

# Heart of America Northwest

*The Public's Voice for Hanford Cleanup*

## Hanford Clean-Up

## Public Involvement Survey Results

# Survey Results

- Heart of America NW is conducting a survey to improve public involvement & information about Hanford Clean-up.
- 165 completed surveys via email; continuing surveys over the phone
- Survey contacts:
  - TPA email list;
  - meeting attendees;
  - HoANW and HoANWRC lists

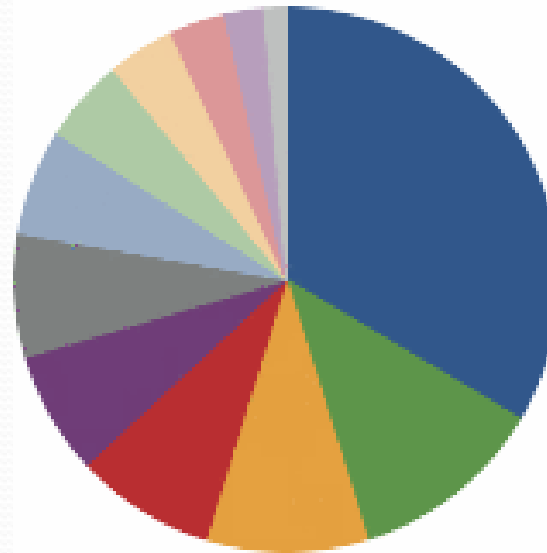
# Significant Finding – Official List is Not Adequate for Strong Public Notice and Involvement

- TPA (Tri-Party Agreement) email list is only 600
  - Small for the largest Superfund site in the nation
- Most emails on the TPA notice list are agency employees, contractors & press contacts;
  - Only 297 not readily identified as agency, contractors...
  - Of 297, a significant % include PR firms for the contractors and others who are not general public
- Only a small number of public and concerned citizens are on the official TPA email list

# Results for Receiving Notice of Meetings

(Question #5) – 61% of respondents have attended a public meeting on Hanford

- 47% received notice from Heart of America Northwest (email, mailed Citizen's Guide or website)
- 22% received notice from a Tri-Party Agency (email, mailed notice or website)
- 6% people received from another citizen's group (email, mailed notice or website)

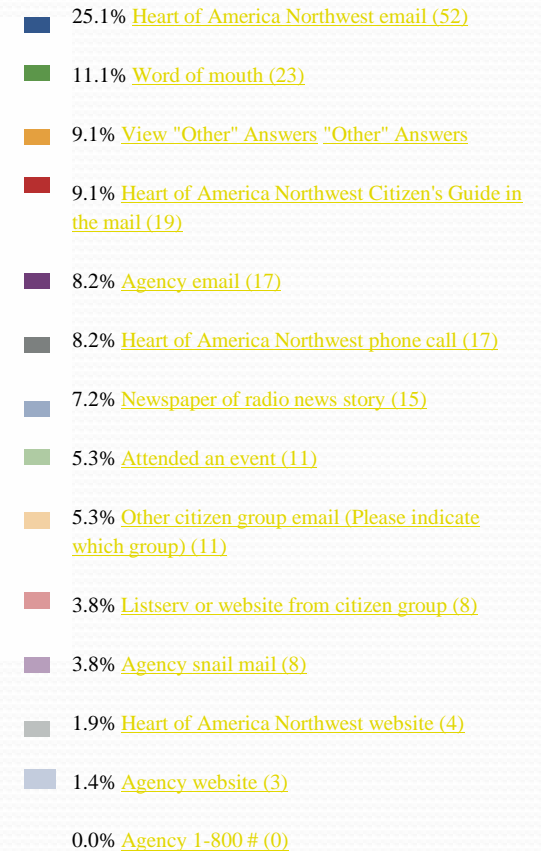
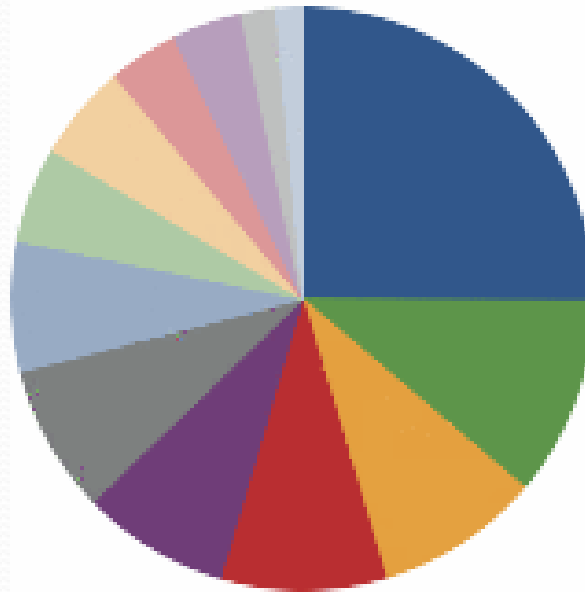


33.5%	<a href="#">Heart of America Northwest email (101)</a>
11.6%	<a href="#">Heart of America Northwest Citizen's Guide (snail mail) (35)</a>
9.6%	<a href="#">Agency email notice (29)</a>
8.3%	<a href="#">Agency snail mail notice (25)</a>
7.3%	<a href="#">Word of mouth (22)</a>
7.3%	<a href="#">Newspaper or radio (22)</a>
6.3%	<a href="#">View "Other" Answers "Other" Answers</a>
4.9%	<a href="#">Other citizen group email (please indicate which group) (15)</a>
3.9%	<a href="#">Website belonging to one of the Agencies (USDOE, EPA or Ecology) (12)</a>
3.3%	<a href="#">Attended an event (10)</a>
2.3%	<a href="#">Heart of America Northwest website (7)</a>
1.3%	<a href="#">Other citizen group website or snail mail (please indicate which group) (4)</a>
0.0%	<a href="#">Agency 1-800 # (0)</a>

# Motivation for Attending a Meeting

(Question #6)

- 43% Heart of America NW email, in-mail Citizen's Guide, phone call, or website
- 13% Agency website, email or in-mail notice
- 9% another citizen group



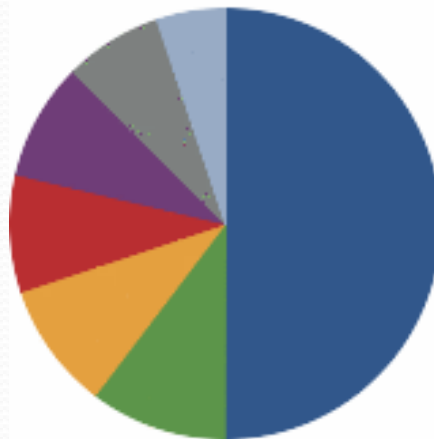
# Helpfulness of Materials

on a scale of 1-5, 5 being excellent (Question #8 & #10)

- 50% Heart of America NW Citizens' Guide or other materials (rated 3 to 5)
- 28% had not received a Citizen's Guide
- 26% Agency materials (rated 3 to 5)
- 50% had not received a Agency mailing



- 27.8% [I have not received a HOANW Citizens' Guide \(41\)](#)
- 23.8% [5 \(35\)](#)
- 21.0% [I don't remember \(31\)](#)
- 16.3% [4 \(24\)](#)
- 6.8% [3 \(10\)](#)
- 2.7% [2 \(4\)](#)
- 1.3% [1 \(2\)](#)



- 50.0% [I have not received a mailing from the agencies \(68\)](#)
- 10.2% [3 \(14\)](#)
- 9.5% [2 \(13\)](#)
- 8.8% [1 \(12\)](#)
- 8.8% [4 \(12\)](#)
- 7.3% [5 \(10\)](#)
- 5.1% [I don't remember \(7\)](#)

# Agency Website Preferences

(Question #17 & #18)

- When seeking information people turn to: 37% USDOE-Richland, 37% Dept. of Ecology, and 27% EPA
- Helpfulness of Agency website information: 39% helpful (scale 3-5); 46% have never been on an agency website

