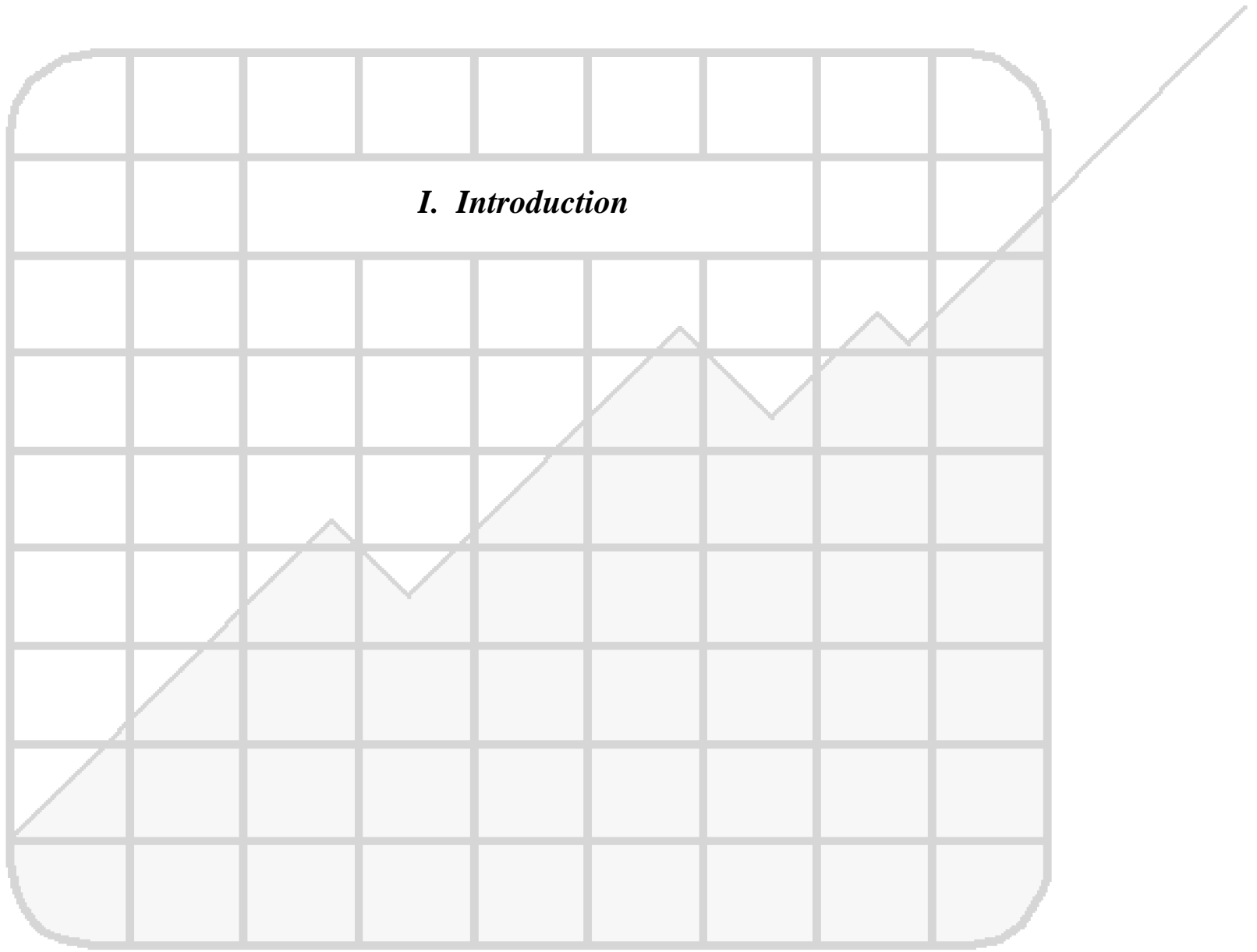


*Los Alamos National Laboratory
Community Leader Survey
July 1998*

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Community Leader Survey
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Methodology

This 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 community leaders' awareness and satisfaction levels of specific Laboratory programs and activities. In addition, the results of the research will help to better shape and direct the UC and Laboratory's contributions to the region for the near and long-term future.

The Interview

The survey instrument was designed in collaboration with the UC, LANL and the Department of Energy officials. Research & Polling refined the survey instrument, conducted the interviews and compiled the results. Respondents were interviewed on the telephone. John Browne, Director at Los Alamos National Laboratory, sent a letter to community leaders whose names appeared on the list provided by LANL to inform them of the research objectives and to request their participation in the study. This letter also advised respondents that Research & Polling, Inc. would be contacting them in the near future. In many instances, Research & Polling scheduled a specific date and time to conduct the interview. The interviews were conducted in June 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 groups and the Department of Energy. The table below shows the sample distribution and the response rates for each sector. Research & Polling had a goal of completing at least 100 interviews, but was able to complete 123 interviews.

SECTOR	NUMBER OF NAMES PROVIDED	NUMBER OF COMPLETED INTERVIEWS	RESPONSE RATE
Special Interest Groups	8	8	100%
Tribal	32	9	28%
Education	43	18	42%
Government	44	22	50%
Department of Energy	25	19	76%
Economic/Business	67	47	70%
TOTAL	219	123	56%

The Report

The report summarizes results for each question and reports on any variances in attitude or perception where significant among the demographic subgroups. The demographic subgroups highlighted for this study include: organizational sectors, region and gender. All respondents will receive an aggregate report showing how community leaders responded to the survey.

Executive Summary

A majority of the community leaders have a favorable impression of LANL. Although only 4% report having an unfavorable impression, one-third have a neutral or mixed impression of the Lab. Half of the community leaders consider LANL to be a *good* or *excellent* corporate citizen in the community. Those reporting that LANL is a good corporate citizen are primarily pleased with the efforts LANL is making in getting involved in the community and responding to its needs, and with the benefits it brings to the economy. One-fifth of the leaders consider LANL a poor corporate citizen, primarily because they perceive its efforts at community involvement to be lacking. While some of the community leaders express concern about their community's dependence on LANL, a majority are pleased with the economic impact it has had on their community (74% *somewhat/very satisfied*).

IMPRESSIONS OF LANL

IMPRESSION OF LOS ALAMOS NATIONAL LABORATORY		RATING OF LANL AS A CORPORATE CITIZEN	
	TOTAL SAMPLE (N = 123)		TOTAL SAMPLE (N = 123)
5 - Very Favorable	24%	5 - Excellent	11%
4	33%	4 - Good	40%
3	34%	3 - Fair	24%
2	2%	2 - Poor	16%
1 - Very Unfavorable	2%	1 - Very poor	4%
Don't know/won't say	4%	Don't know/won't say	5%
MEAN †	3.8	MEAN †	3.4

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

† The mean score is derived by taking the average score based on the five point scale. The *excellent* response is assigned a value of 5, the *fair* response is assigned a value of 3, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

EVALUATION OF LOS ALAMOS NATIONAL LABORATORY/UNIVERSITY OF CALIFORNIA
Ranked By Highest Percentage "Very Satisfied"

TOTAL SAMPLE (N = 123)

	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	MEAN †
The overall impact on the economy in your community (LANL)	40%	34%	11%	5%	10%	3.2
Encouraging new business to relocate to northern New Mexico (LANL/UC)	31%	37%	16%	3%	13%	3.1
Effort to listen to concerns of your community (LANL /UC)	25%	46%	15%	7%	7%	3.0
The community involvement/regional economic development efforts (UC)	23%	36%	15%	2%	24%	3.0
Efforts to purchase more goods/services from businesses in northern New Mexico communities (LANL)	22%	41%	20%	2%	14%	3.0
Efforts to provide equal opportunities for employment for all qualified residents of northern New Mexico (LANL/UC)	20%	37%	17%	9%	17%	2.8
Educational programs offered (LANL)	20%	37%	12%	1%	29%	3.1
Effort to respond to concerns of your community (LANL/UC)	12%	52%	20%	9%	7%	2.7

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

A majority of the leaders report satisfaction with the UC and LANL efforts related to community involvement, education outreach, and regional economic development. For example, 71% are *somewhat* or *very satisfied* with the UC and LANL's attempts to listen to community concerns, and 64% are satisfied with their responsiveness to those concerns. At least one-quarter of the leaders, however, said they did not know enough about regional development efforts and educational programs to rate their satisfaction.

In general, community leaders in the Tribal and Special Interest Group sectors are less favorable toward LANL and rate it lower as a corporate citizen and on many of the specific efforts it has made in the community.

AWARENESS OF PROGRAMS

AWARENESS OF SPECIFIC PROGRAMS			SATISFACTION WITH SPECIFIC PROGRAMS						
TOTAL SAMPLE (N = 123)			AMONG THOSE WHO HAVE HEARD/READ ABOUT THE PROGRAMS						
	YES, HAVE HEARD OF PROGRAM	NO, HAVE NOT HEARD OF PROGRAM		VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW/WON'T SAY	MEAN †
Los Alamos National Laboratory Foundation	85%	15%	Los Alamos National Laboratory Foundation (N = 104)	4	3	2	1	9%	3.1
Technology Commercialization Program	75%	25%	Technology Commercialization Program (N = 92)	18%	47%	12%	9%	14%	2.9

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

The large majority (85%) of the community leaders are aware of the Los Alamos National Laboratory Foundation, and a majority of those are *somewhat* or *very satisfied* with the Foundation’s efforts. Three-quarters of the leaders know about the Technology Commercialization program, a majority of whom are also at least somewhat satisfied with it.

Again, leaders in the Tribal sector are least likely to be aware of or satisfied with these programs. For example, over half (56%) have never heard of the new Foundation, and those who have heard of it are less satisfied with it than those from other sectors.

COMMUNITY ISSUES

Community leaders residing in north central New Mexico consider economic issues, such as the availability of good jobs and affordable housing, to be the biggest problems their communities are facing. When asked to comment specifically on which *economic issues* are most pressing in their communities, they named lack of jobs most frequently. Leaders from Rio Arriba County were much more likely than those in other regions to mention the employment issue as a serious problem. An insufficient number of private businesses and a lack of economic diversification are also frequently mentioned as economic problems facing these northern communities.

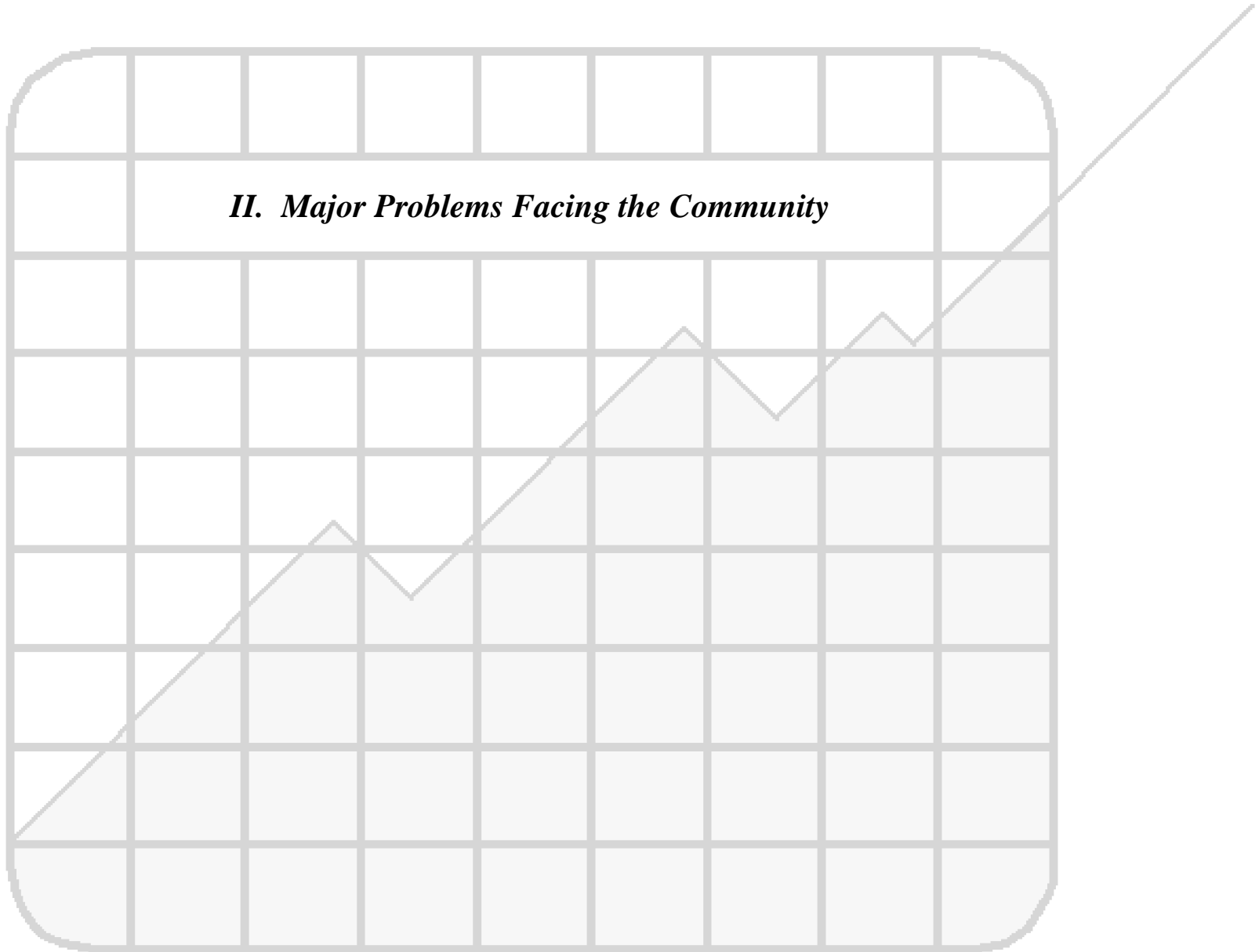
The *educational issue* they consider most serious in their communities is the high drop-out rate among students. Other concerns are related to perceived gaps in programming/curricula, lack of funding for the schools, and needed improvements in school facilities and equipment.

The use and abuse of drugs and alcohol are the key *social problems* these leaders see in their communities. However, they also mentioned issues relating to problems that youth and families are facing, lack of services, and broader issues such as class and race inequality.

CONCLUSIONS

Most of the community leaders believe LANL's recent efforts at community involvement, educational outreach, and regional economic development are a move in the right direction or a "good start." Many of these same leaders, however, also express some reservation about the sincerity of the efforts and suggest that follow-up will be critical in building community trust. The community leaders would generally like to see an increase in LANL's efforts to inform and to gain input from the community; suggestions to this end include town hall meetings, seminars, or a consortium of community leaders.

Community leaders are also positive about LANL's education outreach efforts, but, again, they would like to see more. Some of their suggestions, for example, include getting students involved at a younger age, offering more job opportunities, and providing apprentice-type programs and mentoring situations.



Major Problem Facing Community

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

	TOTAL SAMPLE (N = 123)		TOTAL SAMPLE (N = 123)		TOTAL SAMPLE (N = 123)
Economy-Related	73%	Economy-Related (continued)	73%	Environmental	5%
Non-availability of good jobs	14%	Need ways to survive without tax influx	1%	Water shortage	1%
Lack of economic opportunities	6%	LA County assuming burden of services	1%	Protection of tribal sovereignty	1%
Availability of housing/low income housing	6%	Lack of infrastructure	1%	Mica Mines hurting environment	1%
Sustain community without LANL	5%	Rail yard issues	1%	Water quality	1%
Cost of housing is high/unreasonable	4%	Competition with bigger businesses	1%	Water/sewer infrastructure	1%
Economic diversification	4%	Economy (general)	1%		
Growing too big/too fast	2%	Revenue is down	1%	Transportation	5%
Disparity of wealth	2%			Roads/streets/highways are bad	2%
Community not self-sufficient	2%	Social/Cultural	8%	Lack of mass transit	2%
Skilled labor unavailable	2%	Decline of family values	2%	Traffic congestion	1%
Taxes are high/unreasonable	2%	Lack of guidance/assistance for youth	1%		
Cost of living is high/unreasonable	2%	Affluent people are indifferent	1%	Crime	5%
Not enough private businesses	2%	Outreach programs	1%	Crime rate is high	3%
Retail leakage to Santa Fe and Albuquerque	2%	Lack of political involvement/passivity	1%	Illegal drug use	2%
Economic instability	2%	Loss of assistance payment	1%		
LANL/lack of accountability	2%	Health/behavioral health	1%	Nothing in particular/don't know/won't say	3%
Local government budget deficit	2%				
Lack of training for good jobs	1%	Education	6%		
Master planning	1%	Educational system is poor	2%		
Lack of shopping	1%	Future school funding	1%		
Tourism is ruining the area	1%	Restructure educational system to keep people in community	1%		
Cooperative work force	1%	Dropout rate too high	1%		
		Lack of educational infrastructure	1%		

When asked to name the single, biggest problem facing their community today, nearly three out of four (73%) of these community leaders named an issue related to the economy. For example, about one-fifth mentioned the lack of availability of good jobs in the community (14%) or a lack of economic opportunities in general (6%). One-tenth named housing issues, including lack of availability (6%) or cost of housing (4%). Five percent are concerned about the community's economic dependence on Los Alamos National Laboratory.

Region: Leaders in Rio Arriba County are much more likely than those in other regions to name the “non-availability of good jobs” as the biggest problem in their community. Los Alamos leaders are much more likely to mention housing issues, including cost and availability.

Organizational Sector: Approximately one-tenth (9%) of leaders in the economic/business sector named economic diversification as the biggest problem in the community, while none of the leaders working in other sectors mentioned this.

Major Educational Problems Facing Community

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

	TOTAL SAMPLE (N = 123)		TOTAL SAMPLE (N = 123)		TOTAL SAMPLE (N = 123)
Quality of Education Issues	47%	Funding Issues	29%	Facilities/Equipment	15%
Dropout rate is high	20%	Lack of money/present	9%	Quality of school facilities	3%
Poor quality of teachers	8%	Lack of money/future	7%	Student overcrowding	2%
Lack of educational stability	4%	Low teacher salaries	2%	Lack of teaching materials	2%
Raising test scores/educational standard	4%	Orient work force to stay in community	2%	Need computers in schools	2%
Education is poor	3%	Need to maintain funding	1%	Renovation of school facilities	1%
Lack of discipline	2%	Tourism program/draw more tourists	1%	Student housing is inadequate	1%
Drugs	2%	Sharing resources	1%	Update equipment	1%
Violence prevention/safety	2%	Inequality of funding in schools	1%	Schools too large	1%
Disparity in education L.A. vs other areas	1%	Tax base to support infrastructure	1%	School system has too many facilities	1%
Discrimination	1%	Attract new businesses	1%	No four-year college	1%
		Independent funding	1%		
Programming/Curricula Issues	36%	Decreasing enrollment	1%		
Lack of technological education	8%	Lack of good jobs to go to	1%	Don't know/won't say	12%
Lack of interest in literacy component	5%				
Continuation of higher education	5%	Non-Funding Support/Leadership	17%		
Lack of alternatives for students with learning difficulties	2%	Lack of parental involvement	6%		
Improve vocational programs	2%	Administration not doing a good job	2%		
Retain traditional language	2%	Outreach in "less favorable" areas	2%		
Program/teach youth history/their people	2%	School board not doing a good job	1%		
Increase student-at-work and apprentice programs	2%	Lack of direction	1%		
Orient kids toward science & math	1%	Lack of family values	1%		
More extra-curricular activities	1%	Planning for the future	1%		
Too many extra-curricular activities	1%	Apathy amongst administration, parents	1%		
Native American students need an independent school	1%	Teacher support of parents	1%		
Native American students recognized in school	1%	School system needs to be held accountable	1%		
Need more reading in schools	1%				
Taking care of non college-bound students	1%				
Colleges need to be re-invented	1%				

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

Nearly half (47%) of the leaders named a *quality* issue as the most important educational problem in their community. For example, one-fifth are concerned that the dropout rate is too high. Over one-third (36%), however, mentioned specific programming/curricula issues as the biggest educational problem, such as a lack of technological education in the schools (8%).

Region: Leaders in Rio Arriba are more likely than those in other regions to name a lack of parental involvement as the most important educational problem facing their community.

Organizational Sector: Nearly one-quarter (23%) of the community leaders working in the economic/business sector said they “do not know” what the biggest educational problems in their community are, while none of those in other sectors said this.

Major Economic Problems Facing Community

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

	TOTAL SAMPLE (N = 123)		TOTAL SAMPLE (N = 123)		TOTAL SAMPLE (N = 123)
Business	48%	Resource/Development	25%	Other	15%
Not enough private businesses	17%	Lack of infrastructure	3%	Cost of living high/unreasonable	5%
Lack of diversification	12%	Limit land restrictions	2%	Too elite of a population	2%
Economy is too dependent on LANL	9%	Growing/growth	2%	Cooperation/community projects	2%
Cutbacks at LANL	2%	Lack of transportation	2%	Governmental dependency	2%
Casinos	2%	Lack of economic development	2%	Local government budget deficit	1%
Lack of shopping/retail	2%	Lack of planning/management	2%	Lack of awareness/city council	1%
Lack of high tech industries (not LANL)	2%	We need more money/lack of capitol	2%	Northern communities act as a region	1%
Declining retail base	1%	Lack of economic resources	2%	Influx of illegal immigrants	1%
Shopping too scattered	1%	Easy access/borrow money for economic development	2%	Taxes	6%
Vulnerability of high tech industries(not LANL)	1%	Money not invested locally	1%	Taxes high/unreasonable	3%
Stimulate local business use	1%	Hostility to economic development in Santa Fe	1%	Gross receipts tax/inadequate	2%
After hours business to attract tourist	1%	Broaden economic base	1%	Survive without tax influx	1%
Too dependent on one industry	1%	Lack of water	1%		
Lack of corporate America coming in	1%	Water/sewer treatment facilities	1%		
		Resolving land issues	1%	Don't know/won't say	5%
Jobs/Labor	41%	Housing	10%		
Non-availability of good jobs	20%	Availability of low income/affordable housing	7%		
Lack of training for good jobs	7%	Cost of housing is high/unreasonable	2%		
Lack of training for unemployed	2%	Lack of housing	1%		
Labor force/skilled labor unavailable	2%				
Labor force/unskilled labor unavailable	2%				
Lack of opportunity to develop skills	2%				
Salaries levels	2%				
Lack of semi-skilled jobs/job diversity	2%				
Lack of good jobs in the valley	1%				
High unemployment	1%				

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

Focusing specifically on the economy, community leaders appear most concerned with business-related (48%) issues, such as a lack of private businesses (17%), lack of diversification (12%), and a dependence on LANL (9%). However, they are also concerned with labor issues (41%) such as a lack of good jobs (20%).

Region: Nearly half (48%) of the leaders from Rio Arriba County believe a lack of good jobs is the most important economic problem in their community; this compares to one-

quarter of Santa Fe leaders who mentioned this and one-tenth or fewer of leaders in the other regions. Rio Arriba leaders are also the only ones who mentioned a lack of training for the unemployed and “casinos” as key economic problems.

Organizational Sector: Leaders working in the economic/business sector, compared with those in other sectors, are least likely to name the non-availability of good jobs as the biggest economic problem.

Major Social Problems Facing Community

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

	<i>TOTAL SAMPLE (N = 123)</i>		<i>TOTAL SAMPLE (N = 123)</i>		<i>TOTAL SAMPLE (N = 123)</i>
Substance Use/Abuse	36%	Families & Values	24%	Crime	7%
Drugs	22%	Decline of family values	9%	Crime (general)	4%
Alcoholism	14%	Domestic violence/family problems	7%	Gangs/gang violence	3%
Youth	35%	Single parent families	2%	Laboratory	4%
Youth problems	14%	More family programs	2%	Hard feelings about recent layoffs	2%
Lack of guidance/assistance for youth	10%	Decreasing obligation to serve the community	1%	Hire people from the outside for LANL	1%
Lack youth activities/after school program	6%	Two parents working full time	1%	Lab needs more minorities in management	1%
Lack of career counseling/youth	3%	Lack of morals	1%	Don't know/won't say	7%
School drop out rate	1%	Anti-government bias	1%		
Lack of importance on education	1%	Lack of Services	24%		
System or Structural Issues	27%	Lack of day care/affordable day care	4%		
Elitism/disparity of income	7%	Illiteracy	2%		
Racism	5%	Affordable health care	2%		
Diversity/acceptance	3%	Lack of opportunities for those seeking higher education	2%		
Identify with cultural values	2%	Lack of affordable housing	2%		
Ethnic tension	2%	Lack of employment	2%		
Aging demographics	2%	Nothing for people to do	2%		
Gambling	1%	Lack of services for disabled	1%		
Intrusion from outside world	1%	Lack of services for the elderly	1%		
Lack of planning	1%	Lack of services for homeless	1%		
Need more buildings	1%	Isolated people	1%		
Need more roads	1%	Community gathering place	1%		
Business base needed	1%	Lack of support for lower income people	1%		
		Need to upgrade unskilled labor	1%		
		Educate people with social problems	1%		

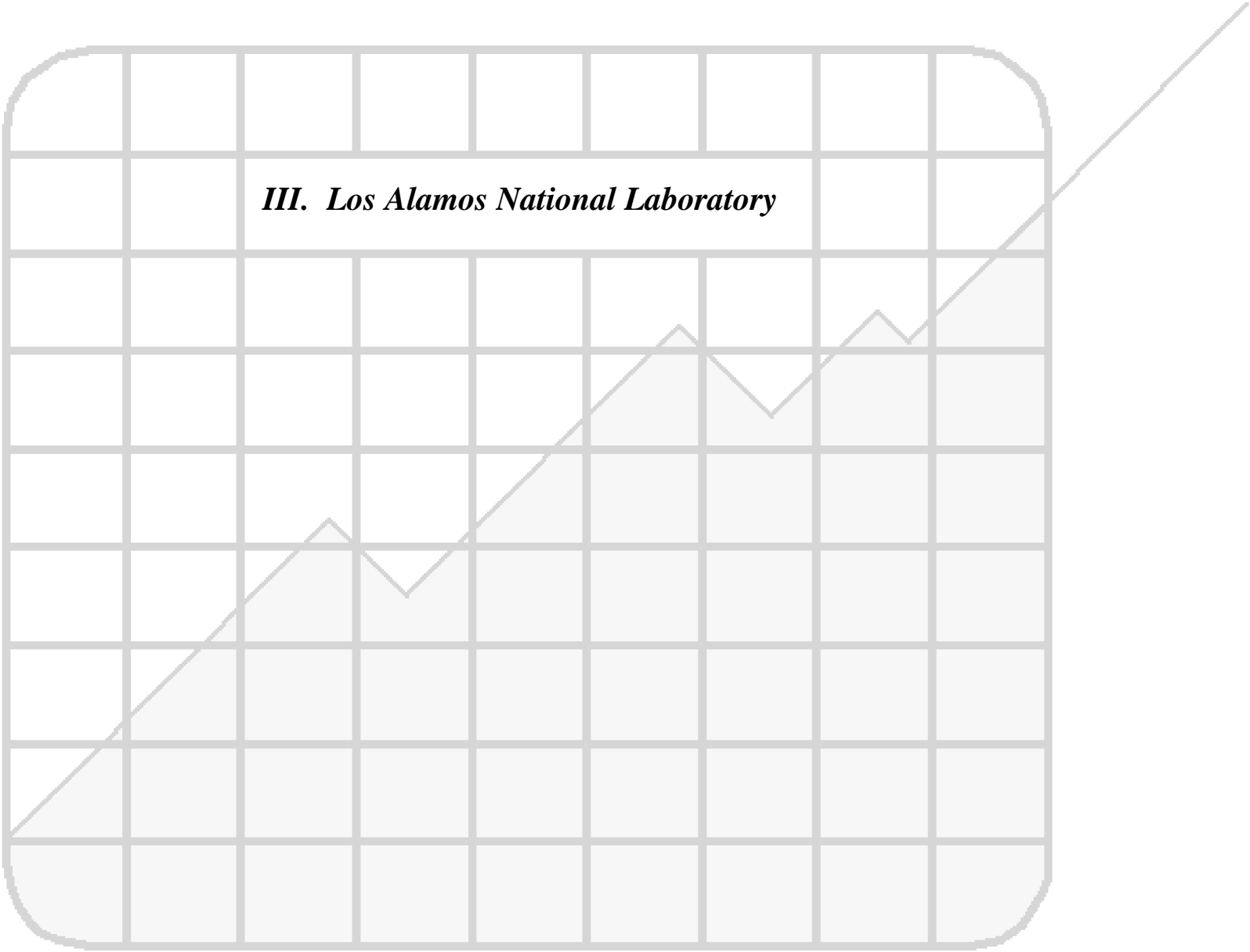
Note: The sum of the percentages exceeds one hundred due to multiple responses.

Over one-third (36%) of the community leaders believe drugs and alcohol are among the most serious social problems facing their communities. They are equally as likely (35%), however to name issues specifically involving youth. Over one-quarter (27%) are concerned with broader social issues such as class and race inequality.

Region: Community leaders from Rio Arriba County are much more likely than those from other regions to name drugs and “youth problems” as their community’s most important social problems.

Organizational Sector: Only leaders working in the economic/business sector mentioned the disparity of income in their communities as an important social problem.

Gender: Female leaders (17%) are more likely than male leaders (7%) to suggest a lack of guidance or assistance for youth as a serious social problem in their community.



Impression of Los Alamos National Laboratory

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

	TOTAL SAMPLE (N = 123)	REGION					ORGANIZATIONAL SECTOR					GENDER		
		LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT OF STATE	GOVERNMENT	ECONOMIC/ BUSINESS	EDUCATIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
5 - Very Favorable	24%	32%	24%	17%	16%	17%	36%	23%	28%	-	13%	21%	22%	29%
4	33%	39%	21%	38%	32%	50%	9%	49%	44%	11%	13%	32%	31%	40%
3	34%	29%	36%	38%	42%	17%	45%	21%	28%	56%	50%	42%	38%	26%
2	2%	-	6%	-	5%	-	5%	2%	-	-	-	5%	1%	6%
1 - Very Unfavorable	2%	-	3%	8%	-	-	-	-	-	11%	25%	-	3%	-
Don't know/won't say	4%	-	9%	-	5%	17%	5%	4%	-	22%	-	-	6%	-
<i>MEAN †</i>	<i>3.8</i>	<i>4.0</i>	<i>3.6</i>	<i>3.5</i>	<i>3.6</i>	<i>4.0</i>	<i>3.8</i>	<i>4.0</i>	<i>4.0</i>	<i>2.9</i>	<i>2.9</i>	<i>3.7</i>	<i>3.7</i>	<i>3.9</i>

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

A majority of the community leaders have a *favorable* (33%) or *very favorable* (24%) impression of Los Alamos National Laboratory. Only a few (4%) have unfavorable impressions.

Organizational Sector: Leaders from the Tribal and Special Interest Group sectors have slightly less favorable impressions of LANL than do those from the other four sectors.

Rating of LANL as a Corporate Citizen

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

	TOTAL SAMPLE (N = 123)	REGION					ORGANIZATIONAL SECTOR					GENDER		
		LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT OF STATE	GOVERNMENT	ECONOMIC/ BUSINESS	EDUCATIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
5 - Excellent	11%	10%	12%	8%	11%	33%	14%	17%	-	-	13%	11%	9%	17%
4 - Good	40%	41%	33%	50%	42%	17%	32%	38%	61%	33%	13%	47%	40%	40%
3 - Fair	24%	22%	24%	21%	32%	17%	18%	19%	28%	22%	50%	26%	23%	26%
2 - Poor	16%	24%	15%	13%	11%	-	23%	23%	11%	-	-	11%	16%	17%
1 - Very poor	4%	2%	6%	8%	-	-	5%	-	-	22%	25%	-	6%	-
Don't know/won't say	5%	-	9%	-	5%	33%	9%	2%	-	22%	-	5%	7%	-
MEAN †	3.4	3.3	3.3	3.4	3.6	4.3	3.3	3.5	3.5	2.9	2.9	3.6	3.3	3.6

† The mean score is derived by taking the average score based on the five point scale. The excellent response is assigned a value of 5, the fair response is assigned a value of 3, etc. The “don’t know/won’t say” responses are excluded from the calculation of the mean.

Half of the community leaders consider Los Alamos National Laboratory to be a *good* (40%) or *excellent* (11%) “corporate citizen” in the community. One-fifth, however, consider LANL to be a *poor* (16%) or *very poor* (4%) corporate citizen.

Organizational Sector: Leaders from Tribal and Special Interest Group sectors rate LANL’s status as a corporate citizen lower than do those in other sectors.

Reasons Underlying Evaluation of LANL's Corporate Citizenship
AMONG THOSE WHO EVALUATED LANL'S CORPORATE CITIZENSHIP

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

	<i>TOTAL RESPONSES (N = 117)</i>		<i>TOTAL RESPONSES (N = 117)</i>		<i>TOTAL RESPONSES (N = 117)</i>
Comments primarily associated with Good/Excellent ratings		Comments primarily associated with Fair ratings		Comments primarily associated with Poor/Very Poor ratings	
Involved in the community	16%	Foundation programs are good	6%	Mostly lip service/not really involved	6%
Lab is making an effort/working on it	14%	Have made significant improvements	6%	No community involvement	4%
Really cares/listens to community needs	6%	Region too dependent/LANL/economically	3%	Do not pay fair share of taxes	3%
Job/local employment	5%	Have not reached out to community problems	3%	Can always improve/could do more	3%
Good for local economy	4%	Change has only happened recently	3%	Bad reputation	3%
Good publicity/improve image	4%	No money to get involved in community	2%	Needs to motivate higher education	3%
Only/major economy of the community	3%	Communication needed	2%	Does not exist in Santa Fe	3%
Training/education programs	2%	Procurement should be local	2%	Efforts to integrate Santa Fe Prep	2%
Needs to get youth involved	2%	Efforts made have not been successful	2%	Secret community syndrome	1%
Involved in business community	2%	Past performance reflects negative	1%	Mission undercuts ethical vision	1%
Need more jobs for Taos County	2%	No adult literacy program in northern NM	1%	Same opportunity as other communities	1%
Assist in educational programs	1%	Complaints/share hold/contract renewal	1%	Does not share resources	1%
Good company	1%	Have not done much for community	1%	Salaries paid with tax payers money	1%
School system/help with education	1%	Can not separate county from Lab	1%	Need to increase support for existing organizations	1%
Northern NM education needs attention	1%	Focus too much on Northern NM	1%	Evaluations require more lab control	1%
More active in city government	1%	Lab hides behind government	1%		
Involved in Chamber of Commerce	1%			Don't know/won't say	5%
Working w/Rio Grande minority purchasing	1%				
Mr. Brown is focused	1%				
Downsizing problems caused social unrest	1%				
Tribes need more funding/education	1%				
Personnel great to deal with	1%				
Good industry	1%				
Bringing in quality people	1%				
Community must use/accept "help"	1%				
Lab takes all space/none left for others	1%				
Are paying attention to cultural backgrounds	1%				
DOE control	1%				
Partnership growing	1%				
John Brown is very sincere/partner	1%				

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

Leaders who rated Los Alamos National Laboratory as a “corporate citizen” in their community were asked to explain why they gave the rating they did.

- Among those who gave *excellent* or *good* ratings, the primary reasons included LANL is involved in the community (or is making an effort), it really cares about community needs, is good for the local economy, and brings good publicity.
- Those who gave *fair* ratings commented most often that the Foundation programs are good and significant improvements have been made.
- Those who gave *poor* or *very poor* ratings were more likely to say LANL was not really involved in the community; a few said it does not pay its fair share of taxes and/or has a bad reputation.

Evaluation of Los Alamos National Laboratory/University of California

Ranked By Highest Percentage “Very Satisfied”

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

TOTAL SAMPLE (N = 123)

	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	MEAN †
The overall impact on the economy in your community (LANL)	40%	34%	11%	5%	10%	3.2
Encouraging new business to relocation to northern New Mexico (LANL/UC)	31%	37%	16%	3%	13%	3.1
Effort to listen to concerns of your community (LANL /UC)	25%	46%	15%	7%	7%	3.0
The community involvement/regional economic development efforts (UC)	23%	36%	15%	2%	24%	3.0
Efforts to purchase more goods/services from businesses in northern New Mexico communities (LANL)	22%	41%	20%	2%	14%	3.0
Efforts to provide equal opportunities for employment for all qualified residents of northern New Mexico (LANL/UC)	20%	37%	17%	9%	17%	2.8
Educational programs offered (LANL)	20%	37%	12%	1%	29%	3.1
Effort to respond to concerns of your community (LANL/UC)	12%	52%	20%	9%	7%	2.7

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

Overall, the majority of the leaders are satisfied with each of these items assessing LANL’s efforts at community involvement, educational outreach, and regional economic development. They are most satisfied, however, with LANL’s overall impact on the economy, with three-quarters being *very satisfied* (40%) or *somewhat satisfied* (34%). Approximately one-quarter of the leaders said they *do not know* enough to rate LANL on its regional development efforts (24%) or educational programs (29%).

Region

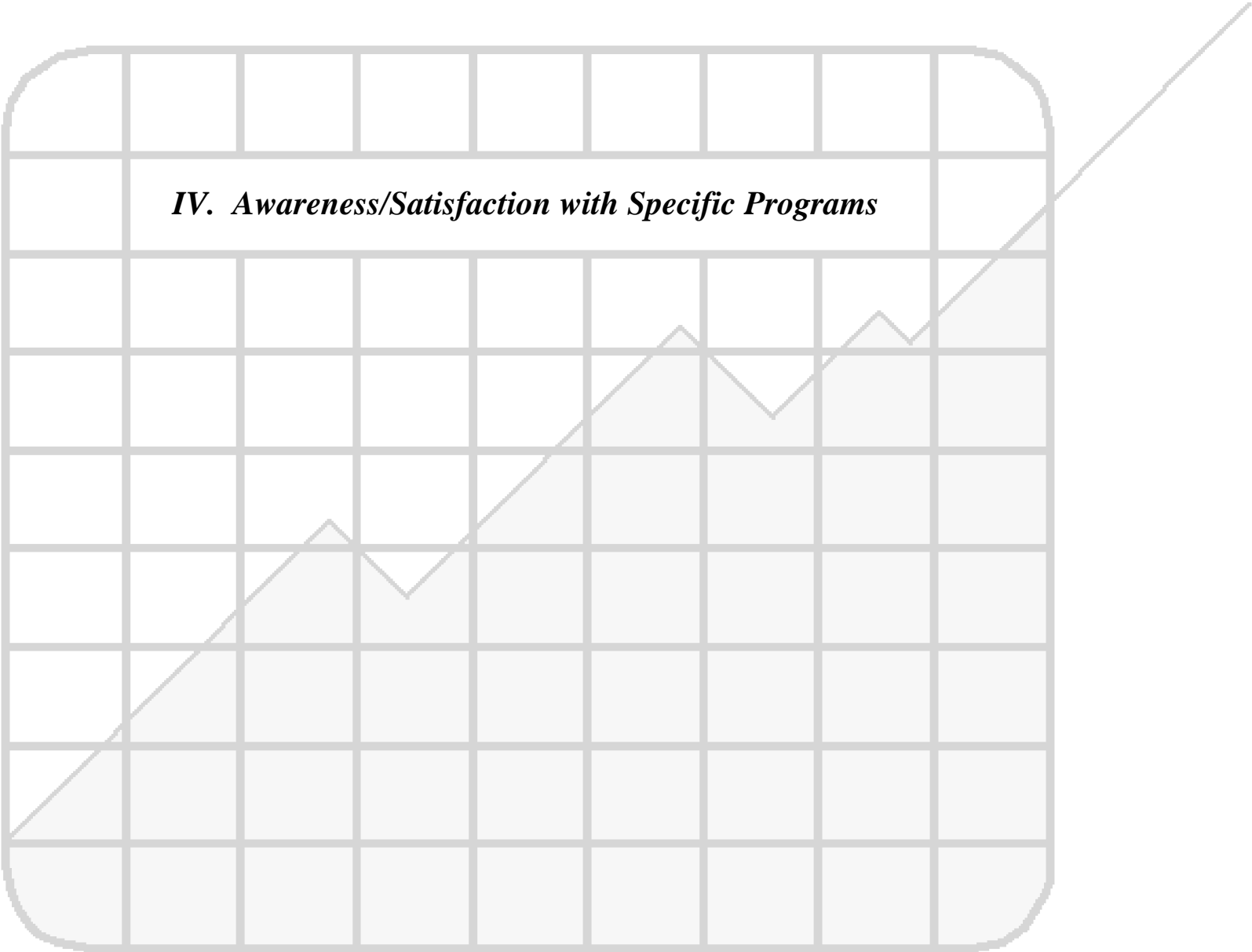
- Approximately half of the leaders from outside of north central New Mexico (53%) or out-of-state (50%) regions are *very satisfied* with the efforts of the UC and LANL at encouraging new business to relocate in northern New Mexico; this compares with about one-quarter from the other regions.
- Leaders from Los Alamos and Rio Arriba counties are less satisfied with LANL’s efforts to purchase more goods and services from businesses in northern New Mexico communities than are leaders from the other regions.
- Compared with leaders in other regions, those from Rio Arriba are less satisfied with efforts by the UC and LANL to provide equal opportunities for employment (21% *very dissatisfied*) and with the overall impact LANL has had on the economy in their community (30% *dissatisfied/very dissatisfied*).

Organizational Sector

- Leaders from the government sector are less satisfied with the efforts of the UC and LANL in encouraging new business to relocate in northern New Mexico (36% *dissatisfied/very dissatisfied*) and in purchasing more goods and services from businesses in northern New Mexico communities (45% *dissatisfied/very dissatisfied*) than are leaders from other sectors.
- Over half (55%) of the Tribal leaders are *dissatisfied* or *very dissatisfied* with LANL's efforts to provide equal opportunities for employment; this is much higher than among leaders from other organizational sectors.
- Leaders from Tribal and Economic/Business sectors are least satisfied with the UC and LANL's efforts to listen to the concerns of their communities, especially when compared with those from the educational sector.
- Leaders from the Tribal sector are most apt to say they *do not know* enough to assess the UC and LANL on most of these items.

Gender

- Female community leaders are more likely than males to be *very satisfied* with LANL's educational programs (31% vs. 16% males) and with the overall economic impact of LANL on their community (51% vs. 35% males).



Awareness of the Los Alamos National Laboratory Foundation

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

	TOTAL SAMPLE (N = 123)	REGION					ORGANIZATIONAL SECTOR						GENDER	
		LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT OF STATE	GOVERNMENT	ECONOMIC/ BUSINESS	EDUCATIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
Yes, have heard of	85%	98%	67%	83%	95%	67%	77%	89%	83%	44%	100%	95%	85%	83%
No, have not heard	15%	2%	33%	17%	5%	33%	23%	11%	17%	56%	-	5%	15%	17%

A large majority (85%) of the community leaders have heard of or read about the Los Alamos National Laboratory Foundation which promotes and funds a broad range of educational and public service activities throughout northern New Mexico.

Region: Leaders from Rio Arriba and from out-of-state regions are least likely to have heard of this Foundation (33% from each of these regions).

Organizational Sector: Leaders from the Tribal sector are much more likely than those from other sectors to say they have not heard of the LANL Foundation (56% have not heard of it).

Satisfaction with Efforts of the Los Alamos National Laboratory Foundation
AMONG THOSE WHO HAVE HEARD/READ ABOUT THE LOS ALAMOS NATIONAL LABORATORY FOUNDATION

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

	TOTAL RESPONSES (N = 104)	REGION					ORGANIZATIONAL SECTOR					GENDER		
		LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT OF STATE	GOVERNMENT	ECONOMIC/ BUSINESS	EDUCATIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
4 - Very satisfied	35%	38%	32%	25%	33%	75%	24%	33%	47%	-	25%	50%	36%	31%
3 - Somewhat satisfied	41%	48%	27%	55%	33%	25%	53%	50%	40%	25%	25%	22%	37%	52%
2 - Somewhat dissatisfied	10%	8%	18%	10%	6%	-	12%	10%	-	25%	25%	6%	12%	3%
1 - Very dissatisfied	6%	3%	18%	-	6%	-	12%	2%	7%	25%	13%	-	5%	7%
Don't know/won't say	9%	5%	5%	10%	22%	-	-	5%	7%	25%	13%	22%	9%	7%
<i>MEAN †</i>	<i>3.1</i>	<i>3.3</i>	<i>2.8</i>	<i>3.2</i>	<i>3.2</i>	<i>3.8</i>	<i>2.9</i>	<i>3.2</i>	<i>3.4</i>	<i>2.0</i>	<i>2.7</i>	<i>3.6</i>	<i>3.1</i>	<i>3.1</i>

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

Approximately three-fourths of the leaders are *somewhat* (41%) or *very satisfied* (35%) with the efforts of the new Los Alamos National Laboratory Foundation.

Region: Leaders from Rio Arriba who have heard of the Foundation are less likely to be satisfied with the Foundation’s efforts, though a majority (59%) are still at least somewhat satisfied.

Organizational Sector: Community leaders from the Tribal (50%) and Special Interest Group (38%) sectors are most apt to say they are at least somewhat dissatisfied with the Foundation’s efforts.

Awareness of the Technology Commercialization Program

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

	TOTAL SAMPLE (N = 123)	REGION					ORGANIZATIONAL SECTOR						GENDER	
		LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT OF STATE	GOVERNMENT	ECONOMIC/ BUSINESS	EDUCATIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
Yes, have heard of	75%	80%	61%	79%	79%	83%	73%	89%	50%	22%	63%	95%	77%	69%
No, have not heard of	25%	20%	39%	21%	21%	17%	27%	11%	50%	78%	38%	5%	23%	31%

Three-quarters of the leaders have heard 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. One-quarter have never heard of this program.

Region: Leaders from Rio Arriba are about twice as likely to say they have not heard of the Technology Commercialization program than are those from other regions.

Organizational Sector: Leaders in the Department of Energy (95%) and economic/business sectors (89%) are most likely to have heard of this program.

Satisfaction with the Technology Commercialization Program
 AMONG THOSE WHO HAVE HEARD/READ ABOUT THE TECHNOLOGY COMMERCIALIZATION PROGRAM

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

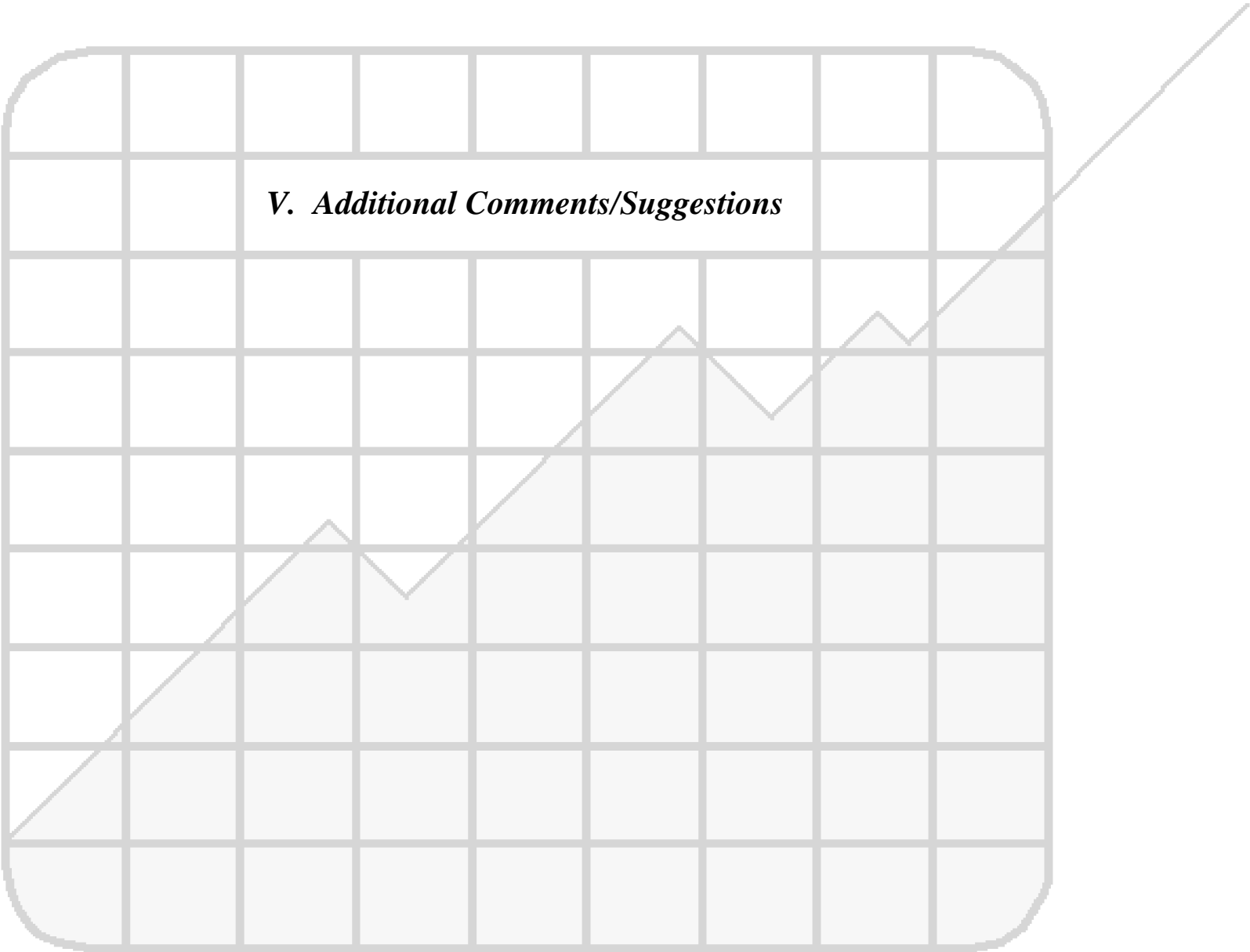
	TOTAL RESPONSES (N = 92)	REGION					ORGANIZATIONAL SECTOR						GENDER	
		LOS ALAMOS	RIO ARRIBA	SANTA FE	OTHER N.M. REGION	OTHER/ OUT OF STATE	GOVERNMENT	ECONOMIC/ BUSINESS	EDUCATIONAL	TRIBAL	SPECIAL INTEREST GROUP	DOE	MALE	FEMALE
4 - Very satisfied	18%	12%	15%	26%	20%	40%	25%	26%	-	-	-	11%	15%	29%
3 - Somewhat satisfied	47%	58%	45%	47%	33%	20%	38%	48%	89%	50%	40%	33%	49%	42%
2 - Somewhat dissatisfied	12%	18%	10%	11%	7%	-	25%	12%	-	-	20%	6%	15%	4%
1 - Very dissatisfied	9%	9%	15%	5%	7%	-	6%	12%	-	-	-	11%	9%	8%
Don't know/won't say	14%	3%	15%	11%	33%	40%	6%	2%	11%	50%	40%	39%	13%	17%
MEAN †	2.9	2.8	2.7	3.1	3.0	3.7	2.9	2.9	3.0	3.0	2.7	2.7	2.8	3.1

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

Among those who have heard of the Technology Commercialization program, two-thirds report they are *somewhat* (47%) or *very satisfied* (18%) with it.

Region: Leaders from Los Alamos and Rio Arriba regions are more likely than those from other regions to express dissatisfaction with the Technology Commercialization program.

Organizational Sector: Leaders from government (25%) and Economic/Business (26%) sectors are most likely to be *very satisfied* with the Technology Commercialization program.



Additional Comments/Suggestions

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

	<i>TOTAL SAMPLE (N = 123)</i>		<i>TOTAL SAMPLE (N = 123)</i>		<i>TOTAL SAMPLE (N = 123)</i>
Increase communication with community	8%	LANL advice report not interactive	1%	UC does not understand local comm.	1%
Beginning to improve	7%	Labs should get more outside input	1%	Housing shortage is critical	1%
Lab has to interact with students/schools	6%	The tribes have varying successes	1%	Hope future efforts/cont. successful	1%
Ask community for input	5%	Mgmt does not carry through w/purchases	1%	Outreach dir. lives in Abq./not L.A.	1%
Need to be more responsive	5%	Efforts are mostly outside L.A.	1%	Important/top mgmt be visible in comm.	1%
Continue on path they are on	4%	Treat Lab employees better	1%	Concentrate on youth involved in educ.	1%
Efforts made have not been successful	4%	Competition/Labs cafeteria w/local	1%	Long term goals needed	1%
Reach outside L.A.	3%	Significant efforts/results positive	1%	Who/how they employ is essential	1%
Keep work force in the community	2%	Improve payment of invoices	1%	Relative to SNL/Bern. county/LANL is short	1%
LANL foundation made a good start	2%	Leader in education/opport. contribution	1%	LANL could conduct more town hall mtgs.	1%
Honest efforts being made	2%	Become more involved/local interest group	1%	Lot of talk - no action	1%
Labs need to become a viable partner	2%	LANL needs improve. in L.A. & valley	1%	Difficult to make proposals to Found.	1%
Appreciate survey efforts	2%	Emphasize vocational training	1%	Dramatic changes/Pino clamped down	1%
Support local procurement policy	2%	High horse for new lab director	1%	Put more money in educ. outreach/LA cty	1%
LANL/get out of developing weapons	2%	Need to work with community leaders	1%	Needs to hire experience/educated	1%
Improve regional economic develop.	2%	More of UC's fees/used toward ends	1%	John Brown - totally honest	1%
Would like info on outreach programs	2%	Must be viewed as a long term effort	1%	Find ways/people do business w/Labs	1%
Continue to stay involved	2%	Rentals too high for new businesses	1%	Increase support for existing organizations	1%
Encourage/get involved with better educ.	2%	Take money out of science budget	1%	Create a technical training center	1%
Prep program is great	1%	Diversification of industry	1%	Difficult to commercialize tech.	1%
Hispanic education	1%	Need/direct benefits towards northern NM	1%	Continue communication	1%
Job opportunities/students	1%	Getting contracts impossible	1%	No comment	25%

Three-quarters of the community leaders made additional comments or suggestions about the University of California or LANL's efforts to improve community involvement, regional economic development, or education outreach.

For the most part, they want to see LANL receive more input from the citizens and leaders in the community. Some suggestions include holding seminars, more town hall meetings, and the creation of a consortium of community leaders.

Most of the community leaders believe LANL's recent efforts in these areas are a move in the right direction, but many also express reservations about the sincerity behind these efforts:

Recent efforts are a good beginning, they have a good attitude.

LANL Foundation has made a good start, now needs to show that they are truly concerned and not just out for good public relations.

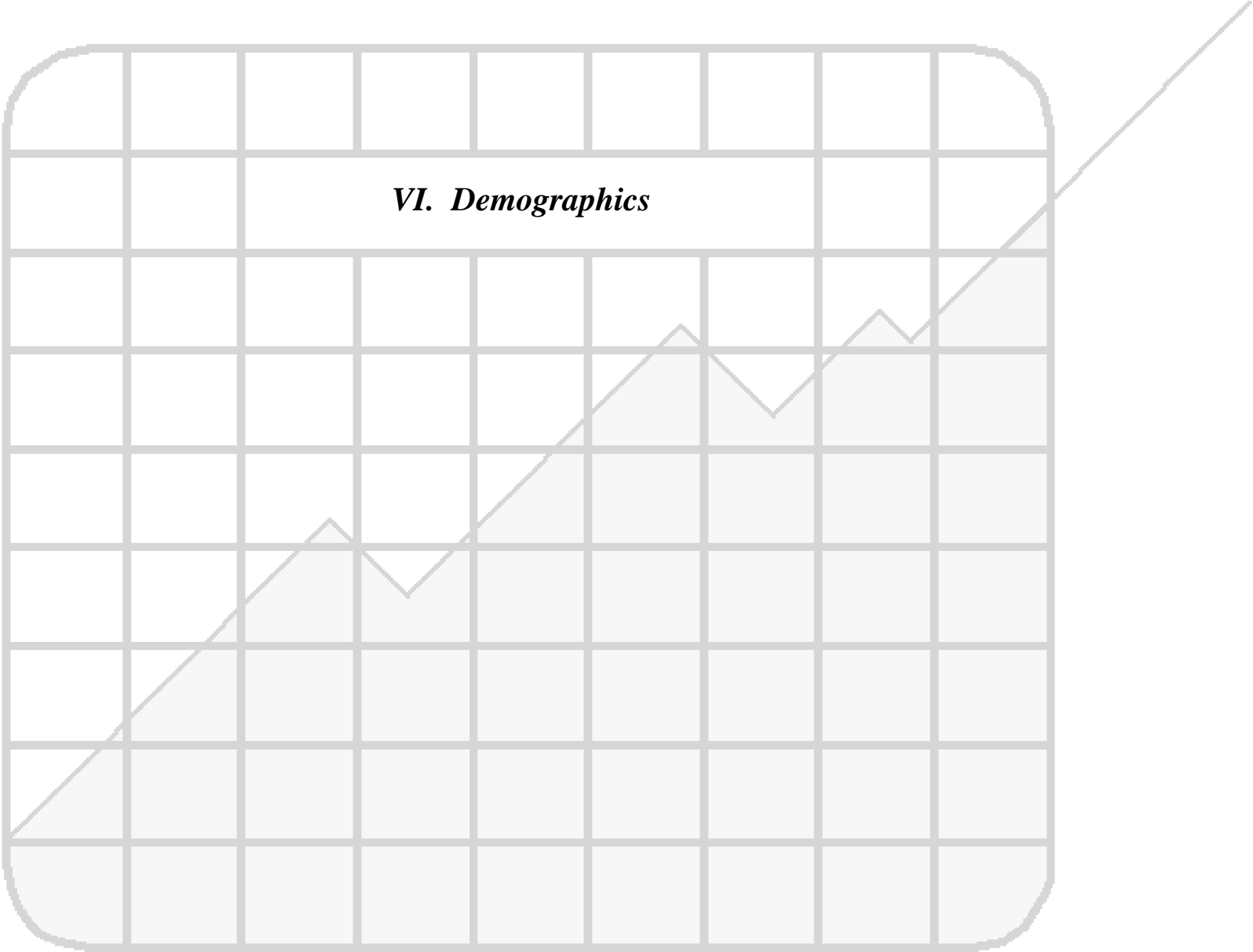
Be sure to continue in the direction started. It will take time for the community to believe it.

Significant efforts have resulted in positives. Hope they will continue.

Several commented that follow-up will be critical in building the community's trust in these efforts.

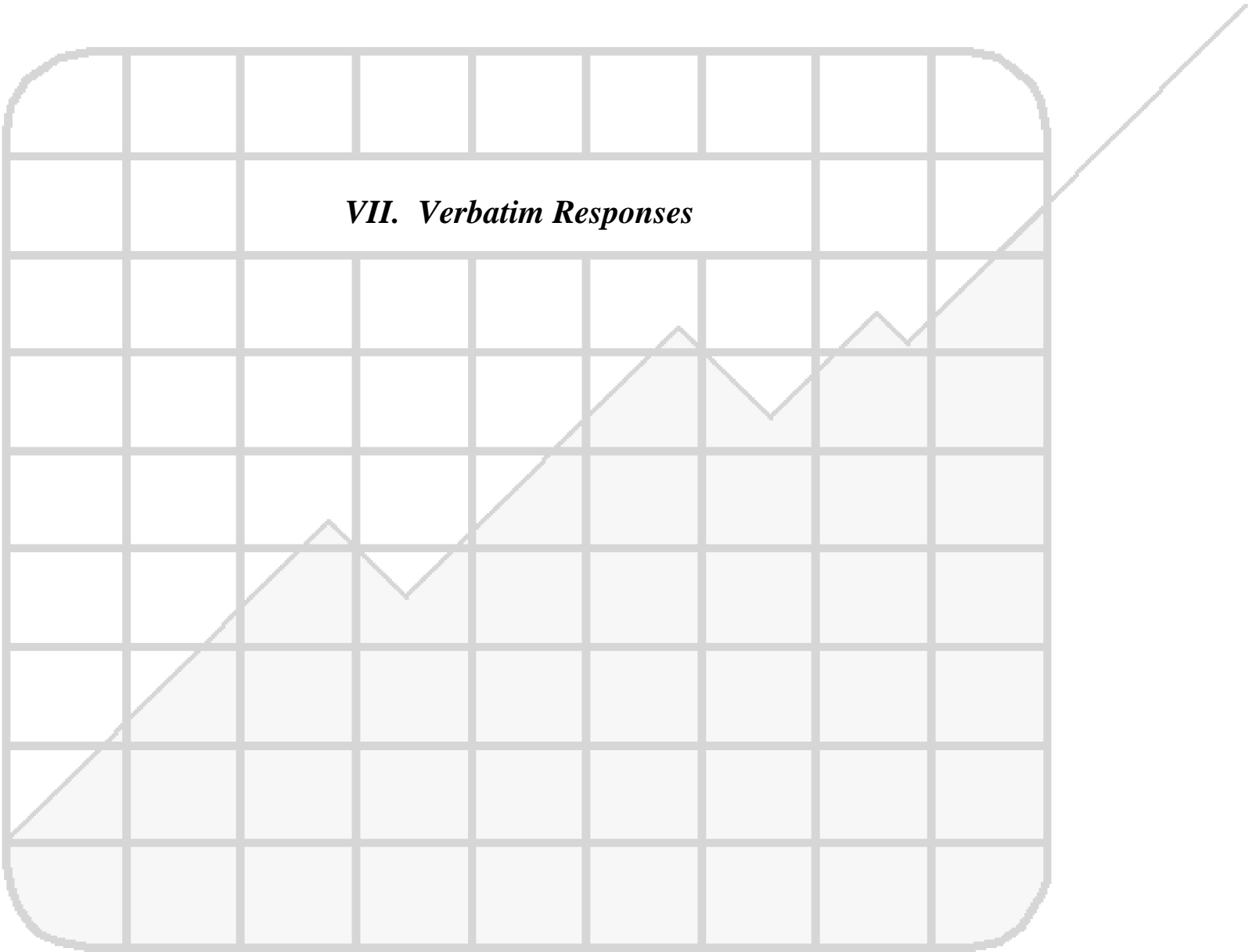
Comments regarding the education outreach efforts are, again, positive, but leaders also want to see more. Some of their suggestions, for example, include getting students involved earlier (such as field trips at the elementary level), offering more job opportunities generally as well as apprentice-type programs and mentoring situations. A few of the community leaders commented that community outreach efforts need to be as strong within Los Alamos as they are outside it. Two leaders suggest LANL either re-hire or simply use ex-employees (from the "riff" in 1995) to provide training.

**** Please see Section VII of this report for a complete list of comments.**



Demographics of Sample

	<i>TOTAL SAMPLE (N = 123)</i>		<i>TOTAL SAMPLE (N = 123)</i>
Gender		Organizational Sector	
Male	72%	Economic/business	38%
Female	28%	Governmental	18%
		Education	15%
County		DOE	15%
Los Alamos	33%	Tribal	7%
Rio Arriba	27%	Special Interest Groups	7%
Santa Fe	20%		
Other - New Mexico	15%		
Other - Out of state	5%		



COMMUNITY INVOLVEMENT

Should support local businesses more. Improve payment of invoices, expedite faster.

Become more involved with and pay more attention to local Espanola special interest groups. Listen to LANL's Outreach office in Espanola, particularly Oliva Martinez and Jeff Vigil, who have been attuned to our needs, namely adult literacy.

Lab needs to become a very viable partner in growth in my community. (Rio Arriba)

Let community know what is going on at LANL. Procurement policies should be more local.

Foundation is addressing community outreach program. Getting jobs and long term goals needed.

We need some PR and outreach programs in our community and other rural areas in Northern NM that have not been touched by the new LANL Foundation. (Rio Arriba)

They could do more to communicate with the public so we will know what is going on.

LANL could conduct more town hall meetings.

Broadcast more on seminars for all community and elected officials.

Continue to stay involved. Remember their community is next door, not somewhere else.

LANL is saying they are interested, but not listening to business community. Hear a lot of talk, but no action. LANL doing what they want, and patting themselves on the back.

Last six months improvement of community outreach. Good office is in Espanola.

Good people in the valley, need education, opportunity, and training, very dedicated people. University students cannot come home to work, no job at LANL. No outside advertising for these students to fill jobs.

Procurement advisory board in concept is good, in practice is disconnected. Must find new ways, innovative, easy ways for people to do business with the Lab. Do not speak the same language. Lot of talking, community finds very confusing and difficult. More listening to community.

More communication, more dialogue. Establish a consortium of community leaders, meeting on a regular basis, to understand all that is going on.

...continued

COMMUNITY INVOLVEMENT *(continued)*

When requesting data, ask the community for input on what should be done. Would like a copy of survey results.

Have started to work on the problems and they need to continue with a strong attitude towards education.

Still somewhat concerned about LANL's (not University of California's) efforts in working with local community leaders.

Continue operation of LANL - Taos Outreach Center to coordinate economic development efforts between our community and the Labs, UC, DOE, the RDC, trading and other organizations interested in improving the economy of Northern NM. Also, should continue to work with RDC to improve the telecommunication infrastructure in Northern NM, this is critical for economic development.

LANL person involved with tribes is really trying, however, he/she is having a hard time getting all the tribes together at one time.

Community involvement: A moot point. At least they are trying.

No communication from LANL.

Public should know about LANL. More information needed about University of California outreach programs. I am not too familiar with LANL.

Need more involvement in community affairs. No concern for effect on local people when making decisions.

More involvement in community, out-sourcing too much elsewhere.

Labs focus on Northern NM and ignoring their own backyard.

LANL becoming supportive of Santa Fe business. Making an effort in the community. Personnel great to deal with.

REGIONAL ECONOMIC DEVELOPMENT

Take money out of science budget as well as support budget in improving regional economic development. Do more relative to diversification of industry.

Rental (lease) space too high for new businesses to afford coming in.

Despite a lot of good intent, it is difficult, if not impossible, to realistically commercialize technology out of the Labs into the private sector, because of bureaucracy of politics, specifically appendix M requirements. People who have the responsibility for technology commercialization seem to operate under the philosophy that it is safer to follow all policies, rules, and regulations than to truly try to privatize companies that would really enhance economic development in NM.

EDUCATION OUTREACH

Leader in education is main opportunity to make contributions.

Education outreach can do a lot more. Have Lab staff members take active interest in curriculum development and tutoring. Community development - not only tell us about new technology, but inform community organizations how to take advantage of it and how to use it.

They should listen to the communities regarding their need with emphasis being placed on education and vocational training. There should be a follow-up to monitor progress.

Labs have to interact with the students. Program at Prep school is great.

Lab needs to get more involved in Hispanic education. Need to help work force in the community. Educate the Hispanics to work with the Labs.

Get more involved with the classroom.

Need more job opportunities for students, such as internships, without having anyone else's influence, such as a family member working at Lab.

Schools should receive more information. Better communications with small rural communities, they are not getting the information they need.

Should concentrate on the young kids and getting them involved in education.

Need more educational outreach efforts on the elementary level.

Put more money into education outreach for Los Alamos County only.

Need to continue efforts began in the past 9 months. They have made a good beginning, but follow through is of paramount importance. The concentration should be on education where, for example, they could allow students from outlying areas, not Los Alamos kids, to come in to the Labs on field trips where their interest can be sparked. That seed of interest is where significant inroads can be made.

Encourage to do more in educational outreach. Quality education and motivation are larger problems they can really help with. Need mentoring situations in technological programs, not just at community college level, but at high school and junior high school levels as well. Real role models can be instrumental in motivating students.

Educational outreach: Would like to see funds traditionally for Los Alamos matched and made available to other communities in similar programs for the other school districts.

Improved partnerships with the school districts is needed. There seems to be a lack of economic development and educational outreach efforts.

CURRENT EFFORTS/COMMENTS

LANL Foundation has made a good start, now needs to show that they are truly concerned and not just out for good public relations.

University of California Outreach has done well both in Los Alamos and in the valley. LANL needs to improve in this area. LANL looks to attract large business, rather than small businesses.

Need lots of work done instead of media PR.

The course taken in past year is positive. Keep up the good work.

LANL should get out of the business of developing weapons of mass destruction. Even if a downsized LANL were devoted to a civilian mission, it's economic and community development activities would be more successful.

LANL should provide rapid and correct responses to requests for information. LANL should de-emphasize nuclear weapons and concentrate on efforts for non-proliferation,

Recent efforts are a good beginning, they have a good attitude.

They are beginning to improve, but has a way to go.

Remember the town of Los Alamos exists! Lots of outreach occurs outside of Los Alamos.

LANL advise report is not an interactive process, tends to be monologue with lab telling everyone what to do. Lab should get more outside input on how they are doing. "Let the country grade them as well". "John Brown has done excellent job on involving country, seems responsive".

The tribes have varying degrees of success.

Top management says what happens, is not done like it is said. Efforts are being made more out of Los Alamos, rather than in Los Alamos. Dominating a lot of land her

Lab has brought in large cafeteria to compete with local restaurants. Makes business slower for restaurant business in Los Alamos.

On the right track. Be more responsive. Some things take too long.

Honest efforts being made on all known deficiencies.

...continued

CURRENT EFFORTS/COMMENTS *(continued)*

Getting contracts impossible. Political atmosphere not there. University of California fails to relate to community, do not understand local communities.

Efforts have been made, but has not been very successful outside of local area.

Doing much better and hope future efforts will be equally as successful.

Outreach Director lives in Albuquerque, needs to be in Los Alamos.

It is very important for top management to be visible in the community. Has shown an improvement recently.

Good start. Relative to what Sandia National Labs does for Bernalillo County, they are forty million short.

Meet with grass roots organizations to get LANL impressions and learn from them more about land and water rights.

Foundation has a broad reach and scope. It is difficult to make a proposal, all lumped together, economic development versus human services, hard to get proposal granted for economic development. Time lapse less than two weeks, too short a time to prepare.

Dramatic changes last year and a half, because "Pino" clamped down on them.

Lab needs to hire degreed people and according to background, experience, and education.

Efforts in infancy. Big disconnect between upper management. Executioners difficult to deal with. Programs working for some, not for others. John Brown is totally honest.

Be sure to continue in the direction started, it will take time for the community to believe it.

Add to performance evaluations. Work with existing organizations, building capacity of existing organizations.

Batting 200. People hired to do this job and not the best people for the job. Unable to do the job, because not given resources. Intent good, results not.

Good progressive effort.

Continue communications in every aspect.

...continued

CURRENT EFFORTS/COMMENTS *(continued)*

They have made an excellent initial start. The challenge will be maintained in the momentum, rallying local resources to support.

LANL is a corporate citizen of the entire state of NM, not just the northern region. They need to adapt a statewide vision of themselves, so much more could be accomplished. Their requirements for sub-contractors to bring new business to the state should be just that, not re-locating businesses within the state. Moving businesses within the state, such as Motorola, tends to cause divisions. It takes the economic base from one place to the other, but does not add anything.

The major "riff" several years ago seemed to target minorities at LANL/UC, DOE, and DOD. Geographical status made no appreciable difference. The difficulties LANL faced and the "riffees" faced was due to the lack of higher level of skills that would have allowed those "riffed" to avail themselves of opportunities to fill a higher level of positions. This was not unique to LANL/UC. To solve, and thus enhance "corporate citizen image": Why not establish a high-level technological training center at Los Alamos utilizing existing facilities currently not being used and/or the equipment that has been warehoused, or not utilized, and use LANL, DOE, DOD, "riffees", and retirees to train. Bring these ex-employees into Los Alamos to train and thus enhance technical skills. At the same time, enter into an apprentice-type program with the private sector. Any private sector employees could also utilize the training center by paying a tuition. This sets up a high level training center and helps to broaden the economic base of Northern NM, which means then that Northern NM is exporting training. Private sector costs helps offset the increasing overhead and other costs. Target DOE and DOD employees from throughout the country and bring them to Los Alamos. These resource people add to diversification of Northern NM.

Must be viewed as a long term effort with continuous emphasis on improvement.

High hopes for new Lab director.

Significant efforts have resulted in positives, hope they will continue.

The most successful programs would appear to reach satisfactory accomplishment via some of the labor sub-contractors with fewer administrative people and sadly fewer dollars. Perhaps a closer review of such programs that focus on the real concerns of the community would benefit the entire effort. The capabilities of the Lab to be available to solve some of the real diversity problems could aid the communities to feel as though they are more "in partnership" with the Labs about solving the problems. More aggressive and interactive focusing may be the key.

Technology commercialization: Real business people should have direct access to scientists and developers of technology in Labs without so much filtering through commercialization staff and their databases. Real commercialization development does not need bureaucrats.

Appreciates these survey efforts being made.

The programs need to continue on the path they are taking and to see other opportunities to make further improvements.

...continued

CURRENT EFFORTS/COMMENTS *(continued)*

Have to say the course has been creative in new initiatives in the past two years. Need to deliver and demonstrate that they make a difference in NM.

A lot of good initiative, but average citizen of Northern NM has yet to see any benefits.

To continue the focus of director Brown in these areas of regular and frequent follow-up.

Who and how they employ is essential. Must change within. Internal working can't change the color of the box, without changing what is inside.

No suggestions, only comment that LANL has made a good start.

They have made a good start. Feel that getting feedback via this survey is a good thing.

Have not received letter, would like information on outreach programs.

UCN Lab better job, treat employees better. Make them ambassadors of good will in the community. The 1995 riff purged employees, then hired employees. New director could show a commitment to community by rehiring people from riff of 1995.

Upgraded rating from poor this past year because of efforts of LANL foundation.

LANL disregards environmental health and safety issues. They are environmental outlaws. In the past, have ignored social economic welfare of Northern NM.

Lab is really trying, honestly wants to improve things, but serious problems in executing.

