

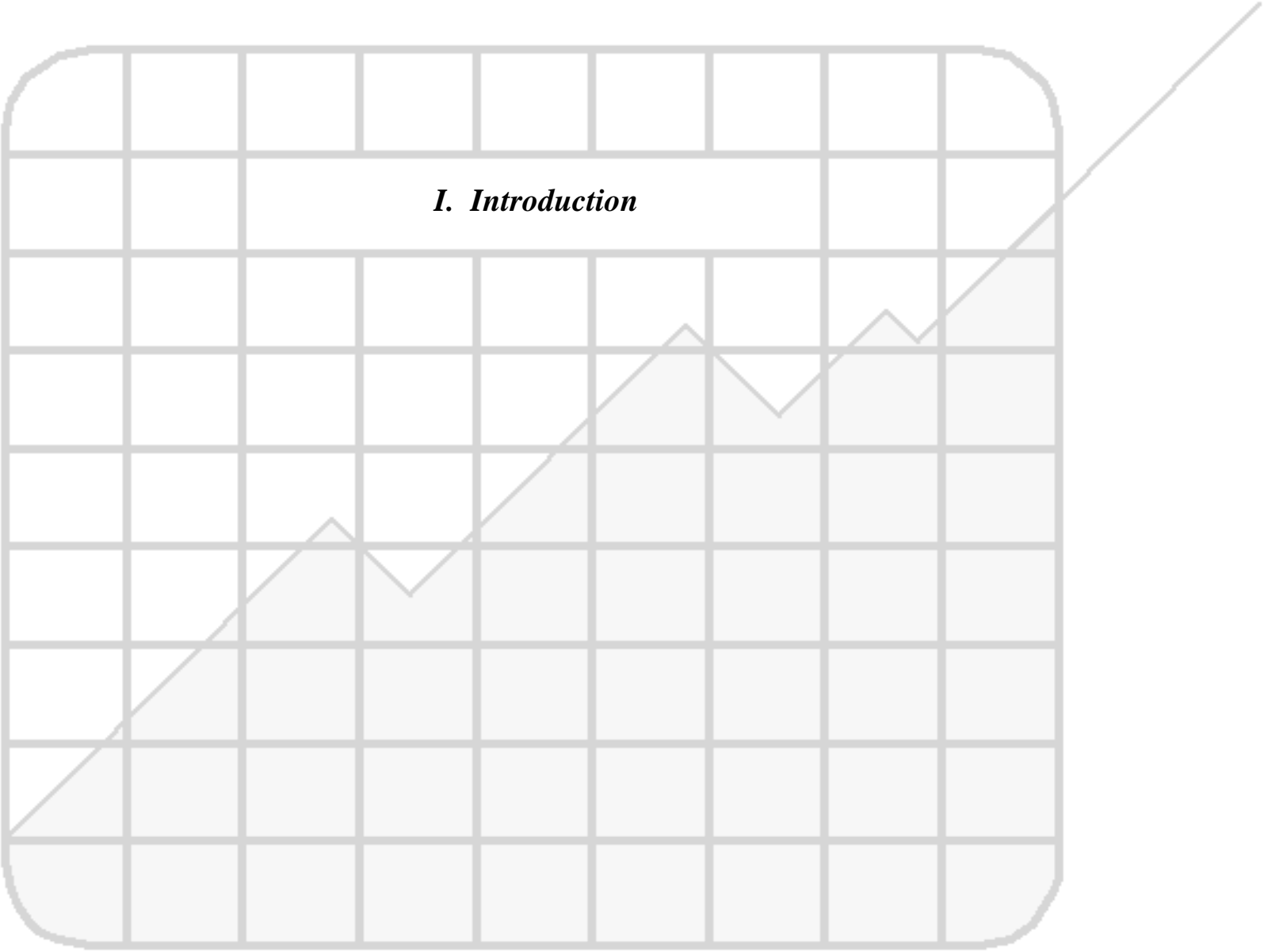
*Los Alamos National Laboratory
Community Leader Study
February 2002*

**Los Alamos National Laboratory
Community Leader Study
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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 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 between December 3, 2001 and January 25, 2002. The 2000 study was conducted in August and September of 2000 and the 1999 study was conducted in August and early September. The benchmark study was conducted in June of 1998.

Sample

A list of Community Leaders was provided by Los Alamos National Laboratory. The Community Leaders were grouped into six sectors: Government, Economic/Business, Education, Tribal, Special Interest Group and the Department of Energy. The table below shows the sample distribution and the response rates for each sector. In order to make comparisons to the previous studies, the sample was weighted at the organizational sector level to the same proportions as the 1998, 1999, and 2000 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 | | | 2001 | | |
|------------------------|--------------------------|--------------------------------|---------------|--------------------------|--------------------------------|---------------|--------------------------|--------------------------------|---------------|--------------------------|--------------------------------|---------------|
| | 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 | Number of Names Provided | Number of Completed Interviews | Response Rate |
| Special Interest Group | 8 | 8 | 100% | 6 | 5 | 83% | 6 | 4 | 67% | 5 | 2 | 40% |
| Tribal | 32 | 9 | 28% | 83 | 24 | 29% | 76 | 47 | 62% | 55 | 25 | 45% |
| Education | 43 | 18 | 42% | 37 | 16 | 43% | 36 | 27 | 75% | 41 | 22 | 54% |
| Government | 44 | 22 | 50% | 50 | 26 | 52% | 51 | 28 | 55% | 77 | 41 | 53% |
| Department of Energy | 25 | 19 | 76% | 24 | 21 | 89% | 22 | 13 | 59% | 21 | 9 | 43% |
| Economic/Business | 67 | 47 | 70% | 80 | 50 | 63% | 66 | 43 | 65% | 182 | 105 | 58% |
| TOTAL | 219 | 123 | 56% | 280 | 142 | 51% | 257 | 162 | 63% | 381 | 204 | 54% |

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.

EXECUTIVE SUMMARY

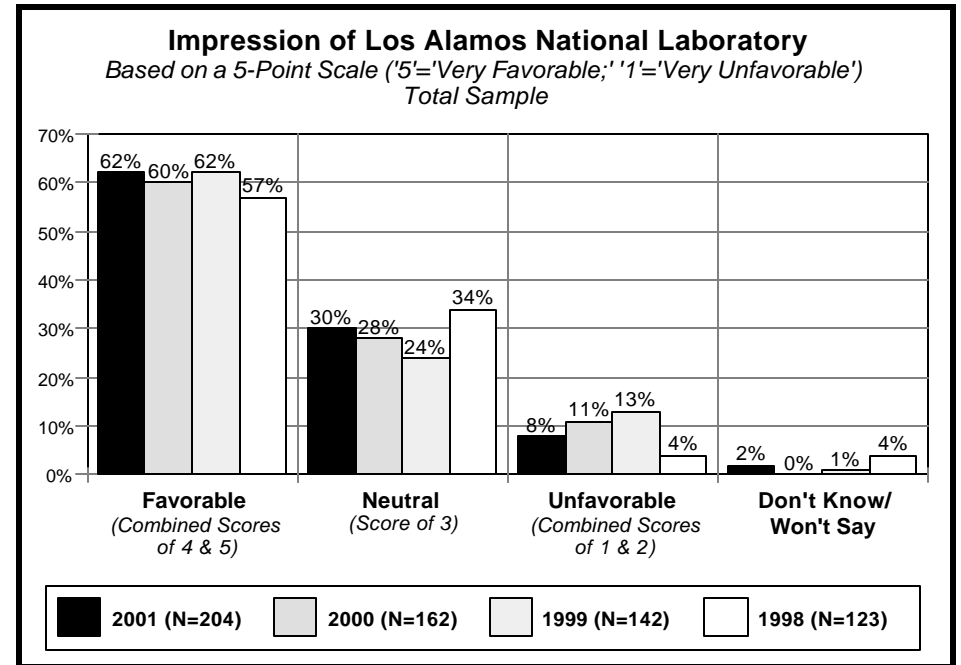
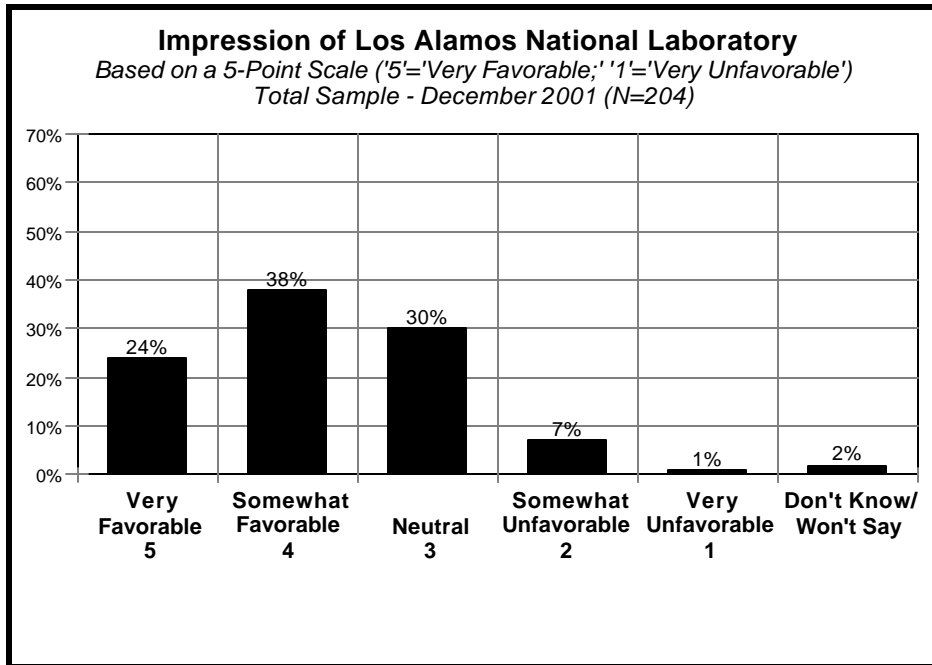
Overall, Los Alamos National Laboratory is viewed favorably by the majority of area Community Leaders. In fact, over three-fifths of Community Leaders say they have a favorable impression of LANL, while less than one-in-ten have an unfavorable opinion. As has been observed in previous studies, Community Leaders are most satisfied with LANL's overall economic impact in their community. This is becoming even more important as there appears to be some concerns regarding the strength of the economy. Perceived problems with economic development is illustrated by the fact that when asked in an unaided, open-ended manner what is the single biggest problem facing their community, the plurality (44%) of Community Leaders mention something directly related to the economy.

Although the large majority (78%) of Community Leaders express satisfaction with the overall economic impact of LANL in their community, there is a perception that even more can be done. For example, one-third of the Community Leaders express dissatisfaction with the efforts to encourage new business to relocate to northern New Mexico. Approximately one-quarter of the Community Leaders are dissatisfied with LANL's efforts to purchase more goods and services from northern New Mexico communities and with the community involvement and regional economic development efforts of the University of California's northern New Mexico Office in Los Alamos. Moreover, 36% of the Community Leaders feel the LANL partnerships with the business community in northern New Mexico have not been effective. These results are similar to those observed in previous studies.

In addition to providing further economic assistance, there is a feeling among some Community Leaders that LANL can be more involved in the community and do more to help with education. Overall, LANL has made great strides to get involved with the community, which is acknowledged by the majority (61%) of Community Leaders who express satisfaction with LANL's efforts to listen to the concerns of their community and the majority (56%) of Community Leaders are satisfied with the education programs offered by LANL. However, two-fifths (39%) of the Leaders are dissatisfied with LANL's efforts to respond to community concerns and one-in-five Community Leaders feel LANL's partnerships with school districts and educational agencies are ineffective.

It is important to note that in addition to those who do not feel LANL is doing enough to help the economy, to get involved in the community, or help with education, there are some Community Leaders who are simply unaware of LANL's efforts in these areas. It may be the case that some of those who are critical of LANL may also be unaware of the different ways LANL helps their community, thus affecting their overall opinion of LANL's community outreach. Improving communication is a continual process and it appears as though more can be done to inform residents of the various programs LANL has to offer. As observed in previous studies, the Community Leaders are most apt to say they want more information about community involvement when asked how LANL can improve communication with the public. The fact these results have changed very little compared to previous studies indicates there is a need to either find new ways to communicate with the public or bolster systems of communication already in place.

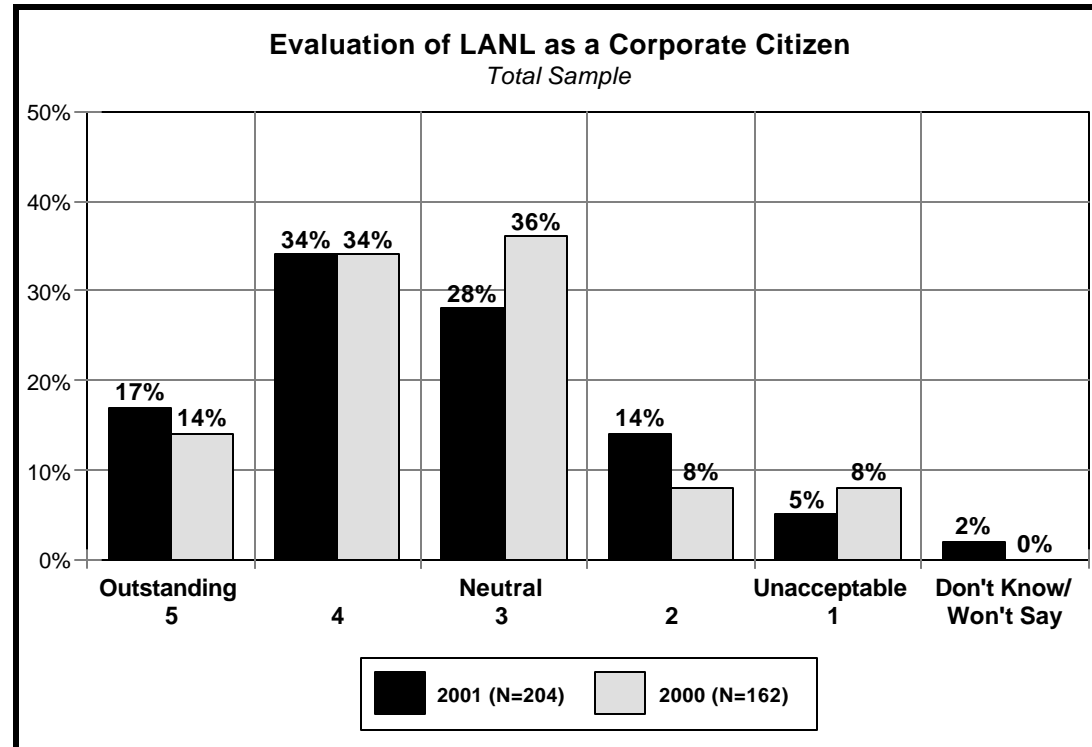
Impressions of LANL



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*. The graph on the left shows three-fifths (62%) of the Leaders have a favorable impression of the Laboratory, giving a score of 4 or 5 on a 5-point scale, with 24% saying they have a *very favorable* impression of Los Alamos National Laboratory. Just 8% of the Leaders indicate they have an unfavorable impression of the Lab (a score of 1 or 2), while 30% have a neutral opinion (a score of 3).

The table on the right shows tracking results over the past four years. Overall, there has been little change in the Community Leaders' perception of LANL. The Lab has been viewed favorably by approximately three-fifths of Leaders in each of the past four years.

Evaluation of LANL as Corporate Citizen



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, half (51%) of the Leaders give LANL high ratings of 4 or 5 for its corporate citizenship, with 17% saying it is an *outstanding* corporate citizen. Nineteen percent of the leaders are critical of LANL, giving ratings of 1 or 2, while 28% have somewhat mixed or neutral feelings of LANL's citizenship, indicated by a score of 3. Overall, these results are very similar to those observed last year in which 48% gave positive ratings, while 16% were critical of LANL's corporate citizenship.

REASONS UNDERLYING EVALUATION OF LANL AS A CORPORATE CITIZEN

AMONG THOSE WHO RATED LANL AS A CORPORATE CITIZEN

(TOP 10 UNAIDED RESPONSES)

| | DECEMBER 2001 (N=200) | | DECEMBER 2001 (N=200) |
|---|-----------------------------|---|-----------------------------|
| <u>Positive Comments</u> | | <u>Suggestions/Negative Comments</u> | |
| Involved in the community | 22% | No community involvement | 16% |
| Lab is making an effort/working on it | 12% | Can always improve/could do more | 13% |
| Involved in business community | 10% | Haven't reached out/community problems | 13% |
| Foundation programs are good | 9% | Mostly lip service/not really involved | 7% |
| Job/local employment | 7% | | |
| Really cares/listens to community needs | 6% | No/don't know/won't say | 3% |

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 reason why Community Leaders say they gave positive ratings of LANL's corporate citizenship is that the Lab is involved in the community (22%) while 12% say the Lab is making an effort, 10% mention involvement in the business community and 9% cite the good foundation programs. Conversely, 16% feel the Lab is not involved in the community, 13% say more can be done, and 13% say Los Alamos National Laboratory has not reached out to the community.

EVALUATION OF SPECIFIC LANL ATTRIBUTES
Ranked By Highest Percentage "Very Satisfied" (2001)

TOTAL SAMPLE

| | VERY SATISFIED 4 | SOMEWHAT SATISFIED 3 | SOMEWHAT DISSATISFIED 2 | VERY DISSATISFIED 1 | DON'T KNOW/ WON'T SAY |
|--|------------------------|----------------------------|-------------------------------|---------------------------|--------------------------|
| The overall impact on the economy of your community (LANL/UC) | | | | | |
| December 2001 (N = 204) | 45% | 33% | 10% | 4% | 8% |
| September 2000 (N = 162) | 41% | 43% | 9% | 6% | 2% |
| August 1999 (N = 142) | 40% | 38% | 11% | 7% | 4% |
| June 1998 (N = 123) | 40% | 34% | 11% | 5% | 10% |
| Educational programs offered (LANL) | | | | | |
| December 2001 (N = 204) | 29% | 27% | 11% | 2% | 31% |
| September 2000 (N = 162) | 26% | 42% | 7% | 4% | 21% |
| August 1999 (N = 142) | 24% | 36% | 8% | 5% | 28% |
| June 1998 (N = 123) | 20% | 37% | 12% | 1% | 29% |
| Efforts to provide equal opportunities for employment for all qualified residents of northern New Mexico in the last year (LANL/UC) | | | | | |
| December 2001 (N = 204) | 25% | 34% | 9% | 10% | 23% |
| September 2000 (N = 162) | 25% | 32% | 10% | 12% | 21% |
| August 1999 (N = 142) | 20% | 38% | 15% | 8% | 18% |
| June 1998 (N = 123) | 20% | 37% | 17% | 9% | 17% |
| Efforts to purchase more goods and services from businesses in northern New Mexico communities (LANL) | | | | | |
| December 2001 (N = 204) | 24% | 30% | 18% | 8% | 20% |
| September 2000 (N = 162) | 19% | 41% | 15% | 5% | 19% |
| August 1999 (N = 142) | 25% | 39% | 13% | 11% | 12% |
| June 1998 (N = 123) | 22% | 41% | 20% | 2% | 14% |
| Efforts to listen to the concerns of your community (LANL/UC) | | | | | |
| December 2001 (N = 204) | 20% | 41% | 20% | 11% | 8% |
| September 2000 (N = 162) | 30% | 35% | 14% | 15% | 6% |
| August 1999 (N = 142) | 26% | 53% | 14% | 5% | 2% |
| June 1998 (N = 123) | 25% | 46% | 15% | 7% | 7% |

...continued

EVALUATION OF SPECIFIC LANL ATTRIBUTES (continued)
Ranked By Highest Percentage "Very Satisfied" (2001)

TOTAL SAMPLE

| | VERY SATISFIED <u>4</u> | SOMEWHAT SATISFIED <u>3</u> | SOMEWHAT DISSATISFIED <u>2</u> | VERY DISSATISFIED <u>1</u> | DON'T KNOW/ WON'T SAY |
|---|-------------------------------|-----------------------------------|--------------------------------------|----------------------------------|--------------------------|
| The community involvement and regional economic development efforts (UC) | | | | | |
| December 2001 (N = 204) | 20% | 32% | 16% | 9% | 22% |
| September 2000 (N = 162) | 23% | 29% | 12% | 6% | 29% |
| August 1999 (N = 142) | 28% | 37% | 8% | 9% | 19% |
| June 1998 (N = 123) | 23% | 36% | 15% | 2% | 24% |
| Encouraging new business to relocate to northern New Mexico (LANL/UC) | | | | | |
| December 2001 (N = 204) | 15% | 31% | 23% | 11% | 19% |
| September 2000 (N = 162) | 7% | 45% | 20% | 11% | 17% |
| August 1999 (N = 142) | 21% | 47% | 12% | 8% | 12% |
| June 1998 (N = 123) | 31% | 37% | 16% | 3% | 13% |
| Efforts to respond to the concerns of your community (LANL/UC) | | | | | |
| December 2001 (N = 204) | 13% | 35% | 26% | 13% | 13% |
| September 2000 (N = 162) | 16% | 43% | 19% | 15% | 7% |
| August 1999 (N = 142) | 20% | 40% | 25% | 10% | 5% |
| June 1998 (N = 123) | 12% | 52% | 20% | 9% | 7% |

Community Leaders were read various statements related 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-five percent of the Leaders are *very satisfied* and another 33% are *somewhat satisfied* with the **overall impact the University of California and LANL has had on the local economy of their community**. The majority (56%) of Leaders are either *somewhat satisfied* (27%) or *very satisfied* (29%) with the **educational programs offered by LANL**, though nearly one-third (31%) have not formed an opinion on the issue.

Three-fifths of the Leaders (59%) 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 northern New Mexico**. However, 19% are dissatisfied with the efforts being made in this area.

While the majority (54%) of Leaders are at least somewhat satisfied with the **effort to purchase more goods and services from businesses in northern New Mexico communities**, 26% indicate they are dissatisfied with these efforts. Three-in-five Leaders are either *somewhat satisfied* (41%) or *very satisfied* (20%) with the University of California and Los Alamos National Laboratory's **efforts to listen to the concerns of their community**, although nearly one-third (31%) are either *somewhat* or *very dissatisfied*.

Just over half of the Leaders are either *somewhat satisfied* (32%) or *very satisfied* (20%) with the University of California's Northern New Mexico Office for its **community involvement and regional economic development efforts**, though one-quarter express dissatisfaction with the efforts in this area. Just under half (46%) of the Leaders express satisfaction with the University of California and LANL's **efforts in encouraging new business to relocate to northern New Mexico**, although one-third of the Leaders (34%) indicate they are dissatisfied with the encouragement of new businesses. Finally, approximately half (48%) of the Community Leaders are satisfied with the University of California and LANL's **efforts to respond to the concerns of their community**. However, two-fifths (39%) of the Leaders express dissatisfaction with the University of California and LANL's response to community concerns.

Overall, the results of this study are similar to those observed previously, though there are some areas in which Community Leaders express slightly lower levels of overall satisfaction. For example, the 48% of Leaders who express satisfaction with LANL's efforts to respond to the concerns of their community is down from 59% observed last year.

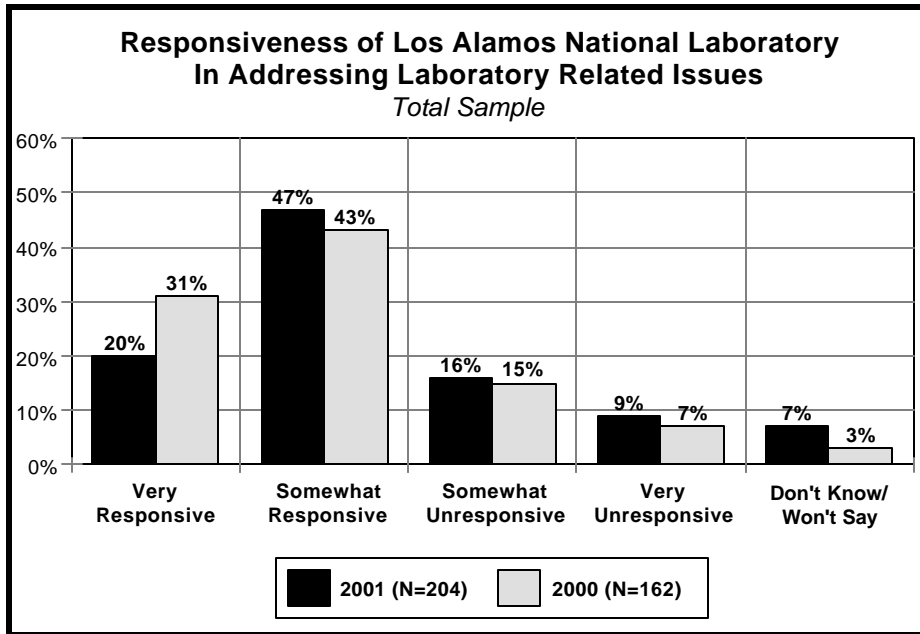
EFFECTIVENESS OF LANL PARTNERSHIPS
Ranked By Highest Percentage "Very Effective" (2001)

| | | TOTAL SAMPLE | | | | |
|--|--|-------------------------------|-----------------------------------|-------------------------------------|---------------------------------|--------------------------|
| | | VERY EFFECTIVE <u>4</u> | SOMEWHAT EFFECTIVE <u>3</u> | SOMEWHAT INEFFECTIVE <u>2</u> | VERY INEFFECTIVE <u>1</u> | DON'T KNOW/ WON'T SAY |
| School districts and educational agencies | | | | | | |
| December 2001 (N = 204) | | 23% | 40% | 17% | 2% | 17% |
| September 2000 (N = 162) | | 26% | 45% | 8% | 6% | 16% |
| Business community in northern New Mexico | | | | | | |
| December 2001 (N = 204) | | 16% | 41% | 28% | 8% | 7% |
| September 2000 (N = 162) | | 6% | 56% | 20% | 7% | 12% |
| Local governments in northern New Mexico | | | | | | |
| December 2001 (N = 204) | | 13% | 45% | 23% | 4% | 15% |
| September 2000 (N = 162) | | 10% | 63% | 13% | 7% | 7% |
| State government agencies | | | | | | |
| December 2001 (N = 204) | | 12% | 35% | 17% | 2% | 34% |
| September 2000 (N = 162) | | 9% | 40% | 5% | 5% | 40% |
| Tribal governments and tribal agencies | | | | | | |
| December 2001 (N = 204) | | 8% | 32% | 19% | 5% | 36% |
| September 2000 (N = 162) | | 7% | 35% | 11% | 3% | 43% |
| The State Legislature | | | | | | |
| December 2001 (N = 204) | | 7% | 28% | 17% | 4% | 43% |
| September 2000 (N = 162) | | 7% | 31% | 12% | 5% | 45% |

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 two-thirds of the Leaders feel the partnerships with **school districts and educational agencies** are either *very effective* (23%) or *somewhat effective* (40%) in improving the region. Approximately three-fifths of the Leaders feel the partnerships with the **business community in northern New Mexico** are either *somewhat effective* (41%) or *very effective* (16%). However, over one-third (36%) feel the business programs are ineffective. The majority of Leaders feel the partnerships with **local governments in northern New Mexico** are either *very effective* (13%) or *somewhat effective* (45%) in improving the region, though 27% feel these partnerships are ineffective.

Approximately half of the Community Leaders feel the partnership programs with **state government agencies** are either *somewhat effective* (35%) or *very effective* (12%); however, 19% feel they are ineffective, and 34% have not formed an opinion on the issue. Two-fifths of the Leaders feel the partnerships with the **tribal governments and tribal agencies** are either *somewhat effective* (32%) or *very effective* (8%), though 24% feel these partnerships are ineffective and 36% have not formed an opinion on the issue. Finally, less than two-fifths feel the partnerships with the **state legislature** are either *somewhat effective* (28%) or *very effective* (7%), while 21% feel they are ineffective and 43% have not formed an opinion on the issue.

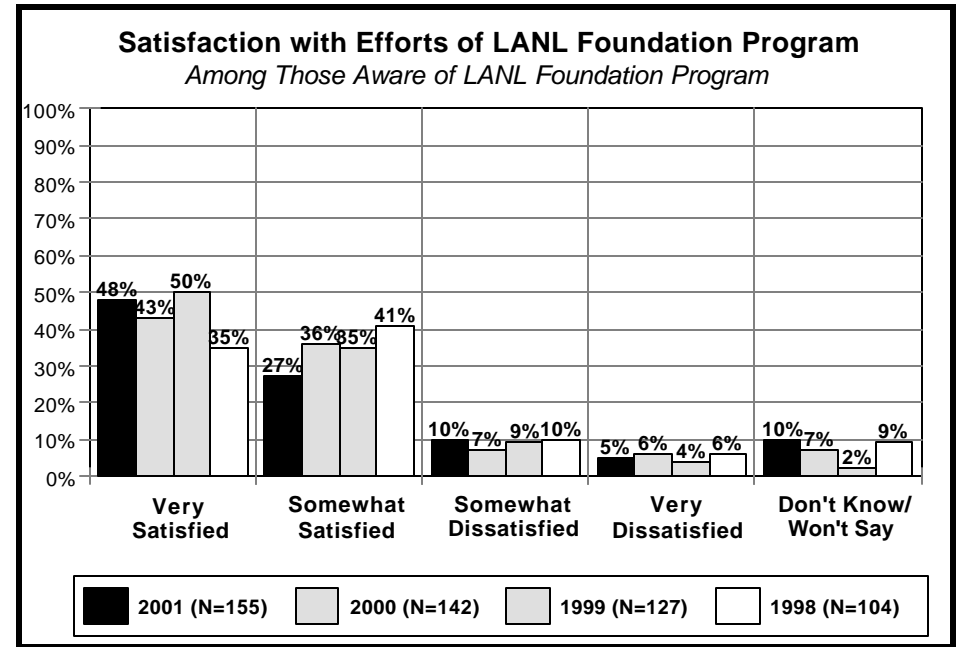
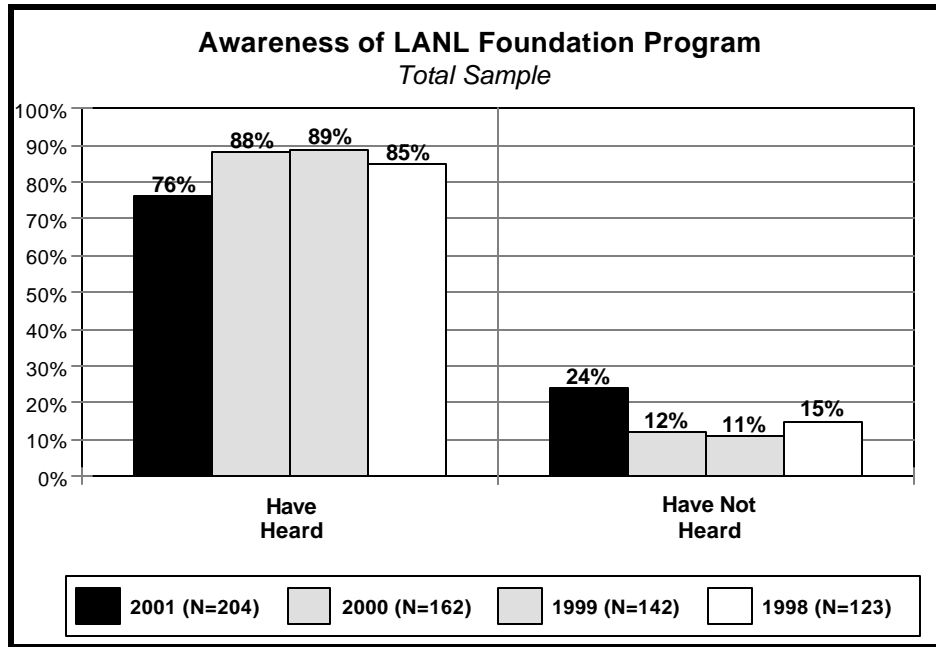
Responsiveness of LANL



As shown in the graph on the left, 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. Two-thirds of the Leaders feel LANL has been either *very responsive* (20%) or *somewhat responsive* (47%) over the past year, although one-in-four Leaders feel LANL has been unresponsive.

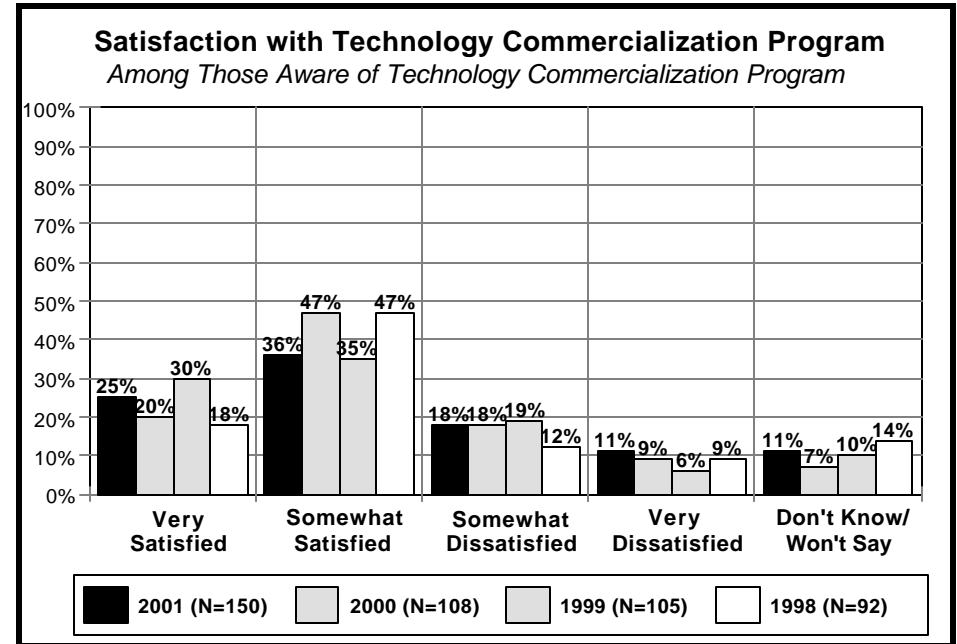
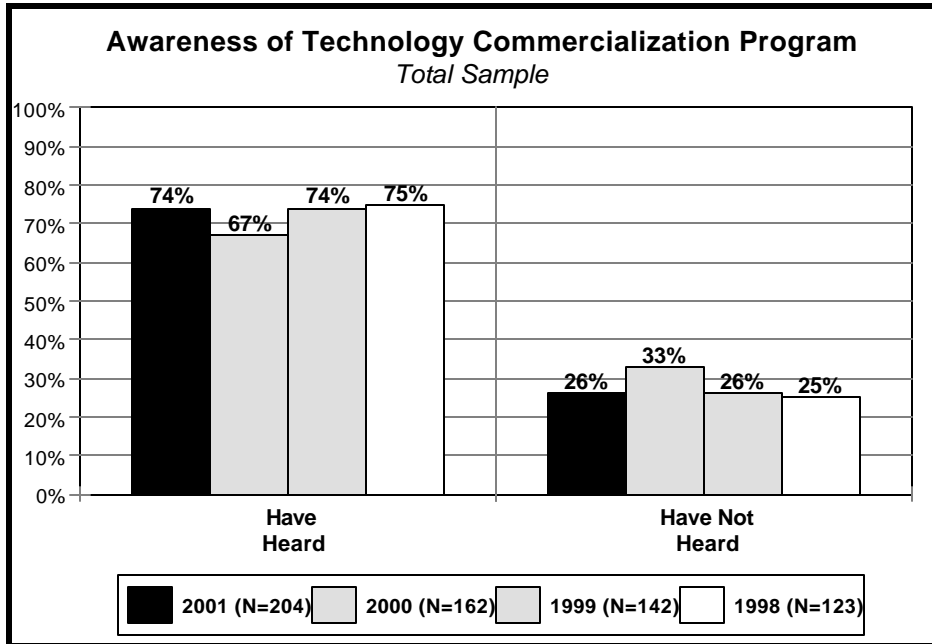
It should be noted that 35% of the Community Leaders in Los Alamos feel LANL has been unresponsive to the public in dealing with Lab related issues over the past year. Thirty-two percent of Government Leaders also feel LANL has been unresponsive to the public in the past year.

Awareness of Programs



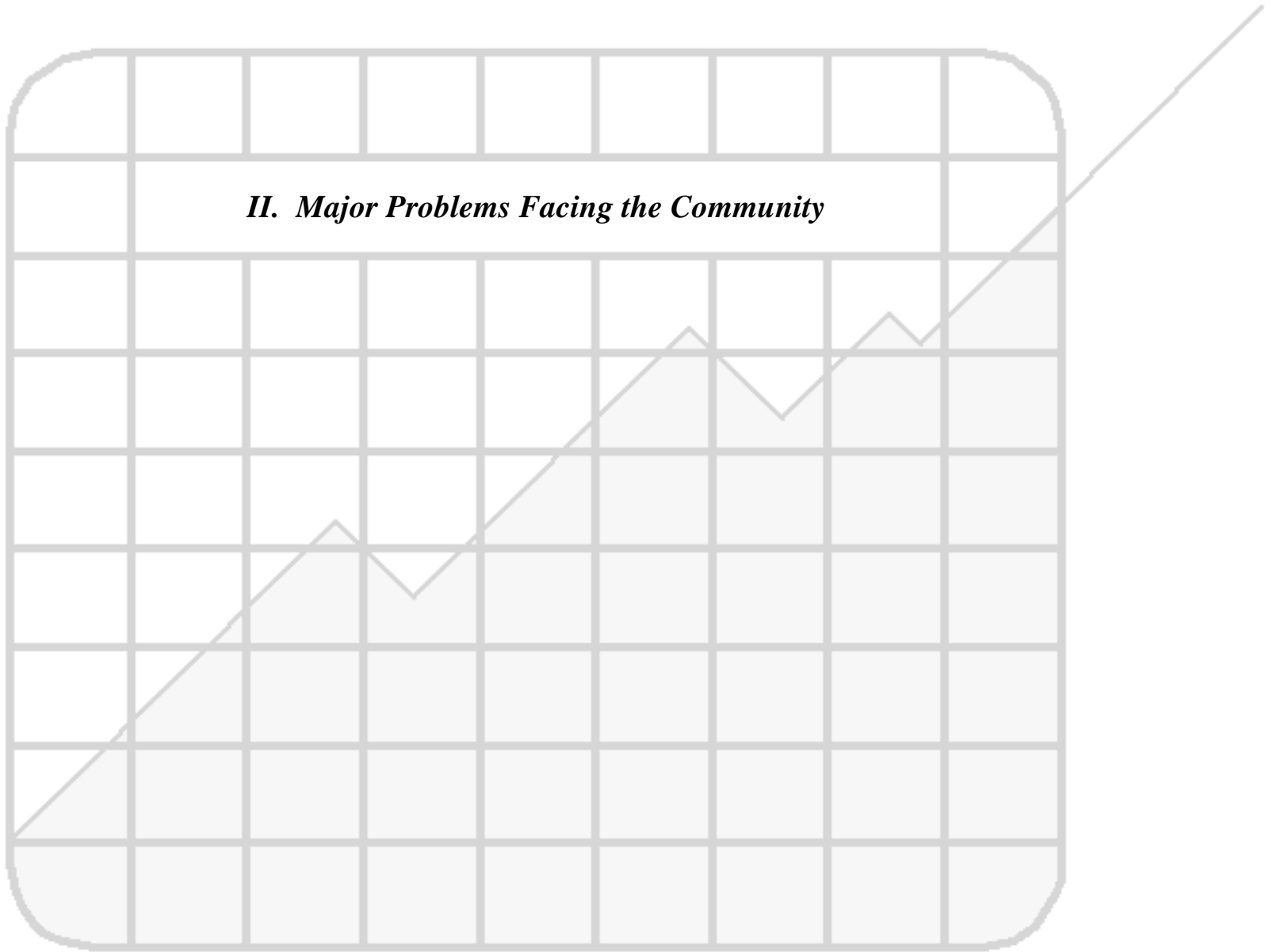
Three-quarters of the Leaders (76%) say they have heard or read about the Los Alamos National Laboratory Foundation which promotes and funds a broad range of educational and public service activities throughout northern New Mexico. Overall awareness of the Foundation is lower when compared to previous studies.

Community Leaders who have heard of the Los Alamos National Laboratory Foundation were asked to rate their satisfaction with its efforts. Three-quarters of these Leaders are either *very satisfied* (48%) or *somewhat satisfied* (27%) with the Foundation's efforts, while 15% are either *somewhat dissatisfied* or *very dissatisfied*. Overall satisfaction with the Foundation is consistent with results observed in last year's study.



Three-quarters of the Community Leaders say they have heard of the Technology Commercialization Program. Leaders in Los Alamos are most apt to be aware of the Technology Commercialization Program (83%), whereas Rio Arriba Leaders are least likely to be aware of the program (65%). Over four-fifths of Economic/Business Leaders (84%) and DOE Leaders (89%) are aware of the Technology Commercialization program compared to 44% of Tribal Leaders.

Three-fifths of the Leaders who are aware of the Technology Commercialization Program are either *somewhat satisfied* (36%) or *very satisfied* (25%) with LANL's efforts. However, 29% of the Leaders express dissatisfaction with the program. Overall satisfaction with the Technology Commercialization Program is similar to that observed in last year's study.



Major Problem Facing Community
(UNAIDED RESPONSES)

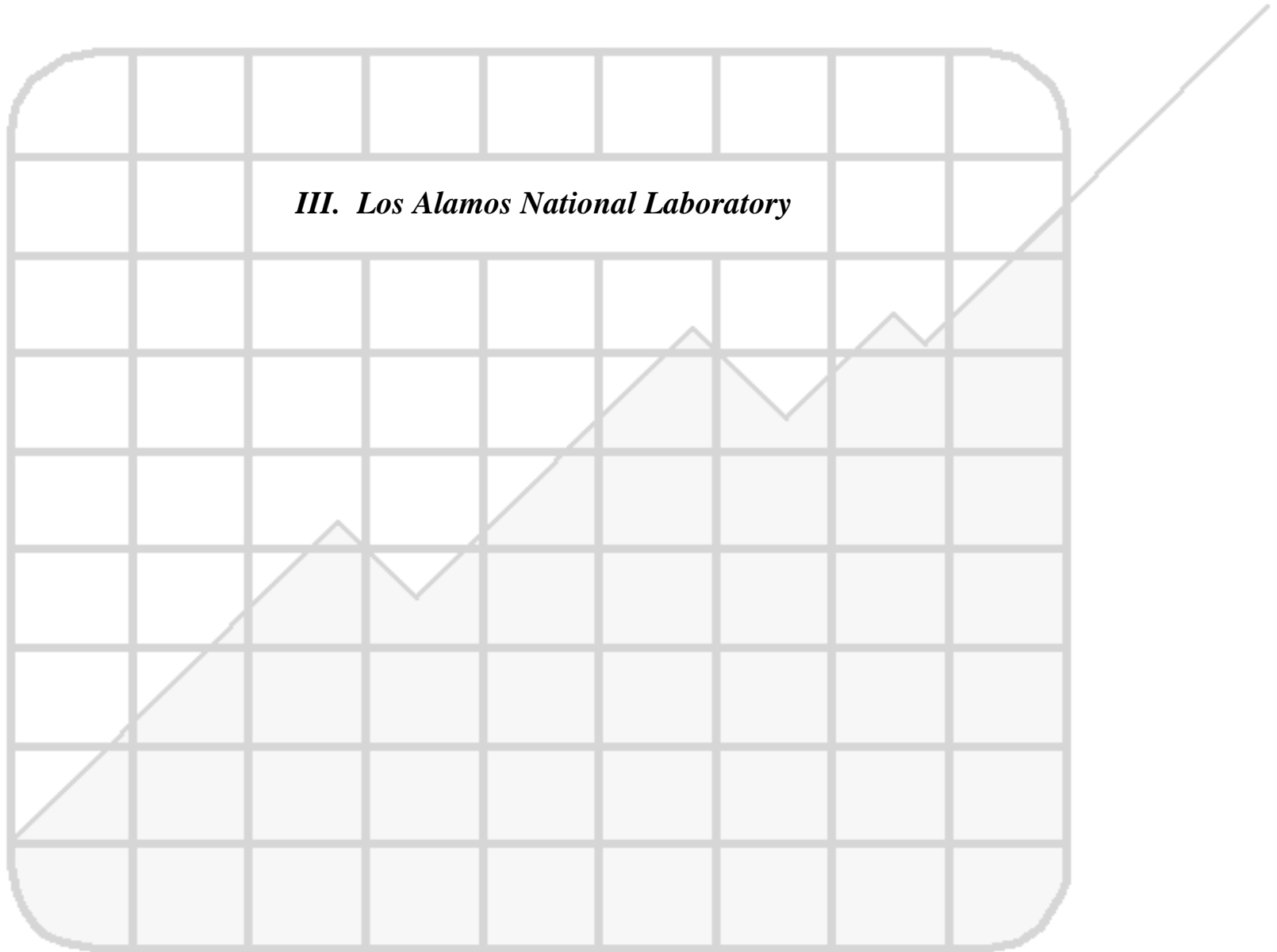
Question 1: What would you say is the single biggest problem facing your community today?

| | <i>DECEMBER 2001 (N = 204)</i> | | <i>DECEMBER 2001 (N = 204)</i> | | <i>DECEMBER 2001 (N = 204)</i> |
|--|------------------------------------|---------------------------------------|------------------------------------|---|------------------------------------|
| <u>Economy</u> | 44% | <u>Education</u> | 22% | <u>Environmental</u> | 8% |
| Economic diversification | 11% | Educational system is poor | 15% | Water shortage | 5% |
| Lack of economic opportunities | 10% | Future school funding | 3% | Environment/polluted air/water | 1% |
| Non-availability of good jobs | 8% | Quality of school facilities | 2% | Land development out of control | 1% |
| Labor force/skilled labor unavailable | 4% | Lack of training for good jobs | 2% | Lack of regular schedules for air service | 1% |
| Not enough private businesses | 2% | Lack of training for unemployed | * | | |
| Economic instability | 2% | Lack of career counseling for youth | * | <u>Infrastructure/Land Use</u> | 5% |
| Cost of housing is high/unreasonable | 2% | | | Growing too big/too fast | 2% |
| Cost of living is high/unreasonable | 1% | <u>Social/Cultural</u> | 17% | Roads/streets/highways are bad | 1% |
| Availability of low income/afford. homes | 1% | Illegal drug use | 6% | Orange barrels/constant maintenance | 1% |
| Retail leakage to Santa Fe/Albuquerque | 1% | Lack of guidance/assistance for youth | 4% | Aftermath of Cerro Grande fire | 1% |
| Local government budget deficit | 1% | Alcoholism | 1% | Do not want zoning change | * |
| Community not self-sufficient | 1% | Youth problems | 1% | Sewers/drains | * |
| Taxes are high/unreasonable | * | Domestic violence/family problems | 1% | | |
| Cutbacks at LANL | * | Graffiti | 1% | <u>Other</u> | 3% |
| Sustain community without LANL | * | DWI rate high | 1% | Affordable day care | 1% |
| | | Decline of family values | 1% | LANL lack of accountability | 1% |
| | | Welfare reform | 1% | Govt./political leadership/incompetent | 1% |
| | | Affluent people are indifferent | * | | |
| | | Tourism is ruining the area | * | Nothing/don't know/won't say | 3% |

* *Less than one percent reported.*

When Community Leaders were asked in an unaided, open-ended manner what they feel is the single biggest problem facing their community today, 15% say the educational system is poor, while 11% mention economic diversification, 10% cite a lack of economic opportunities and 8% mention the non-availability of good jobs.

Region: Community Leaders in Santa Fe are more apt than others to say the educational system is poor (30%), while Los Alamos Leaders are most apt to cite economic diversification.



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?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N=204) | SEPTEMBER 2000 (N = 162) | AUGUST 1999 (N = 142) | JUNE 1998 (N = 123) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | | | |
|----------------------|-----------------------------|--------------------------------|-----------------------------|---------------------------|--------|--------|----------|----------------|------------------|-----------------------|-----|-----------------|-----------------------|------------------|--------|-----|------|--------|
| | | | | | Los | | Rio | | Other | Other | | GOVERN- MENT | ECONOMIC/ BUSINESS | EDUCA- TIONAL | TRIBAL | DOE | MALE | FEMALE |
| | | | | | ALAMOS | ARRIBA | SANTA FE | N.M. REGION | OUT-OF- STATE | | | | | | | | | |
| 5 - Very favorable | 24% | 23% | 23% | 24% | 9% | 34% | 27% | 26% | 41% | 32% | 26% | 23% | 20% | 11% | 26% | 18% | | |
| 4 | 38% | 37% | 39% | 33% | 52% | 25% | 32% | 31% | 52% | 22% | 43% | 36% | 24% | 56% | 40% | 31% | | |
| 3 | 30% | 28% | 24% | 34% | 27% | 25% | 37% | 32% | 7% | 32% | 27% | 32% | 36% | 22% | 25% | 41% | | |
| 2 | 7% | 6% | 10% | 2% | 8% | 12% | 4% | 8% | - | 12% | 4% | - | 20% | 11% | 9% | 3% | | |
| 1 - Very unfavorable | 1% | 5% | 3% | 2% | 2% | - | - | - | - | 2% | - | - | - | - | - | 2% | | |
| Don't know/won't say | 2% | - | 1% | 4% | 1% | 4% | - | 3% | - | - | 1% | 9% | - | - | 1% | 5% | | |
| MEAN † | 3.8 | 3.7 | 3.7 | 3.8 | 3.6 | 3.8 | 3.8 | 3.8 | 4.3 | 3.7 | 3.9 | 3.9 | 3.4 | 3.7 | 3.8 | 3.6 | | |

† The mean score is derived by taking the average score based on the 5-point scale. The very favorable response is assigned a value of 5, the very unfavorable response is assigned a value of 1, 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 (62%) of the Leaders have a favorable impression of the Laboratory, giving a score of 4 or 5 on a 5-point scale, with 24% saying they have a *very favorable* impression of Los Alamos National Laboratory. Just 8% of the Leaders indicate they have an unfavorable impression of the Lab (a score of 1 or 2), while 30% have a neutral opinion (a score of 3).

Region: Although 61% of Los Alamos Leaders have a favorable impression of LANL, just 9% say it is *very favorable*. In comparison, 34% of Rio Arriba Leaders have a *very favorable* opinion of LANL.

Organization Sector: While the plurality (44%) of Tribal Leaders have a favorable impression of Los Alamos National Laboratory, 20% are critical.

Comparison to Previous Studies: Overall, the results are almost identical to those observed last year.

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.

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N = 204) | SEPTEMBER 2000 (N = 162) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | |
|----------------------|-------------------------------|--------------------------------|--------|--------|----------|-------|---------|-----------------------|-----------|--------|--------|-----|--------|--------|
| | | | LOS | RIO | | OTHER | OTHER/ | GOVERN- | ECONOMIC/ | EDUCA- | | | MALE | FEMALE |
| | | | ALAMOS | ARRIBA | SANTA FE | N.M. | OUT-OF- | MENT | BUSINESS | TIONAL | TRIBAL | DOE | | |
| 5 - Outstanding | 17% | 14% | 5% | 26% | 22% | 19% | 22% | 17% | 16% | 27% | 20% | 11% | 15% | 23% |
| 4 | 34% | 34% | 41% | 25% | 34% | 28% | 48% | 29% | 37% | 27% | 16% | 67% | 39% | 22% |
| 3 | 28% | 36% | 24% | 29% | 34% | 25% | 19% | 22% | 28% | 27% | 36% | 11% | 29% | 25% |
| 2 | 14% | 8% | 14% | 17% | 10% | 16% | 12% | 22% | 10% | 14% | 16% | 11% | 11% | 20% |
| 1 - Unacceptable | 5% | 8% | 13% | 3% | - | 5% | - | 7% | 8% | - | 8% | - | 5% | 7% |
| Don't know/won't say | 2% | - | 2% | - | - | 7% | - | 2% | 1% | 5% | 4% | - | 1% | 4% |
| MEAN † | 3.5 | 3.4 | 3.1 | 3.5 | 3.7 | 3.4 | 3.8 | 3.3 | 3.4 | 3.7 | 3.2 | 3.8 | 3.5 | 3.4 |

† The mean score is derived by taking the average score based on the 5-point scale. The outstanding response is assigned a value of 5, the unacceptable response is assigned a value of 1, 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*. Half (51%) of the Leaders give LANL high ratings of 4 or 5 for its corporate citizenship, with 17% saying it is an *outstanding* corporate citizen. Nineteen percent of the leaders are critical of LANL, giving ratings of 1 or 2, while 28% have somewhat mixed or neutral feelings of LANL's citizenship, indicated by a score of 3.

Region: While approximately half (46%) of Los Alamos Community Leaders give positive ratings of 4 or 5 on a 5-point scale, 27% give negative ratings of 1 or 2.

Reasons Underlying Evaluation of LANL as a Corporate Citizen

AMONG THOSE WHO RATED 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?

| | <i>DECEMBER 2001 (N = 200)</i> | | <i>DECEMBER 2001 (N = 200)</i> | | <i>DECEMBER 2001 (N = 200)</i> |
|--|--|---|--|---|--|
| <u>Positive Comments</u> | | <u>Suggestions/Negative Comments</u> | | <u>Suggestions/Negative Comments (cont.)</u> | |
| Involved in the community | 22% | No community involvement | 16% | Do not pay fair share of taxes | 1% |
| Lab is making an effort/working on it | 12% | Can always improve/could do more | 13% | University finds it hard to work with LANL | 1% |
| Involved in business community | 10% | Haven't reached out/community problems | 13% | Community not being affected by LANL | 1% |
| Foundation programs are good | 9% | Mostly lip service/not really involved | 7% | Serve a select population | 1% |
| Job/local employment | 7% | Efforts made have not been successful | 4% | Need to become part of community | 1% |
| Really cares/listens to community needs | 6% | Communication needed | 4% | Concerned with waste water sitting there | 1% |
| Good for local economy | 5% | Region too econ. dependent on LANL | 4% | Good publicity/improve image | * |
| Made significant improvements | 5% | Only/major economy of the community | 3% | Needs more jobs for Taos County | * |
| Training/education programs | 5% | Procurement should be local | 3% | Needs to motivate higher education | * |
| Trying to sustain/support small businesses | * | No money to get involved/community | 3% | Hard to do business with Lab | * |
| Partnership with community | * | Outreach into more areas | 2% | Director lied to community during the fire | * |
| Efforts to integrate Santa Fe Prep | * | Bad reputation | 2% | | |
| Open opportunities to pueblo | * | Change has only happened recently | 1% | No/don't know/won't say | 3% |

* *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 reason why Community Leaders say they gave positive ratings of LANL's corporate citizenship is that the Lab is involved in the community (22%) while 12% say the Lab is making an effort, 10% mention involvement in the business community, and 9% cite the good foundation programs. Conversely, 16% feel the Lab is not involved in the community, 13% say more can be done, and 13% say Los Alamos National Laboratory has not reached out to the community.

Evaluation of Specific LANL Attributes
 Ranked By Highest Percentage "Very Satisfied" (2001)

Questions 5-12: I'm going to read you a list of items about 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

| | VERY SATISFIED <u>4</u> | SOMEWHAT SATISFIED <u>3</u> | SOMEWHAT DISSATISFIED <u>2</u> | VERY DISSATISFIED <u>1</u> | DON'T KNOW/ WON'T SAY |
|--|-------------------------------|-----------------------------------|--------------------------------------|----------------------------------|--------------------------|
| The overall impact on the economy of your community (LANL/UC) | | | | | |
| December 2001 (N = 204) | 45% | 33% | 10% | 4% | 8% |
| September 2000 (N = 162) | 41% | 43% | 9% | 6% | 2% |
| August 1999 (N = 142) | 40% | 38% | 11% | 7% | 4% |
| June 1998 (N = 123) | 40% | 34% | 11% | 5% | 10% |
| Educational programs offered (LANL) | | | | | |
| December 2001 (N = 204) | 29% | 27% | 11% | 2% | 31% |
| September 2000 (N = 162) | 26% | 42% | 7% | 4% | 21% |
| August 1999 (N = 142) | 24% | 36% | 8% | 5% | 28% |
| June 1998 (N = 123) | 20% | 37% | 12% | 1% | 29% |
| Efforts to provide equal opportunities for employment for all qualified residents of northern New Mexico in the last year (LANL/UC) | | | | | |
| December 2001 (N = 204) | 25% | 34% | 9% | 10% | 23% |
| September 2000 (N = 162) | 25% | 32% | 10% | 12% | 21% |
| August 1999 (N = 142) | 20% | 38% | 15% | 8% | 18% |
| June 1998 (N = 123) | 20% | 37% | 17% | 9% | 17% |
| Efforts to purchase more goods and services from businesses in northern New Mexico communities (LANL) | | | | | |
| December 2001 (N = 204) | 24% | 30% | 18% | 8% | 20% |
| September 2000 (N = 162) | 19% | 41% | 15% | 5% | 19% |
| August 1999 (N = 142) | 25% | 39% | 13% | 11% | 12% |
| June 1998 (N = 123) | 22% | 41% | 20% | 2% | 14% |
| Efforts to listen to the concerns of your community (LANL/UC) | | | | | |
| December 2001 (N = 204) | 20% | 41% | 20% | 11% | 8% |
| September 2000 (N = 162) | 30% | 35% | 14% | 15% | 6% |
| August 1999 (N = 142) | 26% | 53% | 14% | 5% | 2% |
| June 1998 (N = 123) | 25% | 46% | 15% | 7% | 7% |

Evaluation of Specific LANL Attributes (continued)
Ranked By Highest Percentage "Very Satisfied" (2001)

TOTAL SAMPLE

| | VERY SATISFIED <u>4</u> | SOMEWHAT SATISFIED <u>3</u> | SOMEWHAT DISSATISFIED <u>2</u> | VERY DISSATISFIED <u>1</u> | DON'T KNOW/ WON'T SAY <u>0</u> |
|---|-------------------------------|-----------------------------------|--------------------------------------|----------------------------------|--------------------------------------|
| The community involvement and regional economic development efforts (UC) | | | | | |
| December 2001 (N = 204) | 20% | 32% | 16% | 9% | 22% |
| September 2000 (N = 162) | 23% | 29% | 12% | 6% | 29% |
| August 1999 (N = 142) | 28% | 37% | 8% | 9% | 19% |
| June 1998 (N = 123) | 23% | 36% | 15% | 2% | 24% |
| Encouraging new business to relocate to northern New Mexico (LANL/UC) | | | | | |
| December 2001 (N = 204) | 15% | 31% | 23% | 11% | 19% |
| September 2000 (N = 162) | 7% | 45% | 20% | 11% | 17% |
| August 1999 (N = 142) | 21% | 47% | 12% | 8% | 12% |
| June 1998 (N = 123) | 31% | 37% | 16% | 3% | 13% |
| Efforts to respond to the concerns of your community (LANL/UC) | | | | | |
| December 2001 (N = 204) | 13% | 35% | 26% | 13% | 13% |
| September 2000 (N = 162) | 16% | 43% | 19% | 15% | 7% |
| August 1999 (N = 142) | 20% | 40% | 25% | 10% | 5% |
| June 1998 (N = 123) | 12% | 52% | 20% | 9% | 7% |

Community Leaders were read various statements related 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-five percent of the Leaders are *very satisfied* and another 33% are *somewhat satisfied* with the **overall impact the University of California and LANL has had on the local economy of their community**. The majority (56%) of Leaders are either *somewhat satisfied* (27%) or *very satisfied* (29%) with the **educational programs offered by LANL**, though nearly one-third (31%) have not formed an opinion on the issue.

Three-fifths of the Leaders (59%) 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 northern New Mexico**. However, 19% are dissatisfied with the efforts being made in this area.

While the majority (54%) of Leaders are at least somewhat satisfied with the **effort to purchase more goods and services from businesses in northern New Mexico communities**, 26% indicate they are dissatisfied with these efforts. Three-in-five Leaders are either *somewhat satisfied* (41%) or *very satisfied* (20%) with the University of California and Los Alamos National Laboratory's **efforts to listen to the concerns of their community**, although nearly one-third (31%) are either *somewhat* or *very dissatisfied*.

Just over half of the Leaders are either *somewhat satisfied* (32%) or *very satisfied* (20%) with the University of California's Northern New Mexico Office for its **community involvement and regional economic development efforts**, though one-quarter express dissatisfaction with the efforts in this area. Just under half (46%) of the Leaders express satisfaction with the University of California and LANL's **efforts in encouraging new business to relocate to northern New Mexico**, although one-third of the Leaders (34%) indicate they are dissatisfied with the encouragement of new businesses. Finally, approximately half (48%) of the Community Leaders are satisfied with the University of California and LANL's **efforts to respond to the concerns of their community**. However, two-fifths (39%) of the Leaders express dissatisfaction with the University of California and LANL's response to community concerns.

Overall, the results of this study are similar to those observed previously, though there are some areas in which Community Leaders express slightly lower levels of overall satisfaction. For example, the 48% of Leaders who express satisfaction with LANL's efforts to respond to the concerns of their community is down from 59% observed last year.

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]?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N=204) | SEPTEMBER 2000 (N = 162) | AUGUST 1999 (N = 142) | JUNE 1998 (N = 123) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | |
|-----------------------|-----------------------------|--------------------------------|-----------------------------|---------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|-----|--------|--------|
| | | | | | REGION | | | OTHER N.M. REGION | OTHER/ OUT-OF- STATE | GOVERN- MENT | ECONOMIC/ BUSINESS | EDUCA- TIONAL | TRIBAL | DOE | MALE | FEMALE |
| | | | | | LOS ALAMOS | RIO ARRIBA | SANTA FE | | | | | | | | | |
| Very satisfied | 29% | 26% | 24% | 20% | 28% | 28% | 29% | 26% | 48% | 17% | 25% | 41% | 20% | 67% | 29% | 27% |
| Somewhat satisfied | 27% | 42% | 36% | 37% | 29% | 33% | 26% | 28% | 7% | 27% | 29% | 23% | 28% | 22% | 29% | 23% |
| Somewhat dissatisfied | 11% | 7% | 8% | 1% | 17% | 11% | 6% | 13% | - | 17% | 7% | 9% | 16% | - | 12% | 9% |
| Very dissatisfied | 2% | 4% | 5% | 1% | 4% | - | 1% | 2% | - | - | 2% | 5% | 4% | - | 1% | 3% |
| Don't know/won't say | 31% | 21% | 28% | 29% | 23% | 28% | 38% | 32% | 45% | 39% | 38% | 23% | 32% | 11% | 29% | 39% |

As previously noted, the majority of Community Leaders are either *very satisfied* (29%) or *somewhat satisfied* (27%) with the educational programs offered by LANL, while 13% express some level of dissatisfaction and 31% have not formed an opinion on the issue.

Organizational Sector: Approximately two-thirds of Educational Leaders are either *very satisfied* (41%) or *somewhat satisfied* (23%) with the educational programs offered by LANL.

Comparison to Previous Studies: Overall, Community Leaders are slightly less apt to express satisfaction with LANL's education programs than has been observed in previous studies. Currently, 56% are at least *somewhat satisfied* with the programs compared to 68% observed last year. The current results are very similar to those observed in 1999 and 1998.

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]?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N=204) | SEPTEMBER 2000 (N = 162) | AUGUST 1999 (N = 142) | JUNE 1998 (N = 123) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | | | |
|-----------------------|-----------------------------|--------------------------------|-----------------------------|---------------------------|------------|-----|------------|-----|----------|-------------------------|----------------------------|-----------------|-----------------------|------------------|--------|-----|------|--------|
| | | | | | LOS ALAMOS | | RIO ARRIBA | | SANTA FE | OTHER N.M. REGION | OTHER/ OUT-OF- STATE | GOVERN- MENT | ECONOMIC/ BUSINESS | EDUCA- TIONAL | TRIBAL | DOE | MALE | FEMALE |
| | | | | | | | | | | | | | | | | | | |
| Very satisfied | 15% | 7% | 21% | 31% | 14% | 10% | 17% | 16% | 19% | 20% | 15% | 18% | 8% | 11% | 13% | 21% | | |
| Somewhat satisfied | 31% | 45% | 47% | 37% | 41% | 27% | 28% | 21% | 38% | 20% | 30% | 36% | 32% | 44% | 34% | 21% | | |
| Somewhat dissatisfied | 23% | 20% | 12% | 16% | 16% | 33% | 22% | 30% | 14% | 27% | 22% | 14% | 16% | 33% | 24% | 21% | | |
| Very dissatisfied | 11% | 11% | 8% | 3% | 17% | 11% | 6% | 12% | 7% | 17% | 17% | - | 8% | - | 12% | 11% | | |
| Don't know/won't say | 19% | 17% | 12% | 13% | 11% | 19% | 26% | 20% | 22% | 17% | 16% | 32% | 36% | 11% | 17% | 26% | | |

Approximately half of the Community Leaders are either *very satisfied* (15%) or *somewhat satisfied* (31%) with the efforts of the University of California and LANL during the last year in encouraging new business to locate to northern New Mexico. However, one-third (34%) express dissatisfaction with these efforts and 19% have no opinion.

Comparison to Previous Studies: Overall, there has been a decline in satisfaction with UC and LANL in terms of encouraging new business to relocate to northern New Mexico. Currently 46% express satisfaction down from 52% last year and 68% observed in both 1998 and 1999.

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]?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N=204) | SEPTEMBER 2000 (N = 162) | AUGUST 1999 (N = 142) | JUNE 1998 (N = 123) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | |
|-----------------------|-----------------------------|--------------------------------|-----------------------------|---------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|-----|--------|--------|
| | | | | | LOS ALAMOS | RIO ARRIBA | SANTA FE | OTHER N.M. REGION | OTHER/ OUT-OF- STATE | GOVERN- MENT | ECONOMIC/ BUSINESS | EDUCA- TIONAL | TRIBAL | DOE | MALE | FEMALE |
| Very satisfied | 24% | 19% | 25% | 22% | 29% | 14% | 23% | 24% | 43% | 15% | 30% | 14% | 12% | 56% | 28% | 16% |
| Somewhat satisfied | 30% | 41% | 39% | 41% | 34% | 19% | 32% | 28% | 31% | 37% | 29% | 32% | 20% | 33% | 30% | 30% |
| Somewhat dissatisfied | 18% | 15% | 13% | 20% | 16% | 32% | 20% | 10% | 7% | 17% | 16% | 5% | 28% | 11% | 17% | 22% |
| Very dissatisfied | 8% | 5% | 11% | 2% | 9% | 18% | 4% | 7% | - | 15% | 7% | 5% | 16% | - | 8% | 7% |
| Don't know/won't say | 20% | 19% | 12% | 14% | 12% | 17% | 22% | 31% | 19% | 17% | 19% | 45% | 24% | - | 18% | 26% |

The majority of the Leaders are either *somewhat satisfied* (30%) or *very satisfied* (24%) with LANL's efforts to purchase more goods and services from businesses in northern New Mexico communities, though 26% express dissatisfaction with these efforts and 20% have no opinion.

Region: Los Alamos Community Leaders are nearly twice as likely as Rio Arriba Leaders to be satisfied with LANL's effort to purchase more goods and services from businesses in northern New Mexico (63% and 33%, respectively).

Organizational Sectors: Three-fifths (59%) of the Economic/Business Leaders are satisfied with LANL's efforts to buy more goods and services from local businesses compared to 32% of the Tribal Leaders.

Comparison to Previous Studies: Overall, the results are similar to those observed last year.

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]?

2001 DEMOGRAPHIC SAMPLE

| | <i>DECEMBER 2001 (N=204)</i> | <i>SEPTEMBER 2000 (N = 162)</i> | <i>AUGUST 1999 (N = 142)</i> | <i>JUNE 1998 (N = 123)</i> | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | |
|-----------------------|--------------------------------------|---|--------------------------------------|------------------------------------|-----------------------|-----------------------|-----------------|----------------------------------|-------------------------------------|-------------------------|-------------------------------|--------------------------|---------------|------------|-------------|---------------|
| | | | | | <i>LOS ALAMOS</i> | <i>RIO ARRIBA</i> | <i>SANTA FE</i> | <i>OTHER N.M. REGION</i> | <i>OTHER/ OUT-OF- STATE</i> | <i>GOVERN- MENT</i> | <i>ECONOMIC/ BUSINESS</i> | <i>EDUCA- TIONAL</i> | <i>TRIBAL</i> | <i>DOE</i> | <i>MALE</i> | <i>FEMALE</i> |
| Very satisfied | 25% | 25% | 20% | 20% | 27% | 20% | 22% | 23% | 52% | 12% | 34% | 27% | 20% | 22% | 27% | 19% |
| Somewhat satisfied | 34% | 32% | 38% | 37% | 40% | 38% | 32% | 30% | 12% | 32% | 31% | 41% | 32% | 33% | 32% | 40% |
| Somewhat dissatisfied | 9% | 10% | 15% | 17% | 1% | 11% | 14% | 12% | 7% | 12% | 4% | 5% | 28% | - | 9% | 8% |
| Very dissatisfied | 10% | 12% | 8% | 9% | 9% | 19% | 8% | 9% | - | 24% | 5% | - | - | 22% | 10% | 9% |
| Don't know/won't say | 23% | 21% | 18% | 17% | 22% | 13% | 26% | 26% | 29% | 20% | 26% | 27% | 20% | 22% | 22% | 25% |

The majority of Community Leaders are either *very satisfied* (25%) or *somewhat satisfied* (34%) with the University of California and LANL's efforts to provide equal opportunities for employment for all qualified residents of northern New Mexico. However, one-fifth (19%) express dissatisfaction and 23% of the Leaders have not formed an opinion on the issue.

Region: Two-thirds of Leaders in Los Alamos (67%) are satisfied with the University of California and LANL's efforts to provide equal employment opportunities for area residents..

Organizational Sector: Governmental Leaders are polarized on the issue of the University of California and LANL's hiring practices as 44% express some level of satisfaction, while 36% indicate they are dissatisfied.

Comparison to Previous Studies: 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]?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N=204) | SEPTEMBER 2000 (N = 162) | AUGUST 1999 (N = 142) | JUNE 1998 (N = 123) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | | | |
|-----------------------|-----------------------------|--------------------------------|-----------------------------|---------------------------|------------|-----|------------|-----|----------|-------------------------|----------------------------|-----------------|-----------------------|------------------|--------|-----|------|--------|
| | | | | | LOS ALAMOS | | RIO ARRIBA | | SANTA FE | OTHER N.M. REGION | OTHER/ OUT-OF- STATE | GOVERN- MENT | ECONOMIC/ BUSINESS | EDUCA- TIONAL | TRIBAL | DOE | MALE | FEMALE |
| | | | | | | | | | | | | | | | | | | |
| Very satisfied | 20% | 30% | 26% | 25% | 19% | 20% | 21% | 13% | 55% | 10% | 24% | 32% | 16% | 22% | 21% | 19% | | |
| Somewhat satisfied | 41% | 35% | 53% | 46% | 36% | 40% | 49% | 41% | 19% | 44% | 38% | 36% | 36% | 33% | 43% | 33% | | |
| Somewhat dissatisfied | 20% | 14% | 14% | 15% | 19% | 32% | 19% | 13% | 14% | 27% | 17% | 18% | 24% | 22% | 19% | 22% | | |
| Very dissatisfied | 11% | 15% | 5% | 7% | 22% | 3% | 4% | 16% | - | 12% | 14% | - | 16% | 11% | 10% | 14% | | |
| Don't know/won't say | 8% | 6% | 2% | 7% | 4% | 6% | 7% | 17% | 12% | 7% | 7% | 14% | 8% | 11% | 7% | 12% | | |

Three-fifths of the Leaders are either *very satisfied* (20%) or *somewhat satisfied* (41%) with the University of California and LANL's efforts to listen to the concerns of their community, though 31% express dissatisfaction.

Region: Two-fifths of the Leaders in Los Alamos are dissatisfied with the University of California and LANL's efforts to listen to the concerns of their community.

Organizational Sector: Two-fifths of Governmental Leaders and Tribal Leaders express dissatisfaction with UC and LANL's efforts to listen to community concerns.

Comparison to Previous Studies: Although the 61% of Leaders who say they are at least *somewhat satisfied* is similar to the 65% observed last year, it is down significantly from the 79% observed in 1999.

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]?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N=204) | SEPTEMBER 2000 (N = 162) | AUGUST 1999 (N = 142) | JUNE 1998 (N = 123) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | | |
|-----------------------|-----------------------------|--------------------------------|-----------------------------|---------------------------|---------------|---------------|------------|-------------------------|----------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|--------|--------|--------|
| | | | | | LOS ALAMOS | | RIO ARRIBA | | OTHER N.M. REGION | OTHER/ OUT-OF- STATE | GOVERN- MENT | ECONOMIC/ BUSINESS | EDUCA- TIONAL | TRIBAL | DOE | MALE | FEMALE |
| | | | | | LOS ALAMOS | RIO ARRIBA | SANTA FE | OTHER N.M. REGION | OTHER/ OUT-OF- STATE | GOVERN- MENT | ECONOMIC/ BUSINESS | EDUCA- TIONAL | TRIBAL | DOE | MALE | FEMALE | |
| Very satisfied | 13% | 16% | 20% | 12% | 6% | 23% | 14% | 8% | 36% | 12% | 14% | 18% | 8% | 11% | 14% | 11% | |
| Somewhat satisfied | 35% | 43% | 40% | 52% | 34% | 37% | 37% | 36% | 14% | 37% | 36% | 32% | 44% | 33% | 33% | 39% | |
| Somewhat dissatisfied | 26% | 19% | 25% | 20% | 30% | 22% | 30% | 19% | 19% | 29% | 21% | 27% | 16% | 22% | 27% | 23% | |
| Very dissatisfied | 13% | 15% | 10% | 9% | 22% | 9% | 8% | 14% | 7% | 17% | 14% | 5% | 20% | 11% | 12% | 16% | |
| Don't know/won't say | 13% | 7% | 5% | 7% | 8% | 9% | 11% | 23% | 23% | 5% | 14% | 18% | 12% | 22% | 14% | 10% | |

Just under half of the Community Leaders are either *somewhat satisfied* (35%) or *very satisfied* (13%) with the University of California and LANL's efforts to respond to the concerns of their community. However, two-fifths of the Leaders are either *somewhat dissatisfied* (26%) or *very dissatisfied* (13%) with the response.

Region: Community Leaders in Rio Arriba are most apt to be satisfied with the University of California and LANL's efforts to respond to the concerns of their community (60%), whereas Los Alamos Leaders are the least apt to be satisfied (40%).

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]?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N=204) | SEPTEMBER 2000 (N = 162) | AUGUST 1999 (N = 142) | JUNE 1998 (N = 123) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | | | |
|-----------------------|-----------------------------|--------------------------------|-----------------------------|---------------------------|------------|-----|------------|-----|----------|-------------------------|----------------------------|-----------------|-----------------------|------------------|--------|-----|------|--------|
| | | | | | LOS ALAMOS | | RIO ARRIBA | | SANTA FE | OTHER N.M. REGION | OTHER/ OUT-OF- STATE | GOVERN- MENT | ECONOMIC/ BUSINESS | EDUCA- TIONAL | TRIBAL | DOE | MALE | FEMALE |
| | | | | | | | | | | | | | | | | | | |
| Very satisfied | 45% | 41% | 40% | 40% | 43% | 36% | 61% | 32% | 48% | 44% | 51% | 45% | 24% | 56% | 48% | 38% | | |
| Somewhat satisfied | 33% | 43% | 38% | 34% | 38% | 40% | 29% | 23% | 45% | 29% | 31% | 45% | 28% | 11% | 33% | 32% | | |
| Somewhat dissatisfied | 10% | 9% | 11% | 11% | 13% | 13% | 3% | 19% | - | 10% | 10% | - | 20% | 22% | 9% | 13% | | |
| Very dissatisfied | 4% | 6% | 7% | 5% | 2% | 2% | 4% | 7% | 7% | 5% | 5% | - | 12% | - | 5% | 2% | | |
| Don't know/won't say | 8% | 2% | 4% | 10% | 5% | 9% | 4% | 19% | - | 12% | 3% | 9% | 16% | 11% | 5% | 15% | | |

Over three-quarters of the Leaders are either *very satisfied* (45%) or *somewhat satisfied* (33%) with the overall impact the University of California and LANL has had on the economy in their community, while 14% express dissatisfaction.

Organizational Sector: Thirty-two percent of Tribal Leaders express dissatisfaction with the University of California and LANL's overall impact on the local economy.

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

Evaluation of Efforts Towards Community Involvement/Regional Economic Development

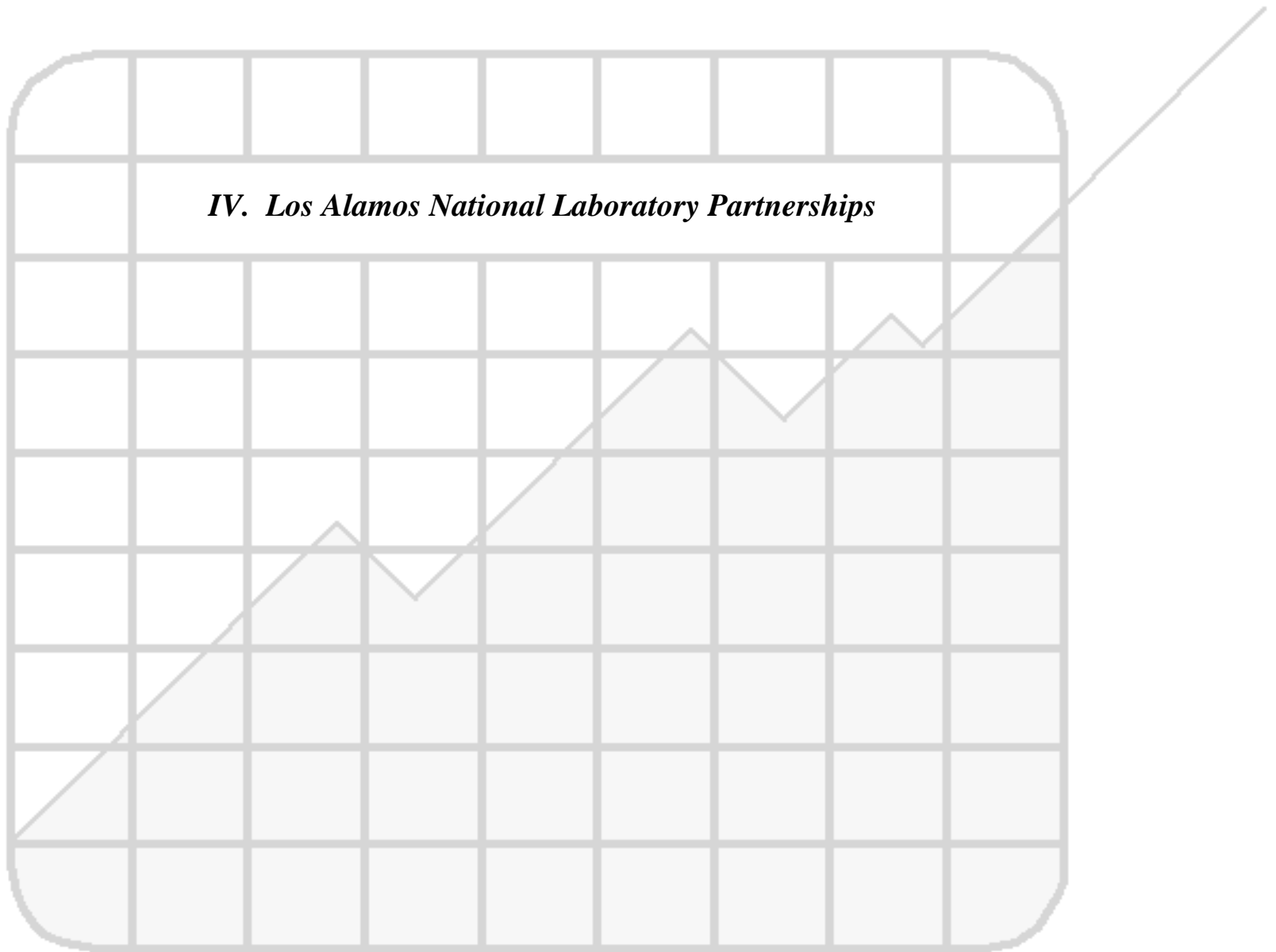
Question 12: I'm going to read you a list of items about the Los Alamos National Laboratory and have you rate how satisfied you are with each one. Please tell me if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. How satisfied are you with [the community involvement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

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N=204) | SEPTEMBER 2000 (N = 162) | AUGUST 1999 (N = 142) | JUNE 1998 (N = 123) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | |
|-----------------------|-----------------------------|--------------------------------|-----------------------------|---------------------------|---------------|---------------|----------|---------------|----------------------------|-----------------------|-----------------------|------------------|--------|-----|--------|--------|
| | | | | | REGION | | | OTHER N.M. | OTHER/ OUT-OF- STATE | GOVERN- MENT | ECONOMIC/ BUSINESS | EDUCA- TIONAL | TRIBAL | DOE | MALE | FEMALE |
| | | | | | LOS ALAMOS | RIO ARRIBA | SANTA FE | | | | | | | | | |
| Very satisfied | 20% | 23% | 28% | 23% | 14% | 21% | 23% | 25% | 22% | 20% | 23% | 23% | 12% | 22% | 20% | 21% |
| Somewhat satisfied | 32% | 29% | 37% | 36% | 37% | 25% | 30% | 33% | 38% | 32% | 26% | 41% | 28% | 44% | 33% | 29% |
| Somewhat dissatisfied | 16% | 12% | 8% | 15% | 18% | 27% | 17% | 9% | - | 15% | 22% | 5% | 20% | - | 15% | 19% |
| Very dissatisfied | 9% | 6% | 9% | 2% | 12% | 16% | 4% | 11% | - | 17% | 9% | 5% | 4% | 11% | 9% | 9% |
| Don't know/won't say | 22% | 29% | 19% | 24% | 20% | 12% | 25% | 22% | 40% | 17% | 21% | 27% | 36% | 22% | 22% | 21% |

Just over half (52%) of the Community Leaders say they are either *very satisfied* (20%) or *somewhat satisfied* (32%) with the community involvement and regional economic development efforts of the University of California's Northern New Mexico Office in Los Alamos, although 25% express dissatisfaction and 22% have not formed an opinion on the issue.

Region: Approximately two-fifths (43%) of Rio Arriba residents express dissatisfaction with the community involvement and regional economic development efforts of the University of California's Northern New Mexico Office in Los Alamos.



Effectiveness of LANL Partnerships
 Ranked By Highest Percentage “Very Effective” (2001)

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 | | | | | |
|--|------------------------|----------------------------|------------------------------|--------------------------|--------------------------|
| | VERY EFFECTIVE 4 | SOMEWHAT EFFECTIVE 3 | SOMEWHAT INEFFECTIVE 2 | VERY INEFFECTIVE 1 | DON'T KNOW/ WON'T SAY |
| School districts and educational agencies | | | | | |
| December 2001 (N = 204) | 23% | 40% | 17% | 2% | 17% |
| September 2000 (N = 162) | 26% | 45% | 8% | 6% | 16% |
| Business community in northern New Mexico | | | | | |
| December 2001 (N = 204) | 16% | 41% | 28% | 8% | 7% |
| September 2000 (N = 162) | 6% | 56% | 20% | 7% | 12% |
| Local governments in northern New Mexico | | | | | |
| December 2001 (N = 204) | 13% | 45% | 23% | 4% | 15% |
| September 2000 (N = 162) | 10% | 63% | 13% | 7% | 7% |
| State government agencies | | | | | |
| December 2001 (N = 204) | 12% | 35% | 17% | 2% | 34% |
| September 2000 (N = 162) | 9% | 40% | 5% | 5% | 40% |
| Tribal governments and tribal agencies | | | | | |
| December 2001 (N = 204) | 8% | 32% | 19% | 5% | 36% |
| September 2000 (N = 162) | 7% | 35% | 11% | 3% | 43% |
| The State Legislature | | | | | |
| December 2001 (N = 204) | 7% | 28% | 17% | 4% | 43% |
| September 2000 (N = 162) | 7% | 31% | 12% | 5% | 45% |

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 two-thirds of the Leaders feel the partnerships with **school districts and educational agencies** are either *very effective* (23%) or *somewhat effective* (40%) in improving the region. Approximately three-fifths of the Leaders feel the partnerships with the **business community in northern New Mexico** are either *somewhat effective* (41%) or *very effective* (16%). However, over one-third (36%) feel the business programs are ineffective. The majority of Leaders feel the partnerships with **local governments in northern New Mexico** are either *very effective* (13%) or *somewhat effective* (45%) in improving the region, though 27% feel these partnerships are ineffective.

Approximately half of the Community Leaders feel the partnership programs with **state government agencies** are either *somewhat effective* (35%) or *very effective* (12%); however, 19% feel they are ineffective, and 34% have not formed an opinion on the issue. Two-fifths of the Leaders feel the partnerships with the **tribal governments and tribal agencies** are either *somewhat effective* (32%) or *very effective* (8%), though 24% feel these partnerships are ineffective and 36% have not formed an opinion on the issue. Finally, less than two-fifths feel the partnerships with the **state legislature** are either *somewhat effective* (28%) or *very effective* (7%), while 21% feel they are ineffective and 43% 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?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N=204) | SEPTEMBER 2000 (N = 162) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | |
|----------------------|-----------------------------|--------------------------------|--------|--------|----------|-------|---------|-----------------------|-----------|--------|--------|-----|--------|--------|
| | | | LOS | RIO | | OTHER | OTHER/ | GOVERN- | ECONOMIC/ | EDUCA- | | | MALE | FEMALE |
| | | | ALAMOS | ARRIBA | SANTA FE | N.M. | OUT-OF- | MENT | BUSINESS | TIONAL | TRIBAL | DOE | | |
| Very effective | 13% | 10% | 14% | 17% | 11% | 15% | 7% | 17% | 15% | 18% | 8% | - | 12% | 16% |
| Somewhat effective | 45% | 63% | 49% | 40% | 37% | 45% | 71% | 44% | 40% | 36% | 44% | 89% | 48% | 36% |
| Somewhat ineffective | 23% | 13% | 21% | 30% | 28% | 17% | 7% | 24% | 21% | 18% | 24% | 11% | 24% | 20% |
| Very ineffective | 4% | 7% | 6% | 3% | 4% | 3% | 7% | 5% | 5% | 5% | 8% | - | 4% | 6% |
| Don't know/won't say | 15% | 7% | 10% | 9% | 20% | 19% | 7% | 10% | 19% | 23% | 16% | - | 12% | 22% |

Nearly three-fifths (58%) of Community Leaders feel LANL's partnerships with local governments in northern New Mexico are effective, while 27% feel they have been ineffective and 15% have no opinion on the matter.

Organizational Sector: While 61% of Government Leaders feel LANL's partnerships with local governments are effective, 29% feel they are ineffective.

Comparison to Previous Studies: The percentage of Leaders who feel LANL's partnership with local governments are at least *somewhat effective* has declined from 73% in the 2000 study to 58% currently.

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?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N=204) | SEPTEMBER 2000 (N = 162) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | |
|----------------------|-----------------------------|--------------------------------|--------|--------|----------|--------|---------|-----------------------|-----------|--------|--------|-----|--------|--------|
| | | | LOS | RIO | OTHER | OTHER/ | | GOVERN- | ECONOMIC/ | EDUCA- | | | MALE | FEMALE |
| | | | ALAMOS | ARRIBA | SANTA FE | N.M. | OUT-OF- | MENT | BUSINESS | TIONAL | TRIBAL | DOE | | |
| Very effective | 16% | 6% | 5% | 15% | 18% | 18% | 48% | 10% | 17% | 23% | 8% | 22% | 16% | 15% |
| Somewhat effective | 41% | 56% | 47% | 47% | 38% | 33% | 31% | 39% | 40% | 41% | 44% | 56% | 42% | 37% |
| Somewhat ineffective | 28% | 20% | 29% | 22% | 33% | 29% | 14% | 27% | 30% | 18% | 16% | 22% | 27% | 30% |
| Very ineffective | 8% | 7% | 12% | 14% | 1% | 8% | 7% | 17% | 10% | - | 8% | - | 8% | 10% |
| Don't know/won't say | 7% | 12% | 7% | 2% | 9% | 11% | - | 7% | 3% | 18% | 24% | - | 7% | 8% |

Approximately three-fifths of Community Leaders feel the partnerships with the business community in northern New Mexico are either *somewhat effective* (41%) or *very effective* (16%).

Organizational Sector: While the majority (57%) of Business Leaders feel Los Alamos National Laboratory's partnerships with the business community are effective, two-fifths 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?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N = 204) | SEPTEMBER 2000 (N = 162) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | |
|----------------------|-------------------------------|--------------------------------|--------|--------|----------|-------|---------|-----------------------|-----------|--------|--------|-----|--------|--------|
| | | | LOS | RIO | | OTHER | OTHER/ | GOVERN- | ECONOMIC/ | EDUCA- | | | MALE | FEMALE |
| | | | ALAMOS | ARRIBA | SANTA FE | N.M. | OUT-OF- | MENT | BUSINESS | TIONAL | TRIBAL | DOE | | |
| Very effective | 23% | 26% | 25% | 16% | 19% | 26% | 48% | 12% | 23% | 32% | 8% | 56% | 25% | 19% |
| Somewhat effective | 40% | 45% | 51% | 54% | 31% | 31% | 26% | 49% | 38% | 36% | 40% | 33% | 38% | 47% |
| Somewhat ineffective | 17% | 8% | 13% | 16% | 26% | 13% | 7% | 17% | 17% | 14% | 28% | - | 18% | 15% |
| Very ineffective | 2% | 6% | 1% | - | 5% | 3% | - | 5% | 2% | 5% | - | - | 3% | 2% |
| Don't know/won't say | 17% | 16% | 10% | 14% | 19% | 28% | 19% | 17% | 20% | 14% | 24% | 11% | 17% | 18% |

Approximately two-thirds of Community Leaders feel LANL's partnerships with school districts and educational agencies in northern New Mexico are either *somewhat effective* (40%) or *very effective* (23%). One-in-five Leaders do not feel these partnerships have been effective.

Region: Community Leaders in Santa Fe are least inclined to feel partnerships with school districts and educational agencies in northern New Mexico are effective (50%).

Organizational Sector: Two-thirds of Education Leaders feel LANL's partnerships with the school districts and educational agencies are either *somewhat effective* (36%) or *very effective* (32%).

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?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N=204) | SEPTEMBER 2000 (N = 162) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | |
|----------------------|-----------------------------|--------------------------------|--------|--------|----------|-------|---------|-----------------------|-----------|--------|--------|-----|--------|--------|
| | | | LOS | RIO | | OTHER | OTHER/ | GOVERN- | ECONOMIC/ | EDUCA- | | | MALE | FEMALE |
| | | | ALAMOS | ARRIBA | SANTA FE | N.M. | OUT-OF- | MENT | BUSINESS | TIONAL | TRIBAL | DOE | | |
| Very effective | 8% | 7% | 10% | 5% | 8% | 4% | 26% | 7% | 10% | 9% | 12% | - | 8% | 9% |
| Somewhat effective | 32% | 35% | 44% | 17% | 22% | 37% | 40% | 32% | 28% | 18% | 36% | 56% | 36% | 19% |
| Somewhat ineffective | 19% | 11% | 18% | 21% | 17% | 23% | 19% | 17% | 11% | 9% | 36% | 44% | 19% | 19% |
| Very ineffective | 5% | 3% | 7% | 5% | 4% | 3% | 7% | 5% | 7% | 5% | 4% | - | 3% | 9% |
| Don't know/won't say | 36% | 43% | 21% | 52% | 49% | 34% | 7% | 39% | 44% | 59% | 12% | - | 33% | 44% |

While two-fifths of Community Leaders feel LANL's partnerships with tribal governments and tribal agencies are effective, 24% believe they are ineffective.

Organizational Sector: Approximately half of the Tribal Leaders feel the partnerships with the tribal governments and agencies are either *somewhat effective* (36%) or *very effective* (12%), however two-fifths feel they are either *somewhat ineffective* (36%) or *very ineffective* (4%).

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?

2001 DEMOGRAPHIC SAMPLE

| | <i>DECEMBER 2001 (N=204)</i> | <i>SEPTEMBER 2000 (N = 162)</i> | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | |
|----------------------|--------------------------------------|---|---------------|---------------|-----------------|--------------|----------------|-----------------------|------------------|---------------|---------------|------------|-------------|---------------|
| | | | <i>LOS</i> | <i>RIO</i> | | <i>OTHER</i> | <i>OTHER/</i> | <i>GOVERN-</i> | <i>ECONOMIC/</i> | <i>EDUCA-</i> | | | <i>MALE</i> | <i>FEMALE</i> |
| | | | <u>ALAMOS</u> | <u>ARRIBA</u> | <u>SANTA FE</u> | <u>N.M.</u> | <u>OUT-OF-</u> | <u>MENT</u> | <u>BUSINESS</u> | <u>TIONAL</u> | <u>TRIBAL</u> | <u>DOE</u> | | |
| Very effective | 12% | 9% | 10% | 7% | 8% | 23% | 14% | 10% | 13% | 9% | 8% | 22% | 15% | 5% |
| Somewhat effective | 35% | 40% | 37% | 34% | 39% | 22% | 52% | 27% | 36% | 36% | 32% | 56% | 36% | 31% |
| Somewhat ineffective | 17% | 5% | 15% | 10% | 18% | 21% | 22% | 20% | 13% | 9% | 12% | 11% | 18% | 12% |
| Very ineffective | 2% | 5% | 6% | 2% | - | 2% | - | 2% | 4% | - | 4% | - | 3% | 2% |
| Don't know/won't say | 34% | 40% | 33% | 47% | 34% | 32% | 12% | 41% | 33% | 45% | 44% | 11% | 29% | 49% |

Just under half (47%) of Community Leaders feel LANL's partnerships with state government agencies are effective, though 19% disagree and 34% have no opinion on the issue.

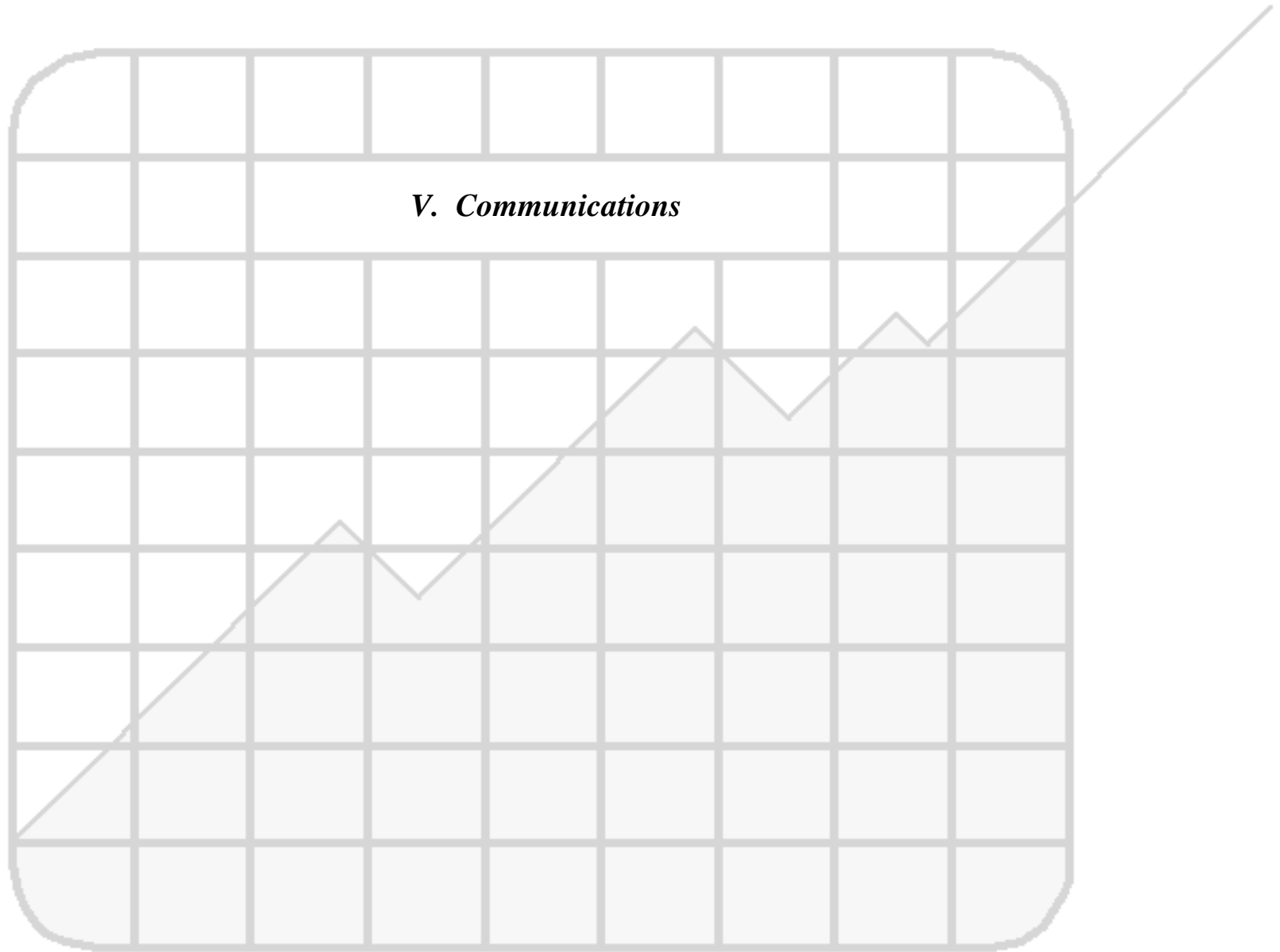
Effectiveness of LANL Partnerships with State Legislature

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?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N=204) | SEPTEMBER 2000 (N = 162) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | |
|----------------------|-----------------------------|--------------------------------|--------|--------|----------|----------------|------------------|-----------------------|----------|--------|-----|------|--------|-----|
| | | | LOS | RIO | OTHER | OTHER/ | GOVERN- | ECONOMIC/ | EDUCA- | TRIBAL | DOE | MALE | FEMALE | |
| | | | ALAMOS | ARRIBA | SANTA FE | N.M. REGION | OUT-OF- STATE | MENT | BUSINESS | TIONAL | | | | |
| Very effective | 7% | 7% | 7% | 6% | 7% | 11% | - | 7% | 8% | 14% | 8% | - | 8% | 6% |
| Somewhat effective | 28% | 31% | 37% | 21% | 29% | 26% | 14% | 27% | 36% | 14% | 24% | 33% | 30% | 25% |
| Somewhat ineffective | 17% | 12% | 23% | 13% | 13% | 14% | 38% | 15% | 13% | 18% | 16% | 11% | 18% | 15% |
| Very ineffective | 4% | 5% | 4% | 6% | 3% | 2% | 7% | 5% | 6% | - | 4% | - | 5% | - |
| Don't know/won't say | 43% | 45% | 29% | 55% | 49% | 46% | 40% | 46% | 37% | 55% | 48% | 56% | 39% | 54% |

While over one-third (35%) of Community Leaders feel LANL's partnerships with the state legislature are effective, 21% do not feel they are effective and the plurality (43%) have no opinion. These results are very similar to those observed in 2000.



Responsiveness of LANL in 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?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N = 204) | SEPTEMBER 2000 (N = 162) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | |
|-----------------------|-------------------------------|--------------------------------|---------------|---------------|----------|-------------------------|----------------------------|-----------------------|-----------------------|------------------|--------|-----|--------|--------|
| | | | LOS ALAMOS | RIO ARRIBA | SANTA FE | OTHER N.M. REGION | OTHER/ OUT-OF- STATE | GOVERN- MENT | ECONOMIC/ BUSINESS | EDUCA- TIONAL | TRIBAL | DOE | MALE | FEMALE |
| | | | | | | | | | | | | | | |
| Very responsive | 20% | 31% | 11% | 27% | 22% | 20% | 36% | 17% | 24% | 18% | 16% | 22% | 20% | 21% |
| Somewhat responsive | 47% | 43% | 46% | 40% | 54% | 51% | 26% | 41% | 51% | 55% | 40% | 56% | 47% | 50% |
| Somewhat unresponsive | 16% | 15% | 24% | 12% | 12% | 13% | 26% | 20% | 15% | 9% | 20% | 11% | 19% | 9% |
| Very unresponsive | 9% | 7% | 11% | 15% | 8% | 4% | 12% | 12% | 6% | 14% | 8% | - | 10% | 7% |
| Don't know/won't say | 7% | 3% | 7% | 7% | 4% | 12% | - | 10% | 4% | 5% | 16% | 11% | 5% | 13% |

Leaders were asked how responsive Los Alamos National Laboratory has been over the past year in addressing Laboratory related issues. Two-thirds of the Leaders feel LANL has been either *very responsive* (20%) or *somewhat responsive* (47%) over the past year, although one-in-four Leaders feel LANL has been unresponsive.

Region: Thirty-five percent of Los Alamos 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 Government Leaders feel LANL has been unresponsive to the public in the past year.

Comparison to Previous Studies: The percentage of Leaders who feel LANL has been *very responsive* has fallen from 31% in 2000 to 20% currently.

Suggestions to Improve Communications

(UNAIDED RESPONSES)

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

| DECEMBER | 2001 (N=204) | DECEMBER | 2001 (N=204) | DECEMBER | 2001 (N=204) |
|---|-----------------|--|-----------------|---|-----------------|
| Community involvement | 36% | Better outreach ambassadors who know community | 1% | Engage in a visible project | * |
| Information line/public relations | 16% | Utilize government officials | 1% | Put together science fair/trade show | * |
| Newsletter | 9% | More involvement with local government | 1% | Follow through on promises | * |
| Tell the whole story/not pieces | 8% | Senior management should live in community | 1% | Advisory panel of community leaders | * |
| Be more proactive not reactive | 6% | Taos needs outreach office | 1% | Participate more with technical programs | * |
| Listen to communities concerns | 6% | Broader coverage | 1% | Less talk and more action | * |
| Hosting public forums | 5% | Start internally | 1% | Better PR with upper management | * |
| Friendlier people/less reclusive | 5% | Less favoritism | 1% | Information about effect on environment | * |
| More communication/information sharing | 4% | More connection with K-12 | 1% | Continue programs they are funding | * |
| Be honest | 4% | More educational programs | 1% | Ongoing record of credibility | * |
| Hold town hall meetings to discuss issues | 3% | Should be present to county offices | 1% | Comm. on community's terms rather than theirs | * |
| Encourage newspapers to report what is going on | 3% | Mentorship | 1% | Lab technology market seminars | * |
| Give tours | 2% | Sponsorship | 1% | Hire more people from area | * |
| E-mail | 1% | More PR in northern NM | 1% | Sharing of resources | * |
| Top Lab admin. visible in community/involved | 1% | Show positive aspects of what you are doing | * | Less secrecy | * |
| Communicate on radio | 1% | Local government not working with Lab | * | Focus groups | * |
| Need cultural sensitivity and training | 1% | Child care for employees | * | Don't know | 15% |
| Follow up | 1% | More work in Santa Fe area | * | | |
| Info. line with Chamber of Commerce & univ. | 1% | Stop rearranging staff | * | | |

* 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, 36% of the Leaders mention community involvement, while 16% suggest an information line/public relations, 9% suggest a newsletter, and 8% say LANL should tell the whole story, not just pieces of the story.

Most Important Type of Information with Regard to LANL

(UNAIDED RESPONSES)

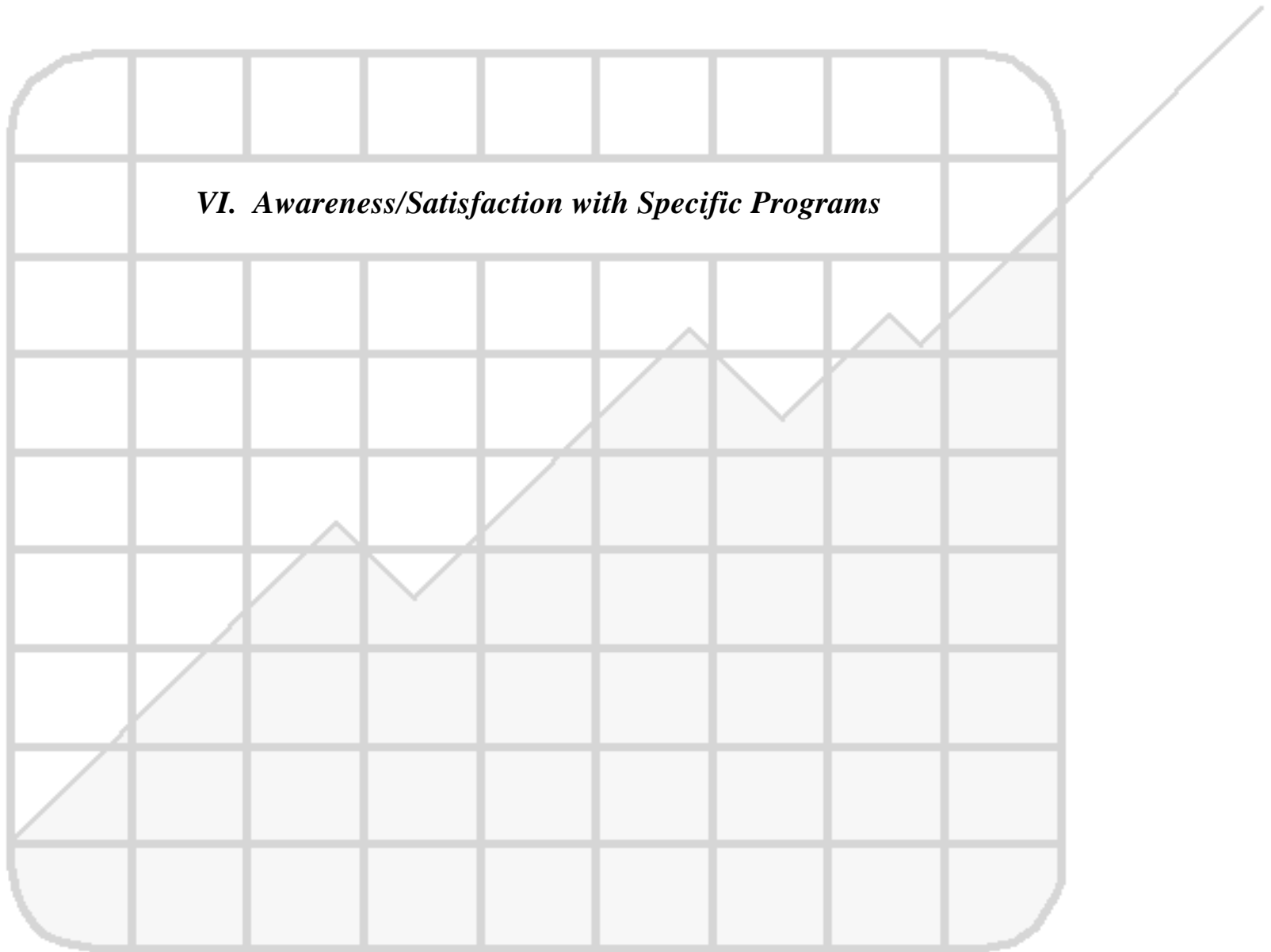
Question 21: What type of information is most important to you with regard to Los Alamos National Laboratory?

| DECEMBER | 2001 (N=204) | DECEMBER | 2001 (N=204) | DECEMBER | 2001 (N=204) |
|--|-----------------|--|-----------------|---|-----------------|
| Community involvement | 24% | Operations and hazards | 2% | Veterinary science | * |
| Economic impact | 18% | Economic development/activities | 1% | Procurement of goods & services that Lab consumes | |
| Employment opportunities | 13% | Web information | 1% | * | |
| Environmental impact/making it better | 13% | Long-term goals for funding/funding infrastructure | 1% | Water issues | * |
| Environmental impact/how it is hurting | 12% | Involvement with schools | 1% | Technical computer information | * |
| Community education/training programs | 11% | Honest information | 1% | Minority programs | * |
| | | | | Bids and proposals | * |
| How to conduct business with Lab/business oppor. | 5% | Opportunities that Lab is offering | 1% | Seminar information | * |
| National security issues | 5% | Project lists | 1% | Availability of equipment | * |
| Commercializing info./commercial market | 4% | How to obtain grants | 1% | Loan programs | * |
| Efficiency/productivity issues | 3% | Educational opportunities | 1% | World War information | * |
| Misconceptions/research not weapons | 3% | Building expansion | 1% | Human genome project | * |
| Information on current and projected activities | 3% | Training/development | 1% | Lengthening life | * |
| | | Resources for private business | 1% | | |
| Technology transfers | 2% | Involved in decision making | 1% | Insight of what direction they are moving in | * |
| Safety issues | 2% | Outreach programs | 1% | Environmental issues | * |
| Details of reorganizations | 2% | Access to LANL personnel | 1% | Public relations | * |
| Relationship between the foundation and Lab | 2% | Math and science programs | * | Don't know/won't say | 5% |
| General information | 2% | | | | |

* 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, 24% of the Leaders mention community involvement and 18% say economic impact information is most important. Other frequently mentioned types of information include: employment opportunities (13%), environmental impact/making it better (13%), environmental impact/how it is hurting (12%), and community education/training programs (11%).



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?

| | TOTAL SAMPLE | | | | | | | | | | | | | |
|--------------------------------|-----------------|---------------|---------------|------------|----------------|---------------------------|---------------------------|-----------------------|------------------|------------|------------|------------|------------|--|
| | TOTAL SAMPLE | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | | |
| | | LOS ALAMOS | RIO ARRIBA | SANTA FE | N.M. REGION | OTHER OUT-OF- STATE | OTHER/ GOVERN- MENT | ECONOMIC/ BUSINESS | EDUCA- TIONAL | TRIBAL | DOE | MALE | FEMALE | |
| Yes, have heard | | | | | | | | | | | | | | |
| December 2001 (N = 204) | 76% | 82% | 82% | 76% | 63% | 74% | 76% | 71% | 82% | 64% | 89% | 74% | 81% | |
| September 2000 (N = 162) | 88% | 100% | 89% | 83% | 80% | 76% | 93% | 93% | 85% | 72% | 85% | 90% | 85% | |
| August 1999 (N = 142) | 89% | 92% | 89% | 93% | 91% | 63% | 92% | 82% | 100% | 88% | 89% | 92% | 85% | |
| June 1998 (N = 123) | 85% | 98% | 67% | 83% | 95% | 67% | 77% | 89% | 83% | 44% | 95% | 85% | 83% | |
| No, have not heard | | | | | | | | | | | | | | |
| December 2001 (N = 204) | 24% | 18% | 18% | 24% | 37% | 26% | 24% | 29% | 18% | 36% | 11% | 26% | 19% | |
| September 2000 (N = 162) | 12% | - | 11% | 17% | 20% | 24% | 7% | 7% | 15% | 28% | 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% | |

Three-quarters of the Leaders (76%) 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.

Organizational Sector: Tribal Leaders are least inclined to be aware of the Foundation (64%).

Comparison to Previous Studies: Overall awareness of the Foundation is lower currently when compared to previous studies.

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?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N=155) | SEPTEMBER 2000 (N = 142) | AUGUST 1999 (N = 127) | JUNE 1998 (N = 104) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | |
|-----------------------|-----------------------------|--------------------------------|-----------------------------|---------------------------|--------|--------|-------|---------|----------|-----------------------|-----------|--------|--------|-----|--------|--------|
| | | | | | LOS | RIO | OTHER | OTHER/ | | GOVERN- | ECONOMIC/ | EDUCA- | | | MALE | FEMALE |
| | | | | | ALAMOS | ARRIBA | N.M. | OUT-OF- | SANTA FE | MENT | BUSINESS | TIONAL | TRIBAL | DOE | | |
| Very satisfied | 48% | 43% | 50% | 35% | 28% | 50% | 49% | 65% | 90% | 35% | 41% | 72% | 38% | 63% | 43% | 60% |
| Somewhat satisfied | 27% | 36% | 35% | 41% | 33% | 19% | 28% | 29% | - | 35% | 28% | 22% | 44% | 13% | 26% | 27% |
| Somewhat dissatisfied | 10% | 7% | 9% | 10% | 17% | 17% | 6% | - | - | 19% | 8% | - | 6% | - | 11% | 7% |
| Very dissatisfied | 5% | 6% | 4% | 6% | 9% | 7% | 5% | - | - | 3% | 8% | - | - | 13% | 7% | 2% |
| Don't know/won't say | 10% | 7% | 2% | 9% | 14% | 8% | 11% | 6% | 10% | 6% | 15% | 6% | 13% | 13% | 13% | 5% |

Community Leaders who have heard of the Los Alamos National Laboratory Foundation were asked to rate their satisfaction with its efforts. Three-quarters of these Leaders are either *very satisfied* (48%) or *somewhat satisfied* (27%) with the Foundation's efforts, while 15% are either *somewhat dissatisfied* or *very dissatisfied*.

Comparison to Previous Studies: Overall satisfaction with the Foundation is consistent with results observed in last year's study.

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?

TOTAL SAMPLE

| | REGION | | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | |
|--------------------------------|--------------|------------|------------|------------|-------------|--------------------|-----------------------|-------------------|-------------|------------|------------|------------|------------|
| | TOTAL SAMPLE | LOS ALAMOS | RIO ARRIBA | SANTA FE | N.M. REGION | OTHER OUT-OF-STATE | OTHER/GOVERNMENT | ECONOMIC/BUSINESS | EDUCATIONAL | TRIBAL | DOE | MALE | FEMALE |
| Yes, have heard | | | | | | | | | | | | | |
| December 2001 (N = 204) | 74% | 83% | 65% | 70% | 72% | 81% | 71% | 84% | 59% | 44% | 89% | 75% | 71% |
| September 2000 (N = 162) | 67% | 85% | 54% | 63% | 66% | 60% | 71% | 79% | 56% | 21% | 69% | 73% | 56% |
| August 1999 (N = 142) | 74% | 78% | 66% | 79% | 79% | 75% | 62% | 86% | 75% | 46% | 79% | 81% | 63% |
| June 1998 (N = 123) | 75% | 80% | 61% | 79% | 79% | 83% | 73% | 89% | 50% | 22% | 95% | 77% | 69% |
| No, have not heard | | | | | | | | | | | | | |
| December 2001 (N = 204) | 26% | 17% | 35% | 30% | 28% | 19% | 29% | 16% | 41% | 56% | 11% | 25% | 29% |
| September 2000 (N = 162) | 33% | 15% | 46% | 37% | 34% | 40% | 29% | 21% | 44% | 79% | 31% | 27% | 44% |
| August 1999 (N = 142) | 26% | 23% | 34% | 21% | 21% | 25% | 38% | 14% | 25% | 54% | 21% | 19% | 37% |
| June 1998 (N = 123) | 25% | 20% | 39% | 21% | 21% | 17% | 27% | 11% | 50% | 78% | 5% | 23% | 31% |

Three-quarters (74%) 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 (83%), whereas Rio Arriba Leaders are least likely to be aware of the program (65%).

Organization Sector: Over four-fifths of Economic/Business Leaders (84%) and DOE Leaders (89%) are aware of the Technology Commercialization program compared to 44% of Tribal Leaders.

Satisfaction with Technology Commercialization Program

AMONG THOSE AWARE OF TECHNOLOGY COMMERCIALIZATION PROGRAM

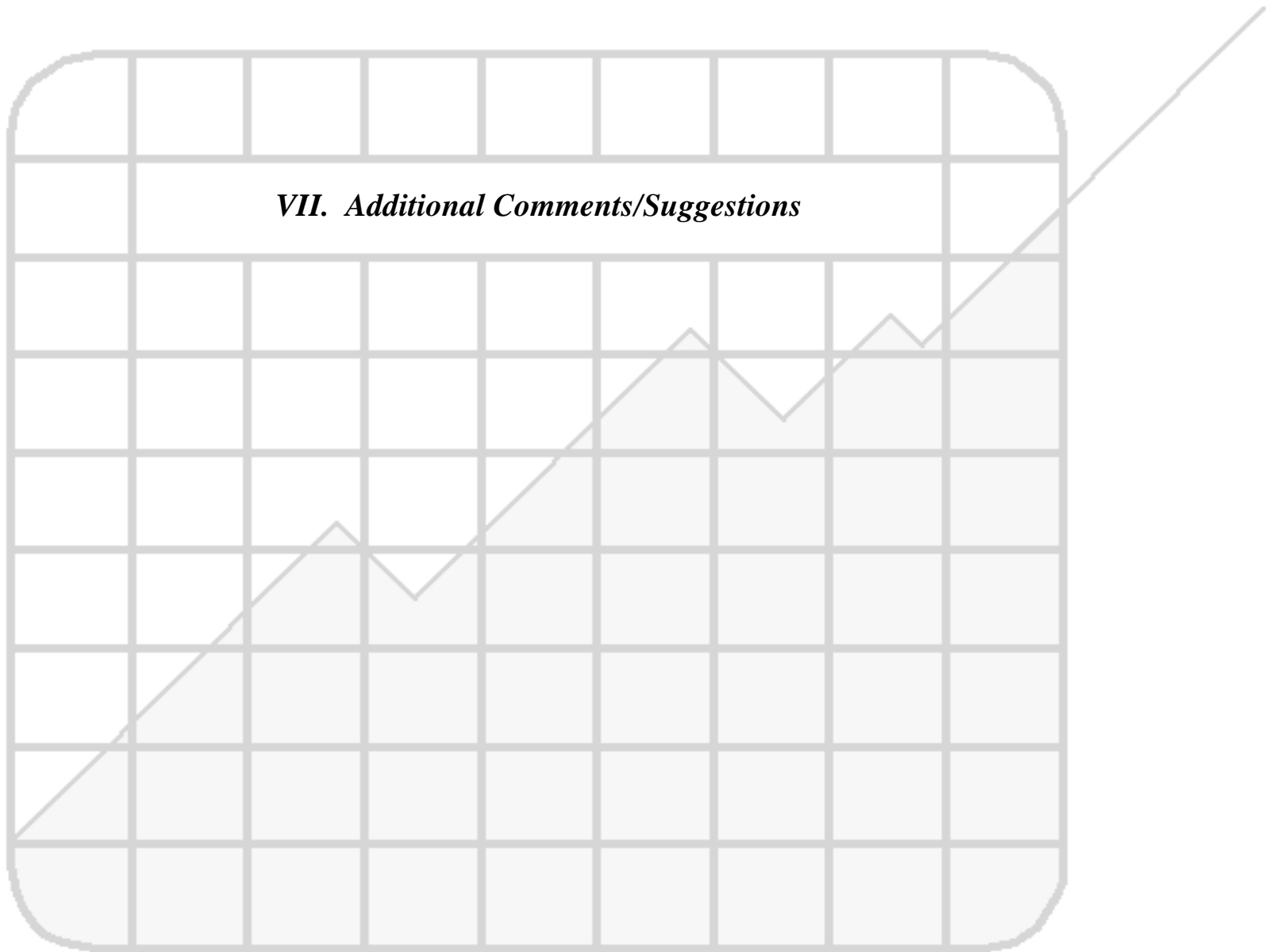
Question 25: How satisfied are you with the Technology Commercialization program? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

2001 DEMOGRAPHIC SAMPLE

| | DECEMBER 2001 (N=150) | SEPTEMBER 2000 (N = 108) | AUGUST 1999 (N = 105) | JUNE 1998 (N = 92) | REGION | | | | | ORGANIZATIONAL SECTOR | | | | | GENDER | | |
|-----------------------|-----------------------------|--------------------------------|-----------------------------|--------------------------|--------|--------|----------|------|---------|-----------------------|---------|-----------|--------|--------|--------|------|--------|
| | | | | | LOS | | RIO | | OTHER | OTHER/ | GOVERN- | ECONOMIC/ | EDUCA- | TRIBAL | DOE | MALE | FEMALE |
| | | | | | ALAMOS | ARRIBA | SANTA FE | N.M. | OUT-OF- | MENT | | | | | | | |
| Very satisfied | 25% | 20% | 30% | 18% | 22% | 22% | 26% | 34% | 23% | 24% | 30% | 23% | 9% | 25% | 25% | 26% | |
| Somewhat satisfied | 36% | 47% | 35% | 47% | 40% | 26% | 39% | 20% | 68% | 31% | 34% | 46% | 55% | 38% | 37% | 31% | |
| Somewhat dissatisfied | 18% | 18% | 19% | 12% | 23% | 17% | 17% | 16% | - | 17% | 19% | - | 18% | 13% | 19% | 14% | |
| Very dissatisfied | 11% | 9% | 6% | 9% | 10% | 15% | 9% | 11% | 9% | 10% | 13% | 8% | - | 13% | 11% | 8% | |
| Don't know/won't say | 11% | 7% | 10% | 14% | 5% | 21% | 10% | 19% | - | 17% | 5% | 23% | 18% | 13% | 8% | 20% | |

Three-fifths of the Leaders who are aware of the Technology Commercialization program are either *somewhat satisfied* (36%) or *very satisfied* (25%) with LANL's efforts. However, 29% of the Leaders express dissatisfaction with the program.

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



Additional Comments/Suggestions Regarding the Technology Commercialization Program

DECEMBER 2001 (N = 204)

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

EXPANSION/OUTREACH

They need to go talk to Rio Arriba about using new technologies that are available to them to develop our local economy. They have the programs to develop and strengthen the economy and now they just need to utilize different ways available to them.

They need to have a broader base adjoined with the people of New Mexico.

As they grow and become more involved they will become more effective and I would urge them to continue to try and reach all the communities' residents where they are located.

They could start with youth and students so that they are better prepared in that area. I don't know that they do that too much.

They have started a lot of programs and keep up with what you are doing because it does take time.

I think that they need to link that with the message that public education needs jobs there also.

It's very difficult to expand programs out into the public. I'm not sure what the stumbling block is. They say that their program is doing tremendously but the public doesn't see it that way.

I would like to see it expanded statewide rather than just in northern New Mexico.

The Lab needs to deal in low tech and no tech if they really want to help northern New Mexico. Española cannot support high tech.

They need to try and reach out to expand the communities at this point.

They should enhance and multiply the efforts of the program to increase its effectiveness.

I think it would be beneficial to work with community in training and recruitment for LANL and use existing workforce, not go out of state for employees.

One thing that they could do is to tie in the new technologies closer to the local new businesses. Also, they could work with the schools closer to help the students realize the opportunities that are here for them.

We need to find a way to be more direct and interactive with businesses. The favoritism starts to lean one way and we need to spread that out over the different businesses involved.

They need to restart the new small business programs.

To maintain its strong community outreach efforts and influence the business technology culture in the community.

EXPANSION/OUTREACH *(continued)*

The problem is that the Lab's mission is to do basic research and they are being forced into commercialization, and they are interfering with the community.

I think they need to do more economic development locally with local populations and workforce.

Need to venture into other counties in northern New Mexico other than counties closest to Lab (San Miguel and Mora). Not enough done in that part of northern New Mexico.

Even though the Lab got an award for technology, it will hopefully promote the technology transfer.

Decide what they are going to do and stick with it. Sometimes very involved and sometimes non-existent.

Could do more direct contacting/outreach with small business. Go out into community to make direct contacts.

Need to get out into the community - greater opportunities - operating in fear afraid of making a mistake.

Do more in the southern part of the state.

COMMUNICATION

They could be less reclusive about all their dealings. The program needs more public relations.

They could advertise it more since I don't know anything about it.

They just need to try and keep the local people notified of these opportunities. This is a very good program with very good opportunities for us as a community overall.

I know of the program but know nothing about what they do. Perhaps a little public relations information is in order.

I know of the program but know little of what they do. I think that an added effort on the part of the Lab and the public could enhance relations.

They need to do what they say and keep the public informed to the technologies that are available on the commercial market. Follow up on what they are saying.

I think that the invitations to the Laboratory would be better if they could have something like a "dog and pony show" at the meetings. This would help them to communicate the projects. I also think that this would help them in learning more about the communities here in New Mexico.

The program might be improved in providing more information to the community and the things that could come out with community participation.

It can be better. I still think their program can be better. It seems to be a secret program. I think it's better now, but still you seem to either know exactly what the program is about or know only a little about it. They should fix that with more communication within the community.

I would like to see more marketing of the new technologies so that we all will know what to do with the stuff when we get it.

They need to tell us what they have developed so that we know what to do next.

They can keep the people up-to-date and continue to implement the technology that they develop.

The need to have more community engagement.

Inform the public more about what they are doing and what effect their practices could have.

Their opportunities need to be laid out more clearly.

There has been a lot of planning of program. LANL needs to be more communicative with local community to advertise progress.

Advertise to make more information available.

More advertising and information needed in areas of northern New Mexico.

Need to keep emphasizing letting the community know what they are doing.

Have not heard about program - more information advertised needed.

PROCESS/BUREAUCRACY/POLICY

The way in which the grant money is divided is not by merit. Or, at least it doesn't seem that way. Rather, it seems to be a political move to gain support of the community rather than to actually progress on the independent projects that are going on here.

I used to work with the program and I feel it was very useful and efficient but it could use some improvement in management.

At present the Lab has dropped a policy they used to have where they could share the cost of technology and research with other local community businesses. Under the leadership of Richard Mah they have dropped that and this has been a big loss for the community as a whole.

If the focus of the program were actually having commercial technology, rather than overheads of DOE, it would run correctly.

It seems that the money is always going to big firms rather than the small entrepreneurs.

The Lab shouldn't change their policy with little community input.

I think the federal nature of the Lab and the policy of the university to not allow outside third party evaluations of new technology, for the purpose of commercialization, have made the program close to impotent of its original purpose.

Still too many barriers from Department of Energy and University of California and there is no internal commitment, it just does not exist.

Reduce the red tape.

They encumber it with a lot of red tape. For small companies it is difficult to access or use it.

They need more support from the University of California. It needs to be a higher priority within the entire system. Not necessarily just funding but issues like having a clear strategy from the top. Starting at the University of California and moving through the Lab.

Need to remodel to be more like the Technology Ventures Corporation.

University of California to set up institute for people to work part-time at Lab and part-time on research part.

Lack of leadership - LANL is not providing any motivation - very little support on program.

Be more practical and more aggressive. Bring in entrepreneurial consultants who understand business with a business mind.

Internal Lab management needs more incentives to participate in program.

More with economic development professionals and less with business professionals; need to work with both equally.

The Lab ought to get out of the box and develop technologies that are more appealing to the private sector rather than light industry, specific technologies that are only useful to a few. An advanced technology training center in the north for the private sector could help to close the minority skill gap in our community and broaden the potential of the community for high-tech employment.

PROCESS/BUREAUCRACY/POLICY *(continued)*

I guess my overall comment is that the Lab needs to partner with entities that are already trying to accomplish that mission instead of trying to reinvent the wheel so to speak.

They need to try and help fewer companies more than do what they are doing in helping a lot of companies a little bit.

Hire professional personnel that are knowledgeable about the program.

I think their program involves too much technology, is too specific and much too narrow. They should start with more basic services and then build up from there. They need a technology building capacity program, to begin with; that would lead to other areas that involve more technology instead of trying to start at the top.

The Lab needs to recruit an experienced business agent that has worked for big organizations to work on this program.

Hire people that are familiar with the area to work with potential upstart businesses.

POSITIVE COMMENTS

They are doing good.

I feel they are too limited by the Department of Energy but their efforts have been outstanding.

I just would like to say thanks for all the help that they have given to us. We would not be in business if they had not helped us.

I don't know too much about it. I like that they are trying to share their technology discoveries.

The Lab's user groups are very supportive, unfortunately they are required to offer the same help to our competition.

It's the best program at the Lab as far as small businesses go.

Continue. I think they should continue the program the way it is.

My business benefitted from the grants that come from that program. This program is very important to local tech businesses. I believe the program has since been scaled back to my dismay.

Keep up the effort to support other industries in our community.

Important to Lab and community - needs to be re-emphasized from director on down.

Very interested in program - not well informed, would like more information in Española.

This program should be encouraged it is very valuable to New Mexico. The program has stopped within the last year. There needs to be job creation for the communities. LANL is the best unbiased program to make this outreach work.

Their office was very helpful to us.

LANL employees involved in community help volunteers.

My understanding is that it is really just getting started but I hear positive things about it.

OTHER RESPONSES

I am employed by the University of California so I feel it would be biased to comment on this survey.

Because of the program it has hopefully opened other avenues for the future.

I do not know enough about it any more to be able to give any helpful information.

It is largely ineffective.

John Browne should call me for lunch. I have several hours worth of comments and complaints that would be better delivered to him personally.

People coming out of the Lab have troubles getting acclimated to the civilian life.

My criticism is not directed at the program, it is directed at the institution in general. I feel that they are not participating as community members. They simply pay lip service to the community and don't take part in it. I do like what they have done with this program. I hope to see them participate on all levels of the company within the community. This program is a good start.

My first question is, "Does the Lab believe in it and support it?" It is a very good idea and could be effective but the Laboratory is not putting the necessary effort behind it. The lack of success is due to how the Lab treats and supports it.

I do not have much info on it, but I hear there is room for improvement.

The Safara Club is as ineffective to the community in some ways.

I believe LANL should use the influence of bankers, lawyers, and real estate people to embed the infrastructure like found in the Silicon Valley. We can have that here if we attract that kind of infrastructure.

Personnel problems have created negative issues which I won't discuss over the phone.

My only comment is to state that I think their efforts have all failed. There has been no business improvement off "the hill."

I see a lot of talk but not enough concrete assistance. I would like to see an improvement of the telecommunications in this area. That is a place that I think the Lab could help. Also, I would like to see help on the general state of the infrastructure in the area, not just in communication hardware. They should work on the condition of the roads as well.

**Additional Comments/Suggestions Regarding Efforts to
Improve Community Involvement/Regional Economic Development/Education Outreach Efforts**

DECEMBER 2001 (N = 204)

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

They should call new business leaders and extend their help.

They should mirror the outreach programs of Sandia Labs.

I would like to see the level of participation in the community back at the level that it was three years ago.

The efforts of the Lab to develop the downtown will bring in more quality people who will be able to afford the cost of housing here. In the long run, the investment on the community will pay off in longevity of growth and quality of life, which makes more people available for the Lab workforce.

There is no community involvement. They just foster big government contracts. Those are excellent the more they educate the better.

I think they need to be more forthcoming with the health issues some residents have about the Lab and be more honest. The need to train and hire within the state is a concern of many. There is still a lot to be done.

The situation is so bad at the moment that state people have given up on the Laboratory. They don't talk to it anymore, good scientists are leaving and that is not the desired result. The University of California and Los Alamos National Laboratory need to change what they are doing wrong to get these people to stay here.

I think they need to find the functional equivalent of the previous community counsel. There needs to be more one on one partnering of communities.

They need to look at what is emerging in the community. Does the community really need the technology? A lot of the community is not computer literate. When they send people out to talk to others in the community, they need to send people that can relate to those that they are speaking to.

Los Alamos National Lab should seek to become a member of the community. They should not only participate but also act as though they are part of the community. By this, I mean they need to be involved with the people that live here on a daily basis.

It is really something that gives back to the northern part of New Mexico. But, they need to give back more money because they are making lots of money. Need to give back to the people.

Because they have the most resources, both organizations need to continue participating in the community, which in turn will improve the quality of our community.

I think their community outreach needs to be revitalized. I can't think of anything in particular just overall.

They should do more, be more specific and more regular with their efforts in small communities. We don't see them unless we ask for them.

OUTREACH/COMMUNITY INVOLVEMENT *(continued)*

Overall they just need to reach out to the community and try to get involved. They need to make every effort to promote the Laboratory's educational, economic and environmental programs, and efforts to the communities whether they be the overall community or a tribal community. It would also help a lot if they invited all of the community out to see what is actually going on at the Laboratory.

I think they could do a better job of being involved with the business community in Los Alamos and southern Colorado.

I would like to see more commercial technology shown to the community.

Some of the people that have to do with the Lab genuinely want to help with the problems in the community. With the work load these people have, they cannot do all they want and need to do. With restrictions like this, there are just not enough efforts to seriously affect our community.

LANL has a tremendous amount of intellectual talent, it would be wonderful if they could get out into northern New Mexico for development of quality of life.

LANL needs to be more involved in the community. University of California does more for community with community involvement.

Meeting with Dr. Browne by invitation with community leaders to be involved with community involvement was very good start to help interact with community.

LANL needs to become more involved.

LANL is an important part of New Mexico; community needs to encourage outreach programs. Funds can be used from extraction tax from oil, gas and coal. It was promised to northern New Mexico communities.

That Los Alamos National Lab conduct more personal community relations in regional activities. This is in addition to top administrators personal involvement in community.

Work closely with the tribes.

Better outreach efforts, more upscaled.

Somewhat dissatisfied with the procurement organization and activities large area company have with many regional employees. Needs improvement policy establishing what area can they respond or address concerns. How to manage local community and engage to solve problems.

Taking steps in the right direction, they have a lot of decades to deal with. Outreach needs to be more aggressive.

The idea has been very effective, but Los Alamos and University of California need to be more supportive. The ground work is good but they need to expand the program and give opportunities to the regional companies including training.

Expanding their outreach to outer areas farther away from Los Alamos and include more minority populations would be more effective, and include and allow more rural areas to be included in their focus.

I'd like to say that both are very concerned about expanding northern New Mexico to become independent of the Laboratory. They are trying to expand involvement in all those areas you mentioned.

They need to review and see what is important to the community and not all about them.

COMMUNICATION

I think that meeting the people who run Los Alamos and putting them together with the tribal governments would clear the air a great deal and help to develop a solid communications habit.

More information on what the Lab does and how that can help me would be useful. They could offer a tour and a counseling session.

I don't think that the general public is aware of the great effect of the Laboratory here. I would like to see them try to communicate that more to the community; they really do add a lot to our economy with jobs and all.

They need to simplify language and be more honest about what is going on up there. Explain and be more open about what they haven't before, the defense facility some people don't know that it is there or they ignore it. People need to get involved in the various activities up there, they need to come down from the mountain. They have too much intimidation and really are not open to the public. Some of the invitations that I have received have proved that.

They need to communicate their success stories a lot better so that the average citizen will know what is going on and why it is important to them.

I think they're making some efforts to improve it. They need to be sincere about it. In order to be collaborative, we need to sit down with the Lab, and they need to sit down with the community and get an idea of what the community wants. Until they sit down with the community we are never going to get there. I want to make sure that some of the efforts that are being raised are being recognized, but there isn't enough effort yet.

This is the second or third time I've been surveyed. I know I'm not the only one who's been surveyed, but I would like to know what the results are to our concerns. I haven't heard about any changes.

They need to communicate with the public about the issues that concern the community before they are a done deal.

They need to find a way to post technical jobs either on the Internet or in another way so that the local technical community will have access to bid on the jobs that they need done. They should consider more locally qualified technical people for the jobs they need filled, such as local engineers.

For all of these areas, the community needs to be more aware of what is available to them and they also need to know more about the programs that the university and the Laboratory provide.

Be more open to get the suggestions and the ideas from the leaders in the community.

They need to do town hall meetings in the town, and then really listen.

More women and ethnic diversity, no more untrustworthy spokespersons. Give us someone we can understand and trust. Someone who the average person can relate to. Interact with Chamber of Commerce more, they need to work hand- in-hand. The chamber knows what would be best for community. The Lab should start listening and be more cooperative. Focus tech training locally, hire someone for this specific job locale.

Inform everyone when they go from an 8-hour day to a 9-hour day.

Being able to see a listing of actions taken in response to the suggestions of the public would be great. Also, if there were more local meetings in the Santa Fe area that would help.

COMMUNICATION *(continued)*

We need to encourage them to communicate and dialogue with the surrounding communities.

I am not finding that much out about their information. I wish that they would share more.

Need to inform the communities what they are doing and what is available.

Very well intended - Lab does not always communicate what they are doing - doesn't demand enough back from the community.

Need more information.

They need to set up quarterly meetings with people in community and have representatives there who make decisions, not people who say they will check on issues and nothing is ever heard again.

Let people know they are from LANL.

Keep public better informed.

LANL should respond to negative newspaper stories to set them straight.

They really do need help. The people in the Lab there should really listen to the concerns of the people. Native American concerns should be held very high.

I think that the outreach efforts are needing to offer community members the ability to attend the programs more. This would help the community in getting a better education and experts to help the community. I also think that they could develop some CD's for the technology that could be brought to community presentations. This may help better in understanding the information. They also need something to monitor the capital of the programs. They should develop a trademark and find more.

EXPANSION/PROGRAM SUGGESTIONS

University of California needs to be a more active participant. The money should go into the Lab for that. They are doing well. They are all educators and have a firm grasp on what needs to be done.

Make it easier for tech transfer to do business with the Lab.

I think their intentions are in the right place. I don't think they've focused their programs enough. Instead of just working on pacification they should work on effectiveness of their programs. I think they're getting the wrong feedback.

The Lab needs to focus on developing intellectual property rights and work on the economic growth of the towns in which their employees live.

In terms of the commercialization program, it is a little too complicated and they need to continue to streamline it.

I think they need to work on more appropriate technology, something closer to the level we are at here in this community.

I think that they are making a lot of good efforts and are not necessarily getting all of the credit that they should. If they really want to concentrate on the masses impact they need to figure out and get behind a full commercialization strategy for the region aimed at the entire organization from the top down, not just the staff.

Knowledge transfer from Lab to community.

Partnerships with small businesses continue after a year. Some business need a longer time.

ECONOMIC DEVELOPMENT

We need to do more to apply resources in solving energetic and economic issues. They specifically need to focus in the rural area of the region as opposed to statewide issues.

They need to try to encourage more private industries to move into the Research Park to collaborate with the Laboratory in efforts to move forward.

The Lab needs to work harder to build the economy through use of local contracting and they need to do better with the equal opportunity aspects of their Lab.

I would like to comment on the economy issue. The University of California needs to take the development of economy in the area very seriously. With the bars on the Technology Commercialization Program, the rate of high technological jobs entering the market is not sufficient to provide enough quality jobs for the emerging population. The education efforts of the Lab to tell our young people that there is an opportunity here for them must be increased on a personal community to community level.

It would take several hours to discuss all of the issues. Most of all the economic development through the partnership office is totally ineffective and wasting money.

My only comment is that the bottom line is jobs. They need to provide more sustainable employment and provide a balance between jobs here and housing.

I think the storage of high level nuclear waste is an economic opportunity. It has been strongly resisted, but I think the development of that program with the WIPP program would be very beneficial.

The Lab needs to buy local. They need to support us in more ways than just technology. Economic help with businesses other than tech is in great demand.

Keep the community's prosperity a top priority.

EDUCATION

LANL needs to partner with community leaders to diversify market divisions with local companies and to be more of a leader. All groups need to come together and work for any significant economic development to happen. Kurt Steinhouse is doing an excellent job. They need to focus on the drop out rates in Santa Fe County and a few of the tribal areas. LANL should be more active in recruiting University of New Mexico students.

I would suggest that they keep focusing on implementing the technology that they develop for the betterment of the local business market.

I would like them to hire more local people that are qualified to work for them.

I am not sure exactly what they should do, but they need to try and help improve the economy in northern New Mexico.

Public and private partnership in terms of technology development would help facilitate and leverage dollars into government.

For senior officials from LANL to be better partners with northern New Mexico in an effort to increase technology and economic growth related to small business.

LANL needs more protection for local economy in terms of hiring and purchasing materials. People need to be educated more regarding environmental concerns.

I think the university is sincere in trying to improve the economic condition in this area. I believe that the manager's heart is in the right place, but the execution of the agenda is lost in those below him. The actions of those employees have been largely ineffective. In my opinion those people should be replaced.

I recommend that small businesses team up with businesses in Albuquerque.

I would like to see a more fair system for funding the schools in the area.

With the number of education resources in the area there should be an information and training co-op in order to open doors of opportunity to the general private sector, and to upgrade the skills of minorities to prevent mass lay-offs of unskilled workers.

The education outreach program is wonderful.

They need to improve their efforts in the education outreach to the tribal community.

I have been dissatisfied with the educational efforts. I do not see them providing significant money to programs in areas where there may be some money, but not enough money to provide better programs; the money they offer may help a community that is impoverished, but those who have some money are given nothing extra to continue their efforts.

New technologies for Española school system.

Education can always be improved. The opportunities are local to the Lab and not to the communities where the people are.

They need to work more closely with the schools because we are interdependent on each other and we need to work together better.

LANL is really working with education programs in Rio Arriba County.

LANL is making a real solid stride under the new management for educational issues and involvement.

More educational outreach in communities outside of Santa Fe, Española and Albuquerque.

The Laboratory needs to partner with community leaders and work together to see what assistance they can give. The Foundation should try and give more assistance to the needy. Try and educate those who would normally be average instead of hiring rich out of state kids who could probably afford their own education and save the scholarships for those who really need them.

POSITIVE COMMENTS

Overall, they are doing pretty good. There are no suggestions that I have at this point in time.

I would like to say thank you, and keep up the effort. You are making a difference.

Just keep up with what they are doing.

I do appreciate the University of California's getting more involved, but there are problems with getting more involved. But, the University is doing a tremendous job.

Continue with improvements that have been made recently on what the Lab is doing and opportunities that are available.

One effective thing that has been done was the State of the Lab reception held by John Browne. It was an effective tool to bring the community together. I think this sort of function should occur regularly.

They're doing better than in the 80's and probably the early 90's, too.

Hang in there and don't let the politicians grind you down.

All of my experiences with both of them have been wonderful so far. There is nothing they need to do in my opinion.

They have done a very good job on educating the community.

The Technology Commercialization Program has done a good job of bringing in people with their MBA to work in our business community.

Have been making improvements in the last year, LANL still has a way to go.

They have laid the foundation - let's build on it.

Glad with relationship with University of California.

Keep up the good work.

It is impressive that LANL is interested in our input. I am delighted that I was selected to participate in this survey.

OTHER COMMENTS

They are purely made of local politics. You need to focus on the good of the community and not yourselves.

Stop pandering specific interest groups. Nothing there. Keep up the good work.

There is nothing else I really have to say. My responses in this are enough to put down and my answers throughout this have answered more than enough.

Too much emphasis on surveys and public relations. Instead, they should place those resources toward something that will actually help the community. Instead, those resources are being wasted instead of actually going toward resolving some problems. The Lab should be more of a major player for our community.

I do feel there is much improvement needed and they need to do it in a reasonable amount of time. I believe business for minorities need more help, schedule meetings with tribes and community leaders. The Lab should coordinate their efforts. Within a year I believe Barbara Grimeles is doing great and she has good grasp of what we need for the minorities and tribes. There is a timetable that should be worked out. Personally, I would like to see it documented and completed within a year. It won't happen. Resistance from some local leaders won't allow.

The Lab is very high rate and therefore the average small business cannot stay in places like Los Alamos and White Rock because they can't afford the rent and since the Lab is funded by the government, they can afford all the rent they want. For example, the old movie theater in White Rock went out of business because they couldn't afford the rent.

I think they need more people like Tom Cordova.

Lab spends 90% of budget creating good image for Washington, D.C. They need to increase good image in New Mexico.

I do not think the Lab should be buying and using local business space for their company. They have 43 acres of their own to use.

Global competition is my focus and most other countries give massive grant money to the exploration of technology; whereas, in the USA we only have the option of programs like LANL and cutting those programs back damages my ability to compete at the global level.

Good luck.

I have no comments other than we need to keep focused on our goals.

I suggest that LANL receive equity in the programs they launch and use the equity to support these programs in the future.

They view themselves as the supreme being. We get what they throw at us and if we don't like it, tough! They really don't view themselves as part of the community. They do what they want and it doesn't matter what anyone thinks.

This is a journey not a distraction - needs continuous improvement.

LANL needs to quit renting space in the town site. They should stay on Lab property, so other businesses can rent.

OTHER COMMENTS *(continued)*

Continue to work hard to incorporate role with county and state.

More presence in Taos would be nice.

Wish I were better acquainted with the Lab.

Could improve and give more credit to organizations they are working with.

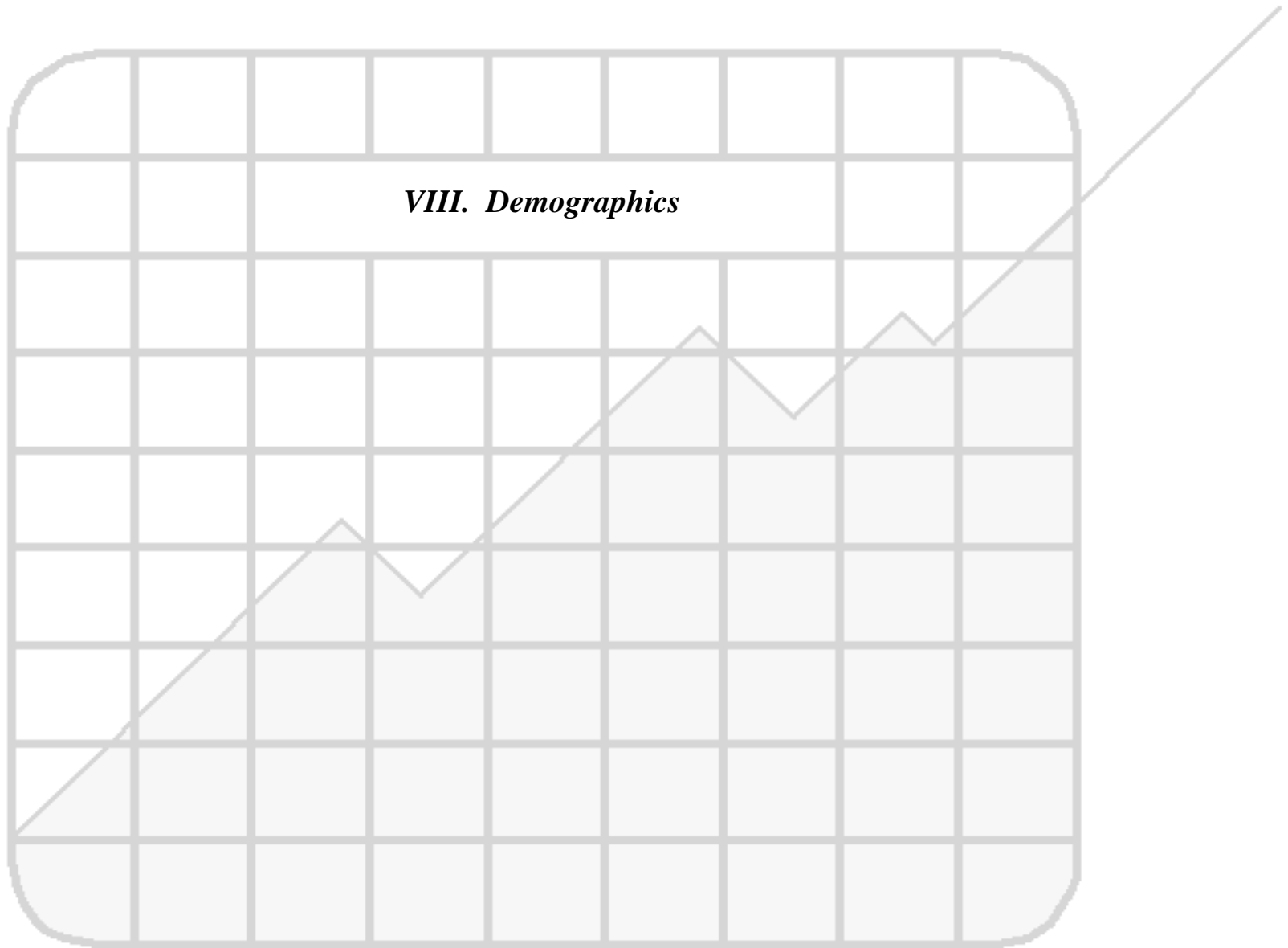
I don't know anything about LANL since they don't reach this far out in Taos. We did have smoke problems during the Cerro Grande fire, but that is all.

The Foundation does a great job, LANL is not as responsive. Would like to know the connection between the Foundation and LANL.

LANL dominates a large portion of land in the community. They need to give access to community to sustain our way of life. Need to have available resources for community's use of land.

I would like to see a chart that maps out all of the organizations so that I will know where to go for resources and who is involved with who.

To comply to the area on equal number of people hired to reflect the ethnic make-up of the community. In order for a process to be efficient there has to be positive results. Show me the numbers on contracts. The positive results should be reflected in the numbers. Good intentions and faith only go so far. I am not aware of any new companies that are going to relocate.



DEMOGRAPHICS OF SAMPLE

(UNWEIGHTED)

DECEMBER
2001
(N = 204)

Gender

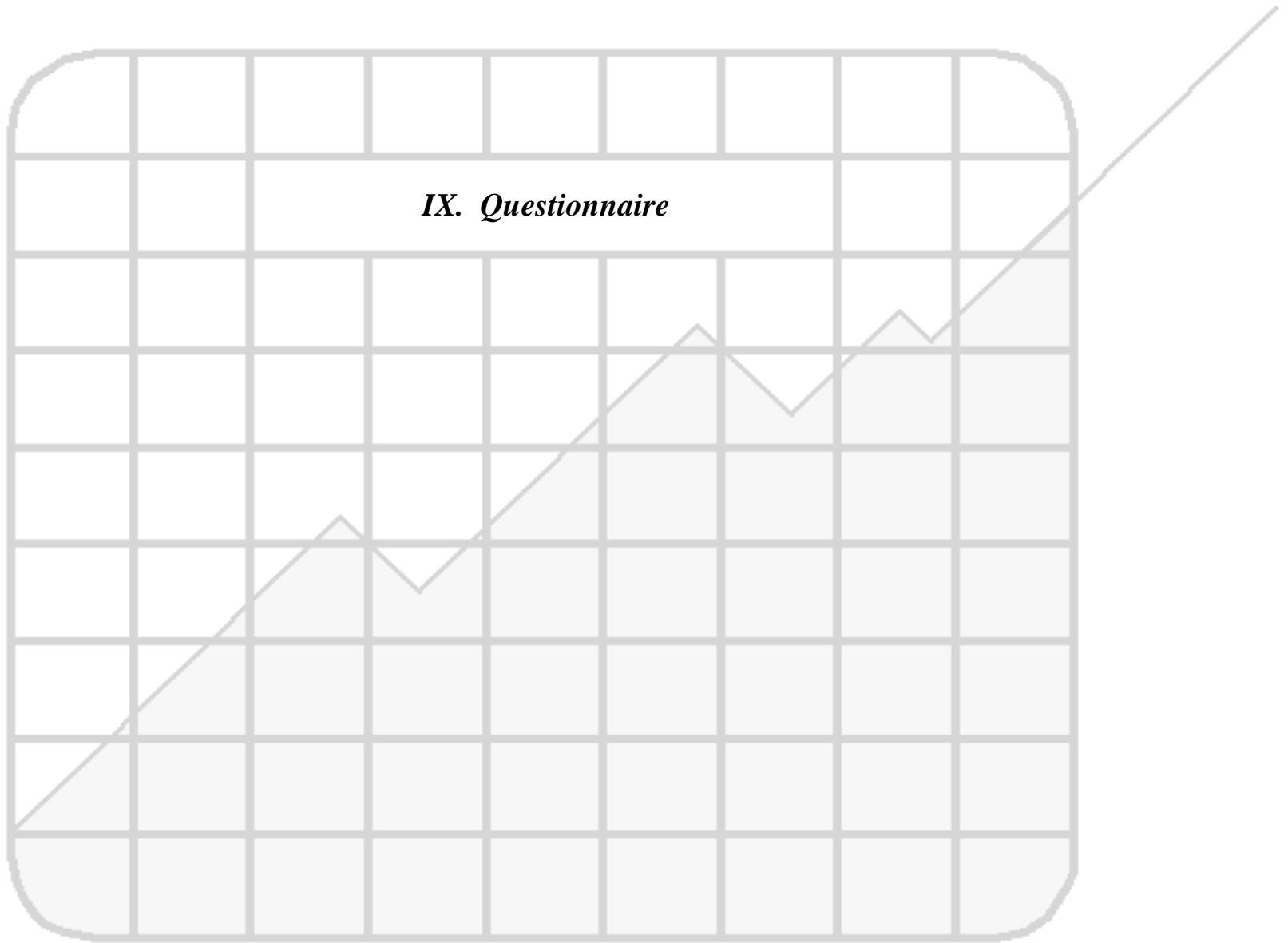
| | |
|--------|-----|
| Male | 73% |
| Female | 27% |

County

| | |
|--------------------|-----|
| Los Alamos | 29% |
| Santa Fe | 29% |
| Other New Mexico | 20% |
| Rio Arriba | 16% |
| Other out-of-state | 6% |

Organizational Sector

| | |
|------------------------|-----|
| Economic/business | 42% |
| Governmental | 21% |
| Education | 14% |
| DOE | 11% |
| Tribal | 8% |
| Special Interest Group | 3% |



Los Alamos National Laboratory Community Leaders
DECEMBER 2001
FINAL
N = 391 (Possible)

"Hello, may I speak to (name on list)?" (If unavailable, ask for a good time to call back or schedule an appointment with the secretary)

"Hello. My name is **YOUR NAME** . 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:

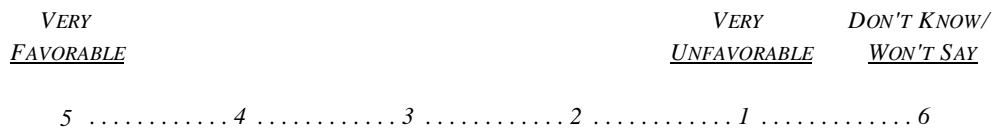
- 61. Noise
- 62. Congestion
- 63. Roads/streets/highways are bad
- 64. Orange barrels/constant street maintenance
- 65. Lack of mass transit

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?"



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."

OUTSTANDING
UNACCEPTABLE
DON'T KNOW/
WON'T SAY

5 4 3 2 1 (6 skip to question 5)

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

| <u>Positive</u> | <u>Negative</u> |
|---|--|
| 01. Involved in the community | 14. Region too dependent/LANL/economically |
| 02. Lab is making an effort/working on it | 15. Have not reached out to community problems |
| 03. Really cares/listens to community needs | 16. Change has only happened recently |
| 04. Job/local employment | 17. No money to get involved in community |
| 05. Good for local economy | 18. Communication needed |
| 06. Good publicity/improve image | 19. Procurement should be local |
| 07. Only/major economy of the community | 20. Efforts made have not been successful |
| 08. Training/education programs | 21. Mostly lip service/not really involved |
| 09. Needs to get youth involved | 22. No community involvement |
| 10. Involved in business community | 23. Do not pay fair share of taxes |
| 11. Need more jobs for Taos County | 24. Can always improve/could do more |
| 12. Foundation programs are good | 25. Bad reputation |
| 13. Have made significant improvements | 26. Needs to motivate higher education |
| | 27. Does not exist in Santa Fe |
| | 28. Efforts to integrate Santa Fe Prep |
| | 99. No/don't know/won't say |

Other (specify) _____

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

| | VERY | SOMEWHAT | SOMEWHAT | VERY | DON'T |
|--|------------------|------------------|---------------------|---------------------|------------------|
| | <u>SATISFIED</u> | <u>SATISFIED</u> | <u>DISSATISFIED</u> | <u>DISSATISFIED</u> | <u>WON'T SAY</u> |
| 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 |

| | VERY | SOMEWHAT | SOMEWHAT | VERY | DON'T |
|--|------------------|------------------|---------------------|---------------------|------------------|
| KNOW/ | <u>SATISFIED</u> | <u>SATISFIED</u> | <u>DISSATISFIED</u> | <u>DISSATISFIED</u> | <u>WON'T SAY</u> |
| 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's Northern New Mexico Office in Los Alamos" | 4 | 3 | 2 | 1 | 5 |

"Generally, how would you rate the effectiveness of Los Alamos National Laboratory's 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?*"

| | VERY | SOMEWHAT | SOMEWHAT | VERY | DON'T |
|--|------------------|------------------|--------------------|--------------------|------------------|
| KNOW/ | <u>EFFECTIVE</u> | <u>EFFECTIVE</u> | <u>INEFFECTIVE</u> | <u>INEFFECTIVE</u> | <u>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 Laboratory 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 | |
| 05. Information line/public relations person available for questions | 99. Don't know/won't say |

Other (specify) _____

21. "What type of information is most important to you with regard to Los Alamos National Laboratory?" (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?"**

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?"**

"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 _____

