



# 2009

## Hanford Tri-Party Agencies' Annual Public Involvement Survey

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Activities for Calendar Year 2008

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# BACKGROUND

- **The Tri-Party Agreement (TPA) agencies – the U.S. Department of Energy, Washington State Department of Ecology and U.S. Environmental Protection Agency – conduct an annual evaluation of the overall effectiveness of public involvement activities at Hanford.**
- The survey was conducted between April 3 and May 5, 2009.
- The survey instrument was made available on-line.
- A toll-free 1-800 number was provided for those with questions and/or needing assistance with the survey.

# SURVEY INSTRUMENT

The survey questions reflect criteria identified in the Community Relations Plan.

<b>Questions</b>	<b>Category</b>
1-2	How does the Public Get / Prefer to Get Information on Hanford?
3-7	Notification
8-12	Presentations and Materials
13-15	Meetings and Workshops
16-18	Agency Treatment of Public
19-20	Agency Follow-Up/Responsiveness
21-23	Public Perception of Value of Participation
24-25	Public Support for Process
26-28	Strengths, Weaknesses, Opportunities
29	Respondent's Self-Identification
30-31	Respondent's Level of Participation in 2008
32-33	Add to Agency Contact List(s)
34	Additional Comments

# GOALS & METRICS

Ecology has set internal goals and metrics for Public Involvement assessments.

- Overall rating for Hanford public involvement that achieves greater than 60% audience approval “strongly agree” or “agree” with the statements in the survey instrument; and, less than 20% audience disapproval “disagree” or “strongly disagree”. *(Does not include non responses or “N/A” responses).*

<b>&gt; 60% of Responders</b>			<b>&gt; 20% of Responders</b>		
<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Neither Agree/Disagree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	<input type="checkbox"/> NA
<b>&gt; 50% of Responders</b>			<b>&gt; 15% of Responders</b>		

- Identify areas and issues which provide opportunities for improvement for the agencies or for public involvement practice.
- Act upon and resolve issues identified to improve public involvement.

# SAMPLE RESPONSE

3. Notices from the Tri-Party Agencies (US DOE, EPA, and Ecology) are sent in a timely manner, usually 30 days before the event.

Response	Strongly Agree	Agree	Neither Agree/Disagree	Disagree	Strongly Disagree	N/A
Number	14	31	13	3	0	0
Percent	23%	51%	21%	5%	0%	0%
% – N/A	23%	51%	21%	5%	0%	
61 Responses to Question		61 Responses Excluding N/A		Response Average = 3.92		

































4. Notices from the Tri-Party Agencies (US DOE, EPA, and Ecology) provide an understandable description of the issue.

Number	10	27	11	9	4	0
Percent	16%	44%	18%	15%	7%	0%
% – N/A	16%	44%	18%	15%	7%	
61 Responses to Question		61 Responses Excluding N/A		Response Average = 3.49		

5. Notices from the Tri-Party Agencies (US DOE, EPA, and Ecology) provide adequate explanation of the impacts of the proposed activity.

Number	5	20	15	16	5	0
Percent	8%	33%	25%	26%	8%	0%
% – N/A	8%	33%	25%	26%	8%	
61 Responses to Question		61 Responses Excluding N/A		Response Average = 3.07		

# SUMMARY RESPONSE

Questions	Category	Summary Response to Questions					Score
1-2	How does the Public Get/ Prefer to Get Information on Hanford?	Hanford Mailing List (Postal Mail); Hanford Listserv (E-mail); Newspaper From the agencies, themselves (US DOE, Ecology)					
3-7	Notification	3 	4  	5 	6  	7 	3.63
8-12	Presentations and Materials	8  	9  	10 	11  	12  	3.46
13-15	Meetings and Workshops	13 	14 	15  			4.12
16-18	Treatment of Public	16 	17 	18  			3.74
19-20	Follow-Up/ Responsiveness	19 	20 				3.21
21-23	Value of Participation	21  	22 	23 			3.34
24-25	Support for Process	24 	25 				3.59
26-28	Strengths, Weaknesses, Opportunities	See Comments – Appendices A-C					
29	Respondent’s Self-Identification	Concerned Public (57%)					
30-31	Respondent’s Level of Participation	State of the Site (44%); Attend Public Meetings (53%)					
32-33	Add to Agency Contact List(s)	21 Contacts Added (34%)					
34	Additional Comments	See Comments – Appendix D					



# OVERVIEW / FINDINGS

- All of the questions rated above the median score of 3.0. However, there remains opportunities for improvement in Hanford's Public Involvement processes and activities.
- Specific areas where 50% or more of the public showed a favorable response (strongly agree/agree) represent a positive direction and achievement for the agencies and the public.
- With some exceptions, the agencies have shown general strength in the areas of Notification, Presentations and Materials, Meetings and Workshops, and Treatment of the Public.

- Concern should be given to areas where 20% or

# OVERVIEW / FINDINGS

- Concern should be given to areas where 20% or more of the public indicated clear dissatisfaction.
- Significant opportunities remain in the agencies' follow-up and responsiveness as well as building trust with the public.
- Several of the question elicited responses that were clearly polarized. This would indicate further discussion is needed to better understand and resolve the underlying conflicts.