lack of economic opportunities
28. Sustain community without LANL
29. Economic diversification

30. Growing too big/too fast
31. Disparity of wealth
32. Community not self sufficient
33. Retail leakage to Santa Fe/Albuquerque
34. Economic instability
35. LANL lack of accountability

Education

- 36. Educational system is poor
- 37. Quality of school facilities
- 38. Future school funding
- 39. Lack of science/math

- 40. Affordable day care
- 41. Lack of services for the disabled
- 42. Lack of services for elderly
- 43. Environment/polluted air/water
- 44. Gambling/lottery
- 45. Government/political leadership is incompetent
- 46. Gun control
- 47. Healthcare reform
- 48. Homeless
- 49. Illiteracy
- 50. Immigration of foreigners
- 51. Land development out of control
- 52. Master planning
- 53. Military presence

Other (*specify*)

- 54. Nuclear waste transport
- 55. Lack of shopping
- 56. Protection of tribal sovereignty
- 57. Shortage of recreational activities for children
- 58. Sewers/drains
- 59. Taxes are high/unreasonable
- 60. Tourism is ruining the area

Traffic

- 61. Noise
- 62. Congestion
- 63. Roads/streets/highways are bad
- 64. Orange barrels/constant street maintenance
- 65. Lack of mass transit

Water

- 66. Shortage
- 67. Don't have city water utilities
- 68. Welfare reform
- 69. Decline of workplace values
- 99. Nothing in particular/don't know/won't say

2. "Focusing specifically on education, what do you consider to be the most important educational problems facing your community today?" (do not read categories) (take up to 3 responses)

Quality

01. Dropout rate is high
02. Poor quality of teachers
03. Lack of educational stability
04. Raising test scores/educational standard
05. Education is poor
06. Lack of discipline
07. Drugs
08. Violence prevention/safety

Programming/Curricula

09. Lack of technological education
10. Lack of interest in literacy component
11. Continuation of higher education
12. Lack of alternatives for students with learning difficulties
13. Improve vocational programs
14. Retain traditional language
15. Program/teach youth history/their people
16. Increase student-at-work and apprentice programs

Other (specify)

Funding

17. Lack of money/present
18. Lack of money/future
19. Low teacher salaries
20. Orient work force to stay in community
21. Need to maintain funding

Non-funding support/leadership

22. Lack of parental involvement
23. Administration not doing a good job
24. Outreach in less favorable areas

Facilities/equipment

25. Quality of school facilities
26. Student overcrowding
27. Lack of teaching materials
28. Need computers in schools
29. Renovation of school facilities
99. Don't know/won't say

3. "Focusing specifically on the economy, what do you consider to be the most important economic problems facing your community today?" (do not read categories) (take up to 3 responses)

Business

01. Not enough private businesses
02. Lack of diversification
03. Economy is too dependent on LANL
04. Cutbacks at LANL
05. Casinos
06. Lack of shopping/retail
07. Lack of high tech industries/not LANL

Jobs/labor

08. Non-availability of good jobs
09. Lack of training for good jobs
10. Lack of training for unemployed
11. Labor force/skilled labor unavailable
12. Labor force/unskilled labor unavailable
13. Lack of opportunity to develop skills
14. Salary levels
15. Lack of semi-skilled jobs/job diversity

Housing

16. Availability of low income/affordable housing
17. Cost of housing is high/unreasonable

Other (*specify*)

Resource/development

18. Lack of infrastructure
19. Limit land restrictions
20. Growing/growth
21. Lack of transportation
22. Lack of economic development
23. Lack of planning/management
24. Need more money/lack of capital
25. Lack of economic resources
26. Easy access/borrow money for economic development

Taxes

27. Taxes high/unreasonable
28. Gross receipts tax/inadequate

Other

29. Cost of living high/unreasonable
30. Too elite of a population
31. Cooperation/community projects
32. Governmental dependency
99. Don't know/won't say

4.. "Focusing specifically on social problems, what do you consider to be the most important social problems facing your community today?" (do not read categories) (take up to 3 responses)

Substance use/abuse

- 01. Drugs
- 02. Alcoholism

Youth

- 03. Youth problems
- 04. Lack of guidance/assistance for youth
- 05. Lack youth activities/after school programs
- 06. Lack of career counseling/youth
- 07. School dropout rate
- 08. Lack of importance on education

System/structural

- 09. Elitism/disparity of income
- 10. Racism
- 11. Diversity/acceptance
- 12. Identify with cultural values
- 13. Ethnic tension
- 14. Aging demographics
- 15. Gambling
- 16. Intrusion from outside world
- 17. Lack of planning
- 18. Need more buildings
- 19. Need more roads
- 20. Business base needed

Families/values

- 21. Decline of family values
- 22. Domestic violence/family problems
- 23. Single parent families
- 24. More family programs
- 25. Decreasing obligation to serve the community

Lack of services

- 26. Lack of day care/affordable day care
- 27. Illiteracy
- 28. Affordable health care
- 29. Lack of opportunities for those seeking higher education

Other (specify)

- 30. Lack of affordable housing
- 31. Lack of employment
- 32. Nothing for people to do

Crime

- 33. Crime (general)
- 34. Gangs/gang violence

Laboratory

- 35. Hard feelings about recent layoffs
- 36. Hire people from the outside for LANL
- 37. Lab needs more minorities in management
- 99. Don't know/won't say

5."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?†

	<i>VERY FAVORABLE</i>		<i>VERY UNFAVORABLE</i>	<i>DON'T KNOW/ WON'T SAY</i>
5	4		3	2
				1
				6

6."Companies, like individuals, can be members of the community. How would you rate Los Alamos National Laboratory as a corporate citizen in your community? Would you rate Los Alamos National Laboratory as *excellent, good, fair, poor, or very poor?*"

- | | |
|--------------|--|
| 5. Excellent | 2. Poor |
| 4. Good | 1. Very poor |
| 3. Fair | 6. Don't know/won't say (skip to question 8) |

7.."Why is that, why do you give Los Alamos National Laboratory a rating of (answer from above) overall?" (do not read categories) (take up to 3 responses)

Positive

01. Involved in the community
02. Lab is making an effort/working on it
03. Really cares/listens to community needs
04. Job/local employment
05. Good for local economy
06. Good publicity/improve image
07. Only/major economy of the community
08. Training/education programs
09. Needs to get youth involved
10. Involved in business community
11. Need more jobs for Taos County
12. Foundation programs are good
13. Have made significant improvements

Other (*specify*)

Negative

14. Region too dependent/LANL/economically
15. Have not reached out to community problems
16. Change has only happened recently
17. No money to get involved in community
18. Communication needed
19. Procurement should be local
20. Efforts made have not been successful
21. Mostly lip service/not really involved
22. No community involvement
23. Do not pay fair share of taxes
24. Can always improve/could do more
25. Bad reputation
26. Needs to motivate higher education
27. Does not exist in Santa Fe
28. Efforts to integrate Santa Fe Prep
99. No/don't know/won't say

"I'm going to read you a list of items about the Los Alamos National Laboratory and have you rate how satisfied you are with each one. Please tell me if you are *very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied*. How satisfied are you with:"

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW/ WON'T SAY
8."The educational programs offered by Los Alamos National Laboratory"	4	3	2	1	5
9."The efforts of the University of California and Los Alamos National Laboratory during the last year in encouraging new business to relocate to northern New Mexico"	4	3	2	1	5
10."Los Alamos National Laboratory's effort to purchase more goods and services from businesses in northern New Mexico communities"	4	3	2	1	5
11."University of California and Los Alamos National Laboratory's efforts to provide equal opportunities for employment for all qualified residents of northern New Mexico in the last year"	4	3	2	1	5
12."University of California and Los Alamos National Laboratory's efforts to listen to the concerns of your community"	4	3	2	1	5
13."University of California and Los Alamos National Laboratory's efforts to respond to the concerns of your community"	4	3	2	1	5
14."The overall impact University of California and Los Alamos National Laboratory has had on the economy of your community"	4	3	2	1	5
15."The community involvement and regional economic development efforts of the new University of California Northern New Mexico Office in Los Alamos"	4	3	2	1	5
16."Have you heard or read about the Los Alamos National Laboratory Foundation which promotes and funds a broad range of educational and public service activities throughout northern New Mexico?"					
1. Yes, have heard					
2. No, have not heard <i>(skip to question 18)</i>					
3. Don't know/won't say <i>(skip to question 18)</i>					
17."How satisfied are you with the efforts of the new Los Alamos National Laboratory Foundation? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?"					

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

18. "Have you heard or read about the Technology Commercialization program which develops ways to use emerging Lab technologies to stimulate new high-tech business start-ups in northern New Mexico?"

1. Yes, have heard
2. No, have not heard *(skip to question 20)*
3. Don't know/won't say *(skip to question 20)*

19. "How satisfied are you with the Technology Commercialization program? Are you *very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?*"

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

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

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

NOTE TO POLLER, WAS RESPONDENT:

1. Male
2. Female

Respondent's Phone Number

Poller Name

Poller Code

FOR STAFF USE ONLY										
<i>confirmed by</i> _____										
<i>confirmation date</i> _____ <i>time</i> _____										
<i>accuracy</i>	10	9	8	7	6	5	4	3	2	1
<i>courtesy</i>	10	9	8	7	6	5	4	3	2	1
<i>complete</i>	10	9	8	7	6	5	4	3	2	1
<i>comments</i> _____										
!r										