

*Los Alamos National Laboratory  
Community Leader Survey  
November 2000*

**Los Alamos National Laboratory  
Community Leaders  
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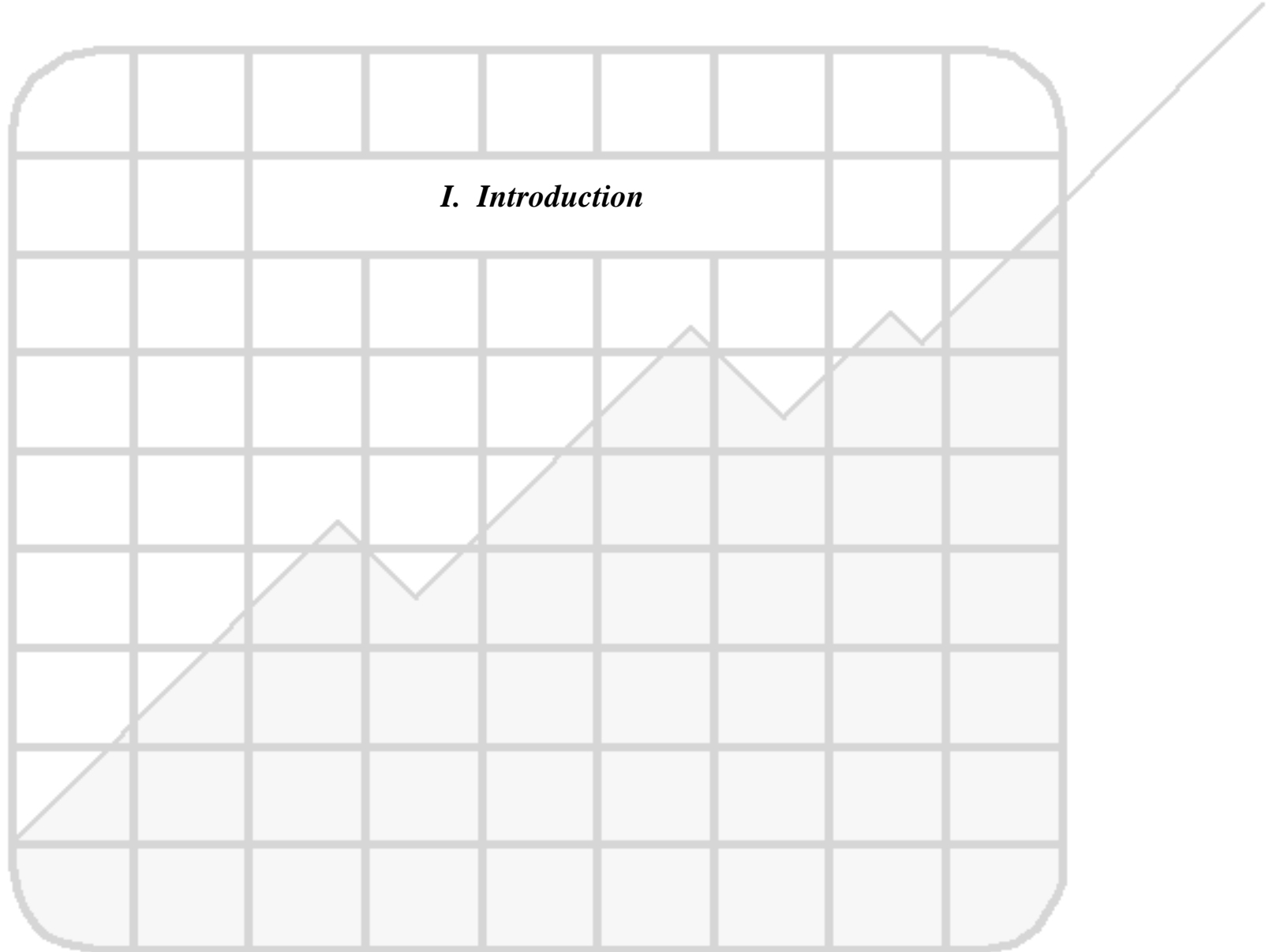
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## METHODOLOGY

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 September of 2000. The benchmark study was conducted in June of 1998, and the 1999 study was conducted in August and early September

### *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. 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, the sample was weighted at the organizational sector level to the same proportions as the 1998 and 1999 studies. This was also done to avoid any skewing of the total sample results that may occur due to variances in response rates.

| SECTOR                 | 1998                     |                                |               | 1999                     |                                |               | 2000                     |                                |               |
|------------------------|--------------------------|--------------------------------|---------------|--------------------------|--------------------------------|---------------|--------------------------|--------------------------------|---------------|
|                        | NUMBER OF NAMES PROVIDED | NUMBER OF COMPLETED INTERVIEWS | RESPONSE RATE | NUMBER OF NAMES PROVIDED | NUMBER OF COMPLETED INTERVIEWS | RESPONSE RATE | NUMBER OF NAMES PROVIDED | NUMBER OF COMPLETED INTERVIEWS | RESPONSE RATE |
| Special Interest Group | 8                        | 8                              | 100%          | 6                        | 5                              | 83%           | 6                        | 4                              | 67%           |
| Tribal                 | 32                       | 9                              | 28%           | 83                       | 24                             | 29%           | 76                       | 47                             | 62%           |
| Education              | 43                       | 18                             | 42%           | 37                       | 16                             | 43%           | 36                       | 27                             | 75%           |
| Government             | 44                       | 22                             | 50%           | 50                       | 26                             | 52%           | 51                       | 28                             | 55%           |
| Department of Energy   | 25                       | 19                             | 76%           | 24                       | 21                             | 89%           | 22                       | 13                             | 59%           |
| Economic/Business      | 67                       | 47                             | 70%           | 80                       | 50                             | 63%           | 66                       | 43                             | 65%           |
| <b>TOTAL</b>           | <b>219</b>               | <b>123</b>                     | <b>56%</b>    | <b>280</b>               | <b>142</b>                     | <b>51%</b>    | <b>257</b>               | <b>162</b>                     | <b>63%</b>    |

### *The Report*

This 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. This report also discusses any changes in attitude or perception over the past three years. Due to the small sample size at the subgroup level, caution must be taken when comparing the results of the three studies.

## EXECUTIVE SUMMARY

As observed in previous studies conducted over the past two years, the majority of Community Leaders have a positive opinion of Los Alamos National Laboratory. The large majority of Leaders express satisfaction with LANL's efforts to listen and respond to the needs of their community. Furthermore, the majority of Leaders applaud LANL's efforts in the area of education. For example, four-fifths of the Leaders who are aware of the Los Alamos National Laboratory Foundation are *very* or *somewhat satisfied* with the program. LANL also appears to be doing a good job of addressing issues at the Lab. This is illustrated by the fact that three-quarters of the Leaders feel LANL has been responsive to the public when addressing Laboratory related issues.

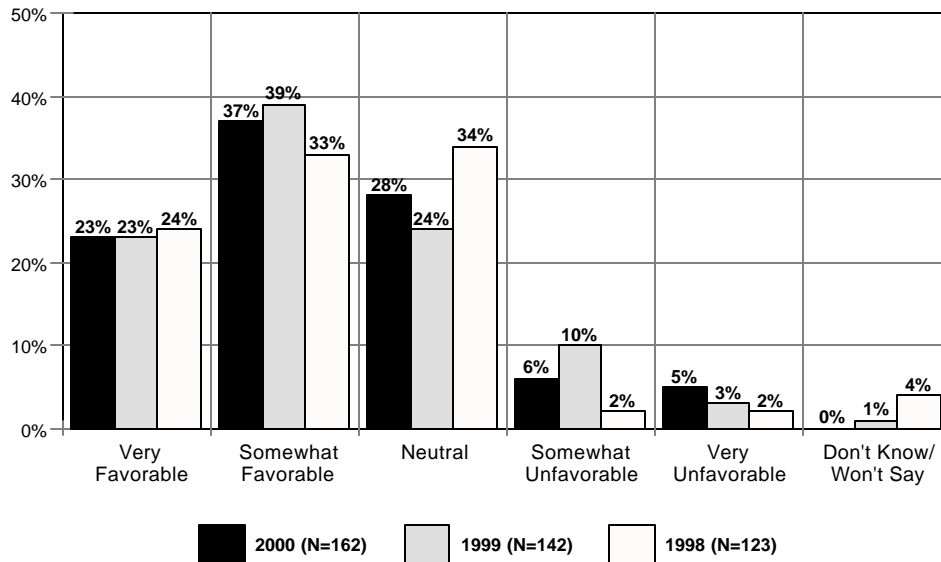
LANL's biggest asset in the eyes of Community Leaders comes in the way of its economic impact on local communities. The vast majority (84%) of Community Leaders express satisfaction with LANL's impact on the economy in their community. This is all the more important given that when asked in an unaided, open-ended manner what is the single biggest problem facing their community, the plurality of Leaders mentioned something related to economy. Although LANL is a dominant economic force in northern New Mexico, some Community Leaders feel the Lab can do more to spur economic development in the area. For example, one-third of the Leaders are dissatisfied with LANL's efforts to encourage new businesses to relocate in northern New Mexico and only 6% feel LANL's partnerships with the business community in northern New Mexico are *very effective*. In fact, over one-quarter feel these business partnerships are ineffective.

In addition to a perceived need among some Leaders that LANL should do more in terms of economic development, there continues to be a perception that LANL does not reach out enough to the Native American Indian population. Tribal Leaders and Special Interest Group Leaders are more likely to be critical of LANL than other groups. This is particularly evident when it comes to hiring practices as 41% of the Tribal Leaders express dissatisfaction with the Lab's efforts to provide equal opportunity for all qualified residents of northern New Mexico. Furthermore, one-third of the Tribal Leaders feel LANL's partnerships with Tribal Governments and Agencies are ineffective, though it should be noted that the majority of Tribal Leaders feel these partnerships are *somewhat* or *very effective*.

No matter what types of new programs or program improvements that LANL decides to make now or in the future, it is essential that more is done to improve communication with Community Leaders. There appears to be a lack of information about some of LANL's activities, particularly in the areas of its partnerships with state government entities. Approximately one-fifth of the Community Leaders say the most important type of information they would like to see more of is LANL's community education/training programs, while a similar number of Leaders would like information about community involvement, employment opportunities, economic impact and environmental impact.

## Impressions of LANL

**Impression of Los Alamos National Laboratory**  
Total Sample



**IMPRESSION OF LANL**  
(BY ORGANIZATIONAL SECTOR)

|                                 | TOTAL<br>SAMPLE | GOVERN-<br>MENT | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE |
|---------------------------------|-----------------|-----------------|-----------------------|------------------|--------|------------------------------|-----|
| <b>5 - Very favorable</b>       |                 |                 |                       |                  |        |                              |     |
| September 2000 (N = 162)        | 23%             | 36%             | 23%                   | 33%              | 4%     | 25%                          | 8%  |
| August 1999 (N = 142)           | 23%             | 23%             | 24%                   | 31%              | 4%     | 20%                          | 21% |
| June 1998 (N = 123)             | 24%             | 36%             | 23%                   | 28%              | -      | 13%                          | 21% |
| <b>4 - Somewhat favorable</b>   |                 |                 |                       |                  |        |                              |     |
| September 2000 (N = 162)        | 37%             | 43%             | 40%                   | 41%              | 23%    | -                            | 46% |
| August 1999 (N = 142)           | 39%             | 31%             | 50%                   | 38%              | 23%    | -                            | 47% |
| June 1998 (N = 123)             | 33%             | 9%              | 49%                   | 44%              | 11%    | 13%                          | 32% |
| <b>3 - Neutral</b>              |                 |                 |                       |                  |        |                              |     |
| September 2000 (N = 162)        | 28%             | 18%             | 26%                   | 19%              | 47%    | 25%                          | 46% |
| August 1999 (N = 142)           | 24%             | 31%             | 20%                   | 13%              | 50%    | 40%                          | 21% |
| June 1998 (N = 123)             | 34%             | 45%             | 21%                   | 28%              | 56%    | 50%                          | 42% |
| <b>2 - Somewhat unfavorable</b> |                 |                 |                       |                  |        |                              |     |
| September 2000 (N = 162)        | 6%              | 4%              | 9%                    | 4%               | 19%    | -                            | -   |
| August 1999 (N = 142)           | 10%             | 15%             | 6%                    | 6%               | 15%    | 20%                          | 11% |
| June 1998 (N = 123)             | 2%              | 5%              | 2%                    | -                | -      | -                            | 5%  |
| <b>1 - Very unfavorable</b>     |                 |                 |                       |                  |        |                              |     |
| September 2000 (N = 162)        | 5%              | -               | 2%                    | 4%               | 2%     | 50%                          | -   |
| August 1999 (N = 142)           | 3%              | -               | -                     | 6%               | 4%     | 20%                          | -   |
| June 1998 (N = 123)             | 2%              | -               | -                     | -                | 11%    | 25%                          | -   |
| <b>Don't know/won't say</b>     |                 |                 |                       |                  |        |                              |     |
| September 2000 (N = 162)        | -               | -               | -                     | -                | 4%     | -                            | -   |
| August 1999 (N = 142)           | 1%              | -               | -                     | 6%               | 4%     | -                            | -   |
| June 1998 (N = 123)             | 4%              | 5%              | 4%                    | -                | 22%    | -                            | -   |
| <b>MEAN †</b>                   |                 |                 |                       |                  |        |                              |     |
| September 2000 (N = 162)        | 3.7             | 4.1             | 3.7                   | 4.0              | 3.1    | 2.5                          | 3.6 |
| 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



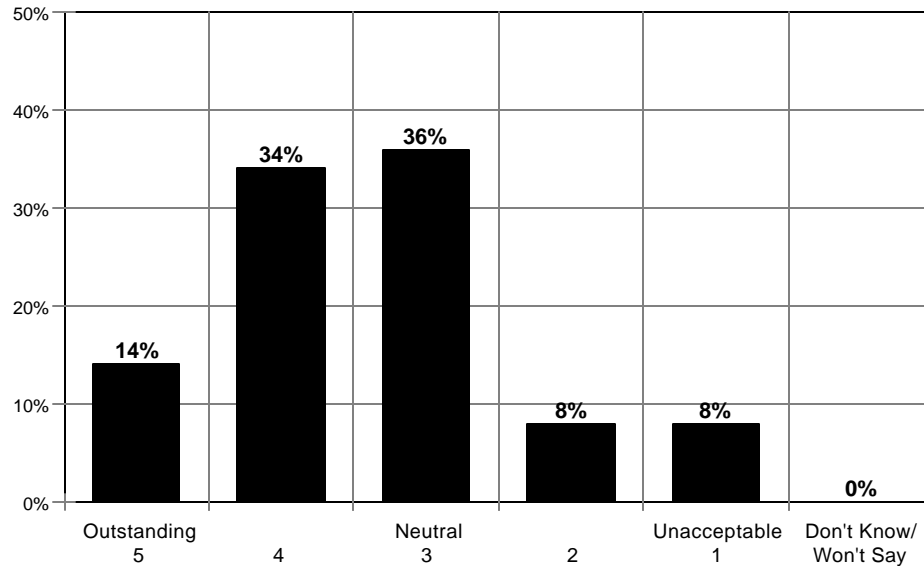
*of 1, etc. The “don’t know/won’t say” responses are excluded from the calculation of the mean.*

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 on the preceding page, three-fifths 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. Eleven percent of the Leaders indicate they have an unfavorable impression of the Lab (a score of 1 or 2), while 28% have a neutral opinion. Overall, these results are similar to those observed last year.

Looking at differences within Organizational Sectors it is observed that nearly four-fifths (79%) of Government Leaders and 74% of Educational Leaders have a favorable impression of Los Alamos National Laboratory. In comparison; 27% of Tribal Leaders and 25% of Special Interest Group Leaders have a favorable impression of LANL.

## Evaluation of LANL as Corporate Citizen

**Evaluation of LANL as a Corporate Citizen**  
Total Sample - September 2000 (N = 162)



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

SEPTEMBER 2000 (N = 162)

|                      | TOTAL<br>SAMPLE | GOVERN-<br>MENT | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE |
|----------------------|-----------------|-----------------|-----------------------|------------------|--------|------------------------------|-----|
| 5 - Outstanding      | 14%             | 18%             | 16%                   | 19%              | 6%     | -                            | 8%  |
| 4                    | 34%             | 32%             | 28%                   | 52%              | 17%    | 25%                          | 46% |
| 3                    | 36%             | 39%             | 30%                   | 22%              | 47%    | 50%                          | 46% |
| 2                    | 8%              | 11%             | 12%                   | -                | 26%    | -                            | -   |
| 1 - Unacceptable     | 8%              | -               | 14%                   | 7%               | 2%     | 25%                          | -   |
| Don't know/won't say | -               | -               | -                     | -                | 2%     | -                            | -   |
| MEAN †               | 3.4             | 3.6             | 3.2                   | 3.7              | 3.0    | 2.8                          | 3.6 |

† The mean score is derived by taking the average score based on the five-point scale. The outstanding 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.

Community Leaders were asked to rate Los Alamos National Laboratory as a corporate citizen in their community using a 5-point scale where 5 is *outstanding* and 1 is *unacceptable*. As shown above, approximately half (48%) of the Leaders give LANL high ratings of 4 or 5 for its corporate citizenship, with 14% saying it is an *outstanding* corporate citizen. Sixteen percent of the leaders are critical of LANL, giving ratings of 1 or 2, while 36% have somewhat mixed or neutral feelings, indicated by a score of 3.

In terms of Organizational Sectors, we find that Education Leaders are most apt to give a positive evaluation of LANL's corporate citizenship with 71% giving ratings of 4 or 5. Conversely, just 23% of Tribal Leaders and 25% of Special Interest Group Leaders give LANL high marks for corporate citizenship. It is also interesting to note that Los Alamos residents are polarized on the issue of LANL's corporate citizenship as 41% give positive ratings of 4 or 5 on a 5-point scale, while 32% give negative ratings of 1 or 2.

EVALUATION OF SPECIFIC LANL ATTRIBUTES  
Ranked By Highest Percentage "Very Satisfied" (2000)

TOTAL SAMPLE

|   | VERY<br>SATISFIED<br><u>4</u> | SOMEWHAT<br>SATISFIED<br><u>3</u> | SOMEWHAT<br>DISSATISFIED<br><u>2</u> | VERY<br>DISSATISFIED<br><u>1</u> | DON'T KNOW/<br>WON'T SAY | MEAN † |
|---|-------------------------------|-----------------------------------|--------------------------------------|----------------------------------|--------------------------|--------|
| <b>The overall impact on the economy in your community (LANL)</b>   |                               |                                   |                                      |                                  |                          |        |
| September 2000 (N = 162)  | 41%                           | 43%                               | 9%                                   | 6%                               | 2%                       | 3.2    |
| August 1999 (N = 142)   | 40%                           | 38%                               | 11%                                  | 7%                               | 4%                       | 3.2    |
| June 1998 (N = 123)   | 40%                           | 34%                               | 11%                                  | 5%                               | 10%                      | 3.2    |
| <b>Effort to listen to concerns of your community (LANL /UC)</b>  |                               |                                   |                                      |                                  |                          |        |
| September 2000 (N = 162)  | 30%                           | 35%                               | 14%                                  | 15%                              | 6%                       | 2.8    |
| August 1999 (N = 142)   | 26%                           | 53%                               | 14%                                  | 5%                               | 2%                       | 3.0    |
| June 1998 (N = 123)   | 25%                           | 46%                               | 15%                                  | 7%                               | 7%                       | 3.0    |
| <b>Educational programs offered (LANL)</b>  |                               |                                   |                                      |                                  |                          |        |
| September 2000 (N = 162)  | 26%                           | 42%                               | 7%                                   | 4%                               | 21%                      | 3.1    |
| August 1999 (N = 142)   | 24%                           | 36%                               | 8%                                   | 5%                               | 28%                      | 3.1    |
| June 1998 (N = 123)   | 20%                           | 37%                               | 12%                                  | 1%                               | 29%                      | 3.1    |
| <b>Efforts to provide equal opportunities for employment for all qualified residents of northern New Mexico (LANL/UC)</b> |                               |                                   |                                      |                                  |                          |        |
| September 2000 (N = 162)  | 25%                           | 32%                               | 10%                                  | 12%                              | 21%                      | 2.9    |
| August 1999 (N = 142)   | 20%                           | 38%                               | 15%                                  | 8%                               | 18%                      | 2.9    |
| June 1998 (N = 123)   | 20%                           | 37%                               | 17%                                  | 9%                               | 17%                      | 2.8    |
| <b>The community involvement/regional economic development efforts (UC)</b>   |                               |                                   |                                      |                                  |                          |        |
| September 2000 (N = 162)  | 23%                           | 29%                               | 12%                                  | 6%                               | 29%                      | 3.0    |
| August 1999 (N = 142)   | 28%                           | 37%                               | 8%                                   | 9%                               | 19%                      | 3.0    |
| June 1998 (N = 123)   | 23%                           | 36%                               | 15%                                  | 2%                               | 24%                      | 3.0    |
| <b>Efforts to purchase more goods/services from businesses in northern New Mexico communities (LANL)</b>                  |                               |                                   |                                      |                                  |                          |        |
| September 2000 (N = 162)  | 19%                           | 41%                               | 15%                                  | 5%                               | 19%                      | 2.9    |
| August 1999 (N = 142)   | 25%                           | 39%                               | 13%                                  | 11%                              | 12%                      | 2.9    |
| June 1998 (N = 123)   | 22%                           | 41%                               | 20%                                  | 2%                               | 14%                      | 3.0    |
| <b>Effort to respond to concerns of your community (LANL/UC)</b>  |                               |                                   |                                      |                                  |                          |        |
| September 2000 (N = 162)  | 16%                           | 43%                               | 19%                                  | 15%                              | 7%                       | 2.7    |
| August 1999 (N = 142)   | 20%                           | 40%                               | 25%                                  | 10%                              | 5%                       | 2.7    |
| June 1998 (N = 123)   | 12%                           | 52%                               | 20%                                  | 9%                               | 7%                       | 2.7    |
| <b>Encouraging new business to relocate to northern New Mexico (LANL/UC)</b>  |                               |                                   |                                      |                                  |                          |        |
| September 2000 (N = 162)  | 7%                            | 45%                               | 20%                                  | 11%                              | 17%                      | 2.6    |
| August 1999 (N = 142)   | 21%                           | 47%                               | 12%                                  | 8%                               | 12%                      | 2.9    |
| June 1998 (N = 123)   | 31%                           | 37%                               | 16%                                  | 3%                               | 13%                      | 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.

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 majority of Leaders express satisfaction with each of the items listed with the highest level of satisfaction reported for LANL's economic impact. Forty-one percent of the Leaders are *very satisfied* and another 43% are *somewhat satisfied* with the **overall impact LANL has on the local economy**. Approximately two-thirds of the Leaders are either *somewhat satisfied* (35%) or *very satisfied* (30%) with the University of California and Los Alamos National Laboratory's **efforts to listen to the concerns of their community**, although over one-quarter (29%) are either *somewhat or very dissatisfied*.

Two-thirds of the Leaders are either *somewhat satisfied* (42%) or *very satisfied* (26%) with the **educational programs offered at LANL**, though 21% have not formed an opinion on the issue. The majority of Leaders (57%) express satisfaction with the University of California and Los Alamos National Laboratory's **efforts to provide equal opportunities for employment for all qualified residents of New Mexico**. However, 22% are dissatisfied with the efforts being made in this area. Similarly, three-fifths are at least *somewhat satisfied* with the **efforts being made to purchase more goods and services from businesses in northern New Mexico communities**, though one-fifth are dissatisfied. They are also less apt to be satisfied with LANL's effort to listen to the concerns of their community.

Three-fifths (59%) of the Community Leaders are satisfied with University of California and LANL's **efforts to respond to the concerns of their community**. However, one-third (34%) of the Leaders express dissatisfaction with the efforts being made in this regard. Just over half (52%) of the Leaders are either *somewhat satisfied* (23%) or *very satisfied* (29%) with the University of California northern New Mexico Office for its **community involvement and regional economic development**. Along these same lines, 52% of the Leaders express satisfaction with the Lab's **efforts in encouraging new business to relocate to northern New Mexico**, though just 7% are *very satisfied*.

Overall, there have been relatively small changes in Community Leaders' level of satisfaction with the various activities of Los Alamos National Laboratory. However, it should be noted that Leaders are less inclined to express satisfaction with LANL's **encouragement of new businesses to relocate in northern New Mexico**, with just 7% saying they are currently *very satisfied* compared to 21% observed last year.

EFFECTIVENESS OF LANL PARTNERSHIPS  
Ranked By Highest Percentage "Very Effective" (2000)

TOTAL SAMPLE (N=162)

|   | VERY<br>EFFECTIVE<br>4 | SOMEWHAT<br>EFFECTIVE<br>3 | SOMEWHAT<br>INEFFECTIVE<br>2 | VERY<br>INEFFECTIVE<br>1 | DON'T KNOW/<br>WON'T SAY | MEAN † |
|---|------------------------|----------------------------|------------------------------|--------------------------|--------------------------|--------|
| School districts and educational agencies | 26%                    | 45%                        | 8%                           | 6%                       | 16%                      | 3.1    |
| Local governments in northern New Mexico  | 10%                    | 63%                        | 13%                          | 7%                       | 7%                       | 2.8    |
| State government agencies                 | 9%                     | 40%                        | 5%                           | 5%                       | 40%                      | 2.9    |
| Tribal governments and tribal agencies    | 7%                     | 35%                        | 11%                          | 3%                       | 43%                      | 2.8    |
| The State Legislature                     | 7%                     | 31%                        | 12%                          | 5%                       | 45%                      | 2.7    |
| Business community in northern New Mexico | 6%                     | 56%                        | 20%                          | 7%                       | 12%                      | 2.7    |

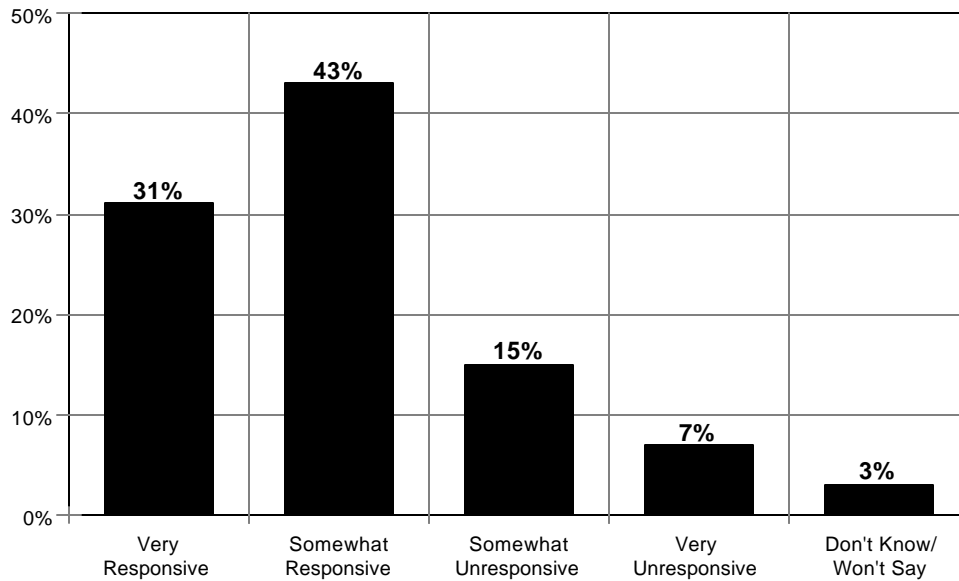
† The mean score is derived by taking the average score based on the four-point scale. The very effective response is assigned a value of 4, the somewhat effective response is assigned a value of 3, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

Community Leaders were asked if they feel various Los Alamos National Laboratory partnerships are *very effective*, *somewhat effective*, *somewhat ineffective* or *very ineffective* in trying to improve the region. Approximately seven-in-ten Leaders feel the partnerships with school districts and educational agencies are either *very effective* (26%) or *somewhat effective* (45%) in improving the region. Approximately three-quarters of Leaders also feel the partnerships with local governments in northern New Mexico are either *very effective* (10%) or *somewhat effective* (63%) in improving the region, though one-fifth feel these partnerships are ineffective.

Approximately three-fifths of the Leaders feel the partnerships with the business community in northern New Mexico are either *somewhat effective* (56%) or *very effective* (6%). However, over one-quarter feel the business programs are ineffective. Half of the Community Leaders feel the partnership programs with state government agencies are either *somewhat effective* (40%) or *very effective* (9%), while just 10% feel they are ineffective and 40% have not formed an opinion on the issue. Just over two-fifths of the Leaders feel the partnerships with the tribal governments are either *somewhat effective* (35%) or *very effective* (7%), though 14% feel these partnerships are ineffective and 43% have not formed an opinion on the issue. Finally, just under two-fifths feel the partnerships with the state legislature are either *somewhat effective* (31%) or *very effective* (7%), though 17% feel they are ineffective and 45% have not formed an opinion on the issue.

## Responsiveness of LANL

**Responsiveness of Los Alamos National Laboratory**  
Total Sample - September 2000 (N = 162)



**RESPONSIVENESS OF LANL**  
(BY ORGANIZATIONAL SECTOR)

SEPTEMBER 2000 (N = 162)

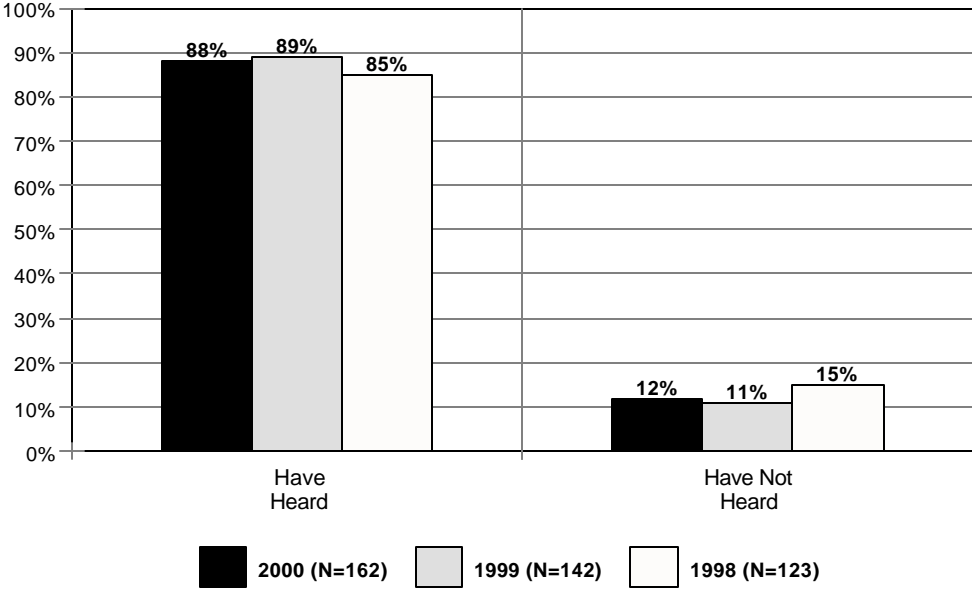
|                           | <u>TOTAL SAMPLE</u> | <u>GOVERNMENT</u> | <u>ECONOMIC/BUSINESS</u> | <u>EDUCATIONAL</u> | <u>TRIBAL</u> | <u>SPECIAL INTEREST GROUP</u> | <u>DOE</u> |
|---------------------------|---------------------|-------------------|--------------------------|--------------------|---------------|-------------------------------|------------|
| 4 - Very responsive       | 31%                 | 39%               | 26%                      | 30%                | 21%           | 50%                           | 31%        |
| 3 - Somewhat responsive   | 43%                 | 46%               | 47%                      | 56%                | 45%           | -                             | 38%        |
| 2 - Somewhat unresponsive | 15%                 | 7%                | 19%                      | 7%                 | 28%           | 25%                           | 15%        |
| 1 - Very unresponsive     | 7%                  | 7%                | 9%                       | 4%                 | 4%            | 25%                           | -          |
| Don't know/won't say      | 3%                  | -                 | -                        | 4%                 | 2%            | -                             | 15%        |
| MEAN †                    | 3.0                 | 3.2               | 2.9                      | 3.2                | 2.8           | 2.8                           | 3.2        |

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

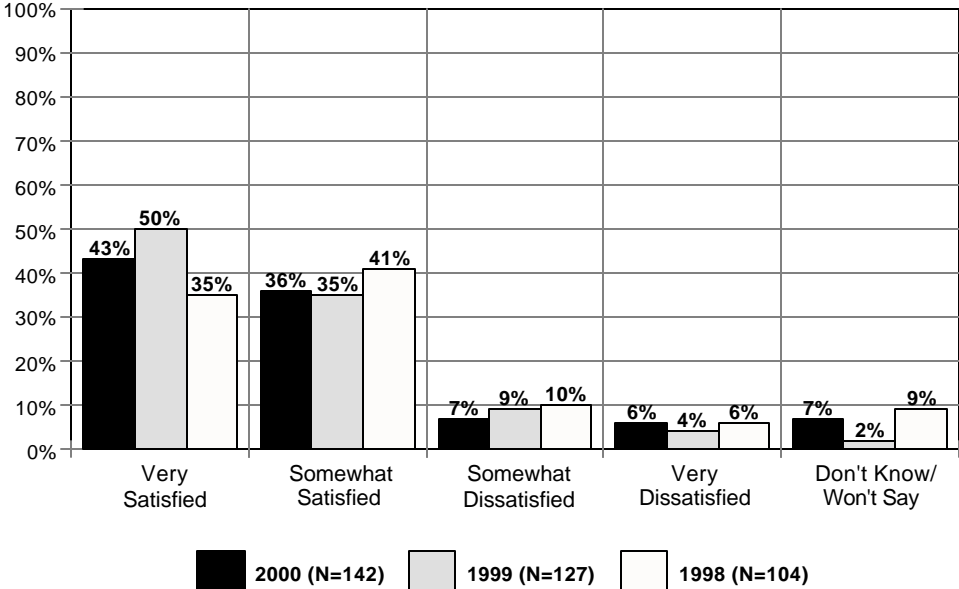
Leaders were asked how responsive to the public they feel Los Alamos National Laboratory has been over the past year in addressing Laboratory related issues. Approximately three-quarters of the Leaders feel LANL has been either *very responsive* (31%) or *somewhat responsive* (43%) over the past year, although over one-fifth (22%) feel LANL has been unresponsive. Government Leaders (85%) and Educational Leaders (86%) are most apt to feel LANL is responsive to Laboratory related issues.

**Awareness of Programs**

**Awareness of LANL Foundation Program**  
 Total Sample



**Satisfaction with Efforts of LANL Foundation Program**  
 Among Those Aware of LANL Foundation Program

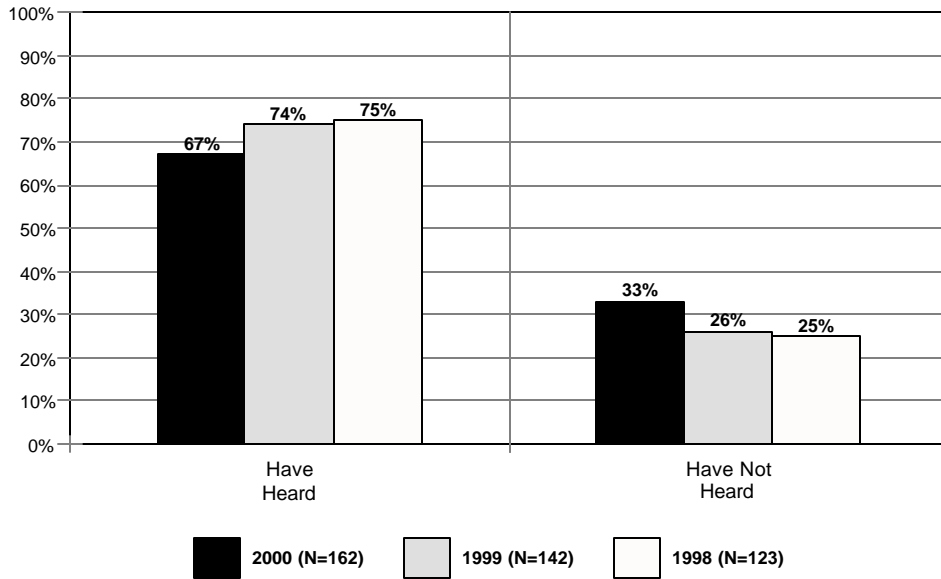


The vast majority (88%) of Community Leaders say they have heard or read about the Los Alamos National Laboratory Foundation. This is almost identical to the awareness level observed last year. Tribal Leaders (72%) are the least inclined to be aware of the Foundation.

Approximately four-fifths of those who are aware of the Foundation are either *very satisfied* (43%) or *somewhat satisfied* (36%) with its efforts, though 7% are *somewhat dissatisfied* and 6% are *very dissatisfied*. Satisfaction with the Los Alamos National Laboratory Foundation has declined slightly over the past year as 43% of the Leaders now say they are *very satisfied*, compared to 50% observed in the previous study.

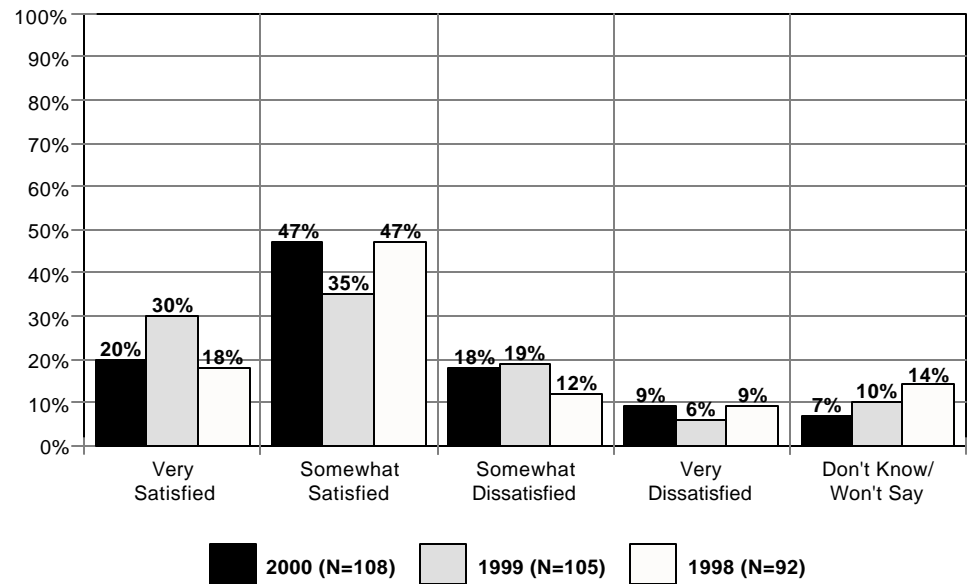
### Awareness of Technology Commercialization Program

Total Sample



### Satisfaction with Technology Commercialization Program

Among Those Aware of Technology Commercialization Program

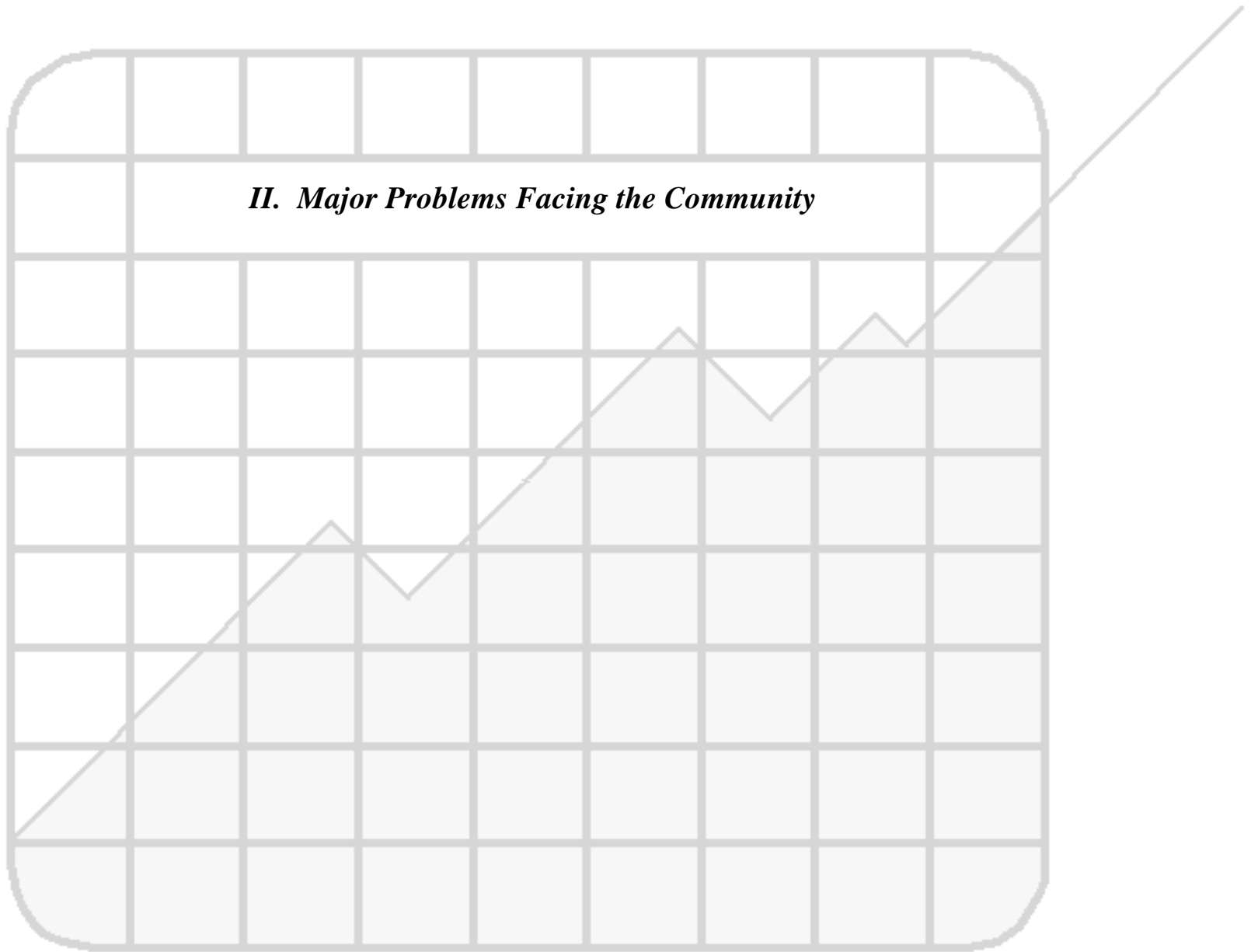


Two-thirds of Community Leaders say they have heard or read about the Technology Commercialization Program, which is slightly lower than the results observed last year (74%). Awareness of the Technology Commercialization Program is highest among Community Leaders who work in Los Alamos (85%) and slightly lower among Economic/Business Leaders (79%) and is lowest among Tribal Leaders (21%).

Two-thirds of those who are aware of the Technology Commercialization Program are either *somewhat satisfied* (47%) or *very satisfied* (20%) with it. However, approximately one-in-four of the Leaders (27%) express dissatisfaction with the program. Overall, it is observed that Community Leaders are now less inclined to say they are *very satisfied* with the Technology Commercialization program than they were last year (20% and 30%, respectively).



***II. Major Problems Facing the Community***



**Major Problem Facing Community**  
(UNAIDED RESPONSES)

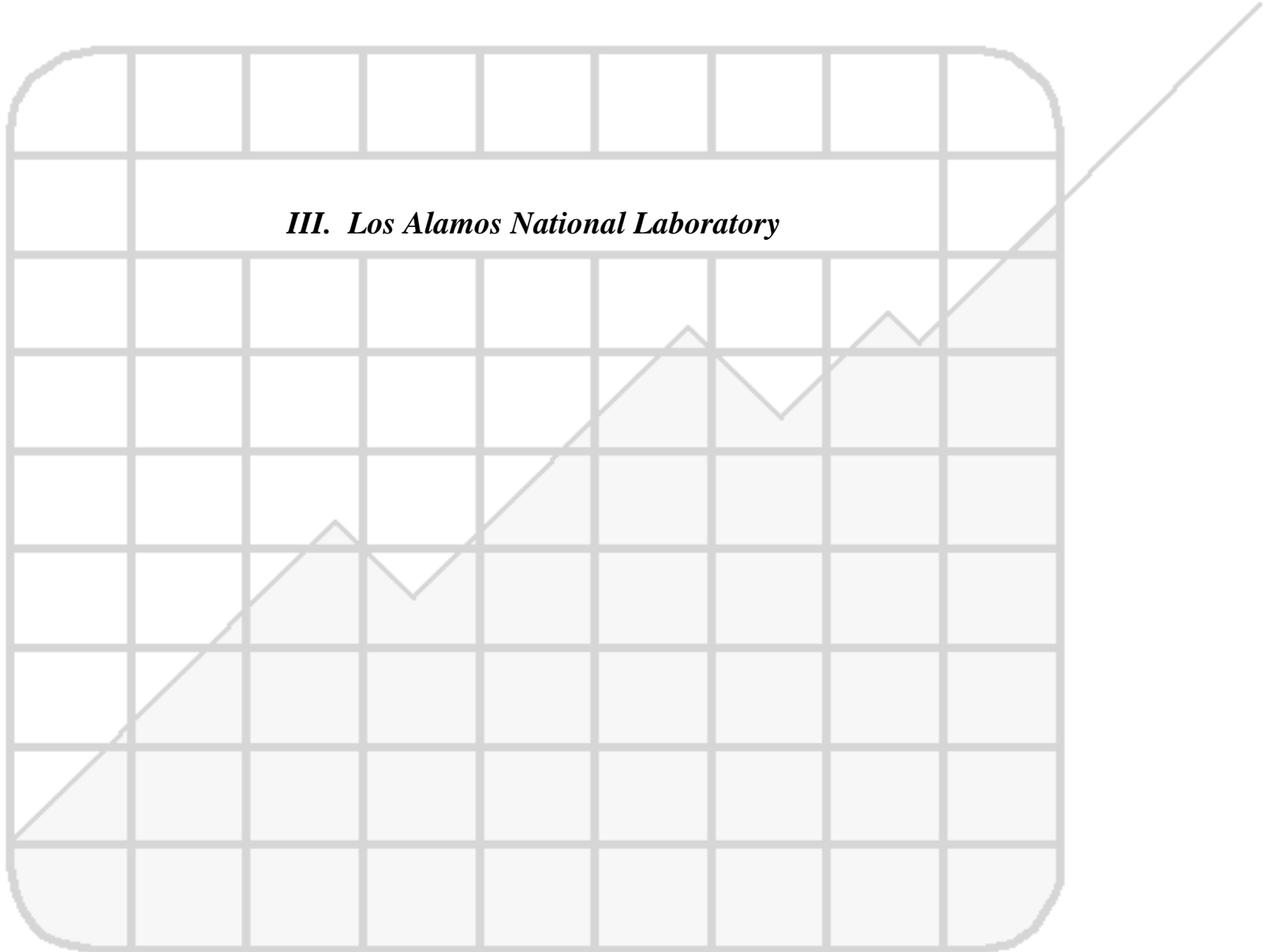
*Question 1: What would you say is the single, biggest problem facing your community today?*

|  | <i>SEPTEMBER 2000</i><br>(N = 162) |  | <i>SEPTEMBER 2000</i><br>(N = 162) |   | <i>SEPTEMBER 2000</i><br>(N = 162) |
|--|------------------------------------|--|------------------------------------|---|------------------------------------|
| <b><u>Economy</u></b>                    | <b>40%</b>                         | <b><u>Education</u></b>                  | <b>18%</b>                         | <b><u>Social/Cultural</u></b>             | <b>9%</b>                          |
| Economic diversification                 | 8%                                 | Educational system is poor               | 13%                                | Illegal drug use                          | 4%                                 |
| Non-availability of good jobs            | 7%                                 | Future school funding                    | 2%                                 | Crime rate is high                        | 2%                                 |
| Economic instability                     | 5%                                 | Lack of training for good jobs           | 1%                                 | Health issues                             | 1%                                 |
| Lack of economic opportunities           | 4%                                 | Illiteracy                               | 1%                                 | Domestic violence/family problems         | 1%                                 |
| Cost of housing is high/unreasonable     | 3%                                 | Lack of availability of higher education | 1%                                 | Decline of family values                  | 1%                                 |
| Disparity of wealth                      | 1%                                 | Lack of student motivation               | *                                  | Alcoholism                                | *                                  |
| Sustain community without LANL           | 1%                                 |  |                                    | Social programs/service issues            | *                                  |
| Funding for government programs          | 1%                                 | <b><u>Infrastructure/Land Use</u></b>    | <b>16%</b>                         | Loss of native language use               | *                                  |
| Labor force/skilled labor unavailable    | 1%                                 | Results/problems of Cerro Grande fire    | 8%                                 |   |                                    |
| Taxes are high/unreasonable              | 1%                                 | Infrastructure                           | 5%                                 | <b><u>Other</u></b>                       | <b>5%</b>                          |
| Cost of living is high/unreasonable      | 1%                                 | Growing too big/too fast                 | 1%                                 | Communication                             | 2%                                 |
| Cutbacks at LANL                         | 1%                                 | Lack of downtown appeal                  | 1%                                 | Public trust                              | 1%                                 |
| Lack of \$ to promote small business     | 1%                                 | Community underdevelopment               | 1%                                 | Low morale at Lab                         | 1%                                 |
| 980 issue problems w/business community  | 1%                                 | Sewers/drains                            | *                                  | Lack of general information               | *                                  |
| LANL not buying locally                  | 1%                                 | Traffic congestion                       | *                                  | Communication between tribe leaders/mbrs. | *                                  |
| Future of LANL                           | 1%                                 | Distance from urban area                 | *                                  |   |                                    |
| Telecommunications                       | 1%                                 |  |                                    | Nothing/don't know/won't say              | 4%                                 |
| Lay-offs of county employees             | 1%                                 | <b><u>Environmental</u></b>              | <b>12%</b>                         |   |                                    |
| Availability of low income/afford. homes | *                                  | Water shortage                           | 7%                                 | * <i>Less than one percent reported.</i>  |                                    |
|  |                                    | Environment/polluted air/water           | 2%                                 |   |                                    |
|  |                                    | Land development out of control          | 1%                                 |   |                                    |
|  |                                    | Lack of water rights                     | 1%                                 |   |                                    |
|  |                                    | Water management                         | 1%                                 |   |                                    |

When asked to name the single biggest problem facing the community today, the plurality (40%) of Community Leaders mention something related to the economy, with the need for economic diversification being the most frequently mentioned economic issue (8%). Eighteen percent mention something related to education and 16% mention something about infrastructure or land use.

*Region:* Thirty-five percent of the Community Leaders working in Santa Fe say the poor education system is the single biggest issue facing the area, while 19% mention water shortage. One-quarter (24%) of Los Alamos Leaders mention problems related to the Cerro Grande fire, while 16% of Rio Arriba Leaders mention the non-

availability of good jobs and another 16% mention infrastructure.



### Impression of Los Alamos National Laboratory

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

|                      | 2000 DEMOGRAPHIC SAMPLE      |                             |                           |               |               |          |                         |                            |                       |                       |                  |        |                              |     |        |        |
|----------------------|------------------------------|-----------------------------|---------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|-----|--------|--------|
|                      | SEPTEMBER<br>2000<br>(N=162) | AUGUST<br>1999<br>(N = 142) | JUNE<br>1998<br>(N = 123) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              |     | GENDER |        |
|                      |                              |                             |                           | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE | MALE   | FEMALE |
| 5 - Very favorable   | 23%                          | 23%                         | 24%                       | 25%           | 18%           | 33%      | 13%                     | 28%                        | 36%                   | 23%                   | 33%              | 4%     | 25%                          | 8%  | 26%    | 19%    |
| 4                    | 37%                          | 39%                         | 33%                       | 52%           | 33%           | 31%      | 39%                     | 16%                        | 43%                   | 40%                   | 41%              | 23%    | -                            | 46% | 34%    | 44%    |
| 3                    | 28%                          | 24%                         | 34%                       | 21%           | 40%           | 10%      | 35%                     | 56%                        | 18%                   | 26%                   | 19%              | 47%    | 25%                          | 46% | 25%    | 32%    |
| 2                    | 6%                           | 10%                         | 2%                        | -             | 8%            | 8%       | 11%                     | -                          | 4%                    | 9%                    | 4%               | 19%    | -                            | -   | 9%     | -      |
| 1 - Very unfavorable | 5%                           | 3%                          | 2%                        | 2%            | 1%            | 17%      | -                       | -                          | -                     | 2%                    | 4%               | 2%     | 50%                          | -   | 5%     | 5%     |
| Don't know/won't say | -                            | 1%                          | 4%                        | -             | -             | 1%       | 1%                      | -                          | -                     | -                     | -                | 4%     | -                            | -   | -      | -      |
| MEAN †               | 3.7                          | 3.7                         | 3.8                       | 4.0           | 3.6           | 3.6      | 3.6                     | 3.7                        | 4.1                   | 3.7                   | 4.0              | 3.1    | 2.5                          | 3.6 | 3.7    | 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.

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, three-fifths of the Leaders have a favorable impression of the Laboratory, giving a score of 4 or 5 on a 5-point scale. Twenty-three percent say they have a *very favorable* impression of Los Alamos National Laboratory. Conversely, 11% of the Leaders indicate they have an unfavorable impression of the Lab (a score of 1 or 2), while 28% have a neutral opinion (a score of 3).

*Region:* Approximately three-quarters (77%) of Leaders in Los Alamos and 64% of Santa Fe Leaders say they have a favorable impression of LANL compared to 51% of Leaders in Rio Arriba and 52% of those in other regions of New Mexico.

*Organization Sector:* Leaders in the Government 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.

*Comparison to Previous Study:* Overall, the results are similar to those observed in previous studies. Last year 62% of the leaders gave favorable ratings as did 57% in the study conducted in 1998.

## Evaluation of LANL as a Corporate Citizen in Community

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

|                  | <b>2000 DEMOGRAPHIC SAMPLE</b> |                       |                       |                 |                                  |                                     |                         |                               |                          |               |                                       |            |             |               |
|------------------|--------------------------------|-----------------------|-----------------------|-----------------|----------------------------------|-------------------------------------|-------------------------|-------------------------------|--------------------------|---------------|---------------------------------------|------------|-------------|---------------|
|                  | SEPTEMBER<br>2000<br>(N=162)   | REGION                |                       |                 |                                  |                                     | ORGANIZATIONAL SECTOR   |                               |                          |               |                                       |            | GENDER      |               |
|                  |                                | <u>LOS<br/>ALAMOS</u> | <u>RIO<br/>ARRIBA</u> | <u>SANTA FE</u> | <u>OTHER<br/>N.M.<br/>REGION</u> | <u>OTHER/<br/>OUT-OF-<br/>STATE</u> | <u>GOVERN-<br/>MENT</u> | <u>ECONOMIC/<br/>BUSINESS</u> | <u>EDUCA-<br/>TIONAL</u> | <u>TRIBAL</u> | <u>SPECIAL<br/>INTEREST<br/>GROUP</u> | <u>DOE</u> | <u>MALE</u> | <u>FEMALE</u> |
| 5 - Outstanding  | 14%                            | 14%                   | 15%                   | 16%             | 11%                              | 8%                                  | 18%                     | 16%                           | 19%                      | 6%            | -                                     | 8%         | 13%         | 15%           |
| 4                | 34%                            | 27%                   | 34%                   | 35%             | 42%                              | 36%                                 | 32%                     | 28%                           | 52%                      | 17%           | 25%                                   | 46%        | 36%         | 31%           |
| 3                | 36%                            | 28%                   | 47%                   | 29%             | 33%                              | 56%                                 | 39%                     | 30%                           | 22%                      | 47%           | 50%                                   | 46%        | 31%         | 43%           |
| 2                | 8%                             | 23%                   | 4%                    | 2%              | 6%                               | -                                   | 11%                     | 12%                           | -                        | 26%           | -                                     | -          | 9%          | 6%            |
| 1 - Unacceptable | 8%                             | 9%                    | -                     | 17%             | 8%                               | -                                   | -                       | 14%                           | 7%                       | 2%            | 25%                                   | -          | 10%         | 5%            |
| MEAN †           | 3.4                            | 3.1                   | 3.6                   | 3.3             | 3.4                              | 3.5                                 | 3.6                     | 3.2                           | 3.7                      | 3.0           | 2.8                                   | 3.6        | 3.3         | 3.4           |

† The mean score is derived by taking the average score based on the five-point scale. The outstanding response is assigned a value of 5, the unacceptable 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 Los Alamos National Laboratory as a corporate citizen in their community using a 5-point scale where 5 is *outstanding* and 1 is *unacceptable*. Overall, approximately half (48%) of the Leaders give LANL high ratings of 4 or 5 for its corporate citizenship, with 14% saying it is an *outstanding* corporate citizen. Sixteen percent of the leaders are critical of LANL, giving ratings of 1 or 2, while 36% have somewhat mixed or neutral feelings of LANL’s citizenship, indicated by a score of 3.

*Region:* Los Alamos residents are polarized on the issue of LANL’s corporate citizenship as 41% give positive ratings of 4 or 5 on a 5-point scale, while 32% give negative ratings of 1 or 2.

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

*Question 4: Why is that, why do you give Los Alamos National Laboratory a rating of (answer from Question 3) overall?*

|   | SEPTEMBER<br>2000<br>(N = 162) |   | SEPTEMBER<br>2000<br>(N = 162) |   | SEPTEMBER<br>2000<br>(N = 142) |
|---|--------------------------------|---|--------------------------------|---|--------------------------------|
| <b><u>Positive Comments</u></b>         |                                | <b><u>Suggestions/Negative Comments</u></b> |                                | <b><u>Suggestions/Negative Comments</u></b> |                                |
| Lab is making an effort/working on it   | 28%                            | Can always improve/could do more            | 17%                            | Should give small business opportunity      | 1%                             |
| Involved in the community               | 21%                            | Communication needed                        | 12%                            | Good citizen of NM - not of Los Alamos      | 1%                             |
| Training/education programs             | 8%                             | Haven't reached out /community problems     | 10%                            | Actions not thought out/980 schedule        | 1%                             |
| Made significant improvements           | 6%                             | No community involvement                    | 8%                             | Restaurants suffer from Lab's flex time     | 1%                             |
| Good for local economy                  | 6%                             | Efforts made have not been successful       | 4%                             | Slow to deal with                           | 1%                             |
| Foundation programs are good            | 5%                             | Mostly lip service/not really involved      | 4%                             | Bad reputation                              | 1%                             |
| Job/local employment                    | 5%                             | Needs to motivate higher education          | 2%                             | Does not exist in Santa Fe                  | 1%                             |
| Involved in business community          | 4%                             | No money to get involved/community          | 2%                             | Need-address enviro. issues in N. NM        | 1%                             |
| Good publicity/improve image            | 2%                             | Can do more in schools/curriculum           | 2%                             | Inequity of monetary and tech resources     | 1%                             |
| Outreach                                | 1%                             | Procurement should be local                 | 2%                             | Only/major economy/dependent on LANL        | *                              |
| Rated on employees, not management      | 1%                             | Would like Lab to be more visible           | 2%                             | Environmental impact on community           | *                              |
| Large economic generator                | 1%                             | Public activities screen/bigger damage      | 2%                             | Employment process long                     | *                              |
| Really cares/listens to community needs | 1%                             | Need-consider comm. impact before action    | 2%                             | Lost applications                           | *                              |
| Good employer                           | 1%                             | Minority employment record                  | 1%                             | No use for them                             | *                              |
|   |                                | Be more proactive in outreach programs      | 1%                             | What is LANL doing for Jemez tribe?         | *                              |
|   |                                | Start hiring locally                        | 1%                             | Have long way to go in employment           | *                              |
|   |                                | Change has only happened recently           | 1%                             | What role they play in our community        | *                              |
|   |                                | Share information                           | 1%                             |   |                                |
|   |                                | Do not pay fair share of taxes              | 1%                             | No/don't know/won't say                     | *                              |
|   |                                | Unimpressed w/ed. development efforts       | 1%                             |   |                                |
|   |                                | In/out of state purchasing differ           | 1%                             |   |                                |
|   |                                | Too arrogant/bureaucratic to deal with      | 1%                             |   |                                |
|   |                                | No economic spin offs                       | 1%                             |   |                                |
|   |                                | They don't listen                           | 1%                             |   |                                |
|   |                                |   |                                |   |                                |

\* 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 positive ratings of LANL's corporate citizenship is that the Lab is working on it/making an effort (28%) while 21% mention community involvement and 8% mention training/education programs. On the negative side, 17% of Leaders say LANL can always do more, while 12% say communication is needed, 10% say LANL has not reached out to community problems and 8% feel there is no community involvement.

**Evaluation of Specific LANL Attributes**  
**Ranked By Highest Percentage "Very Satisfied" (2000)**

*Questions 5-12: 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.*

*TOTAL SAMPLE*

|  | <i>VERY<br/>SATISFIED</i><br><u>4</u> | <i>SOMEWHAT<br/>SATISFIED</i><br><u>3</u> | <i>SOMEWHAT<br/>DISSATISFIED</i><br><u>2</u> | <i>VERY<br/>DISSATISFIED</i><br><u>1</u> | <i>DON'T KNOW/<br/>WON'T SAY</i> | <i>MEAN †</i> |
|--|---------------------------------------|---|--|--|----------------------------------|---------------|
| <b>The overall impact on the economy of your community (LANL)</b>  |                                       |   |  |  |                                  |               |
| September 2000 (N=162)   | 41%                                   | 43%                                       | 9%   | 6%                                       | 2%                               | 3.2           |
| August 1999 (N = 142)  | 40%                                   | 38%                                       | 11%  | 7%                                       | 4%                               | 3.2           |
| June 1998 (N = 123)  | 40%                                   | 34%                                       | 11%  | 5%                                       | 10%                              | 3.2           |
| <b>Efforts to listen to the concerns of your community (LANL/UC)</b>   |                                       |   |  |  |                                  |               |
| September 2000 (N=162)   | 30%                                   | 35%                                       | 14%  | 15%                                      | 6%                               | 2.8           |
| August 1999 (N = 142)  | 26%                                   | 53%                                       | 14%  | 5%                                       | 2%                               | 3.0           |
| June 1998 (N = 123)  | 25%                                   | 46%                                       | 15%  | 7%                                       | 7%                               | 3.0           |
| <b>Educational programs offered (LANL)</b>   |                                       |   |  |  |                                  |               |
| September 2000 (N=162)   | 26%                                   | 42%                                       | 7%   | 4%                                       | 21%                              | 3.1           |
| August 1999 (N = 142)  | 24%                                   | 36%                                       | 8%   | 5%                                       | 28%                              | 3.1           |
| June 1998 (N = 123)  | 20%                                   | 37%                                       | 12%  | 1%                                       | 29%                              | 3.1           |
| <b>Efforts to provide equal opportunities for employment for all qualified residents of northern New Mexico in the last year (LANL/UC)</b> |                                       |   |  |  |                                  |               |
| September 2000 (N=162)   | 25%                                   | 32%                                       | 10%  | 12%                                      | 21%                              | 2.9           |
| August 1999 (N = 142)  | 20%                                   | 38%                                       | 15%  | 8%                                       | 18%                              | 2.9           |
| June 1998 (N = 123)  | 20%                                   | 37%                                       | 17%  | 9%                                       | 17%                              | 2.8           |
| <b>The community involvement and regional economic development efforts (UC)</b>  |                                       |   |  |  |                                  |               |
| September 2000 (N=162)   | 23%                                   | 29%                                       | 12%  | 6%                                       | 29%                              | 3.0           |
| August 1999 (N = 142)  | 28%                                   | 37%                                       | 8%   | 9%                                       | 19%                              | 3.0           |
| June 1998 (N = 123)  | 23%                                   | 36%                                       | 15%  | 2%                                       | 24%                              | 3.0           |
| <b>Efforts to purchase more goods and services from businesses in northern New Mexico communities (LANL)</b>                               |                                       |   |  |  |                                  |               |
| September 2000 (N=162)   | 19%                                   | 41%                                       | 15%  | 5%                                       | 19%                              | 2.9           |
| August 1999 (N = 142)  | 25%                                   | 39%                                       | 13%  | 11%                                      | 12%                              | 2.9           |
| June 1998 (N = 123)  | 22%                                   | 41%                                       | 20%  | 2%                                       | 14%                              | 3.0           |

† 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.



Evaluation of Specific LANL Attributes *(continued)*  
 Ranked By Highest Percentage “Very Satisfied” (2000)

TOTAL SAMPLE

|  | VERY<br>SATISFIED<br>4 | SOMEWHAT<br>SATISFIED<br>3 | SOMEWHAT<br>DISSATISFIED<br>2 | VERY<br>DISSATISFIED<br>1 | DON'T KNOW/<br>WON'T SAY | MEAN † |
|--|------------------------|----------------------------|-------------------------------|---------------------------|--------------------------|--------|
| <b>Efforts to respond to the concerns of your community (LANL/UC)</b>        |                        |                            |                               |                           |                          |        |
| September 2000 (N=162)   | 16%                    | 43%                        | 19%                           | 15%                       | 7%                       | 2.7    |
| August 1999 (N = 142)  | 20%                    | 40%                        | 25%                           | 10%                       | 5%                       | 2.7    |
| June 1998 (N = 123)  | 12%                    | 52%                        | 20%                           | 9%                        | 7%                       | 2.7    |
| <b>Encouraging new business to relocate to northern New Mexico (LANL/UC)</b> |                        |                            |                               |                           |                          |        |
| September 2000 (N=162)   | 7%                     | 45%                        | 20%                           | 11%                       | 17%                      | 2.6    |
| August 1999 (N = 142)  | 21%                    | 47%                        | 12%                           | 8%                        | 12%                      | 2.9    |
| June 1998 (N = 123)  | 31%                    | 37%                        | 16%                           | 3%                        | 13%                      | 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.

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 majority of Leaders express satisfaction with each of the items listed with the highest level of satisfaction reported for LANL economic impact. Forty-one percent of the Leaders are *very satisfied* and another 43% are *somewhat satisfied* with the **overall impact LANL has on the local economy**. Approximately two-thirds of the Leaders are either *somewhat satisfied* (35%) or *very satisfied* (30%) with the University of California and Los Alamos National Laboratory’s **efforts to listen to the concerns of their community**, although over one-quarter (29%) are either *somewhat or very dissatisfied*.

Two-thirds of the Leaders are either *somewhat satisfied* (42%) or *very satisfied* (26%) with the **educational programs offered at LANL**, though 21% have not formed an opinion on the issue. The majority of Leaders (57%) express satisfaction with the University of California and Los Alamos National Laboratory’s **efforts to provide equal opportunities for employment for all qualified residents of New Mexico**. However, 22% are dissatisfied with the efforts being made in this area. Similarly, three-fifths are at least somewhat satisfied with the **efforts being made to purchase more goods and services from businesses in northern New Mexico communities**, though one-fifth are dissatisfied.

Three-fifths (59%) of the Community Leaders are satisfied with University of California and LANL’s **efforts to respond to the concerns of their community**. However, one-third (34%) of the Leaders express dissatisfaction with the efforts being made in this regard. Just over half (52%) of the Leaders are either *somewhat satisfied* (23%) or *very satisfied* (29%) with the University of California northern New Mexico Office for its **community involvement and regional economic development**. Along these same lines, 52% of the Leaders express satisfaction with the Lab’s **efforts in encouraging new business to relocate to northern New Mexico**, though just 7% are *very satisfied*.

## Evaluation of Educational Programs Offered by LANL

*Question 5: 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]?*

|                           | <b>2000 DEMOGRAPHIC SAMPLE</b> |                             |                           |               |               |          |                         |                            |                       |                       |                  |        |                              |        |      |        |
|---------------------------|--------------------------------|-----------------------------|---------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|--------|------|--------|
|                           | SEPTEMBER<br>2000<br>(N=162)   | AUGUST<br>1999<br>(N = 142) | JUNE<br>1998<br>(N = 123) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              | GENDER |      |        |
|                           |                                |                             |                           | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE    | MALE | FEMALE |
| 4 - Very satisfied        | 26%                            | 24%                         | 20%                       | 31%           | 14%           | 22%      | 26%                     | 68%                        | 25%                   | 26%                   | 33%              | 21%    | -                            | 38%    | 28%  | 23%    |
| 3 - Somewhat satisfied    | 42%                            | 36%                         | 37%                       | 39%           | 51%           | 39%      | 48%                     | 16%                        | 57%                   | 30%                   | 52%              | 40%    | 50%                          | 38%    | 41%  | 42%    |
| 2 - Somewhat dissatisfied | 7%                             | 8%                          | 1%                        | 4%            | 14%           | 5%       | 3%                      | 16%                        | 4%                    | 5%                    | 4%               | 21%    | 25%                          | 8%     | 10%  | 2%     |
| 1 - Very dissatisfied     | 4%                             | 5%                          | 1%                        | 2%            | -             | 12%      | -                       | -                          | -                     | 2%                    | 7%               | -      | 25%                          | -      | 6%   | -      |
| Don't know/won't say      | 21%                            | 28%                         | 29%                       | 24%           | 21%           | 22%      | 23%                     | -                          | 14%                   | 37%                   | 4%               | 17%    | -                            | 15%    | 14%  | 32%    |
| MEAN †                    | 3.1                            | 3.1                         | 3.1                       | 3.3           | 3.0           | 2.9      | 3.3                     | 3.5                        | 3.3                   | 3.3                   | 3.2              | 3.0    | 2.3                          | 3.4    | 3.1  | 3.3    |

† 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, approximately two-thirds of Community Leaders are either *very satisfied* (26%) or *somewhat satisfied* (42%) with the educational programs offered by LANL, while 11% express some level of dissatisfaction and 21% have not formed an opinion on the issue.

*Region:* Just 14% of Leaders in Rio Arriba are *very satisfied* with the educational programs offered by LANL.

*Organizational Sector:* Over four-fifths of the Educational Leaders are either *very satisfied* (33%) or *somewhat satisfied* (52%) with the educational programs offered by LANL. Conversely, half of the Special Interest Group members and 21% of Tribal Leaders express dissatisfaction.

*Comparison to Previous Study:* Overall, Community Leaders are more apt to express satisfaction with LANL education programs than has been observed in previous studies. Currently, 68% are least *somewhat satisfied* with the programs compared to 60% observed in 1999 and 57% observed in the 1998 study.

Evaluation of Efforts in Encouraging New Business to Relocate

Question 6: 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]?

|                           | 2000 DEMOGRAPHIC SAMPLE      |                             |                           |               |               |          |                         |                            |                       |                       |                  |        |                              |     |        |        |
|---------------------------|------------------------------|-----------------------------|---------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|-----|--------|--------|
|                           | SEPTEMBER<br>2000<br>(N=162) | AUGUST<br>1999<br>(N = 142) | JUNE<br>1998<br>(N = 123) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              |     | GENDER |        |
|                           |                              |                             |                           | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE | MALE   | FEMALE |
| 4 - Very satisfied        | 7%                           | 21%                         | 31%                       | 6%            | 6%            | 6%       | 12%                     | 8%                         | 4%                    | 7%                    | 15%              | 6%     | -                            | 8%  | 7%     | 7%     |
| 3 - Somewhat satisfied    | 45%                          | 47%                         | 37%                       | 59%           | 49%           | 37%      | 32%                     | 45%                        | 64%                   | 51%                   | 37%              | 30%    | 25%                          | 31% | 46%    | 44%    |
| 2 - Somewhat dissatisfied | 20%                          | 12%                         | 16%                       | 13%           | 27%           | 19%      | 14%                     | 32%                        | 25%                   | 14%                   | 7%               | 23%    | 50%                          | 23% | 19%    | 20%    |
| 1 - Very dissatisfied     | 11%                          | 8%                          | 3%                        | 19%           | 4%            | 17%      | 7%                      | -                          | -                     | 21%                   | -                | 6%     | 25%                          | 8%  | 14%    | 7%     |
| Don't know/won't say      | 17%                          | 12%                         | 13%                       | 4%            | 14%           | 21%      | 35%                     | 16%                        | 7%                    | 7%                    | 41%              | 34%    | -                            | 31% | 14%    | 22%    |
| MEAN †                    | 2.6                          | 2.9                         | 3.1                       | 2.5           | 2.7           | 2.4      | 2.8                     | 2.7                        | 2.8                   | 2.5                   | 3.1              | 2.5    | 2.0                          | 2.6 | 2.5    | 2.6    |

† 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.

Just over half (52%) of the Community Leaders are either *very satisfied* (7%) or *somewhat satisfied* (45%) 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, nearly one-third (31%) of the leaders are dissatisfied with these efforts.

*Organizational Sector:* Government leaders (68%) and Economic/Business Leaders (58%) are most apt to express satisfaction with UC's and LANL's efforts in encouraging new businesses to relocate to the area. It should be noted however that over one-third (35%) of the Business Leaders, as well as 75% of Special Interest Group Leaders, express dissatisfaction.

*Comparison to Previous Study:* There has been a decline in satisfaction with UC and LANL in terms of encouraging new business to relocate to New Mexico. Currently 52% express satisfaction down from 68% observed in both 1998 and 1999. The percentage of Leaders who are *very satisfied* has declined from 31% in 1998 to just 7% currently.

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

*Question 7: 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]?*

**2000 DEMOGRAPHIC SAMPLE**

|                           | SEPTEMBER<br>2000<br>(N=162) | AUGUST<br>1999<br>(N = 142) | JUNE<br>1998<br>(N = 123) | REGION |        |          |               |                   | ORGANIZATIONAL SECTOR |           |        |                     |       | GENDER |        |     |
|---------------------------|------------------------------|-----------------------------|---------------------------|--------|--------|----------|---------------|-------------------|-----------------------|-----------|--------|---------------------|-------|--------|--------|-----|
|                           |                              |                             |                           | LOS    | RIO    | SANTA FE | OTHER<br>N.M. | OTHER/<br>OUT-OF- | GOVERN-               | ECONOMIC/ | EDUCA- | SPECIAL<br>INTEREST | DOE   | MALE   | FEMALE |     |
|                           |                              |                             |                           | ALAMOS | ARRIBA |          | REGION        | STATE             | MENT                  | BUSINESS  | TIONAL | TRIBAL              | GROUP |        |        |     |
| 4 - Very satisfied        | 19%                          | 25%                         | 22%                       | 28%    | 4%     | 22%      | 22%           | 24%               | 11%                   | 23%       | 11%    | 9%                  | 25%   | 31%    | 25%    | 10% |
| 3 - Somewhat satisfied    | 41%                          | 39%                         | 41%                       | 46%    | 43%    | 41%      | 28%           | 45%               | 54%                   | 42%       | 37%    | 30%                 | 25%   | 38%    | 35%    | 50% |
| 2 - Somewhat dissatisfied | 15%                          | 13%                         | 20%                       | 11%    | 26%    | 8%       | 16%           | 24%               | 25%                   | 14%       | 4%     | 30%                 | 25%   | 8%     | 20%    | 7%  |
| 1 - Very dissatisfied     | 5%                           | 11%                         | 2%                        | 6%     | 8%     | 7%       | 1%            | -                 | -                     | 7%        | 4%     | 4%                  | 25%   | -      | 5%     | 5%  |
| Don't know/won't say      | 19%                          | 12%                         | 14%                       | 10%    | 19%    | 23%      | 33%           | 8%                | 11%                   | 14%       | 44%    | 28%                 | -     | 23%    | 15%    | 27% |
| MEAN †                    | 2.9                          | 2.9                         | 3.0                       | 3.1    | 2.5    | 3.0      | 3.1           | 3.0               | 2.8                   | 2.9       | 3.0    | 2.6                 | 2.5   | 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.

Three-fifths of the Leaders are either *somewhat satisfied* (41%) or *very satisfied* (19%) with LANL's efforts to purchase more goods and services from businesses in northern New Mexico communities, though 15% are *somewhat dissatisfied* and 5% are *very dissatisfied* with these efforts.

*Region:* Community Leaders in Los Alamos (74%) and Santa Fe (63%) are more inclined than those in Rio Arriba (47%) to be satisfied with LANL's efforts to purchase more goods and services from businesses in northern New Mexico communities. One-third (34%) of 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 DOE Leaders are satisfied with LANL's efforts to buy more goods from local businesses compared to 39% of the Tribal Leaders.

*Comparison to Previous Study:* Overall, Community Leaders show very similar levels of satisfaction on the issue of goods and services when compared to previous studies.

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

*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 [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]?*

**2000 DEMOGRAPHIC SAMPLE**

|                           | SEPTEMBER<br>2000<br>(N=162) | AUGUST<br>1999<br>(N = 142) | JUNE<br>1998<br>(N = 123) | REGION |        |          |       |         | ORGANIZATIONAL SECTOR |           |        |          |     | GENDER |        |     |
|---------------------------|------------------------------|-----------------------------|---------------------------|--------|--------|----------|-------|---------|-----------------------|-----------|--------|----------|-----|--------|--------|-----|
|                           |                              |                             |                           | Los    | RIO    |          | OTHER | OTHER/  | GOVERN-               | ECONOMIC/ | EDUCA- | SPECIAL  |     | MALE   | FEMALE |     |
|                           |                              |                             |                           | ALAMOS | ARRIBA | SANTA FE | N.M.  | OUT-OF- | MENT                  | BUSINESS  | TIONAL | INTEREST | DOE |        |        |     |
| 4 - Very satisfied        | 25%                          | 20%                         | 20%                       | 43%    | 7%     | 33%      | 16%   | 20%     | 32%                   | 37%       | 22%    | 11%      | -   | 8%     | 25%    | 26% |
| 3 - Somewhat satisfied    | 32%                          | 38%                         | 37%                       | 16%    | 48%    | 24%      | 51%   | 16%     | 39%                   | 14%       | 41%    | 38%      | 75% | 38%    | 35%    | 26% |
| 2 - Somewhat dissatisfied | 10%                          | 15%                         | 17%                       | 4%     | 15%    | 15%      | 3%    | 16%     | 11%                   | 12%       | 4%     | 28%      | -   | 8%     | 8%     | 14% |
| 1 - Very dissatisfied     | 12%                          | 8%                          | 9%                        | 18%    | 10%    | 11%      | 10%   | -       | 7%                    | 12%       | 7%     | 13%      | 25% | 15%    | 16%    | 5%  |
| Don't know/won't say      | 21%                          | 18%                         | 17%                       | 19%    | 19%    | 18%      | 19%   | 48%     | 11%                   | 26%       | 26%    | 11%      | -   | 31%    | 16%    | 29% |
| MEAN †                    | 2.9                          | 2.9                         | 2.8                       | 3.0    | 2.7    | 3.0      | 2.9   | 3.1     | 3.1                   | 3.0       | 3.1    | 2.5      | 2.5 | 2.6    | 2.8    | 3.0 |

† 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* (25%) or *somewhat satisfied* (32%) with the University of California and LANL's efforts to provide equal opportunities for employment for all qualified residents of northern New Mexico. However, over one-fifth (22%) express dissatisfaction and 21% of the Leaders have not formed an opinion on the issue.

*Region:* The majority of Leaders in Los Alamos (59%), Santa Fe (57%) and Rio Arriba (55%) are at least *somewhat satisfied* with the employment opportunities of area residents, though it should be noted that just 7% of Rio Arriba Leaders are *very satisfied* compared to 43% of Los Alamos Leaders.

*Organizational Sector:* Tribal Leaders are polarized on the issue of LANL's hiring practices as 49% express some level of satisfaction, while 41% indicate they are dissatisfied.

*Comparison to Previous Study:* Overall, Community Leaders show very similar levels of satisfaction on this issue when compared to previous studies.

## Evaluation of Efforts to Listen to Community Concerns

*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 [University of California and Los Alamos National Laboratory's efforts to listen to the concerns of your community]?*

|                           | 2000 DEMOGRAPHIC SAMPLE      |                             |                           |               |               |          |                         |                            |                       |                       |                  |        |                              |        |      |        |
|---------------------------|------------------------------|-----------------------------|---------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|--------|------|--------|
|                           | SEPTEMBER<br>2000<br>(N=162) | AUGUST<br>1999<br>(N = 142) | JUNE<br>1998<br>(N = 123) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              | GENDER |      |        |
|                           |                              |                             |                           | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE    | MALE | FEMALE |
| 4 - Very satisfied        | 30%                          | 26%                         | 25%                       | 15%           | 31%           | 42%      | 24%                     | 44%                        | 50%                   | 30%                   | 37%              | 17%    | -                            | 15%    | 31%  | 27%    |
| 3 - Somewhat satisfied    | 35%                          | 53%                         | 46%                       | 47%           | 37%           | 25%      | 34%                     | 24%                        | 36%                   | 30%                   | 37%              | 38%    | 25%                          | 46%    | 39%  | 27%    |
| 2 - Somewhat dissatisfied | 14%                          | 14%                         | 15%                       | 17%           | 20%           | 9%       | 11%                     | 16%                        | 11%                   | 14%                   | 7%               | 28%    | 25%                          | 15%    | 14%  | 16%    |
| 1 - Very dissatisfied     | 15%                          | 5%                          | 7%                        | 21%           | 8%            | 21%      | 15%                     | -                          | 4%                    | 23%                   | 4%               | 11%    | 50%                          | 8%     | 14%  | 18%    |
| Don't know/won't say      | 6%                           | 2%                          | 7%                        | -             | 5%            | 3%       | 16%                     | 16%                        | -                     | 2%                    | 15%              | 6%     | -                            | 15%    | 3%   | 11%    |
| MEAN †                    | 2.8                          | 3.0                         | 3.0                       | 2.6           | 2.9           | 2.9      | 2.8                     | 3.3                        | 3.3                   | 2.7                   | 3.3              | 2.7    | 1.8                          | 2.8    | 2.9  | 2.7    |

† 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 *very satisfied* (30%) or *somewhat satisfied* (35%) with the University of California and LANL's efforts to listen to the concerns of their community, though 29% 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 15% of Los Alamos Leaders. Thirty-eight percent of Los Alamos Leaders express dissatisfaction.

*Organizational Sector:* Approximately two-fifths of Economic/Business Leaders (37%) and Tribal Leaders (39%) express dissatisfaction with UC and LANL's efforts to listen to community concerns.

*Comparison to Previous Study:* Overall there has been a decline in satisfaction with the efforts to listen to community concerns. Currently, 65% of Leaders are at least *somewhat satisfied* with the efforts being made to listen to community concerns compared to 79% observed in last year's study.

## Evaluation of Efforts to Respond to Community Concerns

*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 [University of California and Los Alamos National Laboratory's efforts to respond to the concerns of your community]?*

|                           | <b>2000 DEMOGRAPHIC SAMPLE</b> |                             |                           |               |               |          |                         |                            |                       |                       |                  |        |                              |     |        |        |
|---------------------------|--------------------------------|-----------------------------|---------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|-----|--------|--------|
|                           | SEPTEMBER<br>2000<br>(N=162)   | AUGUST<br>1999<br>(N = 142) | JUNE<br>1998<br>(N = 123) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              |     | GENDER |        |
|                           |                                |                             |                           | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE | MALE   | FEMALE |
| 4 - Very satisfied        | 16%                            | 20%                         | 12%                       | 9%            | 8%            | 23%      | 25%                     | 28%                        | 21%                   | 16%                   | 22%              | 11%    | -                            | 15% | 20%    | 11%    |
| 3 - Somewhat satisfied    | 43%                            | 40%                         | 52%                       | 41%           | 63%           | 45%      | 26%                     | 24%                        | 57%                   | 44%                   | 48%              | 40%    | 25%                          | 31% | 47%    | 37%    |
| 2 - Somewhat dissatisfied | 19%                            | 25%                         | 20%                       | 27%           | 20%           | 9%       | 15%                     | 32%                        | 21%                   | 16%                   | 7%               | 34%    | 25%                          | 23% | 16%    | 23%    |
| 1 - Very dissatisfied     | 15%                            | 10%                         | 9%                        | 23%           | 7%            | 17%      | 14%                     | -                          | -                     | 21%                   | 11%              | 6%     | 50%                          | 8%  | 13%    | 17%    |
| Don't know/won't say      | 7%                             | 5%                          | 7%                        | -             | 2%            | 5%       | 19%                     | 16%                        | -                     | 2%                    | 11%              | 9%     | -                            | 23% | 4%     | 12%    |
| MEAN †                    | 2.7                            | 2.7                         | 2.7                       | 2.4           | 2.7           | 2.8      | 2.8                     | 2.9                        | 3.0                   | 2.6                   | 2.9              | 2.6    | 1.8                          | 2.7 | 2.8    | 2.5    |

† 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* (43%) or *very satisfied* (16%) with the University of California and LANL's efforts to respond to the concerns of their community. However, one-third of the Leaders are *somewhat dissatisfied* (19%) or *very dissatisfied* (15%) with the response.

*Region:* Community Leaders in Los Alamos 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. Seventy-one percent of Rio Arriba Leaders are at least *somewhat satisfied* with the efforts being made, though just 8% say they are *very satisfied*.

## Evaluation of Overall Impact on the Economy of Community

*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 [the overall impact University of California and Los Alamos National Laboratory has had on the economy in your community]?*

|                           | 2000 DEMOGRAPHIC SAMPLE      |                             |                           |               |               |          |                         |                            |                       |                       |                  |        |                              |        |      |        |
|---------------------------|------------------------------|-----------------------------|---------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|--------|------|--------|
|                           | SEPTEMBER<br>2000<br>(N=162) | AUGUST<br>1999<br>(N = 142) | JUNE<br>1998<br>(N = 123) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              | GENDER |      |        |
|                           |                              |                             |                           | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE    | MALE | FEMALE |
| 4 - Very satisfied        | 41%                          | 40%                         | 40%                       | 52%           | 24%           | 55%      | 26%                     | 40%                        | 46%                   | 44%                   | 44%              | 17%    | 25%                          | 38%    | 42%  | 38%    |
| 3 - Somewhat satisfied    | 43%                          | 38%                         | 34%                       | 37%           | 66%           | 23%      | 50%                     | 36%                        | 43%                   | 42%                   | 41%              | 43%    | 25%                          | 54%    | 44%  | 40%    |
| 2 - Somewhat dissatisfied | 9%                           | 11%                         | 11%                       | 8%            | 6%            | 7%       | 11%                     | 24%                        | 7%                    | 9%                    | 11%              | 17%    | -                            | 8%     | 8%   | 10%    |
| 1 - Very dissatisfied     | 6%                           | 7%                          | 5%                        | 4%            | 1%            | 15%      | 6%                      | -                          | 4%                    | 2%                    | -                | 13%    | 50%                          | -      | 5%   | 8%     |
| Don't know/won't say      | 2%                           | 4%                          | 10%                       | -             | 3%            | 1%       | 7%                      | -                          | -                     | 2%                    | 4%               | 11%    | -                            | -      | -    | 5%     |
| MEAN †                    | 3.2                          | 3.2                         | 3.2                       | 3.4           | 3.2           | 3.2      | 3.0                     | 3.2                        | 3.3                   | 3.3                   | 3.3              | 2.7    | 2.3                          | 3.3    | 3.2  | 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.

Two-fifths of the Leaders are *very satisfied* (41%) and another 43% are *somewhat satisfied* with the overall impact the University of California and LANL has had on the economy in their community, though 15% express dissatisfaction.

*Organizational Sector:* Thirty percent of Tribal Leaders express dissatisfaction with LANL's overall impact on the local economy.

*Comparison to Previous Studies:* Overall, Community Leaders show very similar levels of satisfaction on the issue of economic impact.



## Evaluation of Efforts Towards Community Involvement/Regional Economic Development

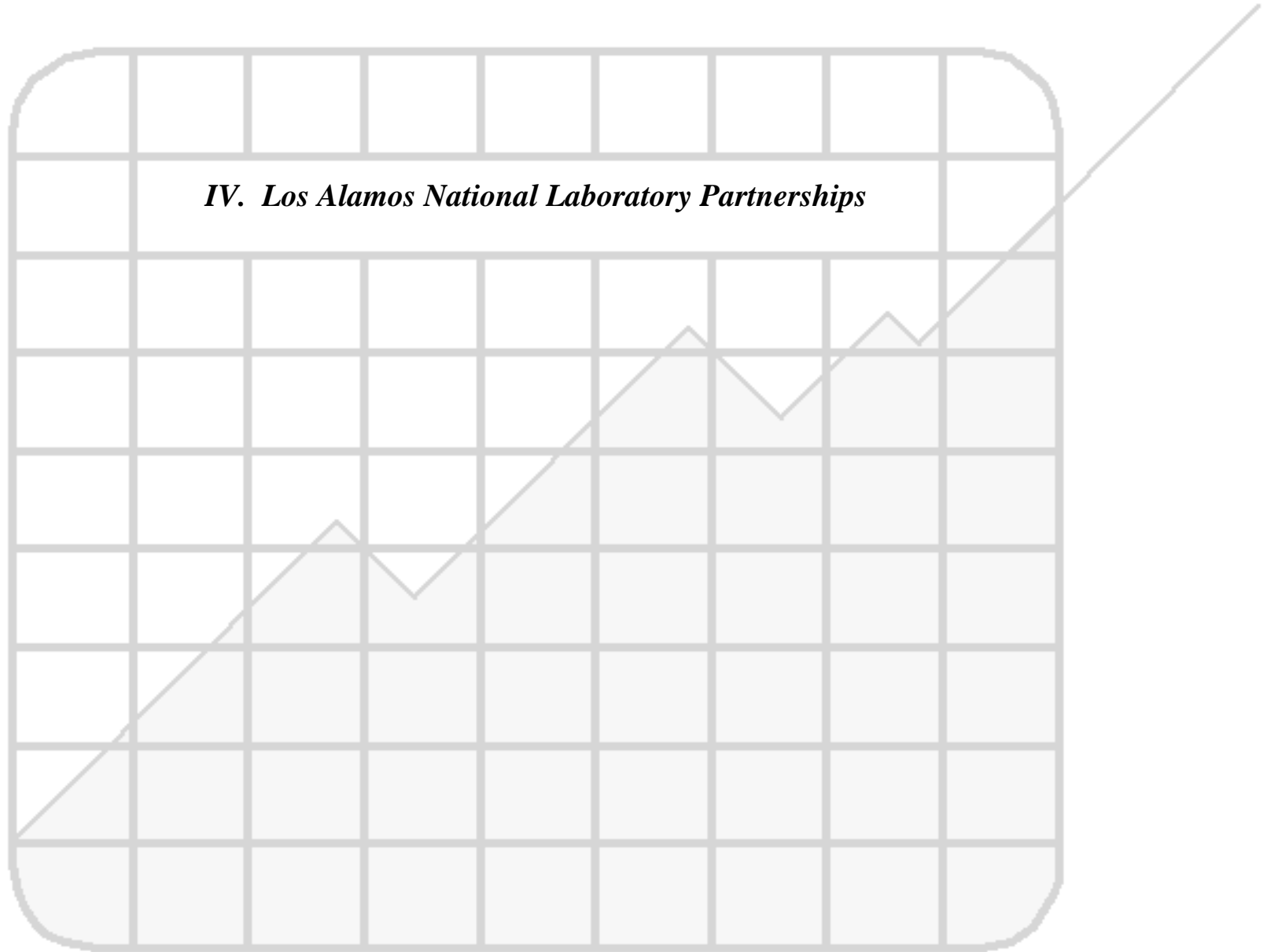
*Question 12: I'm going to read you a list of items about the Los Alamos National Laboratory and have you rate how satisfied you are with each one. Please tell me if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. How satisfied are you with [the community involvement and regional economic development efforts of the new University of California northern New Mexico Office in Los Alamos]?*

|                           | <b>2000 DEMOGRAPHIC SAMPLE</b> |                             |                           |               |               |          |                         |                            |                       |                       |                  |        |                              |        |      |        |
|---------------------------|--------------------------------|-----------------------------|---------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|--------|------|--------|
|                           | SEPTEMBER<br>2000<br>(N=162)   | AUGUST<br>1999<br>(N = 142) | JUNE<br>1998<br>(N = 123) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              | GENDER |      |        |
|                           |                                |                             |                           | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE    | MALE | FEMALE |
| 4 - Very satisfied        | 23%                            | 28%                         | 23%                       | 20%           | 24%           | 26%      | 17%                     | 44%                        | 36%                   | 26%                   | 26%              | -      | -                            | 23%    | 27%  | 17%    |
| 3 - Somewhat satisfied    | 29%                            | 37%                         | 36%                       | 47%           | 32%           | 16%      | 23%                     | 16%                        | 32%                   | 33%                   | 22%              | 30%    | 25%                          | 23%    | 26%  | 33%    |
| 2 - Somewhat dissatisfied | 12%                            | 8%                          | 15%                       | 10%           | 5%            | 15%      | 20%                     | 16%                        | 11%                   | 12%                   | -                | 26%    | 25%                          | 15%    | 13%  | 11%    |
| 1 - Very dissatisfied     | 6%                             | 9%                          | 2%                        | 5%            | 4%            | 15%      | 1%                      | -                          | 4%                    | 7%                    | 4%               | 9%     | 25%                          | -      | 7%   | 5%     |
| Don't know/won't say      | 29%                            | 19%                         | 24%                       | 19%           | 35%           | 29%      | 40%                     | 24%                        | 18%                   | 23%                   | 48%              | 36%    | 25%                          | 38%    | 27%  | 34%    |
| MEAN †                    | 3.0                            | 3.0                         | 3.0                       | 3.0           | 3.2           | 2.7      | 2.9                     | 3.4                        | 3.2                   | 3.0                   | 3.4              | 2.3    | 2.0                          | 3.1    | 3.0  | 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.

Just over half the Community Leaders say they are either *somewhat satisfied* (29%) or *very satisfied* (23%) with the community involvement and regional economic development efforts of the University of California northern New Mexico Office in Los Alamos, while 18% express dissatisfaction and 29% have not formed an opinion on the issue.

*Region:* Two-thirds 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 42% of Santa Fe Leaders and 40% of those in the other regions of New Mexico.



**Effectiveness of LANL Partnerships**  
 Ranked By Highest Percentage “Very Effective” (2000)

*Questions 13-18: How would you rate the effectiveness of Los Alamos National Laboratory’s partnerships with the following in an effort to improve the region? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective or very ineffective?*

TOTAL SAMPLE (N=162)

|   | VERY<br>EFFECTIVE<br><u>4</u> | SOMEWHAT<br>EFFECTIVE<br><u>3</u> | SOMEWHAT<br>INEFFECTIVE<br><u>2</u> | VERY<br>INEFFECTIVE<br><u>1</u> | DON'T KNOW/<br>WON'T SAY | MEAN † |
|---|-------------------------------|-----------------------------------|-------------------------------------|---------------------------------|--------------------------|--------|
| School districts and educational agencies | 26%                           | 45%                               | 8%                                  | 6%                              | 16%                      | 3.1    |
| Local governments in northern New Mexico  | 10%                           | 63%                               | 13%                                 | 7%                              | 7%                       | 2.8    |
| State government agencies                 | 9%                            | 40%                               | 5%                                  | 5%                              | 40%                      | 2.9    |
| Tribal governments and tribal agencies    | 7%                            | 35%                               | 11%                                 | 3%                              | 43%                      | 2.8    |
| The State Legislature                     | 7%                            | 31%                               | 12%                                 | 5%                              | 45%                      | 2.7    |
| Business community in northern New Mexico | 6%                            | 56%                               | 20%                                 | 7%                              | 12%                      | 2.7    |

† The mean score is derived by taking the average score based on the four-point scale. The very effective response is assigned a value of 4, the somewhat effective 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 asked if they feel various Los Alamos National Laboratory partnerships are *very effective*, *somewhat effective*, *somewhat ineffective* or *very ineffective* in trying to improve the region. Approximately seven-in-ten Leaders feel the partnerships with school districts and educational agencies are either *very effective* (26%) or *somewhat effective* (45%) in improving the region. Approximately three-quarters of Leaders feel the partnerships with local governments in northern New Mexico are either *very effective* (10%) or *somewhat effective* (63%) in improving the region, though one-fifth feel these partnerships are ineffective.

Approximately three-fifths of the Leaders feel the partnerships with the business community in northern New Mexico are either *somewhat effective* (56%) or *very effective* (6%). However, over one-quarter (27%) feel the business programs are ineffective. Half of the Community Leaders feel the partnership programs with state government agencies are either *somewhat effective* (40%) or *very effective* (9%), while just 10% feel they are ineffective and 40% have not formed an opinion on the issue. Just over two-fifths of the Leaders feel the partnerships with the tribal governments are either *somewhat effective* (35%) or *very effective* (7%), though 14% feel these partnerships are ineffective and 43% have not formed an opinion on the issue. Finally, just under two-fifths feel the partnerships with the state legislature are either *somewhat effective* (31%) or *very effective* (7%), though 17% feel they are ineffective and 45% have not formed an opinion on the issue.

## Effectiveness of LANL Partnerships with Local Governments

Question 13: How would you rate the effectiveness of Los Alamos National Laboratory's partnership with local governments in northern New Mexico? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective or very ineffective?

|                          | 2000 DEMOGRAPHIC SAMPLE      |               |               |          |                         |                            |                       |                       |                  |        |                              |     |        |        |
|--------------------------|------------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|-----|--------|--------|
|                          | SEPTEMBER<br>2000<br>(N=162) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              |     | GENDER |        |
|                          |                              | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE | MALE   | FEMALE |
| 4 - Very effective       | 10%                          | 3%            | 7%            | 13%      | 16%                     | 24%                        | 18%                   | 7%                    | 7%               | 13%    | -                            | 15% | 12%    | 8%     |
| 3 - Somewhat effective   | 63%                          | 73%           | 73%           | 54%      | 53%                     | 52%                        | 64%                   | 65%                   | 70%              | 49%    | 50%                          | 62% | 65%    | 60%    |
| 2 - Somewhat ineffective | 13%                          | 24%           | 7%            | 7%       | 19%                     | -                          | 18%                   | 14%                   | 7%               | 28%    | -                            | 8%  | 12%    | 14%    |
| 1 - Very ineffective     | 7%                           | -             | 5%            | 21%      | -                       | -                          | -                     | 7%                    | -                | 6%     | 50%                          | -   | 6%     | 8%     |
| Don't know/won't say     | 7%                           | -             | 8%            | 6%       | 12%                     | 24%                        | -                     | 7%                    | 15%              | 4%     | -                            | 15% | 6%     | 10%    |
| MEAN †                   | 2.8                          | 2.8           | 2.9           | 2.6      | 3.0                     | 3.3                        | 3.0                   | 2.8                   | 3.0              | 2.7    | 2.0                          | 3.1 | 2.9    | 2.8    |

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

Nearly three-quarters (73%) of Community Leaders feel LANL's partnerships with local governments in northern New Mexico are effective. It should be noted, however, that 28% of Santa Fe Leaders, 34% of Tribal Leaders and half of Special Interest Leaders express dissatisfaction.

## Effectiveness of LANL Partnerships with Business Community

*Question 14: How would you rate the effectiveness of Los Alamos National Laboratory's partnership with the business community in northern New Mexico? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective or very ineffective?*

|                          | 2000 DEMOGRAPHIC SAMPLE      |               |               |          |                         |                            |                       |                       |                  |        |                              |     |        |        |
|--------------------------|------------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|-----|--------|--------|
|                          | SEPTEMBER<br>2000<br>(N=162) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              |     | GENDER |        |
|                          |                              | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE | MALE   | FEMALE |
| 4 - Very effective       | 6%                           | 1%            | 6%            | 3%       | 9%                      | 24%                        | 7%                    | 2%                    | 11%              | 11%    | -                            | 8%  | 8%     | 2%     |
| 3 - Somewhat effective   | 56%                          | 68%           | 48%           | 52%      | 55%                     | 52%                        | 57%                   | 53%                   | 56%              | 40%    | 50%                          | 69% | 59%    | 49%    |
| 2 - Somewhat ineffective | 20%                          | 28%           | 19%           | 23%      | 14%                     | -                          | 18%                   | 28%                   | 11%              | 21%    | 25%                          | 8%  | 17%    | 25%    |
| 1 - Very ineffective     | 7%                           | 4%            | 9%            | 14%      | 2%                      | -                          | 7%                    | 9%                    | -                | 6%     | 25%                          | -   | 8%     | 5%     |
| Don't know/won't say     | 12%                          | -             | 18%           | 8%       | 20%                     | 24%                        | 11%                   | 7%                    | 22%              | 21%    | -                            | 15% | 8%     | 19%    |
| MEAN †                   | 2.7                          | 2.7           | 2.6           | 2.5      | 2.9                     | 3.3                        | 2.7                   | 2.5                   | 3.0              | 2.7    | 2.3                          | 3.0 | 2.7    | 2.6    |

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

*Region:* Over one-third (37%) of Leaders in Santa Fe feel LANL's partnerships with the business community in northern New Mexico are ineffective.

*Organizational Sector:* While the majority (55%) of Business Leaders feel Los Alamos National Laboratory's partnerships with the business community are effective, 37% feel they are ineffective.

## Effectiveness of LANL Partnerships with Education

*Question 15: How would you rate the effectiveness of Los Alamos National Laboratory's partnership with school districts and educational agencies in northern New Mexico? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective or very ineffective?*

## 2000 DEMOGRAPHIC SAMPLE

|                          | SEPTEMBER<br>2000<br>(N=162) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              |     | GENDER |        |
|--------------------------|------------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|-----|--------|--------|
|                          |                              | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE | MALE   | FEMALE |
| 4 - Very effective       | 26%                          | 28%           | 13%           | 23%      | 31%                     | 56%                        | 21%                   | 14%                   | 41%              | 23%    | 25%                          | 46% | 32%    | 14%    |
| 3 - Somewhat effective   | 45%                          | 45%           | 55%           | 41%      | 46%                     | 28%                        | 54%                   | 44%                   | 52%              | 43%    | 50%                          | 31% | 44%    | 47%    |
| 2 - Somewhat ineffective | 8%                           | 13%           | 12%           | 4%       | 2%                      | -                          | 14%                   | 9%                    | 4%               | 15%    | -                            | -   | 8%     | 8%     |
| 1 - Very ineffective     | 6%                           | -             | 8%            | 14%      | 1%                      | -                          | -                     | 9%                    | -                | 6%     | 25%                          | -   | 6%     | 5%     |
| Don't know/won't say     | 16%                          | 14%           | 12%           | 18%      | 19%                     | 16%                        | 11%                   | 23%                   | 4%               | 13%    | -                            | 23% | 10%    | 26%    |
| MEAN †                   | 3.1                          | 3.2           | 2.8           | 2.9      | 3.3                     | 3.7                        | 3.1                   | 2.8                   | 3.4              | 3.0    | 2.8                          | 3.6 | 3.1    | 3.0    |

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

*Region:* Although the majority (55%) of Rio Arriba Community Leaders feel LANL's partnerships with school districts and educational agencies in northern New Mexico are *somewhat effective* just 13% feel they are *very effective*.

*Organizational Sector:* The vast majority of Education Leaders feel LANL's partnerships with the schools and education agencies are either *somewhat effective* (52%) or *very effective* (41%).

## Effectiveness of LANL Partnerships with Tribal Governments/Agencies

*Question 16: How would you rate the effectiveness of Los Alamos National Laboratory's partnership with tribal governments and tribal agencies in northern New Mexico? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective or very ineffective?*

|                          | 2000 DEMOGRAPHIC SAMPLE      |               |               |          |                         |                            |                       |                       |                  |        |                              |     |        |        |
|--------------------------|------------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|-----|--------|--------|
|                          | SEPTEMBER<br>2000<br>(N=162) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              |     | GENDER |        |
|                          |                              | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE | MALE   | FEMALE |
| 4 - Very effective       | 7%                           | 7%            | 1%            | 10%      | 8%                      | 16%                        | 4%                    | 7%                    | 11%              | 13%    | -                            | 8%  | 8%     | 5%     |
| 3 - Somewhat effective   | 35%                          | 48%           | 30%           | 13%      | 55%                     | 45%                        | 43%                   | 30%                   | 22%              | 45%    | 25%                          | 54% | 44%    | 19%    |
| 2 - Somewhat ineffective | 11%                          | 9%            | 11%           | 16%      | 11%                     | 8%                         | 11%                   | 7%                    | 4%               | 21%    | 50%                          | 8%  | 8%     | 17%    |
| 1 - Very ineffective     | 3%                           | -             | 6%            | 7%       | -                       | -                          | -                     | 2%                    | -                | 11%    | 25%                          | -   | 3%     | 4%     |
| Don't know/won't say     | 43%                          | 36%           | 53%           | 54%      | 26%                     | 32%                        | 43%                   | 53%                   | 63%              | 11%    | -                            | 31% | 36%    | 55%    |
| MEAN †                   | 2.8                          | 3.0           | 2.5           | 2.5      | 3.0                     | 3.1                        | 2.9                   | 2.9                   | 3.2              | 2.7    | 2.0                          | 3.0 | 2.9    | 2.6    |

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

*Region:* Leaders in Santa Fe are polarized on the issue of the tribal partnerships as 23% feel they are at least *somewhat effective*, while 23% feel they are ineffective and the majority (54%) have not formed an opinion on the issue.

*Organizational Sector:* The majority of Tribal Leaders feel the partnerships with the Tribal governments are either *somewhat effective* (45%) or *very effective* (13%), though approximately one-third feel they are either *somewhat ineffective* (21%) or *very ineffective* (11%).

Effectiveness of LANL Partnerships with State Government Agencies

Question 17: How would you rate the effectiveness of Los Alamos National Laboratory’s partnership with state government agencies? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective or very ineffective?

|                          | 2000 DEMOGRAPHIC SAMPLE      |               |               |          |                         |                            |                       |                       |                  |        |                              |     |        |        |
|--------------------------|------------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|-----|--------|--------|
|                          | SEPTEMBER<br>2000<br>(N=162) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              |     | GENDER |        |
|                          |                              | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE | MALE   | FEMALE |
| 4 - Very effective       | 9%                           | 11%           | 5%            | 9%       | 13%                     | 12%                        | 11%                   | 7%                    | 15%              | 4%     | -                            | 15% | 13%    | 2%     |
| 3 - Somewhat effective   | 40%                          | 62%           | 37%           | 24%      | 38%                     | 40%                        | 36%                   | 42%                   | 37%              | 28%    | 50%                          | 46% | 45%    | 32%    |
| 2 - Somewhat ineffective | 5%                           | 5%            | 3%            | 4%       | 10%                     | -                          | 11%                   | 2%                    | -                | 13%    | -                            | 8%  | 4%     | 7%     |
| 1 - Very ineffective     | 5%                           | 2%            | 1%            | 13%      | 5%                      | -                          | -                     | 2%                    | 4%               | 2%     | 50%                          | -   | 5%     | 5%     |
| Don't know/won't say     | 40%                          | 20%           | 54%           | 50%      | 34%                     | 48%                        | 43%                   | 47%                   | 44%              | 53%    | -                            | 31% | 33%    | 54%    |
| MEAN †                   | 2.9                          | 3.0           | 3.0           | 2.6      | 2.9                     | 3.2                        | 3.0                   | 3.0                   | 3.1              | 2.7    | 2.0                          | 3.1 | 3.0    | 2.7    |

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

Region: Approximately three-quarters of Los Alamos area Leaders feel LANL’s partnerships with state government agencies are either *somewhat effective* (62%) or *very effective* (11%).



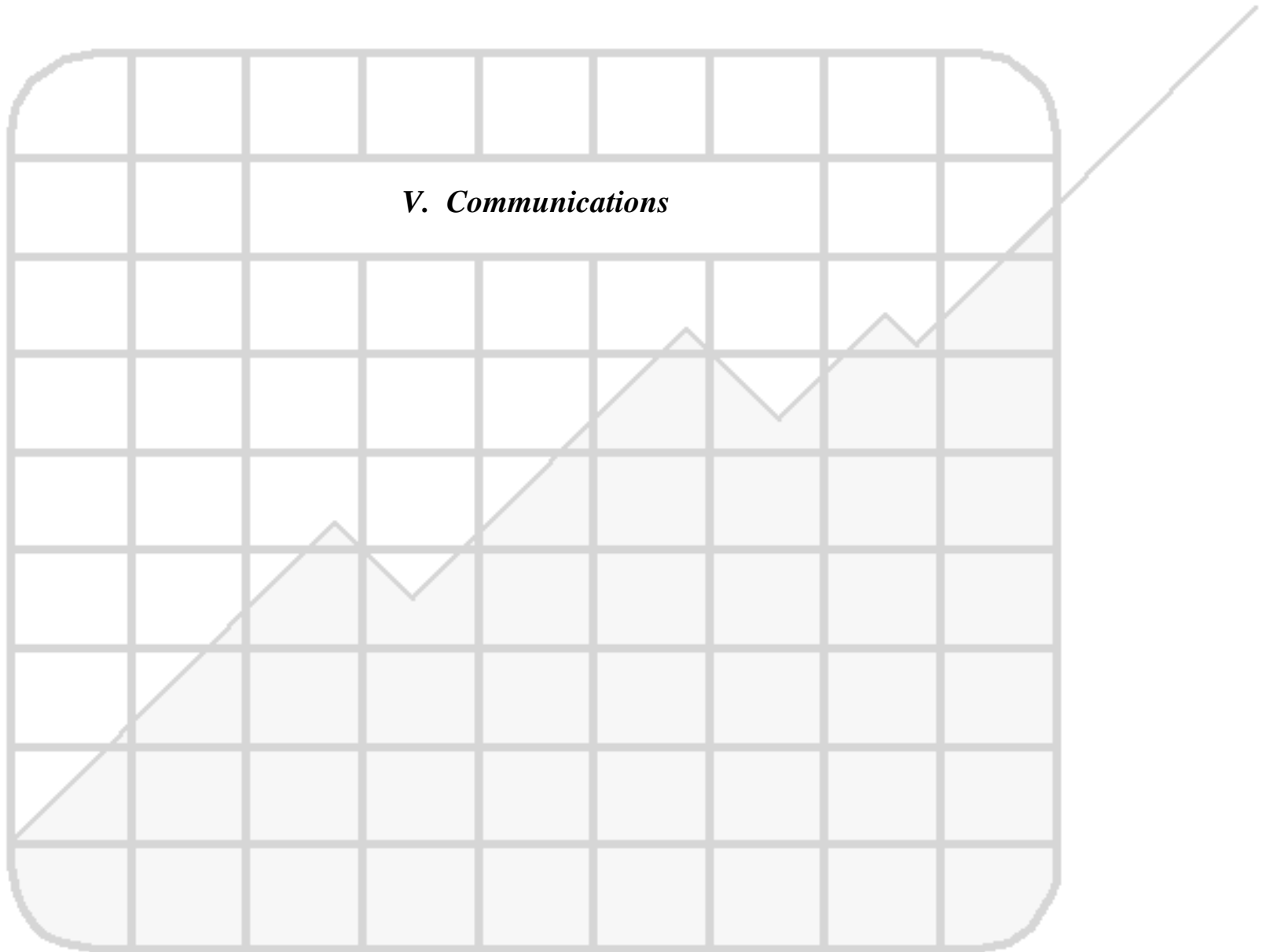
Effectiveness of LANL Partnerships with State Legislature

Question 18: How would you rate the effectiveness of Los Alamos National Laboratory’s partnership with the state legislature? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective or very ineffective?

|                          | 2000 DEMOGRAPHIC SAMPLE      |               |               |          |                         |                            |                       |                       |                  |        |                              |     |        |        |
|--------------------------|------------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|-----|--------|--------|
|                          | SEPTEMBER<br>2000<br>(N=162) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              |     | GENDER |        |
|                          |                              | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE | MALE   | FEMALE |
| 4 - Very effective       | 7%                           | 5%            | 8%            | 3%       | 11%                     | 12%                        | 4%                    | 7%                    | 7%               | 4%     | -                            | 15% | 9%     | 3%     |
| 3 - Somewhat effective   | 31%                          | 49%           | 34%           | 18%      | 26%                     | 16%                        | 43%                   | 28%                   | 26%              | 23%    | 50%                          | 23% | 30%    | 31%    |
| 2 - Somewhat ineffective | 12%                          | 16%           | 9%            | 16%      | 10%                     | -                          | 18%                   | 19%                   | 4%               | 2%     | -                            | 8%  | 14%    | 8%     |
| 1 - Very ineffective     | 5%                           | 2%            | 1%            | 13%      | 5%                      | -                          | -                     | 2%                    | 4%               | 2%     | 50%                          | -   | 5%     | 5%     |
| Don't know/won't say     | 45%                          | 28%           | 47%           | 50%      | 48%                     | 72%                        | 36%                   | 44%                   | 59%              | 68%    | -                            | 54% | 41%    | 52%    |
| MEAN †                   | 2.7                          | 2.8           | 3.0           | 2.2      | 2.8                     | 3.4                        | 2.8                   | 2.7                   | 2.9              | 2.9    | 2.0                          | 3.2 | 2.7    | 2.7    |

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

Region: Twenty-nine percent of Leaders in Santa Fe feel LANL’s partnerships with the state legislature are ineffective, while 21% feel they are effective and half have not formed an opinion on the issue.



## Addressing Laboratory Related Issues

*Question 19: In your opinion, how responsive to the public has Los Alamos National Laboratory been over the last year in addressing Laboratory related issues? Have they been very responsive, somewhat responsive, somewhat unresponsive, or very unresponsive?*

|                           | 2000 DEMOGRAPHIC SAMPLE      |               |               |          |                         |                            |                       |                       |                  |        |                              |     |        |        |
|---------------------------|------------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|-----|--------|--------|
|                           | SEPTEMBER<br>2000<br>(N=162) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              |     | GENDER |        |
|                           |                              | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE | MALE   | FEMALE |
| 4 - Very responsive       | 31%                          | 25%           | 34%           | 32%      | 22%                     | 60%                        | 39%                   | 26%                   | 30%              | 21%    | 50%                          | 31% | 36%    | 22%    |
| 3 - Somewhat responsive   | 43%                          | 50%           | 51%           | 37%      | 51%                     | -                          | 46%                   | 47%                   | 56%              | 45%    | -                            | 38% | 38%    | 52%    |
| 2 - Somewhat unresponsive | 15%                          | 20%           | 9%            | 13%      | 18%                     | 24%                        | 7%                    | 19%                   | 7%               | 28%    | 25%                          | 15% | 15%    | 17%    |
| 1 - Very unresponsive     | 7%                           | 6%            | 7%            | 16%      | 1%                      | -                          | 7%                    | 9%                    | 4%               | 4%     | 25%                          | -   | 9%     | 5%     |
| Don't know/won't say      | 3%                           | -             | -             | 2%       | 7%                      | 16%                        | -                     | -                     | 4%               | 2%     | -                            | 15% | 3%     | 4%     |
| MEAN †                    | 3.0                          | 2.9           | 3.1           | 2.9      | 3.0                     | 3.4                        | 3.2                   | 2.9                   | 3.2              | 2.8    | 2.8                          | 3.2 | 3.0    | 2.9    |

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

Leaders were asked how responsive to the public they feel Los Alamos National Laboratory has been over the past year in addressing Laboratory related issues. Approximately three-quarters of the Leaders feel LANL has been either *very responsive* (31%) or *somewhat responsive* (43%) over the past year, although over one-fifth feel LANL has been unresponsive.

*Region:* Twenty-nine percent of Santa Fe Leaders feel LANL has been unresponsive to the public in dealing with Lab related issues over the past year.

*Organizational Sector:* Thirty-two percent of Tribal Leaders and half of Special Interest Group Leaders feel LANL has been unresponsive to the public in the past year.

## Suggestions to Improve Communications

(UNAIDED RESPONSES)

Question 20: What suggestions would you have to improve Lab communications with the public?

|  | SEPTEMBER<br>2000<br>(N = 162) |   | SEPTEMBER<br>2000<br>(N = 162) |   | SEPTEMBER<br>2000<br>(N = 142) |
|--|--------------------------------|---|--------------------------------|---|--------------------------------|
| Community involvement                        | 20%                            | Overview of what they have done           | 2%                             | Manage like business less like university | 1%                             |
| Information line/accessible public relations | 15%                            | More information                          | 2%                             | Become corp. partner w/surrounding comm.  | 1%                             |
| Be more proactive not reactive               | 13%                            | Consolidate their outreach efforts        | 1%                             | Lift freeze to buy houses-bus. suffer     | 1%                             |
| Consistent mtgs. w/community/open forum      | 12%                            | Recruit more minorities                   | 1%                             | Work with legislature                     | 1%                             |
| Tell the whole story /not pieces             | 11%                            | Newsletter informing on outreach programs | 1%                             | Committee of independent people           | 1%                             |
| Be honest                                    | 10%                            | Do a better job of resp. to concerns      | 1%                             | Hire locally                              | 1%                             |
| Newsletter                                   | 7%                             | Friendlier people/less reclusive          | 1%                             | More outreach to all N. NM schools        | *                              |
| Communicate - don't lecture                  | 3%                             | Don't give us lip service                 | 1%                             | Presentation w/tribe leaders              | *                              |
| More visits to us/not us to you              | 3%                             | Network with Valley                       | 1%                             | TV ad. with focus on ethnicity of region  | *                              |
| More media in local area                     | 3%                             | What programs are available               | 1%                             | Advertise more about scholarships         | *                              |
| Be up-front/get issues out sooner            | 2%                             | More facts                                | 1%                             | Be more sensitive to Native Am. comm.     | *                              |
| More Lab mgmt. operating in public           | 2%                             | Bond with County Council                  | 1%                             | What policy is on FOLA                    | *                              |
| Provide forums for discussion/leaders        | 2%                             | Continue efforts w/thought & creativity   | 1%                             | More internships for undergrads           | *                              |
| Should purchase from community first         | 2%                             | Listen                                    | 1%                             | Target minority groups                    | *                              |
| More communication & PR experts              | 2%                             | Improve comm. with business community     | 1%                             | No/don't know/won't say                   | 18%                            |
| Close it                                     | 2%                             | Support spin off                          | 1%                             |   |                                |
| Website/e-mail for public forum              | 2%                             | Toot own horn more often                  | 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 suggestions they have to improve Lab communication with the public, 20% of the Leaders mention community involvement, while 15% suggest an information line/public relations, 13% say be more proactive not reactive and 12% suggest consistent meetings with the community. Other frequently mentioned suggestions include: tell the whole story not just pieces (11%), be honest (10%) and create a newsletter (7%).

**Most Important Type of Information with Regard to LANL**  
(UNAIDED RESPONSES)

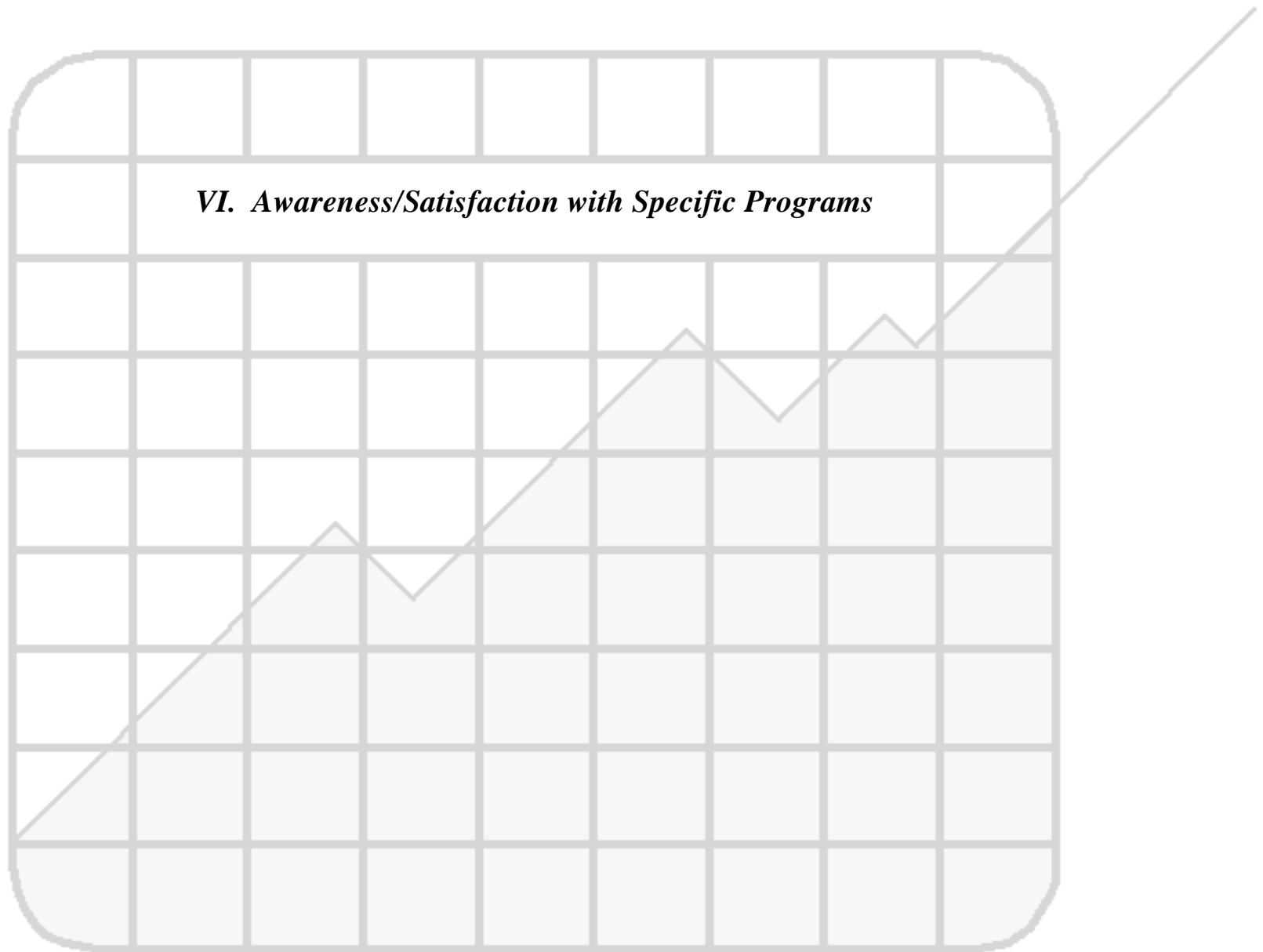
*Question 21: What type of information is most important to you with regard to Los Alamos National Laboratory?*

|   | <i>SEPTEMBER<br/>2000<br/>(N = 162)</i> |   | <i>SEPTEMBER<br/>2000<br/>(N = 162)</i> |  | <i>SEPTEMBER<br/>2000<br/>(N = 142)</i> |
|---|---|---|---|--|---|
| Community education/training programs   | 17%                                     | Anything they are doing                     | 1%                                      | More DOE information                     | 1%                                      |
| Community involvement                   | 17%                                     | Health issues                               | 1%                                      | Notify community of policy changes       | 1%                                      |
| Employment opportunities                | 16%                                     | Address issues current in newspaper         | 1%                                      | Lab policy & it's effect on others       | 1%                                      |
| Economic impact                         | 15%                                     | Contracts and availability                  | 1%                                      | Of their successes                       | 1%                                      |
| Environmental impact /how hurting       | 14%                                     | Small business impact                       | 1%                                      | Impact                                   | 1%                                      |
| Environmental impact /making it better  | 9%                                      | Studies to advance general problems         | 1%                                      | Resources available                      | 1%                                      |
| National security issues                | 5%                                      | Ex-energy policy for U.S.                   | 1%                                      | Medical research information             | 1%                                      |
| Be more open                            | 4%                                      | Expand bio-science                          | 1%                                      | Funding for education                    | 1%                                      |
| New development opportunities           | 3%                                      | Need to show numbers re:vending/purchase    | 1%                                      | Tech transfer                            | 1%                                      |
| Misconceptions/research not weapons     | 3%                                      | New purchasing opportunities                | 1%                                      | New and emerging knowledge               | 1%                                      |
| Business opportunities                  | 2%                                      | Efforts to engage local bus. w/Labs         | 1%                                      | Infrastructure                           | *                                       |
| Consistent/direct communications        | 2%                                      | Positivity coming from Lab                  | 1%                                      | Education for middle school              | *                                       |
| Small business assistance               | 2%                                      | Partnership research                        | 1%                                      | Cultural issues                          | *                                       |
| Sharing technology expertise with us    | 2%                                      | Nuclear weapons design                      | 1%                                      | Hire more Native Americans               | *                                       |
| Employment satisfaction                 | 2%                                      | Abiding by Non-Proliferation Treaty, Art. 6 | 1%                                      | Info on disposal of all contaminants     | *                                       |
| What programs they are working on       | 2%                                      | Transport hazardous waste out of town       | 1%                                      | Issues that pertain to tribal government | *                                       |
| Future plans                            | 2%                                      | Investment commercialization opportunities  | 1%                                      | No/don't know/won't say                  | 8%                                      |
| Safety                                  | 1%                                      | Healthcare/insurance coverage issues        | 1%                                      |  |   |
| More written info. re:outreach programs | 1%                                      | Efficiency/productivity issues              | 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 type of information is most important to them with regard to Los Alamos National Laboratory, 17% of the Leaders mention community education/training programs and another 17% would like information about community involvement. Other frequently mentioned types of information include: employment opportunities (16%), economic impact (15%), environmental impact/how it is being hurt (14%), environmental impact/making it better (9%) and national security issues (5%).



## Awareness of LANL Foundation

*Question 22: 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?*

|                           | <u>TOTAL<br/>SAMPLE</u> | <u>REGION</u>         |                       |                 |                                  |                                     | <u>ORGANIZATIONAL SECTOR</u> |                               |                          |               |                                       |            | <u>GENDER</u> |               |
|---------------------------|-------------------------|-----------------------|-----------------------|-----------------|----------------------------------|-------------------------------------|------------------------------|-------------------------------|--------------------------|---------------|---------------------------------------|------------|---------------|---------------|
|                           |                         | <u>LOS<br/>ALAMOS</u> | <u>RIO<br/>ARRIBA</u> | <u>SANTA FE</u> | <u>OTHER<br/>N.M.<br/>REGION</u> | <u>OTHER/<br/>OUT-OF-<br/>STATE</u> | <u>GOVERN-<br/>MENT</u>      | <u>ECONOMIC/<br/>BUSINESS</u> | <u>EDUCA-<br/>TIONAL</u> | <u>TRIBAL</u> | <u>SPECIAL<br/>INTEREST<br/>GROUP</u> | <u>DOE</u> | <u>MALE</u>   | <u>FEMALE</u> |
| <b>Yes, have heard</b>    |                         |                       |                       |                 |                                  |                                     |                              |                               |                          |               |                                       |            |               |               |
| September 2000 (N=162)    | 88%                     | 100%                  | 89%                   | 83%             | 80%                              | 76%                                 | 93%                          | 93%                           | 85%                      | 72%           | 75%                                   | 85%        | 90%           | 85%           |
| 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%           |
| <b>No, have not heard</b> |                         |                       |                       |                 |                                  |                                     |                              |                               |                          |               |                                       |            |               |               |
| September 2000 (N=162)    | 12%                     | -                     | 11%                   | 17%             | 20%                              | 24%                                 | 7%                           | 7%                            | 15%                      | 28%           | 25%                                   | 15%        | 10%           | 15%           |
| 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 of Leaders (88%) say they have 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.

*Comparison to Previous Study:* Overall, awareness of the Foundation is almost identical to that observed in previous studies, although Tribal and Special Interest Group Leaders show slightly lower levels of awareness.

## Satisfaction with Efforts of LANL Foundation

AMONG THOSE AWARE OF THE LOS ALAMOS NATIONAL LABORATORY FOUNDATION

Question 23: How satisfied are you with the efforts of the Los Alamos National Laboratory Foundation? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

|                           | 2000 DEMOGRAPHIC SAMPLE      |                             |                           |               |               |          |                         |                            |                       |                       |                  |        |                              |     |        |        |
|---------------------------|------------------------------|-----------------------------|---------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|-----|--------|--------|
|                           | SEPTEMBER<br>2000<br>(N=142) | AUGUST<br>1999<br>(N = 127) | JUNE<br>1998<br>(N = 104) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              |     | GENDER |        |
|                           |                              |                             |                           | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE | MALE   | FEMALE |
| 4 - Very satisfied        | 43%                          | 50%                         | 35%                       | 39%           | 48%           | 39%      | 36%                     | 79%                        | 54%                   | 45%                   | 52%              | 26%    | 33%                          | 27% | 43%    | 45%    |
| 3 - Somewhat satisfied    | 36%                          | 35%                         | 41%                       | 48%           | 31%           | 31%      | 44%                     | -                          | 35%                   | 37%                   | 43%              | 47%    | -                            | 36% | 32%    | 43%    |
| 2 - Somewhat dissatisfied | 7%                           | 9%                          | 10%                       | 8%            | 12%           | 5%       | 3%                      | -                          | 4%                    | 7%                    | 4%               | 15%    | 33%                          | -   | 8%     | 6%     |
| 1 - Very dissatisfied     | 6%                           | 4%                          | 6%                        | 5%            | 4%            | 16%      | -                       | -                          | 4%                    | 5%                    | -                | 3%     | 33%                          | 9%  | 8%     | 3%     |
| Don't know/won't say      | 7%                           | 2%                          | 9%                        | -             | 5%            | 8%       | 17%                     | 21%                        | 4%                    | 5%                    | -                | 9%     | -                            | 27% | 9%     | 3%     |
| MEAN †                    | 3.3                          | 3.3                         | 3.1                       | 3.2           | 3.3           | 3.0      | 3.4                     | 4.0                        | 3.4                   | 3.3                   | 3.5              | 3.1    | 2.3                          | 3.1 | 3.2    | 3.3    |

† 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 who have heard of the Los Alamos National Laboratory Foundation were asked to rate their satisfaction with its efforts. Four-fifths of these Leaders are either *very satisfied* (43%) or *somewhat satisfied* with the Foundation’s efforts, while 7% are *somewhat dissatisfied* (7%) or *very dissatisfied* (6%).

*Organizational Sector:* The majority (66%) of Special Interest Leaders indicate they are dissatisfied with the Foundation’s efforts.

*Comparison to Previous Study:* Overall satisfaction with the Foundation is consistent with results observed in previous studies.



## Awareness of Technology Commercialization Program

*Question 24: 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?*

|                           | <u>TOTAL<br/>SAMPLE</u> | <u>REGION</u>         |                       |                 |                                  |                                     | <u>ORGANIZATIONAL SECTOR</u> |                               |                          |               |                                       |            | <u>GENDER</u> |               |
|---------------------------|-------------------------|-----------------------|-----------------------|-----------------|----------------------------------|-------------------------------------|------------------------------|-------------------------------|--------------------------|---------------|---------------------------------------|------------|---------------|---------------|
|                           |                         | <u>LOS<br/>ALAMOS</u> | <u>RIO<br/>ARRIBA</u> | <u>SANTA FE</u> | <u>OTHER<br/>N.M.<br/>REGION</u> | <u>OTHER/<br/>OUT-OF-<br/>STATE</u> | <u>GOVERN-<br/>MENT</u>      | <u>ECONOMIC/<br/>BUSINESS</u> | <u>EDUCA-<br/>TIONAL</u> | <u>TRIBAL</u> | <u>SPECIAL<br/>INTEREST<br/>GROUP</u> | <u>DOE</u> | <u>MALE</u>   | <u>FEMALE</u> |
| <b>Yes, have heard</b>    |                         |                       |                       |                 |                                  |                                     |                              |                               |                          |               |                                       |            |               |               |
| September 2000 (N=162)    | 67%                     | 85%                   | 54%                   | 63%             | 66%                              | 60%                                 | 71%                          | 79%                           | 56%                      | 21%           | 50%                                   | 69%        | 73%           | 56%           |
| 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%           |
| <b>No, have not heard</b> |                         |                       |                       |                 |                                  |                                     |                              |                               |                          |               |                                       |            |               |               |
| September 2000 (N=162)    | 33%                     | 15%                   | 46%                   | 37%             | 34%                              | 40%                                 | 29%                          | 21%                           | 44%                      | 79%           | 50%                                   | 31%        | 27%           | 44%           |
| 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%           |

Two-thirds of the Community Leaders say they have heard of the Technology Commercialization program.

*Region:* Leaders in Los Alamos are most apt to be aware of the Technology Commercialization program (85%), whereas Rio Arriba Leaders are least likely to be aware of the program (54%).

*Organization Sector:* Approximately four-fifths (79%) of Economic/Business Leaders are aware of the Technology Commercialization program compared to 21% of Tribal Leaders.

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

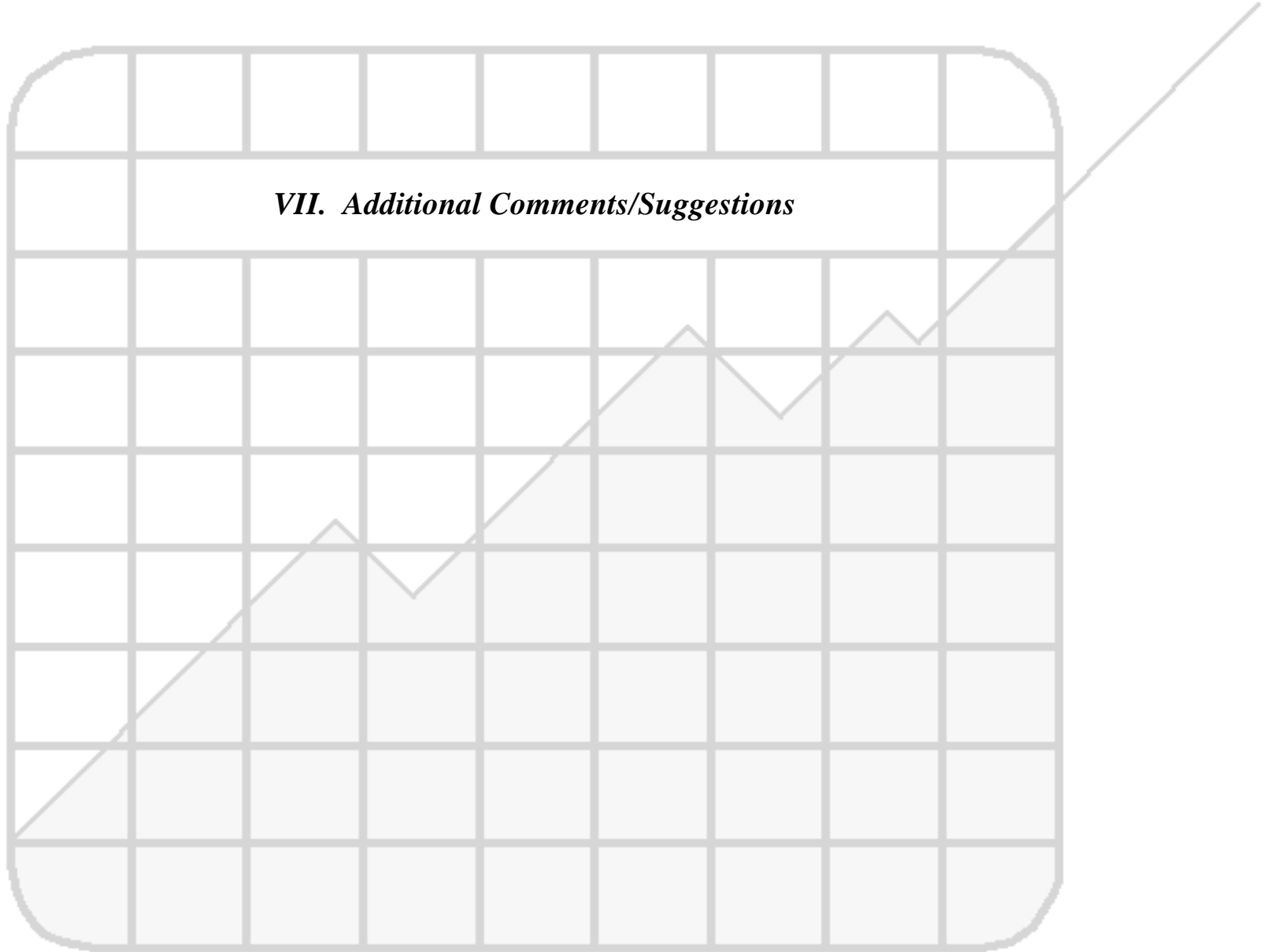
*Question 25: How satisfied are you with the Technology Commercialization program? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?*

|                           | <b>2000 DEMOGRAPHIC SAMPLE</b> |                             |                          |               |               |          |                         |                            |                       |                       |                  |        |                              |     |        |        |
|---------------------------|--------------------------------|-----------------------------|--------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|------------------------------|-----|--------|--------|
|                           | SEPTEMBER<br>2000<br>(N=108)   | AUGUST<br>1999<br>(N = 105) | JUNE<br>1998<br>(N = 92) | REGION        |               |          |                         |                            | ORGANIZATIONAL SECTOR |                       |                  |        |                              |     | GENDER |        |
|                           |                                |                             |                          | LOS<br>ALAMOS | RIO<br>ARRIBA | SANTA FE | OTHER<br>N.M.<br>REGION | OTHER/<br>OUT-OF-<br>STATE | GOVERN-<br>MENT       | ECONOMIC/<br>BUSINESS | EDUCA-<br>TIONAL | TRIBAL | SPECIAL<br>INTEREST<br>GROUP | DOE | MALE   | FEMALE |
| 4 - Very satisfied        | 20%                            | 30%                         | 18%                      | 11%           | 21%           | 34%      | 22%                     | -                          | 25%                   | 24%                   | 20%              | 10%    | -                            | 11% | 15%    | 31%    |
| 3 - Somewhat satisfied    | 47%                            | 35%                         | 47%                      | 63%           | 53%           | 22%      | 33%                     | 79%                        | 45%                   | 41%                   | 60%              | 30%    | 50%                          | 56% | 50%    | 40%    |
| 2 - Somewhat dissatisfied | 18%                            | 19%                         | 12%                      | 14%           | 17%           | 11%      | 32%                     | 21%                        | 25%                   | 18%                   | 7%               | 20%    | -                            | 22% | 16%    | 22%    |
| 1 - Very dissatisfied     | 9%                             | 6%                          | 9%                       | 7%            | 5%            | 22%      | 1%                      | -                          | 5%                    | 9%                    | 7%               | 20%    | 50%                          | -   | 13%    | -      |
| Don't know/won't say      | 7%                             | 10%                         | 14%                      | 4%            | 4%            | 11%      | 12%                     | -                          | -                     | 9%                    | 7%               | 20%    | -                            | 11% | 7%     | 7%     |
| MEAN †                    | 2.8                            | 3.0                         | 2.9                      | 2.8           | 2.9           | 2.8      | 2.9                     | 2.8                        | 2.9                   | 2.9                   | 3.0              | 2.4    | 2.0                          | 2.9 | 2.7    | 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.

Two-thirds of those who are aware of the Technology Commercialization program are either *somewhat satisfied* (47%) or *very satisfied* (20%) with it. However, 27% of the Leaders express dissatisfaction with the program.

*Comparison to Previous Study:* Overall satisfaction with the Technology Commercialization program is similar to that observed in last year's study.



## Additional Comments/Suggestions

SEPTEMBER 2000 (N = 162)

*Question 26: Do you have any comments or suggestions regarding the Technology Commercialization program?*

### **EXPANSION/OUTREACH**

- P See it continue and grow.
- P Needs to continue to be funded to complete what it's started.
- P Be more proactive.
- P They need to work in a more organized fashion with the tribal leadership in the area.
- P It is not coming to Indian Reservations.
- P Bring programs out further in northern New Mexico, and help their tech transfer to create more jobs and improve economic development.
- P Expand and continue to receive support from the Lab.
- P Need to be more receptive to ideas that can stimulate spin offs.
- P If some applications could be located in northern New Mexico.
- P Be more proactive.
- P Could be more aggressive in trying to provide business opportunities to local businesses.
- P They need to prioritize and concentrate on schools that are lagging far behind in technology.
- P Greater effort towards local businesses and their problems.
- P Ensure local business community leaders are involved.
- P Make people more receptive to technology communication.
- P Can the Lab link business financing with commercialization effort?
- P Focus on Los Alamos businesses.
- P More outreach to local community and business leaders. More collaborations.

**OTHER RESPONSES**

- P Isn't really supported by the lab itself. Gets more lip service.
- P Appears it's a matter of leadership. LANL understands that the new park will cannibalize their scientists.
- P Focus is on technology. Need to tailor to retail side not just technology.
- P Needs leadership that understands the environment in which they are trying to do things.
- P Utilize new technologies to support economic development efforts by the Defense Readjustment Task Force findings by LANL.
- P It has little or no effect.
- P Both continue to do our part to improve.
- P I have not seen the benefits of this program. How effective is it?
- P We were encouraged to apply. We made a very strong proposal. We were excluded. Was it because we are non-profit or because we are "tribal entity"?
- P More focus on technology transfer and getting new companies started.
- P They are great up to a point.
- P More licensing on technology from Lab.
- P Make sure of results. Do an evaluation of programs to determine results.
- P They might consider more local training and the use of their technologies.
- P More people involved who have real life business experiences at the entrepreneurial level.
- P Suggest third party technology commercialization.

**COMMUNICATION**

- P More info to stimulate smaller rural communities.
- P Don't have much visibility or emphasis. Need better communication.
- P Needs to be communication with Valley and Espanola about the program and how to take advantage of it.
- P I don't know what is going on, lack of information.
- P Need a better marketing approach, not enough people know about it, maybe send out a newsletter.
- P Not enough communication with business leaders, local people have important input. Jay Wechler and John Davies are very qualified for involvement in program.
- P Need to send out more information regarding program.
- P Need more communication, not as widely publicized and promoted as it should be. More business could benefit from it.
- P More outreach in communities and information that comes with promotion of this program.
- P More information, tribal council management presentation, how it could benefit tribal communities.
- P Have heard of program, but don't know much about it.
- P I have not heard of any efforts or advertisement of product.
- P Need to publicize the programs more.
- P Inform the community and work closer utilizing the community colleges and public schools.

**PROCESS/BUREAUCRACY**

- P Program minimizes number of companies that can take advantages, especially start-up companies. Criteria is too difficult.
- P Efforts are there, but bureaucracy gets in the way - at the lab and state level. We talk about spin-off, they start up, then they leave and go to Albuquerque or other areas. Need to retain in Los Alamos.
- P Large staff not effective. Livermore, Berkley, other DOE facilities are better at Commercial Tech Transfers.
- P Very, very slow and way too much red tape.
- P Too much red tape.
- P Need to do more.
- P Try to keep it streamlined and least bureaucratic as possible.
- P Most people running the program are not business people, they do not think like business people.

**POSITIVE COMMENTS**

- P Continue doing what they are doing; a good job.
- P Good program, it is making an impact on businesses and economic development in the area.
- P Glad to see the effort being made.

*Question 27: 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?*

**OUTREACH/COMMUNITY INVOLVEMENT**

- P Work with college, the city, county, and educators more closely in the outlying communities. Sometimes it seems like LANL forgets the small guys.
- P They need to be more concerned about education and community issues.
- P University of California needs to increase efforts to include the community of Los Alamos. Government money doesn't allow distribution of profit. The University of California is putting money back in the community.
- P Need to involve community in issues that directly effect the community.
- P Continue to be involved. Be sensitive to needs. No more lip service.
- P Education outreach in native communities; programs at elementary level.
- P Demonstrate commitment by action. Need to demonstrate actions to sustain the support of the community.
- P We need outreach programs also. (Tribal sector)
- P Lab and University have taken positive steps to maintain community involvement and information.
- P Need to provide more community outreach to focus on minorities, one on one outreach.
- P Lab is making efforts to get involved in joint efforts in community.
- P Can do more outreach regarding education and economic development.
- P LANL is a good organization, but they need a forum to interact with community leadership.
- P Introduce kids on an ongoing basis to what type of studies they need to take for jobs at the Labs.
- P They are reaching counties in the Valley, but other issues such as the commercialization program needs to reach Valley counties.
- P Become more involved in the community.
- P In the past two years they have done better in their outreach in the local community.
- P More involvement in planning with community leaders.
- P Education outreach needs to be directed to tribal leadership. American Indian employment is still very low, lowest of all minority groups in the area.



**OUTREACH/COMMUNITY INVOLVEMENT** *(continued)*

- P Strengthen the education outreach efforts.
- P Continue reaching out to minorities in an effort to improve employment opportunities for all.
- P Need to come to reservation and explain foundation in Tribal Council management and general public forum. The Lab needs to become more familiar with tribal life.
- P LANL is making an effort to reach out to the community.
- P I appreciate that LANL is community minded, and continues offering more training programs in Espanola and surrounding communities and, works closely with elected officials.
- P We need two way dialogue relative to outreach programs. We also need notification of programs.
- P They should act like part of the community. We need more cooperation with organizations in town.
- P Need to go out into the community to educate and inform their purpose.
- P Come and visit tribal offices on a regular basis. More Indian sensitive staff.
- P More education outreach efforts.
- P More public input on community involvement, regional economic development, and education outreach efforts.
- P The University of California and LANL should pay more attention to their host community.
- P They are doing a great job with education outreach.
- P Efforts are being made to reach and meet with tribal government.
- P To be more involved with adjacent communities.
- P Need to go out into the communities.
- P Need to continue liaison with community.
- P The education outreach efforts are exemplary.
- P Be a better corporate citizen to the community instead of being so involved in other businesses.
- P Continue to look for ways to develop relationships.

**COMMUNICATION**

- P Need more positive public relations in the media nationwide.
- P Need more educational publicity in Espanola.
- P Direct communication with business community.
- P We would like to know what is available for us as far as education, computer programs, etc.
- P For letters we receive be more understandable.
- P Let people know what services are available to them.
- P Increase general public awareness and information on technology and business off site, off the hill. A central location for leaders of outer towns to be able to attend.
- P More communication with regard to programs available to tribe.
- P More effective communication process.
- P Leadership needs to be more visible in the community, to show support and take action in community events.
- P Be more open with what programs are available and what they are doing.
- P Continue to improve communication.
- P Keep emphasizing the effective community relations as a key objective of the University and the Laboratory.
- P Need communication with regard to what programs are available with the University of California, and other educational opportunities for staff and students in Espanola.
- P Is there a way we can find out what assistance for non-profit organizations are available, other than the ones we know of?
- P I have no idea what is going on with LANL and would like to get information.
- P Better communication on regional economic development.
- P We want to continue communication with the Lab.

**COMMUNICATION** *(continued)*

- P LANL Foundation needs to improve communication about the money it gives to school districts.
- P To develop ways for community to get information into the Lab.
- P Build communication so that we can find what services are available to us. How they can help our community?
- P Should have newsletter to explain economic involvement, job opportunities, and education initiative.
- P Communication.
- P Need more open forum.
- P Would like to be clear on the differences of the University of California office and everything else the Lab does.
- P Maintain open links of communication.
- P Be available to school counselors regarding careers and opportunities.
- P Upper management must become more accessible to the business community leaders.
- P More community awareness programs. Santa Fe Public Schools need value added jobs to students, encourage better education. More high tech jobs in Santa Fe.
- P Communication between Lab and community needs to be improved, for example the Lab hours shift.

**POSITIVE COMMENTS**

- P Very glad to see movement in the right direction. It needs to continue.
- P Whenever requested speakers have come, they've been very good, well organized, and very available. Would recommend to let the public know these employees are available to encourage studies in scientific fields.
- P Have improved in the last three to four years, and are not being recognized as such.
- P Survey is an excellent assessment to get input from the community.
- P John Brown and University of California demonstrated true leadership during the fire.
- P Happy that LANL is making the effort. Happy with the Foundation.
- P Their basic economic effort has been good.
- P The University of California did an outstanding job in immediate response and continued support during Cerro Grande fires.
- P Thank you for your support.
- P Keep up the good work.
- P John Brown has done a superb job.
- P The public school system in White Rock and Los Alamos is the best in the state, wish the rest of the state had the same environmental influence.
- P Very supportive of LANL's efforts.

**EXPANSION/PROGRAM SUGGESTIONS**

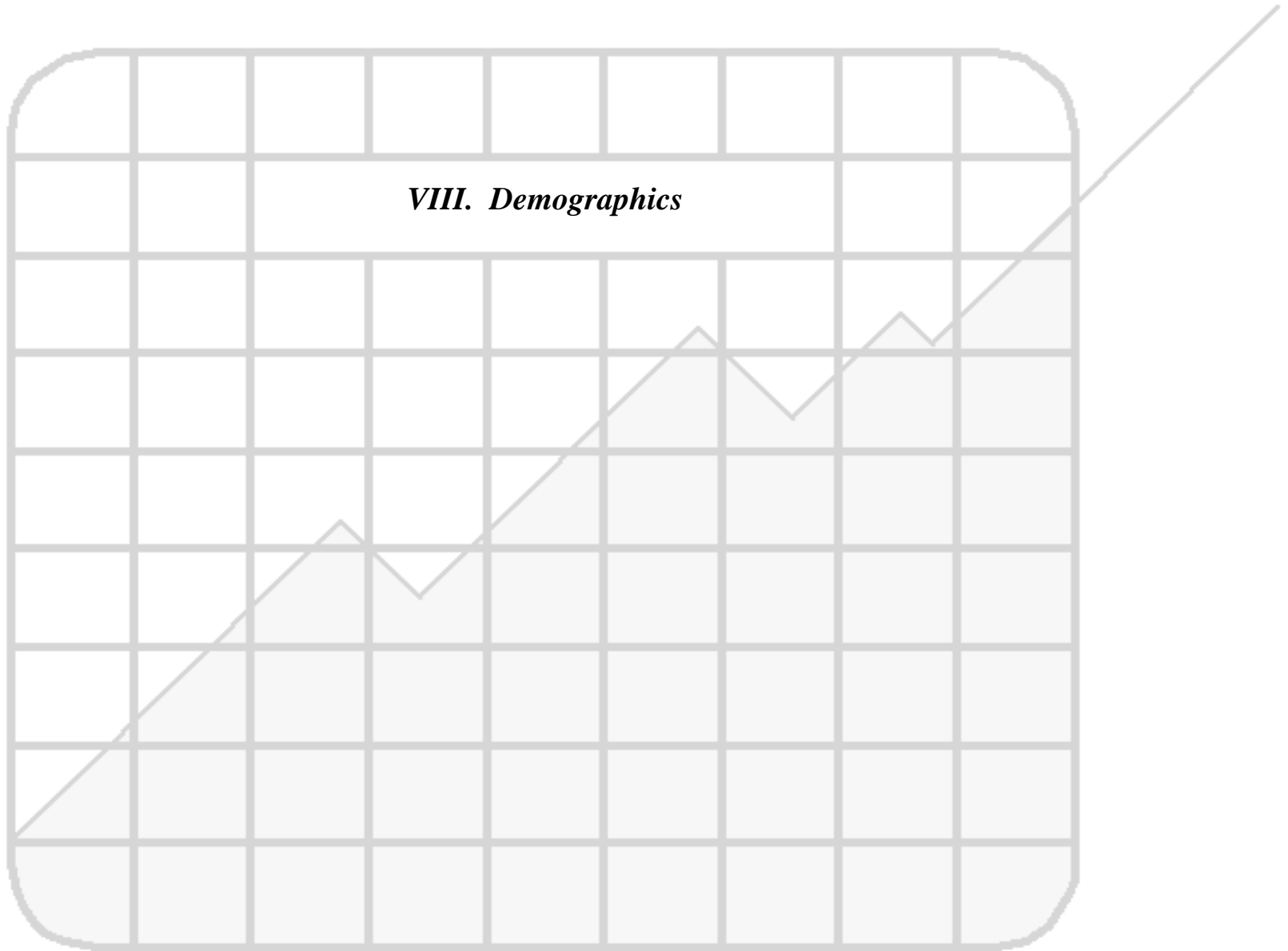
- P Start incentive to business and buyers, and more contracts/discounts.
- P Keep present programs and upgrade/improve them.
- P The University of California should be encouraging tech commercialization program. TCO needs real support from University of California. University of California should be encouraging TCO and employees involved in TCO.
- P LANL remains under University of California management. Their foundation and economic development needs more effort to develop future scientists - beginning in elementary school - to encourage science related opportunity.
- P Need to improve it's efforts in Taos County job creation. Spin-off opportunity-tech transfers. Better operated as a private business more like SNL.
- P University of California and LANL should sponsor more scholarships for minority students.
- P Tremendous resource having the Lab here. Would like to see expansion of TCP to include more of the state.
- P Continuation of programs. For programs to be effective they have to be long range.
- P Intensify the regional economic efforts.

**OTHER COMMENTS**

- P Effort to have the Foundation have more Native Americans evaluate or be readers for proposals, especially coming from native communities.
- P Meet with business leaders with power to make decisions.
- P Funding for Lab Foundation was initially for economic development. Most funds are going towards education. Help support agencies and programs who do good work. Require sub-contractors to do the same, hold them accountable for what they do in region.
- P Purchases need to stay with the contracts the Lab has granted, not let purchases be a free for all.
- P Department of Energy should look for new contractor responsive to needs of northern New Mexico, other than University of California.
- P We are promoting fitness. We would like a mailing list of how we can apply for equipment for recreational and fitness items.
- P Dedicate portion of funds for long term projects to develop science education in northern New Mexico.
- P Long range plan for new technology which affects skilled workers in higher paying jobs.
- P After Cerro Grande fire we have been second place citizens. We should be provided on same scale as the city of Los Alamos.
- P Would like them to share more in the regional economic development.
- P The University of California and LANL have good intentions, they just need to treat tribes as sovereign nations.
- P Nice to focus on business sector through UNM and LANL.
- P University of California needs to get out of nuclear weapons business!
- P Better than 10 years ago and a long way to go.
- P We are too far south to have a lot of dealings with LANL. I do very little work with them.
- P Management support for tribal activities.
- P They should make a plan, implement that plan, then communicate this plan with the community.
- P Non-profit and private sector organizations to carry on when Lab policy changes. For example Bob DeGrosse removing economic requirements. Support programs, do not replace and take over.

**OTHER COMMENTS** *(continued)*

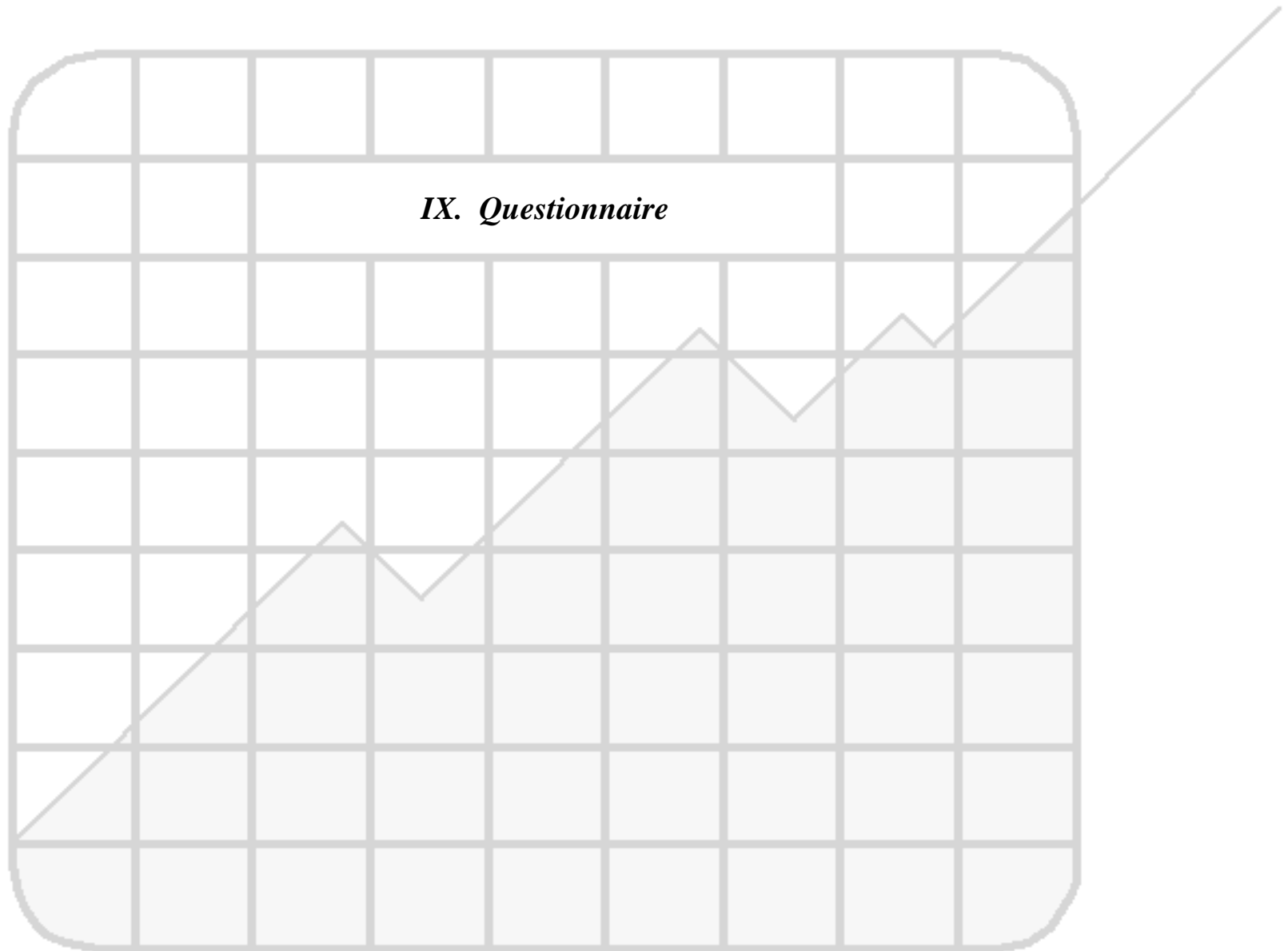
- P Low percentage of Native Americans hired or accepted in summer bridge program.
- P Air quality control needed after Cerro fire.
- P How can we tie up our community with LANL?
- P Waste of taxpayer money. Too much propaganda, no one believes it.
- P I suggest survey be re-tailored to three groups - 1. One for those who are employed by Lab, 2. Reside, but not employed by, and 3. Those who do business with Lab, but do not reside there - for more accurate survey result.
- P Make sure they go to a certain point, then see how effective programs are and how strong end results are.
- P Would like the University of California to be more committed in providing local business opportunities.
- P The University of California needs to not use same policies and application that they use for California.
- P To provide job opportunities for minorities.
- P Cut down on paperwork for proposals.
- P Entities being funded by state appropriations and also by Lab Foundation, and we are left out.
- P Native American proposals hard to get through.
- P New person good. Process slow. Making an effort. We need more. Year's work has to start over, new leadership has brought to a standstill.





**Demographics of Sample**  
(UNWEIGHTED)

|                      | <i>SEPTEMBER<br/>2000<br/>(N = 162)</i> |                                     | <i>SEPTEMBER<br/>2000<br/>(N = 162)</i> |
|----------------------|---|-------------------------------------|---|
| <b><u>Gender</u></b> |   | <b><u>Organizational Sector</u></b> |   |
| Male                 | 64%                                     | Tribal                              | 29%                                     |
| Female               | 36%                                     | Economic/business                   | 27%                                     |
|                      |   | Governmental                        | 17%                                     |
| <b><u>County</u></b> |   | Education                           | 17%                                     |
| Los Alamos           | 19%                                     | DOE                                 | 8%                                      |
| Rio Arriba           | 25%                                     | Special Interest Group              | 2%                                      |
| Santa Fe             | 27%                                     |                                     |   |
| Other New Mexico     | 25%                                     |                                     |   |
| Other out-of-state   | 5%                                      |                                     |   |



**Los Alamos National Laboratory Community Leaders**  
**SEPTEMBER 2000**  
**FINAL**  
**N = 262 (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*)

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"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
- 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

Other (specify) \_\_\_\_\_

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

|                   |                     |                          |
|-------------------|---------------------|--------------------------|
| VERY<br>FAVORABLE | VERY<br>UNFAVORABLE | DON'T KNOW/<br>WON'T SAY |
| 5                 | 1                   | 6                        |
| .....4            | .....2              | .....3                   |





"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:"

|  | <i>VERY</i><br><u>SATISFIED</u> | <i>SOMEWHAT</i><br><u>SATISFIED</u> | <i>SOMEWHAT</i><br><u>DISSATISFIED</u> | <i>VERY</i><br><u>DISSATISFIED</u> | <i>DON'T KNOW/<br/>WON'T SAY</i> |
|--|---------------------------------|-------------------------------------|--|------------------------------------|----------------------------------|
| 5. "The educational programs offered by Los Alamos National Laboratory" .....  | 4                               | 3                                   | 2                                      | 1                                  | 5                                |
| 6. "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                                |
| 7. "Los Alamos National Laboratory's effort to purchase more goods and services from businesses in northern New Mexico communities" .....  | 4                               | 3                                   | 2                                      | 1                                  | 5                                |
| 8. "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                                |
| 9. "University of California and Los Alamos National Laboratory's efforts to listen to the concerns of your community" .....   | 4                               | 3                                   | 2                                      | 1                                  | 5                                |
| 10. "University of California and Los Alamos National Laboratory's efforts to respond to the concerns of your community" .....   | 4                               | 3                                   | 2                                      | 1                                  | 5                                |
| 11. "The overall impact University of California and Los Alamos National Laboratory has had on the economy of your community" .....  | 4                               | 3                                   | 2                                      | 1                                  | 5                                |
| 12. "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                                |

“Generally, how would you rate the effectiveness of Los Alamos National Laboratories’ partnerships with (read below), in an effort to improve the region? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective or very ineffective?”

|  | <u>VERY</u><br><u>EFFECTIVE</u> | <u>SOMEWHAT</u><br><u>EFFECTIVE</u> | <u>SOMEWHAT</u><br><u>INEFFECTIVE</u> | <u>VERY</u><br><u>INEFFECTIVE</u> | <u>DON'T KNOW/<br/>WON'T SAY</u> |
|--|---------------------------------|-------------------------------------|---------------------------------------|-----------------------------------|----------------------------------|
| 13. “Local governments in northern New Mexico”                         | 4                               | 3                                   | 2                                     | 1                                 | 5                                |
| 14. “Business community in northern New Mexico”                        | 4                               | 3                                   | 2                                     | 1                                 | 5                                |
| 15. “School districts and educational agencies in northern New Mexico” | 4                               | 3                                   | 2                                     | 1                                 | 5                                |
| 16. “Tribal governments and tribal agencies”                           | 4                               | 3                                   | 2                                     | 1                                 | 5                                |
| 17. “State government agencies”  | 4                               | 3                                   | 2                                     | 1                                 | 5                                |
| 18. “The State Legislature”  | 4                               | 3                                   | 2                                     | 1                                 | 5                                |

19. "In your opinion, how responsive to the public has Los Alamos National Laboratories been over the last year in addressing Laboratory related issues? Have they been very responsive, somewhat responsive, somewhat unresponsive, or very unresponsive?"

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

20. "What suggestions would you have to improve Lab communications with the public?" (do not read categories) (take up to 3 responses)

- |  |                                    |
|--|------------------------------------|
| 01. Be honest  | 06. Newsletter                     |
| 02. Tell the whole story/not pieces                                  | 07. Community involvement          |
| 03. Friendlier people/less reclusive                                 | 08. Be more proactive not reactive |
| 04. Give tours   | 99. Don't know/won't say           |
| 05. Information line/public relations person available for questions |                                    |

Other (specify) \_\_\_\_\_

21. "What type of information is most important to you with regard to Los Alamos National Laboratories?" (do not read categories) (take up to 3 responses)

- |  |   |
|--|---|
| 01. Misconceptions about mission/research oriented not producing weapons | 06. Community involvement                 |
| 02. Environmental impact/how making things better                        | 07. Community education/training programs |
| 03. Environmental impact/how hurting                                     | 08. Employment opportunities              |
| 04. Efficiency/productivity issues                                       | 09. Economic impact                       |
| 05. National security issues   | 99. Don't know/won't say                  |



Other (specify) \_\_\_\_\_

**22. "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 (*skip to question 24*)
- 3. Don't know/won't say (*skip to question 24*)

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

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

**24. "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 27*)
- 3. Don't know/won't say (*skip to question 27*)

**25. "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 |                         |

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

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

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**"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**

*confirmed by* \_\_\_\_\_

*confirmation date* \_\_\_\_\_ *time* \_\_\_\_\_

|                 |    |   |   |   |   |   |   |   |   |   |
|-----------------|----|---|---|---|---|---|---|---|---|---|
| <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 |

*comments* \_\_\_\_\_