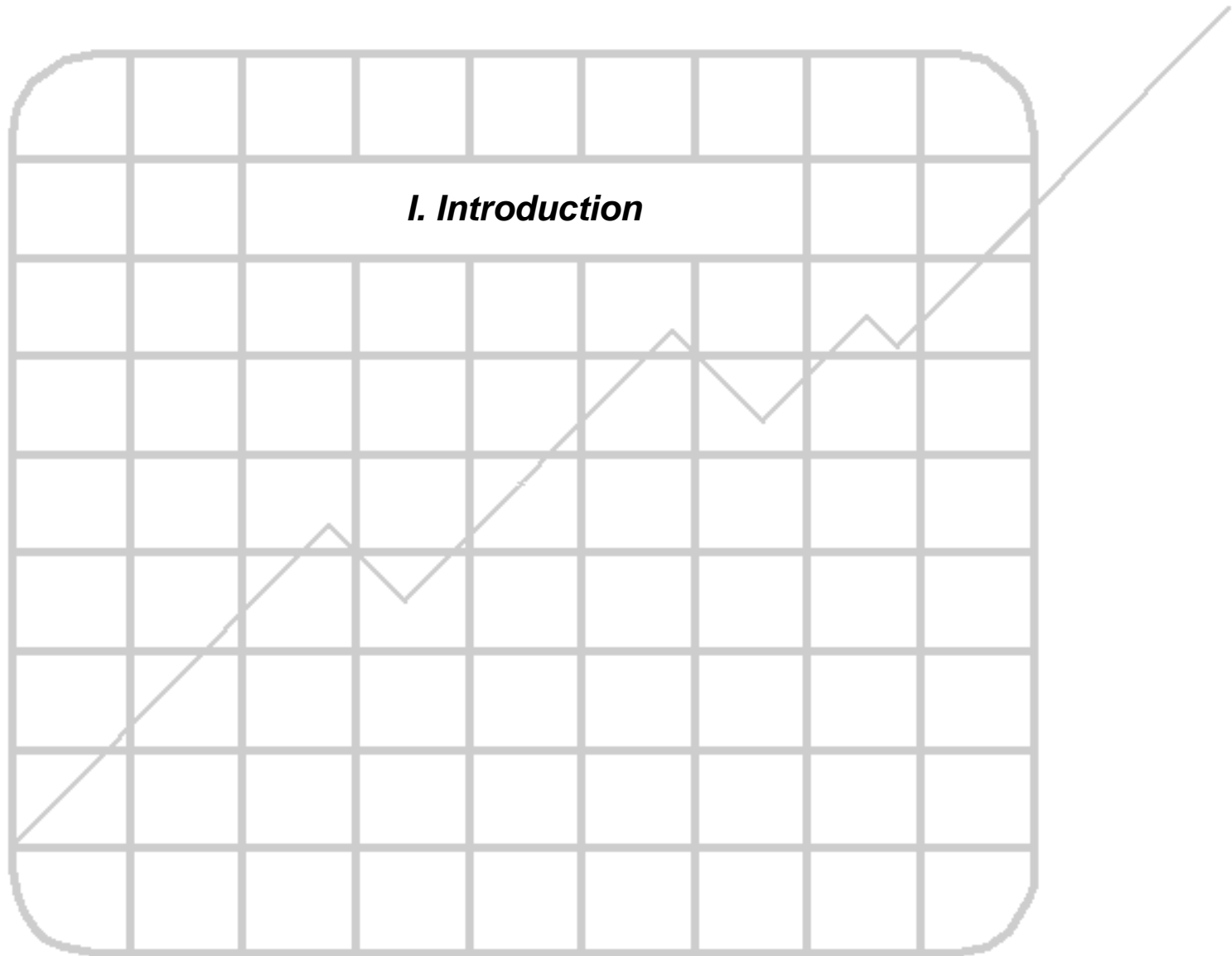


***Los Alamos National Laboratory  
Community Leaders Study  
October 2006***

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## Methodology

This tracking study was commissioned by Los Alamos National Laboratory. The objective of this study was to measure the Laboratory's perceived progress in maintaining community relationships and listening and responding to the needs of the communities in Northern New Mexico under its new contractor, Los Alamos National Security, LLC. The study also measures changes in Community Leaders' awareness and satisfaction levels of specific Laboratory programs and activities over the past year. The results of the research will help to better shape and direct the Los Alamos National Security and Laboratory's contributions to the region in the near and long-term future.

### The Interview

The survey instrument was designed in collaboration with LANL officials. Research & Polling refined the survey instrument, conducted the interviews by telephone, and compiled the results. The Director of Los Alamos National Laboratory sent a letter to Community Leaders 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 September 22<sup>nd</sup> and October 15<sup>th</sup>, 2006.

### The Report

This report summarizes results for each question and reports on any variances in attitude or perception, where significant, among demographic subgroups. The subgroups examined in this report include organizational sectors and county. The organizational sectors and counties were

determined by LANL and coded on the phone list provided to Research & Polling, Inc. 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 seven years.

### Sample Bias

A list of Community Leaders was provided by Los Alamos National Laboratory. The Community Leaders were grouped into five sectors: Government, Economic/Business, Education, Tribal, and Special Interest Groups. In previous studies, a sixth group was included: Department of Energy Leaders. This group has been excluded since 2002. In order to improve comparability with past studies, each year Research & Polling, Inc. weights the surveys by organizational sector and region to reflect a similar sample distribution. In order to ensure the proper proportion in each sector, Research & Polling went back to the 1999 study and calculated responses from each sector after excluding the DOE.

Sector	2001			2002			2003			2004			2005			2006		
	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate
Special Interest Groups	5	2	40%	24	19	79%	7	6	86%	16	11	69%	28	21	75%	58	34	58%
Tribal	55	25	45%	26	21	81%	31	5	16%	29	17	59%	61	22	36%	45	23	51%
Education	41	22	54%	65	40	62%	64	32	50%	69	43	62%	93	75	81%	75	39	52%
Government	77	41	53%	84	51	61%	123	44	36%	172	101	59%	120	98	82%	107	67	63%
Department of Energy	21	9	43%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Economic/Business	182	105	58%	179	107	60%	173	112	65%	124	90	73%	294	189	64%	197	135	68%
<b>Total</b>	<b>381</b>	<b>204</b>	<b>54%</b>	<b>378</b>	<b>238</b>	<b>63%</b>	<b>398</b>	<b>199</b>	<b>50%</b>	<b>410</b>	<b>262</b>	<b>64%</b>	<b>596</b>	<b>405</b>	<b>68%</b>	<b>482</b>	<b>298</b>	<b>62%</b>

## Executive Summary

Due to the tremendous economic impact that LANL has on Northern New Mexico, the recent changes in the Lab's management and structure is of tremendous interest to the Community Leaders in the region. This first year of change can be described as a "honeymoon" period for the new management consortium. Los Alamos National Security, LLC is in a unique position to reach out to the surrounding communities to reinvigorate relationships and communications with key stakeholders in the business, economic, civic, government, and educational sectors.

There is clearly some work to be done, as many Community Leaders express reservations about LANL's methods of communication and LANL's ability to listen and respond to their communities' concerns. Community Leaders also rate the Laboratory lower than in the past for its efforts to purchase more goods and services from regional businesses. It's important to note, however, while the interviews were being conducted for this study, LANL announced it would be cutting back at least 350 contractors. The publicity over the cutbacks in the Albuquerque Journal, Los Alamos Monitor, and the Santa Fe New Mexican may have affected Community Leaders' impressions of the Lab in the current study. Despite the above mentioned concerns, Community Leaders are very satisfied with the overall economic impact of LANL on the regional economy.

This year, just under half of the Community Leaders surveyed (49%) have a favorable overall impression of Los Alamos National Labs. This is similar to the 52% observed in 2005. The larger picture shows that positive perceptions of LANL have dropped from a high of 73% observed in 2002. Some of this decrease may be attributed to highly publicized events relating to security and management issues at the Lab. It should also be noted that approximately two-fifths (39%) of the Leaders surveyed give a favorable rating to LANL for being a good corporate citizen, which is similar to results observed last year, though again down from a high of 51% observed in the 2001 study.

The new management consortium, Los Alamos National Security, LLC is largely an unknown entity, illustrated by the fact that when rating their impression of the new contractor, the majority of Community Leaders (62%) either do not have enough information to form an opinion (43%) or have a neutral impression (19%). The remaining Community Leaders are polarized,

with 17% who have a favorable impression, and 21% who have an unfavorable impression. One leader said, "[The] new contractor needs to have lots of communication and be open to the community needs."

In order for Community Leaders to become familiar and more comfortable with the new management it is essential for the new management group to improve communications throughout the region, particularly within Los Alamos County. Since public perceptions of the Lab have been dropping in recent years, Los Alamos National Security needs to gain the confidence of Community Leaders by showing it is sensitive to the impact that decisions and changes in LANL policies have on the surrounding communities. As one leader explained, "*The Lab dominates the local economy and minor adjustments affect everybody [in the community], so the Lab needs to put in more thought.*"

The challenge for the new management is that Community Leaders have become increasingly dissatisfied in communications with LANL. Community Leaders' satisfaction with the methods available for communicating with LANL (43%), LANL's efforts to listen to the concerns of Northern New Mexico (44%), and LANL's efforts to respond to the concerns of the community (34%) all dropped to their lowest levels this year following a steady decline in recent years. Community Leaders residing in Los Alamos County and those in the business and economic sector express the most dissatisfaction on issues pertaining to communications with LANL. One Los Alamos leader expressed dissatisfaction, stating, "*When huge changes occur, we find out in the newspaper...The lack of dialogue creates a perception of arrogance.*" Another Community Leader said:

*"As a small business owner it is hard to communicate with LANL. We can't seem to get our business information across to LANL and into the organization. We're not sure of the different entities available at LANL to communicate with."*

There are several areas where LANL's efforts to reach out to area communities have been very successful. As in previous years, Community Leaders express growing satisfaction with LANL's involvement in educational programs and assistance. Approximately three-quarters of Leaders (72%) are satisfied with educational programs offered by LANL, including 85% of

the Educational Leaders surveyed. Similarly, 68% of Community Leaders are satisfied with LANL's programs for educational assistance and contributing to furthering education. One Leader said, "[The Lab's] educational efforts have been increasing."

The majority of Community Leaders are also satisfied with the Lab's involvement in the community through charitable organizations (66%), and employee contributions and volunteerism (56%). More specifically, 86% of Community Leaders from Los Alamos are satisfied with the Lab's programs that benefit the community. Six-in-ten Community Leaders are satisfied with LANL's efforts to provide effective environmental stewardship, monitoring and remediation, however 30% are dissatisfied. Increasing efforts for environmental stewardship will increase surrounding communities' confidence that LANL cares about its impact on the community.

With regards to economic issues, the majority of Community Leaders (81%) are satisfied with the overall impact of LANL on the economy of Northern New Mexico. However, fewer Community Leaders are satisfied with LANL's efforts to directly affect the economy of Northern New Mexico by providing equal opportunities for qualified residents of Northern New Mexico (49%) and purchasing goods and services from businesses in Northern New Mexico (31%). Furthermore, there was a significant decrease in the proportion of Community Leaders who feel LANL's partnership with the business community in Northern New Mexico is effective (from 51% in 2005 to 40% currently). Some of the concerns and feelings are illustrated by one Community Leader who said:

*"The Lab is failing to recruit local talent. The local talent is moving out of New Mexico. The lab is hiring people from all over the world. Northern New Mexico stands willing and capable to provide goods and services...The new contractor will lay off more people and the economy here will get worse."*

Los Alamos National Laboratory has a tremendous impact on the economy and success of Northern New Mexico; therefore, business leaders are

particularly concerned about future economic health and management policies at the Laboratory. In recent years, Community Leaders have become less satisfied with LANL's efforts to boost the local economy by purchasing goods and services from local businesses and providing equal opportunities to qualified residents of Northern New Mexico. In addition, LANL's recent budget shortfalls seem to have increased anxiety among the small business leaders regarding the future of the Lab in their community.

In summary, Community Leaders are generally satisfied with LANL's educational and charitable contributions to the communities in Northern New Mexico. The vast majority also express overall satisfaction with the economic impact that LANL has in the region, though there is room for improvements in hiring local talent and in developing business relationships with local companies. The major concerns of Community Leaders center on communication with LANL and responding to local communities. For example, one leader expressed concerns about LANL's interest in the community, saying, "...after they were awarded the contract they forgot their commitments to the community."

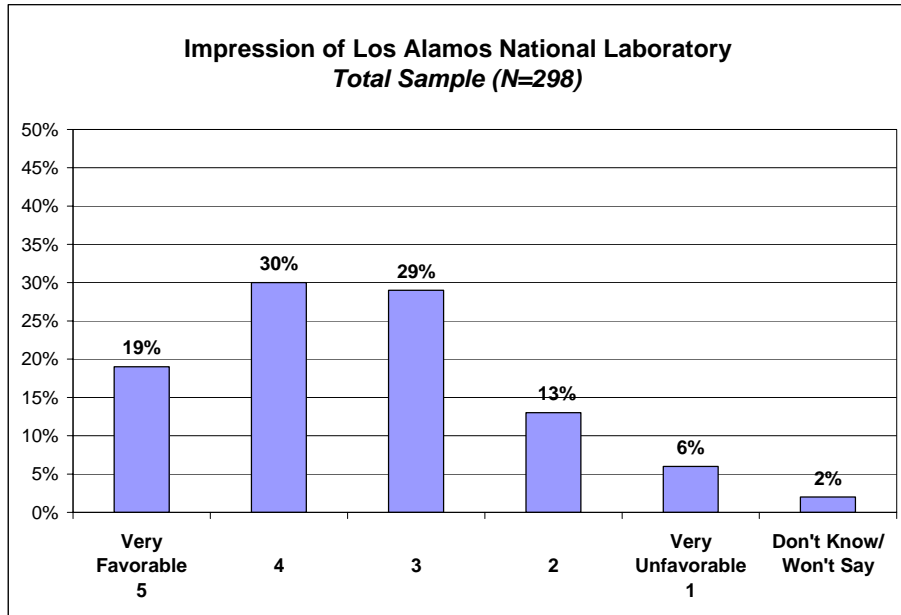
To avoid the sentiment of being detached from the community, it is imperative that LANL increase its community outreach programs and develop better lines of communication. A perceived lack of openness or responsiveness to community concerns among the new management will run the risk of isolating the Lab. The top members of LANL's new management team would be well served to form direct and personal relationships with the region's most prominent individuals in business and civic affairs. This is of utmost importance within Los Alamos County given its small size and tight knit community. Putting a face on "management" will help to foster trust and make the process of building these important relationships much easier. Throughout the years, LANL has made many impressive efforts in reaching out to many communities in Northern New Mexico. The new management now has the opportunity to build upon this foundation and become an even greater partner with businesses and organizations throughout the region.

## Major Problems Facing the Community

(Top 8 Unaided Responses)

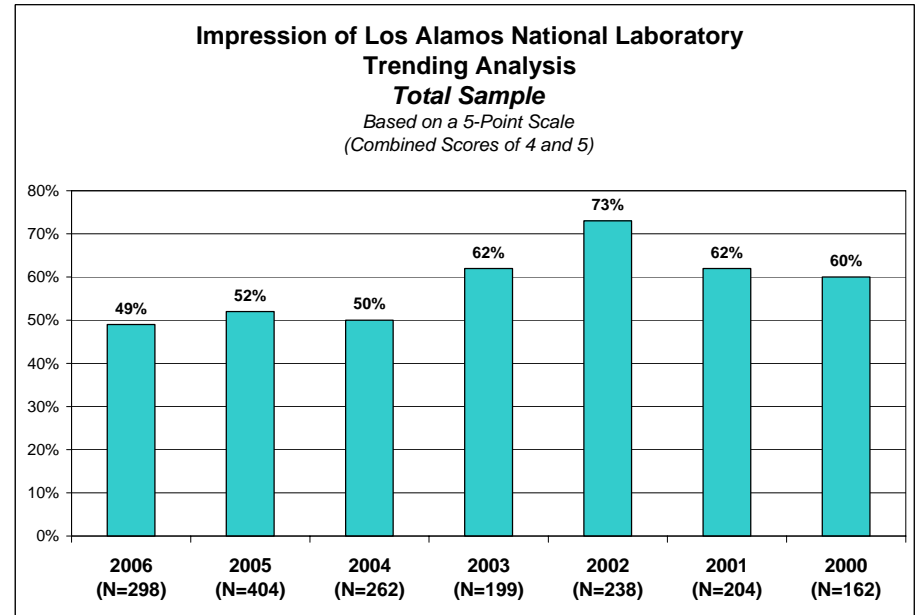
	<i>Total Sample (N=298)</i>
Educational system is poor	23%
Illegal drug use	19%
Lack of economic opportunities	17%
Non-availability of good jobs	17%
Lack of skilled labor/labor force	10%
Lack of training for good jobs	9%
Water shortages/reserves	6%
Economic instability	5%

Community Leaders were asked in an unaided, open-ended manner what they feel is the single biggest problem facing Northern New Mexico today. Over one-fifth of Community Leaders say the educational system is poor (23%), 19% say illegal drug use is the biggest problem, while both the non-availability of good jobs and the lack of economic opportunities are each mentioned by 17% of Community Leaders. Similarly, one-in-ten cite the lack of skilled labor/labor force, and 9% mention the lack of training for good jobs.



Mean †: 3.4

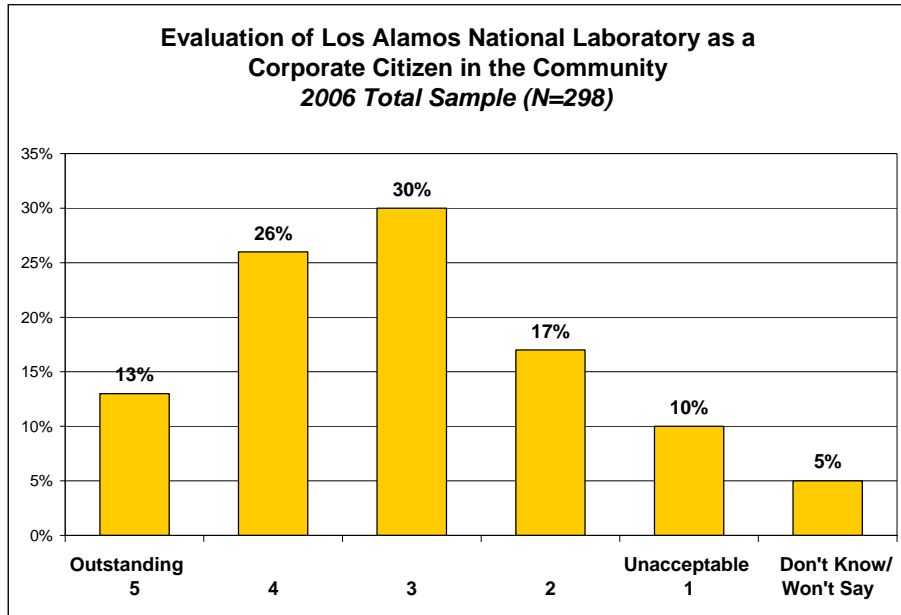
† The mean score is derived by taking the average score based on the 5-point scale. The Very Favorable response is assigned a value of 5; the Very Unfavorable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.



As shown above, Community Leaders were asked to rate their impression of Los Alamos National Laboratory on a 5-point scale, where 5 is *very favorable* and 1 is *very unfavorable*. Approximately half of the Community Leaders surveyed (49%) say they have a favorable impression of LANL (giving a rating of 4 or 5). Three-in-ten give a neutral rating of 3 (29%), while 19% give an unfavorable rating of 1 or 2.

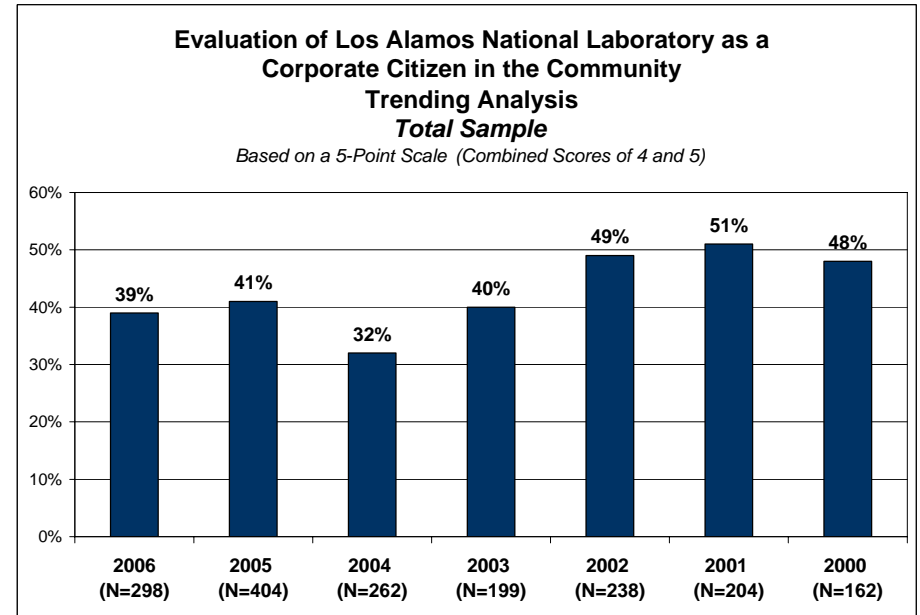
The graph on the right displays how Community Leaders' favorable impression of LANL has changed over the past seven years, tracking those who gave a favorable rating of 4 or 5. As mentioned previously, 49% of Community Leaders currently have a favorable impression of LANL, which is similar to what was observed in 2005 (52%). It closely approximates Community Leaders' impressions since 2004, following a decrease from 62% in 2003 to 50% in 2004. It is interesting to note that while Community Leaders in Los Alamos County were once big supporters of LANL, currently, they are the least likely to have a *very favorable* impression of the Labs (7%). In addition, Los Alamos County Community Leaders who have an unfavorable impression of LANL has increased from 12% in 2005, to 27% currently.





Mean †: 3.2

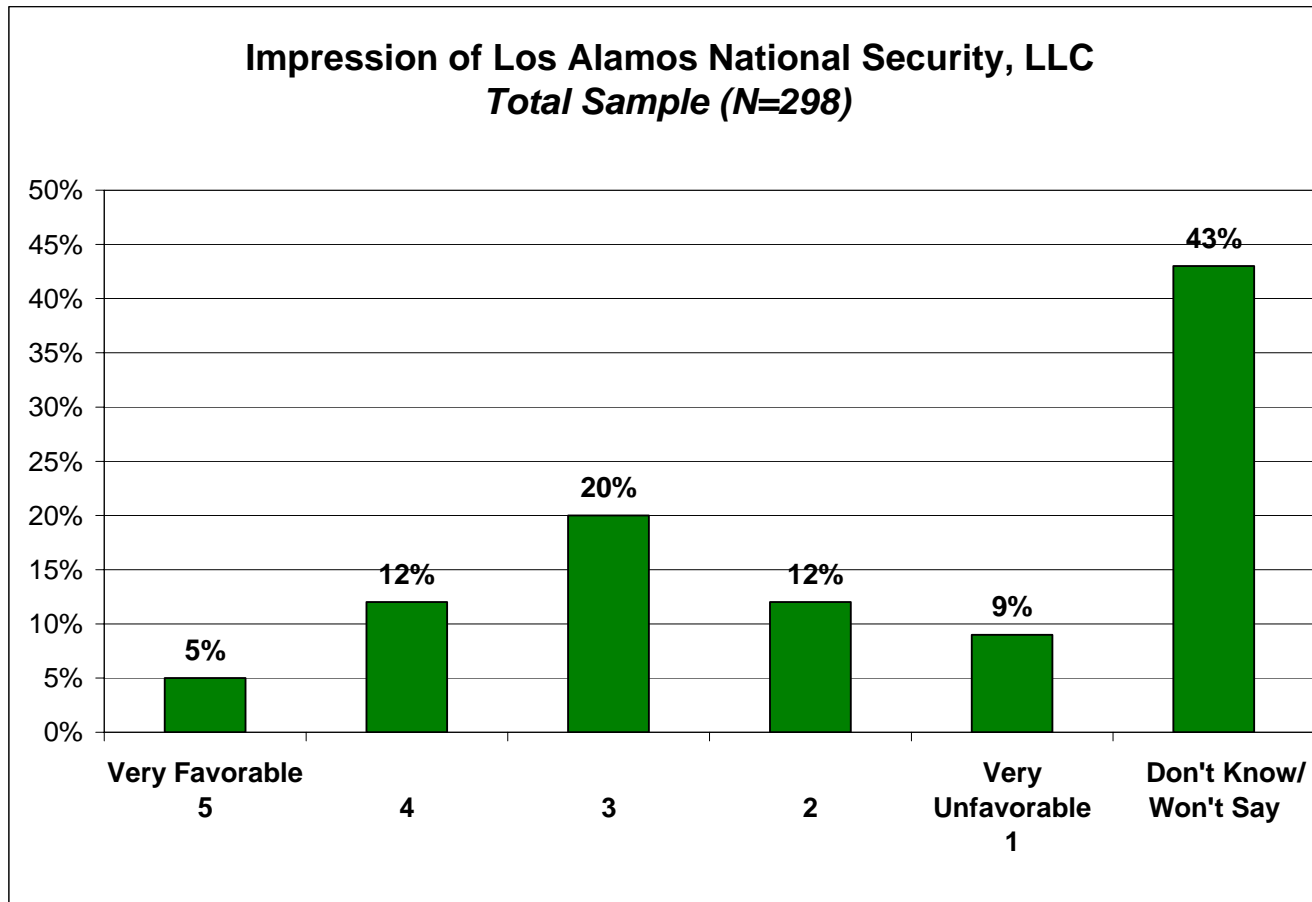
† The mean score is derived by taking the average score based on the 5-point scale. The Outstanding response is assigned a value of 5; the Unacceptable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.



Community Leaders were asked to evaluate LANL as a corporate citizen in Northern New Mexico using a 5-point scale where 5 is *outstanding* and 1 is *unacceptable*. Thirty-nine percent of Community Leaders give LANL a rating of 4 or 5, while 27% give a rating of 1 or 2, and three-in-ten give a neutral rating of 3. Interestingly, Community Leaders in Los Alamos (37%) are more likely than those from other communities to give LANL a low rating of 1 or 2.

As shown in the graph on the right, Community Leaders' favorable impression of LANL's quality as a corporate citizen currently (39%) is similar to that observed in 2005 (41%). Results remain higher than those observed in 2004 when just 32% of Community Leaders had a favorable impression of LANL's corporate citizenship.

It should be noted that in previous years, Community Leaders were asked to rate LANL as a corporate citizen in their community; however, in the current study, Leaders were asked to rate LANL's corporate citizenship in Northern New Mexico specifically. It does not appear to make a significant difference in Community Leaders' ratings.



Mean †: 2.9

† 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. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

As shown above, when Community Leaders were asked to rate their overall impression of the Lab's new contractor, Los Alamos National Security, LLC, 17% have a favorable impression (rating it a 4 or 5). Just over one-fifth (21%) have an unfavorable impression, giving a rating of 1 or 2, and 20% have neutral feelings (giving a rating of 3). It should be noted that 43% of Community Leaders, particularly those outside of Los Alamos County, do not have enough information to form an opinion. Interestingly, Community Leaders in Los Alamos County (22%) and those in the economic and business sectors (15%) are significantly more likely to have a *very unfavorable* impression of Los Alamos National Security, LLC.

## Evaluation of Specific LANL Attributes: Communication Issues

*Ranked By Highest Percentage "Very Satisfied"  
 Total Sample (N=298)*

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>Methods available for communicating with LANL</b>	20%	23%	27%	22%	7%
<b>Efforts to listen to the concerns of the community (LANL)</b>	16%	28%	27%	19%	10%
<b>Efforts to respond to the concerns of the community (LANL)</b>	10%	24%	29%	27%	10%

Community Leaders were asked to rate their level of satisfaction with various aspects of communication with LANL. As shown above, 43% of Community Leaders are either *somewhat* or *very satisfied* with the methods available for communicating their needs, concerns, and ideas with LANL, while 49% are *somewhat* or *very dissatisfied*. Government Leaders (54%) and Tribal Leaders (53%) are more likely to express satisfaction with the methods available for communicating with LANL. In comparison, approximately seven-in-ten Community Leaders from Los Alamos County (69%) and 59% of the Community Leaders from the economic/business sector express dissatisfaction with the methods of communication available with LANL.

Community Leaders were also asked to rate their satisfaction with the Lab's effort to listen to the concerns of the Northern New Mexico community. Forty-four percent of Community Leaders say they are *somewhat* or *very satisfied*, however, 46% say they are *somewhat* (27%) or *very dissatisfied* (19%) with the Lab's efforts in listening to concerns of the community. Community Leaders from Los Alamos (61%) are more likely than those from other counties in New Mexico to say they are dissatisfied, while Leaders from counties outside Los Alamos' vicinity (54%) are more likely to express satisfaction with the Lab's efforts. In addition, 27% of those from the economic and business sector say they are *very dissatisfied* with the Lab's effort to listen to the concerns of the Northern New Mexico community.

When asked about their satisfaction with the Lab's efforts to respond to the concerns of the Northern New Mexico Community, approximately one-third of Community Leaders (34%) say they are *somewhat* (24%) or *very satisfied* (10%). The majority of Community Leaders (56%) say they are either *somewhat* (29%) or *very dissatisfied* (27%) with the Lab's efforts to respond to concerns. Again, those from Los Alamos County (39%) and the Economic and Business sector (36%) are significantly more likely to say they are *very dissatisfied*.

## Evaluation of Specific LANL Attributes: Communication Issues

### Trending Analysis

*Ranked By Highest Percentage "Very Satisfied" (2006)  
Total Sample*

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>Methods available for communicating with LANL</b>					
<b>September 2006 (N=298)</b>	<b>20%</b>	<b>23%</b>	<b>27%</b>	<b>22%</b>	<b>7%</b>
September 2005 (N=404)	22%	30%	24%	16%	9%
September 2004 (N=262)	19%	39%	23%	16%	2%
September 2003 (N=199)	24%	38%	21%	12%	5%
September 2002 (N = 238)	23%	46%	15%	12%	5%
<b>Efforts to listen to the concerns of the community (LANL)</b>					
<b>September 2006 (N=298)</b>	<b>16%</b>	<b>28%</b>	<b>27%</b>	<b>19%</b>	<b>10%</b>
September 2005 (N=404)	19%	35%	22%	15%	10%
September 2004 (N=262)	23%	34%	25%	11%	7%
September 2003 (N=199)	25%	37%	19%	11%	8%
September 2002 (N = 238)	27%	41%	17%	9%	6%
December 2001 (N = 204)	20%	41%	20%	11%	8%
September 2000 (N = 162)	30%	35%	14%	15%	6%
<b>Efforts to respond to the concerns of the community (LANL)</b>					
<b>September 2006 (N=298)</b>	<b>10%</b>	<b>24%</b>	<b>29%</b>	<b>27%</b>	<b>10%</b>
September 2005 (N=404)	13%	35%	27%	15%	10%
September 2004 (N=262)	11%	36%	26%	15%	12%
September 2003 (N=199)	12%	36%	27%	13%	12%
September 2002 (N = 238)	14%	45%	26%	8%	7%
December 2001 (N = 204)	13%	35%	26%	13%	13%
September 2000 (N = 162)	16%	43%	19%	15%	7%

As shown above, Community Leaders' satisfaction with LANL's communication continues to decline. Community Leaders satisfaction with methods of communication has decreased from 52% in 2005 to 43% who say they are satisfied currently. The percentage of Community Leaders who are dissatisfied has increased from 40% in 2005 to 49%, currently. Furthermore, those satisfied with the Lab's efforts to listen to concerns is down from 54% in 2005 to 44% currently. Community Leaders' satisfaction with LANL's efforts to listen to the community has steadily declined since 2002 when 68% of Community Leaders expressed satisfaction. In addition, those satisfied with the Lab's efforts to respond to concerns is down from 48% in 2005 to just 34% currently.

It should be noted that in previous studies, Community Leaders were asked to rate their satisfaction with LANL's efforts to listen and respond to the needs of their community. In the current study, Community Leaders were asked to rate their satisfaction with LANL's efforts to listen and respond to the needs of the Northern New Mexico community specifically. However, this does not appear to have had a significant impact on the results given that those who have no opinion did not change.

## Evaluation of Specific LANL Attributes: Economic Issues

Ranked By Highest Percentage "Very Satisfied"  
Total Sample (N=298)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>The overall impact on the economy of your community (LANL)</b>	53%	28%	8%	5%	5%
<b>Efforts to provide equal employment opportunities for all qualified residents of Northern New Mexico in the last year (LANL)</b>	20%	29%	18%	6%	27%
<b>Programs in regional business development</b>	14%	31%	22%	17%	15%
<b>Efforts to purchase more goods and services from businesses in Northern New Mexico communities (LANL)</b>	10%	21%	29%	20%	20%

Community Leaders were asked to rate their level of satisfaction with various aspects of LANL's involvement in the business community in Northern New Mexico. Approximately four-fifths of Community Leaders say they are satisfied with the overall impact the Lab has on the economy of Northern New Mexico (53% *very satisfied*), while just 13% are dissatisfied. More specifically, 80% of Economic and Business Leaders surveyed are satisfied with LANL's impact on Northern New Mexico's economy, however, 18% are dissatisfied.

When asked to rate their satisfaction with LANL's efforts to provide equal employment opportunities for qualified residents of Northern New Mexico during the last year, approximately half of the Community Leaders (49%) are either *somewhat* or *very satisfied*, while approximately one-quarter are dissatisfied (24%). It should be noted that among Tribal Leaders, 45% express dissatisfaction with LANL's efforts to provide equal employment opportunities.

Forty-five percent of Community Leaders say they are satisfied with LANL's programs in regional business development such as technology transfer and commercialization, entrepreneurship training and its efforts to partner with its subcontractor consortium. However, approximately two-fifths of Community Leaders (39%) are dissatisfied with LANL's regional business development programs. Interestingly, Community Leaders from both Los Alamos County (49%) and Rio Arriba County (50%) are more likely than those from other counties in New Mexico to report dissatisfaction with the regional business development programs.

With regards to LANL's efforts to purchase goods and services from businesses in Northern New Mexico during the last year, 31% of Community Leaders are satisfied, while 49% say they are *somewhat* (29%) or *very dissatisfied* (20%). It should be noted that Community Leaders from the business and economic sector are most likely to be *very dissatisfied* with the Lab's efforts to purchase local goods and services (32%).

## Evaluation of Specific LANL Attributes: Economic Issues

### Trending Analysis

Ranked By Highest Percentage “Very Satisfied” (2006)  
Total Sample

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>The overall impact on the economy (LANL)</b>					
<b>September 2006 (N=298)</b>	<b>53%</b>	<b>28%</b>	<b>8%</b>	<b>5%</b>	<b>5%</b>
September 2005 (N=404)	40%	37%	9%	9%	5%
September 2004 (N=262)	49%	27%	12%	8%	4%
September 2003 (N=199)	46%	33%	10%	6%	5%
September 2002 (N = 238)	51%	28%	10%	5%	6%
December 2001 (N = 204)	45%	33%	10%	4%	8%
September 2000 (N = 162)	41%	43%	9%	6%	2%
<b>Efforts to provide equal employment opportunities for all qualified residents of Northern New Mexico (LANL)</b>					
<b>September 2006 (N=298)</b>	<b>20%</b>	<b>29%</b>	<b>18%</b>	<b>6%</b>	<b>27%</b>
September 2005 (N=404)	23%	31%	16%	6%	24%
September 2004 (N=262)	31%	32%	12%	5%	20%
September 2003 (N=199)	24%	44%	11%	7%	14%
September 2002 (N = 238)	32%	34%	10%	5%	18%
December 2001 (N = 204)	25%	34%	9%	10%	23%
September 2000 (N = 162)	25%	32%	10%	12%	21%
<b>Efforts to purchase more goods and services from businesses in Northern New Mexico communities (LANL)</b>					
<b>September 2006 (N=298)</b>	<b>10%</b>	<b>21%</b>	<b>29%</b>	<b>20%</b>	<b>20%</b>
September 2005 (N=404)	13%	31%	21%	15%	20%
September 2004 (N=262)	12%	31%	23%	10%	24%
September 2003 (N=199)	10%	29%	24%	12%	26%
September 2002 (N = 238)	20%	30%	17%	8%	25%
December 2001 (N = 204)	24%	30%	18%	8%	20%
September 2000 (N = 162)	19%	41%	15%	5%	19%

The table above tracks Community Leaders' evaluations this year compared to those observed in previous studies. As shown above, there was a significant increase in Community Leaders who say they are *very satisfied* with LANL's overall impact on the economy in Northern New Mexico (53% currently compared to 40% in 2005). It should be noted that in previous studies Community Leaders were asked to rate their satisfaction with the Lab's impact on the economy of their community, while this year Leaders were asked about the economy of Northern New Mexico specifically. This may account for some of the increase in satisfaction. In addition, ratings were particularly low in 2005. While the current results are more similar to the years preceding 2005, we observed the highest percentage of Community Leaders who are *very satisfied* than in any of the previous studies.

Overall, Community Leaders' satisfaction with LANL's efforts to provide equal employment opportunities is similar to what was observed in the past few years. There has been a continuous decline in Community Leaders' satisfaction with LANL's efforts to provide equal employment opportunities since a high of 68% observed in 2003.

There was a large decrease in Community Leaders' satisfaction in LANL utilizing local business from 2002 (50%) to 2003 (39%). While satisfaction has remained relatively low, we observed the lowest satisfaction ratings in the current study (31%). It should be noted that in the current study, Community Leaders were asked to rate their satisfaction with LANL's local business usage during the last year. In previous studies, evaluations were not limited to the preceding year. This could account for some of the decrease in satisfaction.

## Evaluation of Specific LANL Attributes: Education Issues

*Ranked By Highest Percentage "Very Satisfied"  
 Total Sample (N=298)*

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>Educational programs offered by LANL</b>	42%	30%	7%	4%	17%
<b>Programs for educational assistance</b>	32%	36%	5%	4%	23%

As shown above, Community Leaders were asked to rate their satisfaction with the Lab's involvement in the community and education. The large majority of Community Leaders (72%) are satisfied with the Lab's education programs, such as the Math and Science Academy, Adventures in Supercomputing Challenge, and partnerships with New Mexico universities (42% *very satisfied*). Just 11% say they are dissatisfied. It should be noted that Community Leaders from the education sector are significantly more likely than those from other sectors to express satisfaction with LANL's education programs (85%).

As shown above, 68% of Community Leaders are satisfied (32% *very satisfied*) with the efforts of LANL to contribute to further education through education grants and the LANL employee scholarship fund. Just 9% are dissatisfied, while 23% do not have enough information to form an opinion.



## Evaluation of Specific LANL Attributes: Social Issues

Ranked By Highest Percentage "Very Satisfied"  
Total Sample (N=298)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>Involvement in Northern NM through charitable organizations</b> <i>September 2006 (N=298)</i>	33%	33%	12%	3%	19%
<b>Contributions of LANL employees to the community</b> <i>September 2006 (N=298)</i>	26%	30%	10%	5%	29%
<b>Efforts to provide effective environmental stewardship, monitoring and remediation</b> <i>September 2006 (N=298)</i>	20%	39%	20%	10%	12%
<b>Involvement in community and economic development</b> <i>September 2006 (N=298)</i>	17%	31%	27%	14%	11%

Sixty-six percent of Community Leaders are *somewhat* (33%) or *very satisfied* (33%) with the Lab's involvement in Northern New Mexico through programs such as school drives, United Way Campaigns and other charitable programs. Fifteen percent express dissatisfaction with LANL's community involvement with charitable organizations in Northern New Mexico. It should be noted that Community Leaders from Los Alamos County (86%) are more likely than those from other communities to express satisfaction with the Lab's programs to benefit their community.

The majority of Community Leaders (56%) are also satisfied with LANL employees' contributions to the community through donations and volunteerism, while just 15% are dissatisfied. Those from Los Alamos County are more likely to be satisfied (72%) than those from other communities.

Approximately six-in-ten Community Leaders (59%) express satisfaction with LANL's efforts to provide effective environmental stewardship, monitoring and remediation, while 30% express dissatisfaction. Interestingly, Community Leaders in Santa Fe (41%) are more likely to express dissatisfaction than those from other counties.

Nearly half of Community Leaders (48%) are satisfied with LANL's involvement in community and economic development, while 41% express dissatisfaction. Community Leaders in Los Alamos County (54%) are more likely to express dissatisfaction with the Lab's involvement in community and economic development.

## Evaluation of Specific LANL Attributes: Education/Social Issues

### Trending Analysis

*Ranked By Highest Percentage "Very Satisfied" (2006)  
Total Sample*

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>Educational programs offered by LANL</b>					
<b>September 2006 (N=298)</b>	<b>42%</b>	<b>30%</b>	<b>7%</b>	<b>4%</b>	<b>17%</b>
<i>September 2005 (N=404)</i>	43%	27%	6%	2%	22%
<i>September 2004 (N=262)</i>	29%	31%	10%	3%	27%
<i>September 2003 (N=199)</i>	24%	34%	13%	4%	25%
<i>September 2002 (N = 238)</i>	27%	31%	11%	4%	27%
<i>December 2001 (N = 204)</i>	29%	27%	11%	2%	31%
<i>September 2000 (N = 162)</i>	26%	42%	7%	4%	21%
<b>Efforts to provide effective environmental stewardship, monitoring and remediation</b>					
<b>September 2006 (N=298)</b>	<b>20%</b>	<b>39%</b>	<b>20%</b>	<b>10%</b>	<b>12%</b>
<i>September 2005 (N=404)</i>	20%	39%	17%	9%	16%

The table above tracks Community Leaders' satisfaction with community and education involvement this year compared to previous studies. Community Leaders' satisfaction with LANL's educational programs continues to improve with 72% satisfied currently, compared to 70% in 2005 and 58% in 2002. It should be noted that in previous studies, student employment was included with the other programs, whereas the current study only asked about the Math and Science Academy, Adventures in Supercomputing Challenge, and partnerships with New Mexico universities. Community Leaders' satisfaction with LANL's efforts in environmental maintenance and educational assistance programs remains similar to those seen in previous studies.

## Effectiveness of LANL Partnerships (Summary Table)

Ranked By Highest Percentage “Very Effective” (2006)  
Total Sample

	<u>Very Effective</u>	<u>Somewhat Effective</u>	<u>Somewhat Ineffective</u>	<u>Very Ineffective</u>	<u>Don't Know/ Won't Say</u>
<b>School districts and educational agencies in Northern New Mexico</b>					
<b>September 2006 (N=298)</b>	<b>19%</b>	<b>33%</b>	<b>18%</b>	<b>8%</b>	<b>23%</b>
September 2005 (N=404)	24%	32%	16%	7%	21%
September 2004 (N=262)	21%	35%	16%	6%	22%
September 2003 (N=199)	26%	34%	13%	9%	18%
September 2002 (N = 238)	28%	36%	11%	6%	19%
December 2001 (N = 204)	23%	40%	17%	2%	17%
September 2000 (N = 162)	26%	45%	8%	6%	16%
<b>The State Legislature</b>					
<b>September 2006 (N=298)</b>	<b>13%</b>	<b>29%</b>	<b>15%</b>	<b>5%</b>	<b>38%</b>
September 2005 (N=404)	16%	31%	15%	4%	34%
September 2004 (N=262)	16%	28%	13%	6%	36%
September 2003 (N=199)	17%	28%	14%	6%	36%
September 2002 (N = 238)	12%	31%	16%	5%	36%
December 2001 (N = 204)	7%	28%	17%	4%	43%
September 2000 (N = 162)	7%	31%	12%	5%	45%
<b>State government agencies</b>					
<b>September 2006 (N=298)</b>	<b>11%</b>	<b>31%</b>	<b>19%</b>	<b>4%</b>	<b>35%</b>
September 2005 (N=404)	12%	35%	14%	5%	34%
September 2004 (N=262)	12%	31%	16%	4%	36%
September 2003 (N=199)	14%	30%	14%	5%	37%
September 2002 (N = 238)	15%	32%	13%	5%	36%
December 2001 (N = 204)	12%	35%	17%	2%	34%
September 2000 (N = 162)	9%	40%	5%	5%	40%
<b>Local governments in Northern New Mexico</b>					
<b>September 2006 (N=298)</b>	<b>10%</b>	<b>29%</b>	<b>24%</b>	<b>10%</b>	<b>27%</b>
September 2005 (N=404)	14%	35%	21%	9%	21%
September 2004 (N=262)	12%	34%	28%	10%	16%
September 2003 (N=199)	16%	38%	23%	8%	15%
September 2002 (N = 238)	15%	44%	18%	5%	18%
December 2001 (N = 204)	13%	45%	23%	4%	15%
September 2000 (N = 162)	10%	63%	13%	7%	7%

## Effectiveness of LANL Partnerships (Summary Table) *(continued)*

*Ranked By Highest Percentage “Very Effective” (2006)  
Total Sample*

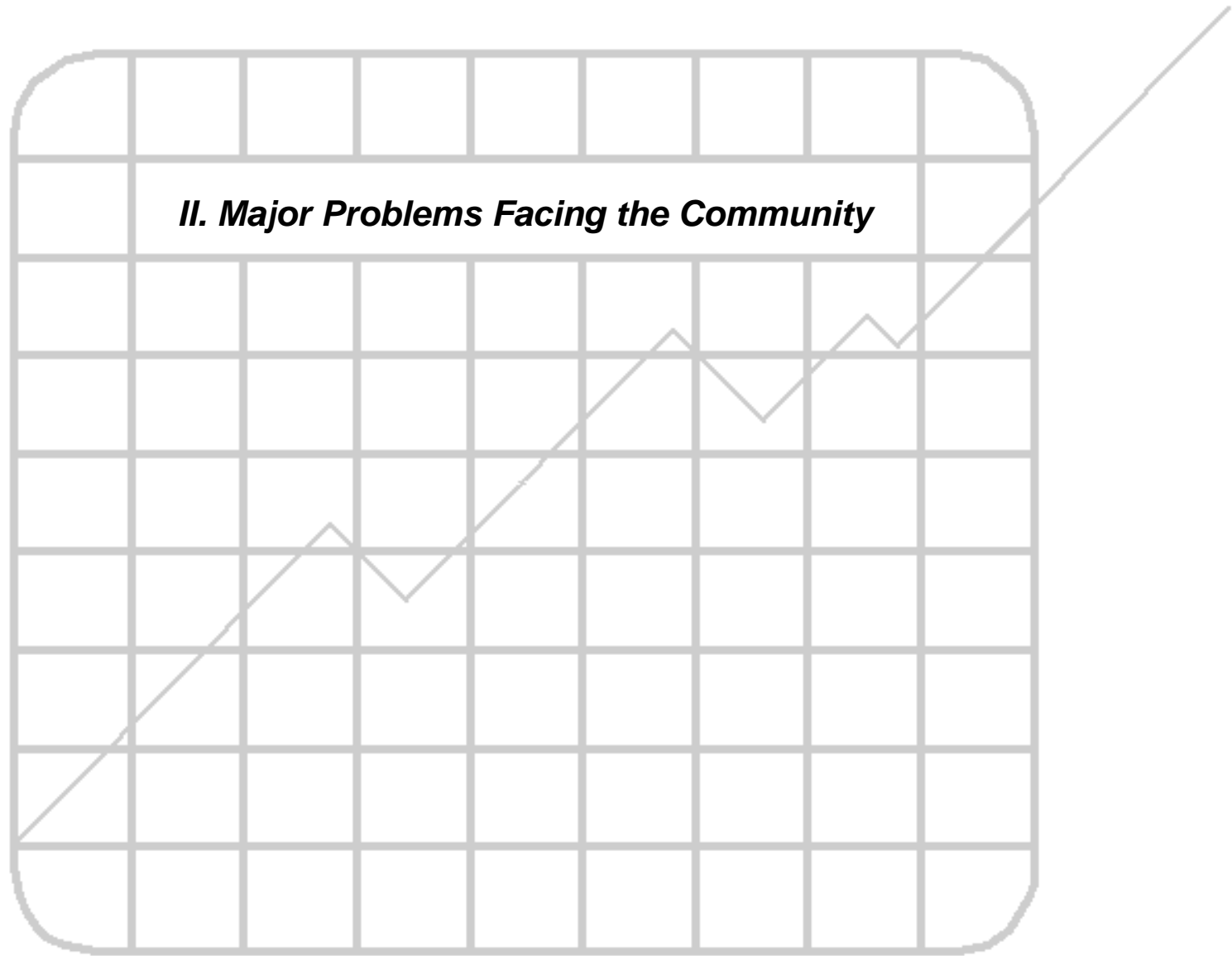
	<u>Very Effective</u>	<u>Somewhat Effective</u>	<u>Somewhat Ineffective</u>	<u>Very Ineffective</u>	<u>Don't Know/ Won't Say</u>
<b>Business community in Northern New Mexico</b>					
<b>September 2006 (N=298)</b>	<b>9%</b>	<b>31%</b>	<b>30%</b>	<b>17%</b>	<b>13%</b>
September 2005 (N=404)	17%	34%	21%	15%	13%
September 2004 (N=262)	13%	38%	22%	12%	14%
September 2003 (N=199)	11%	42%	26%	9%	12%
September 2002 (N = 238)	22%	33%	22%	8%	15%
December 2001 (N = 204)	16%	41%	28%	8%	7%
September 2000 (N = 162)	6%	56%	20%	7%	12%
<b>Tribal governments and tribal agencies</b>					
<b>September 2006 (N=298)</b>	<b>7%</b>	<b>23%</b>	<b>12%</b>	<b>8%</b>	<b>50%</b>
September 2005 (N=404)	10%	26%	14%	4%	45%
September 2004 (N=262)	8%	24%	10%	5%	53%
September 2003 (N=199)	10%	27%	7%	5%	51%
September 2002 (N = 238)	12%	23%	10%	7%	48%
December 2001 (N = 204)	8%	32%	19%	5%	36%
September 2000 (N = 162)	7%	35%	11%	3%	43%

Community Leaders were asked if they feel various LANL partnerships are *very effective*, *somewhat effective*, *somewhat ineffective*, or *very ineffective*. As shown on the previous page, the majority of Community Leaders (52%) feel LANL’s partnerships with school districts and educational agencies in Northern New Mexico are *somewhat* (33%) or *very effective* (19%). It should be noted that Community Leaders from the educational sector who feel these partnerships are *very effective* has decreased from 43% in 2005 to 30% currently, and 17% feel these partnerships are *very ineffective*.

Approximately two-fifths of Community Leaders feel LANL’s partnerships with the State Legislature (42%), state government agencies (42%), local governments in Northern New Mexico (39%), and the business community in Northern New Mexico (40%) are effective. In comparison, just 30% feel the Lab’s partnerships with tribal governments and tribal agencies are effective, however, 50% do not have enough information to form an opinion.

Interestingly, the majority of Government Leaders feel LANL’s partnerships with local governments (53%) and state government agencies (51%) are effective. It should also be noted that while 40% of Community Leaders feel Los Alamos National Laboratory’s partnerships with the business community in Northern New Mexico are effective, 47% feel they are ineffective. Among Community Leaders from Los Alamos County and those in the economic and business sector, the percentage of Leaders who feel LANL’s partnerships with the business community are ineffective is significantly higher (69% and 59%, respectively).

In general, Community Leaders’ evaluations of LANL’s partnerships have declined slightly since the previous study. This is especially true with regards to LANL’s partnerships with the business community in Northern New Mexico. Community Leaders who feel LANL’s partnerships with the business community are effective has decreased from 51% in 2005 to 40% currently. In addition, perceptions of the effectiveness of LANL’s partnerships with the local governments have decreased from 49% in 2005 to 39% currently.



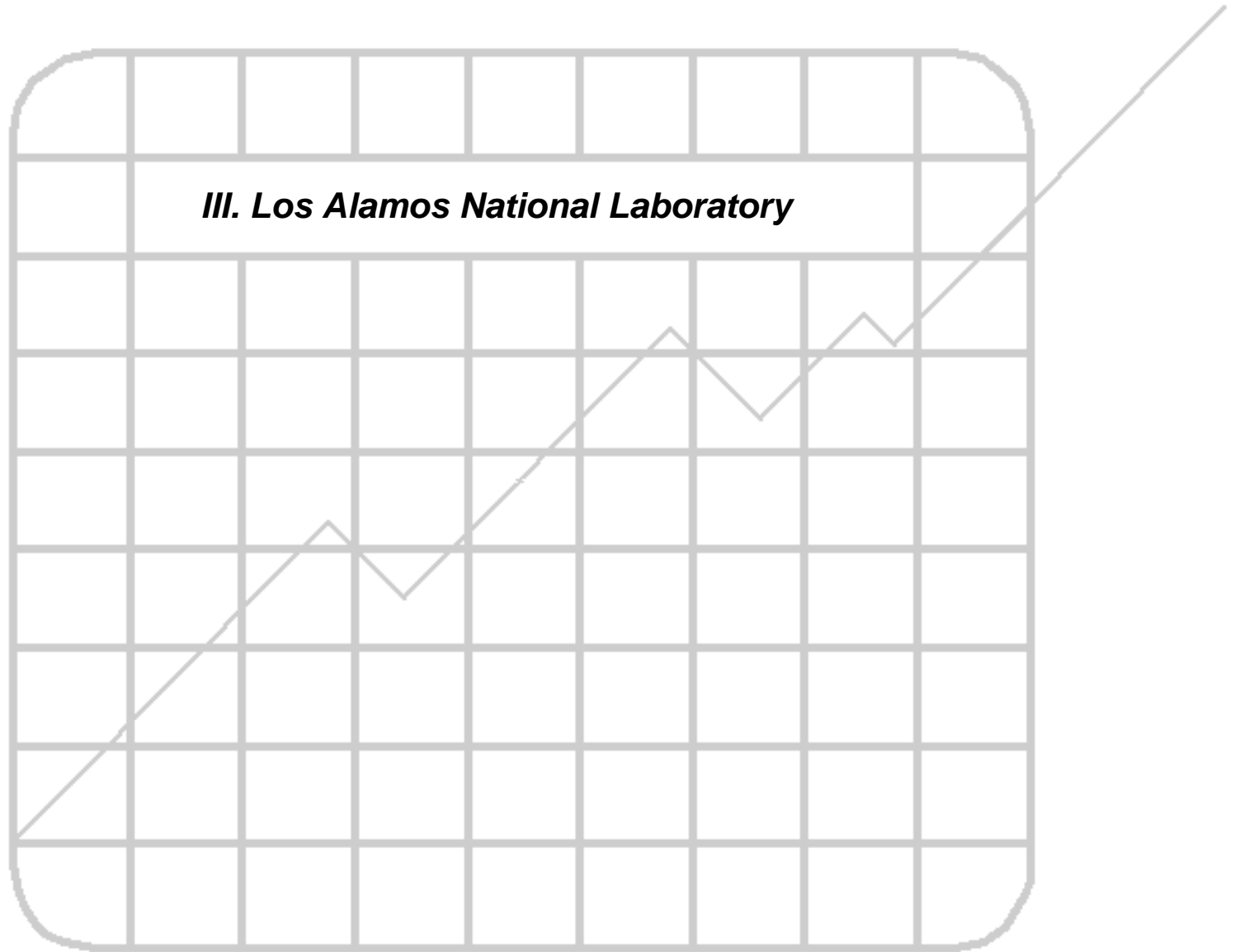
## Major Problems Facing the Community (Unaided Responses)

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

	<i>Total Sample (N=298)</i>		<i>Total Sample (N=298)</i>		<i>Total Sample (N=298)</i>
Educational system is poor	14%	Getting LANL to work on something for		Attendance and keeping kids in school	1%
Non-availability of good jobs	11%	the future	2%	Nuclear waste	*
Illegal drug use	9%	Water quality/pollution	2%	Condition of the Bosque	*
Water shortages/reserves	9%	Lack of science/math	1%	Local government budget deficit	*
Cost of living is high/unreasonable	6%	Disrespect for LANL	1%	Portable housing	*
Economic instability	5%	Healthcare reform	1%	High taxes	*
Economic diversification	4%	Lack of training for the unemployed	1%	Trying to attract business	*
Cost of housing is high/unreasonable	4%	Crime rate is high	1%	Loss of native language	*
Pending Lab contract	4%	Quality of teachers	1%	Infrastructure needs repair	*
Availability of low income/affordable homes	4%	Future school funding	1%	Orange barrels/constant street repair	*
Lack of economic opportunities	4%	Youth problems	1%	The security upgrades by DOE	*
Few management/business	3%	Land base is only 50% privately owned	1%	Sewers/drains	*
Quality of school facilities	3%	Not enough private business	1%	People do not want to work	*
Lack of skilled labor/labor force	3%	Congestion	1%	No profits	*
Alcoholism	3%	Environment/polluted air	1%	Violent crime	*
Price of fuel	2%	Subcontractors consulting	1%	Safety/security	*
Lack of community involvement	2%	Stability at LANL	1%	Dependence on imported energy	*
Roads/streets/highways are bad	2%	Decline in family values	1%	Not enough land for businesses	*
Lack of financial resources	2%	Communication to the public	1%	Low pay for teachers	*
Government/political leadership is incompetent	2%	Poverty	1%	WIPP/radioactive waste	*
Low wages	2%	Difficulty for small businesses to do business		Too few cultural events	*
Growing too big/too fast	2%	with LANL	1%	More law enforcement	*
Land and development out of control	2%	DWI rate is high	1%	Nothing in particular	2%
Lack of training for good jobs	2%	Funding for social services	1%	Don't know/won't say	5%
Tension with the Lab	2%	Poor transportation	1%		

\* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple responses.



## 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?

	Total Sample (N=298)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	
5 - Very favorable	19%	7%	22%	22%	24%	22%	21%	13%	7%	23%
4	30%	30%	42%	23%	29%	21%	26%	46%	53%	31%
3	29%	34%	21%	33%	27%	40%	25%	28%	18%	35%
2	13%	19%	7%	12%	16%	10%	17%	9%	9%	5%
1 - Very unfavorable	6%	8%	5%	7%	3%	4%	9%	5%	6%	-
Don't know/won't say	2%	1%	2%	3%	2%	4%	1%	-	7%	7%
Mean †	3.4	3.1	3.7	3.4	3.6	3.5	3.3	3.5	3.5	3.8

† 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. The Don't know/won't say responses are excluded from the calculation of the mean.



## Evaluation of LANL As a Corporate Citizen In the 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.

	Total Sample (N=298)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	
5 - Outstanding	13%	8%	15%	14%	20%	12%	17%	11%	-	10%
4	26%	23%	22%	28%	34%	24%	25%	32%	38%	15%
3	30%	29%	34%	31%	21%	37%	22%	32%	40%	43%
2	17%	28%	16%	13%	11%	15%	19%	12%	16%	22%
1 - Unacceptable	10%	9%	9%	11%	8%	5%	12%	13%	6%	1%
Don't know/won't say	5%	3%	5%	4%	6%	7%	5%	-	-	8%
Mean †	3.2	2.9	3.2	3.2	3.5	3.3	3.2	3.2	3.1	3.1

† 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. The Don't know/won't say responses are excluded from the calculation of the mean.

## Favorability of Los Alamos National Security, LLC

Question 4: Using a 5-point scale where 5 is very favorable and 1 is very unfavorable, what is your overall impression of the Laboratory's new contractor, Los Alamos National Security, LLC?

	Total Sample (N=298)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	
5 - Very favorable	5%	7%	4%	3%	5%	3%	7%	-	11%	-
4	12%	6%	19%	12%	13%	19%	9%	11%	3%	25%
3	20%	25%	19%	20%	12%	17%	17%	26%	34%	15%
2	12%	18%	8%	13%	9%	16%	13%	2%	7%	24%
1 - Very unfavorable	9%	22%	6%	3%	7%	4%	15%	3%	1%	3%
Don't know/won't say	43%	23%	45%	50%	55%	40%	40%	58%	44%	32%
Mean †	2.9	2.4	3.1	3.0	3.0	3.0	2.7	3.1	3.3	2.9

† 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. The Don't know/won't say responses are excluded from the calculation of the mean.

## Evaluation of Specific LANL Attributes: Efforts to Purchase Goods and Services From Businesses In Northern New Mexico

*Question 5: Please tell me how satisfied you are with the following about Los Alamos National Laboratory: **Los Alamos National Laboratory's effort to purchase goods and services from businesses in northern New Mexico communities***

	County				Organizational Sector					
	Total Sample (N=298)	Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	10%	8%	11%	10%	12%	10%	13%	4%	3%	19%
Somewhat satisfied	21%	25%	19%	18%	23%	19%	22%	12%	36%	26%
Somewhat dissatisfied	29%	41%	26%	26%	22%	33%	23%	45%	11%	30%
Very dissatisfied	20%	24%	25%	18%	11%	9%	32%	4%	24%	7%
Don't know/won't say	20%	2%	19%	28%	32%	29%	10%	34%	26%	18%

## Evaluation of Specific LANL Attributes: Efforts to Provide Equal Employment Opportunities

Question 6: For the following items how satisfied are you with Los Alamos National Laboratory. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with: **The lab's effort to provide equal employment opportunities for qualified residents of Northern New Mexico during the last year**

	Total Sample (N=298)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	
Very satisfied	20%	23%	18%	15%	33%	19%	20%	16%	15%	37%
Somewhat satisfied	29%	29%	36%	26%	24%	37%	26%	32%	20%	16%
Somewhat dissatisfied	18%	16%	24%	19%	9%	14%	17%	23%	31%	15%
Very dissatisfied	6%	9%	5%	5%	8%	2%	7%	7%	14%	5%
Don't know/won't say	27%	23%	18%	35%	27%	27%	30%	22%	20%	27%

## Evaluation of Specific LANL Attributes: Efforts to Listen to the Concerns of the Community

Question 7: For the following items how satisfied are you with Los Alamos National Laboratory. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with: **The lab's effort to listen to the concerns of the Northern New Mexico community**

	Total Sample (N=298)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	
Very satisfied	16%	7%	20%	14%	30%	16%	14%	18%	20%	16%
Somewhat satisfied	28%	30%	20%	33%	24%	30%	29%	18%	49%	27%
Somewhat dissatisfied	27%	36%	35%	22%	16%	31%	24%	34%	9%	32%
Very dissatisfied	19%	25%	16%	20%	13%	10%	27%	14%	15%	11%
Don't know/won't say	10%	2%	11%	12%	17%	13%	7%	15%	7%	14%

## Evaluation of Specific LANL Attributes: Efforts to Respond to the Concerns of the Community

Question 8: For the following items how satisfied are you with Los Alamos National Laboratory. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with: **The Lab's efforts to respond to the concerns of the Northern New Mexico community**

	County				Organizational Sector					
	Total Sample (N=298)	Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	10%	2%	12%	11%	15%	12%	9%	7%	29%	5%
Somewhat satisfied	24%	26%	26%	22%	28%	28%	23%	26%	17%	24%
Somewhat dissatisfied	29%	29%	29%	30%	24%	31%	25%	27%	39%	43%
Very dissatisfied	27%	39%	25%	25%	16%	15%	36%	27%	7%	15%
Don't know/won't say	10%	4%	8%	12%	17%	14%	7%	12%	7%	14%

## Evaluation of Specific LANL Attributes: Overall Impact On the Economy of the Community

Question 9: For the following items how satisfied are you with Los Alamos National Laboratory. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with: **The overall impact that the Lab on the economy of the Northern New Mexico community**

	Total Sample (N=298)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	
Very satisfied	53%	57%	62%	42%	63%	46%	51%	71%	61%	41%
Somewhat satisfied	28%	23%	21%	38%	21%	33%	29%	23%	28%	19%
Somewhat dissatisfied	8%	6%	9%	9%	6%	11%	7%	4%	3%	11%
Very dissatisfied	5%	11%	8%	2%	2%	-	11%	-	-	3%
Don't know/won't say	5%	2%	-	9%	9%	10%	2%	2%	9%	27%

## Evaluation of Specific LANL Attributes: Efforts to Provide Effective Environmentalism

Question 10: For the following items how satisfied are you with Los Alamos National Laboratory. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with: **The Lab's efforts to provide effective environmental stewardship, monitoring and remediation**

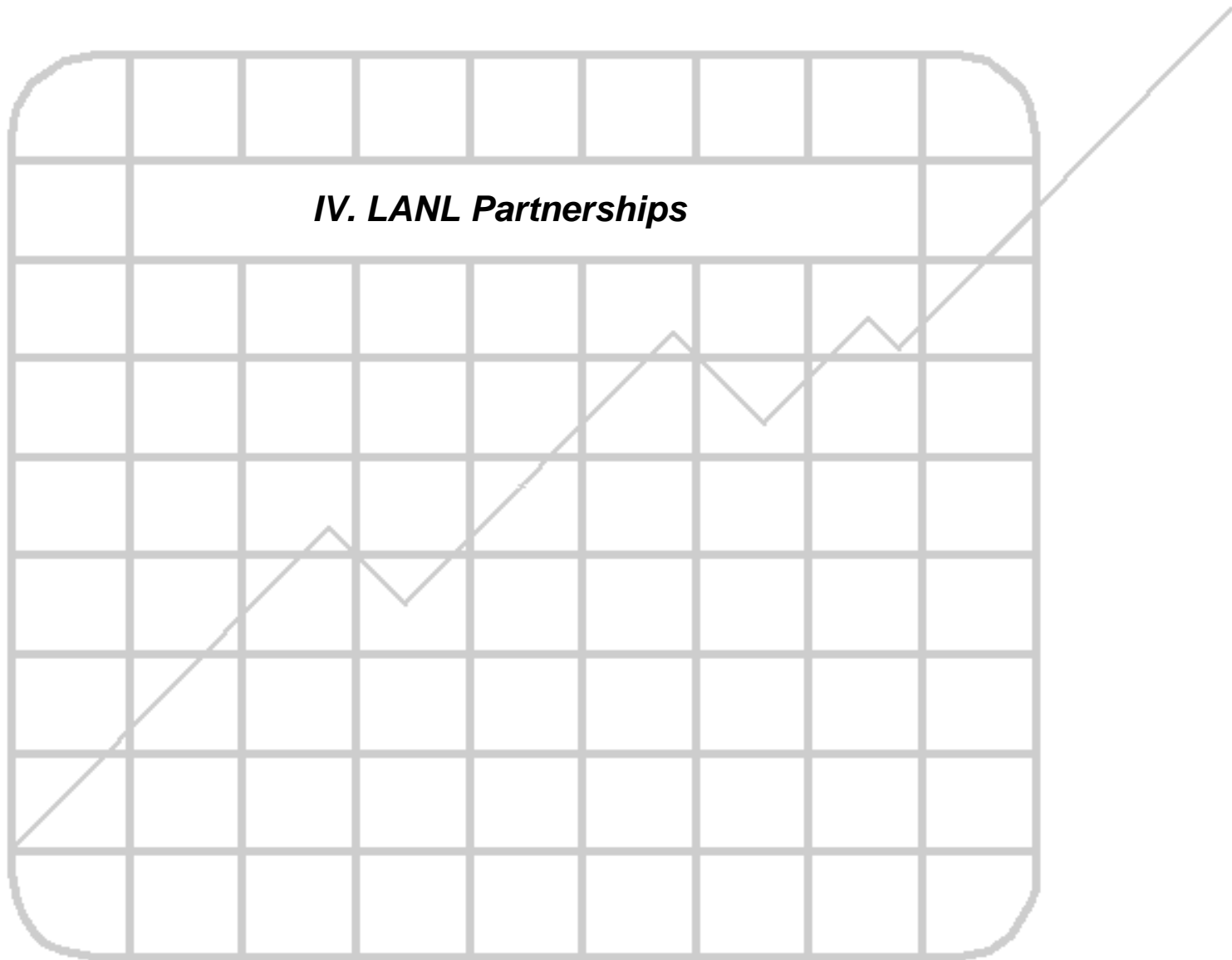
	Total Sample (N=298)	County				Organizational Sector				Special Interest Groups
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	
Very satisfied	20%	29%	18%	13%	27%	20%	23%	16%	13%	21%
Somewhat satisfied	39%	49%	41%	33%	34%	38%	42%	34%	33%	37%
Somewhat dissatisfied	20%	13%	16%	29%	16%	22%	16%	28%	28%	13%
Very dissatisfied	10%	4%	13%	12%	8%	8%	9%	14%	6%	11%
Don't know/won't say	12%	6%	13%	13%	15%	12%	11%	8%	20%	18%



## Evaluation of Specific LANL Attributes: Involvement in Northern New Mexico Through Charitable Organizations

Question 11: For the following items how satisfied are you with Los Alamos National Laboratory. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with: **The Lab's involvement in Northern New Mexico through programs such as school drives, United Way Campaigns and other charitable programs**

	County				Organizational Sector					
	Total Sample (N=298)	Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	33%	42%	31%	27%	39%	28%	38%	26%	28%	36%
Somewhat satisfied	33%	44%	33%	33%	19%	41%	28%	36%	20%	46%
Somewhat dissatisfied	12%	7%	19%	10%	12%	7%	12%	13%	23%	7%
Very dissatisfied	3%	-	2%	6%	4%	3%	2%	6%	1%	-
Don't know/won't say	19%	7%	15%	26%	26%	20%	19%	18%	27%	11%



## Effectiveness of LANL Partnerships With Business Community In Northern New Mexico

Question 12: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **The business community in Northern New Mexico**

	Total Sample (N=298)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	Special Interest Groups
Very effective	9%	12%	9%	6%	15%	6%	11%	6%	16%	13%
Somewhat effective	31%	17%	25%	41%	33%	37%	25%	33%	37%	35%
Somewhat ineffective	30%	37%	34%	25%	25%	32%	33%	22%	22%	26%
Very ineffective	17%	32%	16%	12%	10%	11%	26%	9%	5%	14%
Don't know/won't say	13%	2%	15%	16%	18%	13%	5%	31%	21%	12%

## Effectiveness of LANL Partnerships With School Districts and Educational Agencies In Northern New Mexico

Question 13: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **The school districts and educational agencies in Northern New Mexico**

	Total Sample (N=298)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	19%	15%	21%	16%	26%	18%	15%	30%	22%	9%
Somewhat effective	33%	38%	36%	29%	30%	37%	27%	38%	43%	35%
Somewhat ineffective	18%	20%	14%	23%	11%	24%	17%	13%	16%	26%
Very ineffective	8%	6%	11%	7%	5%	4%	5%	17%	9%	8%
Don't know/won't say	23%	21%	19%	25%	27%	17%	36%	1%	10%	22%

## Effectiveness of LANL Partnerships With Local Governments In Northern New Mexico

Question 14: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **Local governments in Northern New Mexico**

	Total Sample (N=298)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	10%	6%	6%	13%	16%	11%	8%	5%	36%	15%
Somewhat effective	29%	25%	32%	29%	28%	42%	28%	15%	17%	33%
Somewhat ineffective	24%	32%	16%	29%	14%	33%	20%	23%	26%	23%
Very ineffective	10%	18%	15%	4%	5%	7%	11%	13%	6%	9%
Don't know/won't say	27%	19%	31%	26%	36%	7%	32%	45%	15%	21%

## Effectiveness of LANL Partnerships With Tribal Governments and Agencies

Question 15: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **Tribal governments and tribal agencies**

	County				Organizational Sector					
	Total Sample (N=298)	Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	7%	2%	12%	6%	13%	5%	7%	7%	26%	3%
Somewhat effective	23%	31%	27%	18%	19%	27%	26%	12%	17%	28%
Somewhat ineffective	12%	19%	7%	12%	10%	8%	15%	4%	22%	20%
Very ineffective	8%	2%	12%	9%	8%	12%	5%	9%	16%	-
Don't know/won't say	50%	47%	43%	55%	50%	48%	47%	67%	19%	49%

## Effectiveness of LANL Partnerships With State Government Agencies

Question 16: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **State government agencies**

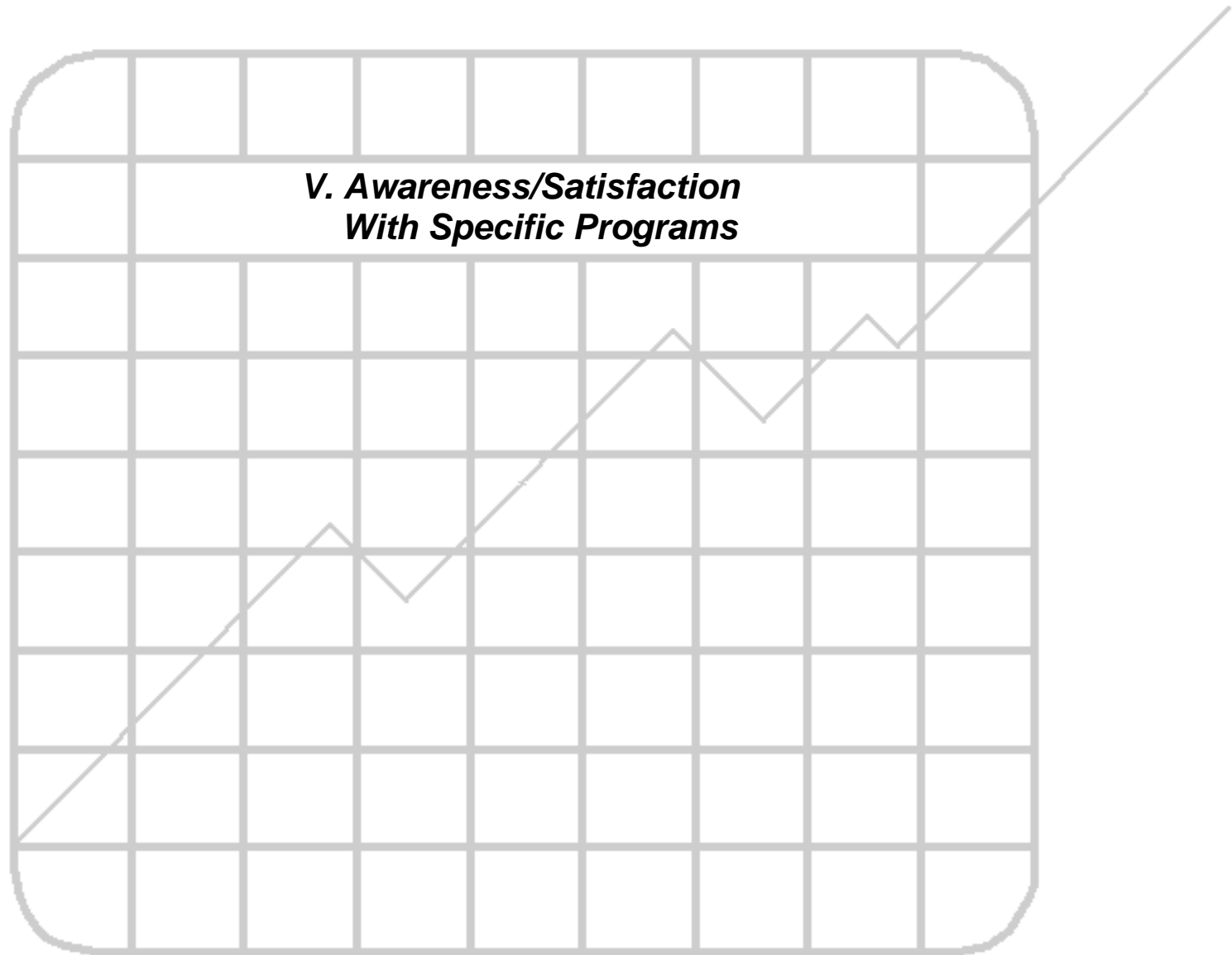
	Total Sample (N=298)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	11%	6%	9%	12%	16%	14%	11%	4%	19%	10%
Somewhat effective	31%	32%	38%	29%	28%	37%	29%	31%	23%	32%
Somewhat ineffective	19%	26%	18%	18%	11%	16%	20%	18%	26%	16%
Very ineffective	4%	3%	2%	7%	5%	6%	5%	1%	1%	1%
Don't know/won't say	35%	33%	33%	35%	40%	27%	34%	46%	30%	41%

## Effectiveness of LANL Partnerships With the State Legislature

Question 17: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **The State Legislature**

	County				Organizational Sector					
	Total Sample (N=298)	Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	13%	9%	11%	13%	20%	19%	12%	6%	13%	14%
Somewhat effective	29%	28%	40%	24%	26%	32%	26%	41%	7%	20%
Somewhat ineffective	15%	19%	13%	15%	10%	14%	13%	12%	23%	28%
Very ineffective	5%	6%	4%	6%	5%	3%	6%	9%	-	1%
Don't know/won't say	38%	38%	32%	42%	40%	32%	42%	32%	57%	37%





## Satisfaction with LANL's Educational Assistance Programs

Question 18: How satisfied are you with the efforts of the Los Alamos National Laboratory through such activities as education grants and the LANL employee scholarship fund? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	Total Sample (N=298)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	Special Interest Groups
Very satisfied	32%	34%	29%	31%	39%	25%	28%	47%	36%	38%
Somewhat satisfied	36%	44%	36%	37%	21%	44%	34%	37%	24%	25%
Somewhat dissatisfied	5%	1%	11%	4%	9%	3%	5%	5%	15%	14%
Very dissatisfied	4%	2%	7%	4%	-	2%	3%	8%	5%	-
Don't know/won't say	23%	20%	17%	25%	32%	25%	30%	3%	20%	23%

### Satisfaction With LANL's Education Programs Offered

Question 19: How satisfied are you with the education programs offered by LANL such as the Math and Science Academy, Adventures in Supercomputing Challenge, and partnerships with New Mexico Colleges and Universities? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	County				Organizational Sector					
	Total Sample (N=298)	Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	42%	48%	53%	31%	46%	29%	41%	63%	40%	38%
Somewhat satisfied	30%	35%	22%	35%	22%	42%	29%	22%	22%	30%
Somewhat dissatisfied	7%	6%	11%	4%	12%	5%	5%	9%	22%	10%
Very dissatisfied	4%	2%	4%	7%	1%	2%	4%	5%	9%	-
Don't know/won't say	17%	9%	11%	24%	20%	22%	21%	2%	7%	22%

## Satisfaction With LANL Communications

Question 20: How satisfied are you with the methods available to you for communicating with Los Alamos National Laboratory regarding your needs, concerns, and ideas? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	Total Sample (N=298)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	Special Interest Groups
Very satisfied	20%	10%	19%	23%	27%	29%	13%	22%	33%	19%
Somewhat satisfied	23%	21%	26%	23%	26%	25%	24%	19%	20%	27%
Somewhat dissatisfied	27%	38%	36%	18%	20%	18%	32%	26%	35%	22%
Very dissatisfied	22%	31%	17%	23%	17%	17%	27%	23%	5%	18%
Don't know/won't say	7%	-	2%	14%	10%	11%	4%	10%	7%	15%

## Satisfaction With LANL Employees' Contributions and Volunteerism

Question 21: How satisfied are you with the contributions of LANL employees to the community through donations and volunteerism? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	Total Sample (N=298)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal	Special Interest Groups
Very satisfied	26%	36%	17%	27%	25%	28%	29%	19%	17%	25%
Somewhat satisfied	30%	36%	43%	23%	20%	32%	24%	43%	29%	35%
Somewhat dissatisfied	10%	10%	13%	10%	6%	13%	10%	4%	15%	15%
Very dissatisfied	5%	4%	5%	5%	5%	-	6%	5%	13%	-
Don't know/won't say	29%	14%	22%	35%	44%	26%	30%	29%	26%	25%

## Satisfaction With Community Involvement and Economic Development

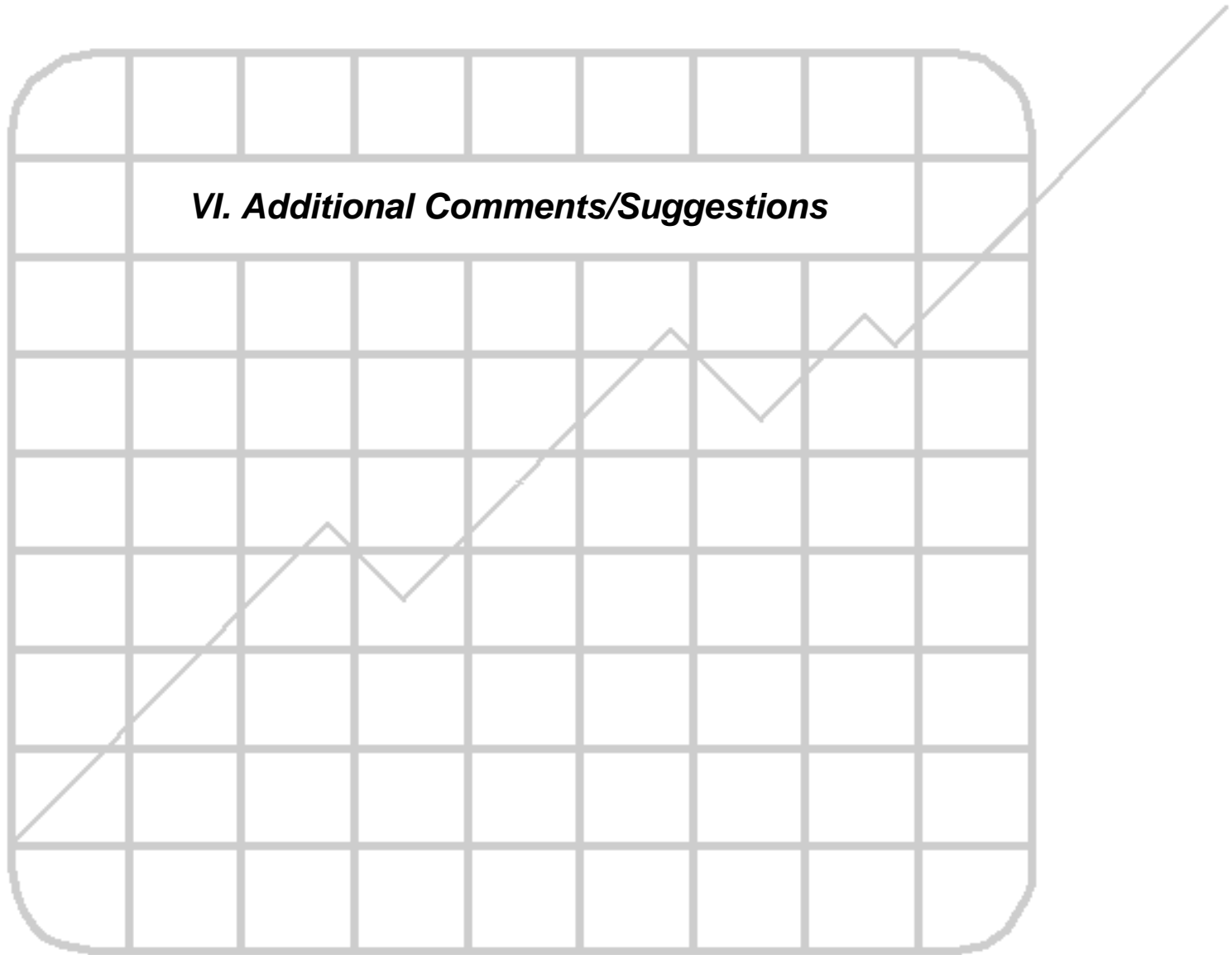
Question 22: How satisfied are you with LANL's involvement in community and economic development? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	County				Organizational Sector					Special Interest Groups
	Total Sample (N=298)	Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	
Very satisfied	17%	8%	23%	16%	26%	20%	12%	24%	32%	13%
Somewhat satisfied	31%	33%	26%	31%	32%	30%	35%	27%	16%	28%
Somewhat dissatisfied	27%	31%	33%	24%	18%	22%	26%	32%	23%	38%
Very dissatisfied	14%	23%	11%	13%	9%	14%	16%	12%	9%	8%
Don't know/won't say	11%	5%	7%	16%	15%	13%	12%	5%	20%	13%

## Satisfaction With Technology Commercialization Program

Question 23: How satisfied are you with the Lab's programs in regional business development such as technology transfer and commercialization, entrepreneurship training and its efforts to partner with its subcontractor consortium? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	County				Organizational Sector					Special Interest Groups
	Total Sample (N=298)	Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Governmental	Economic/Business	Education	Tribal	
Very satisfied	14%	8%	18%	11%	28%	9%	12%	24%	22%	17%
Somewhat satisfied	31%	39%	18%	39%	21%	31%	35%	23%	20%	46%
Somewhat dissatisfied	22%	24%	35%	14%	23%	23%	23%	19%	30%	19%
Very dissatisfied	17%	25%	15%	14%	11%	14%	23%	12%	9%	-
Don't know/won't say	15%	4%	14%	22%	17%	24%	8%	22%	19%	18%





## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach

Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?

- Need to continue and improve their communication with local governments.
- Need to see more effort.
- Need close relationships with top management and the community leaders. They don't have the right mindset. How can they expect us to rally around them if they don't show concern for us when making decisions that impact us?
- Concept is terrific, too many disparate voices, needs to be more focus in all their efforts to be successful.
- It wouldn't take that much to turn it around. Just say, hey look, we are partners, we both need each other.
- Better awareness to community and its leaders about its initiatives.
- There is still an opportunity for new management since the honeymoon period will last from June to June.
- There is at least the perception around town that every single new leader lives in Santa Fe.
- They need to be more consistent in their approach.
- The Lab has so much more it could do in all areas where I said somewhat effective or somewhat satisfied.
- We have contracts with the Lab and like to know if we can get other contracts with the Labs.
- Educational outreach efforts have been increasing.
- They need to explain why the employees come first, then the outsourcing to contractors. Without communication the subcontractors (wonder) about why their lives are turned upside down.
- They need to understand how they impact the community
- Everyone sighed with relief when they were awarded the contract. The way they handled the employee benefits, however, created consternation.
- None - don't have enough knowledge to respond.
- It feels like some corporation has come into NM to run the Lab. But where are they?
- The Lab tends to restrict their business within a 5 mile radius. They need to include other areas that are further out like Pojoaque, Espanola and others.
- As a small business owner, it is hard to communicate with LANL. We can't seem to get our business information across to LANL and into the organization. We're not sure of the different entities available at LANL to communicate with.
- I'm seeing a comparison with LANL and Intel. The local communities need help with their infrastructure in order to bring in higher tech opportunities and education. For instance, the Rio Rancho development is more advanced than Espanola.
- Step it up in all levels! They are coasting along. They need to get engaged!

## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach (continued)

Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?

- They need to be more proactive with companies in Northern New Mexico in setting up partnerships and not charge for people to attend these forums or meetings.
- I think they are doing a good job. But, there was a disconnect with management and lay people under old leadership.
- LANL should stop trying to internalize their program and services that they had previously "outsourced".
- There is a bias toward large business - they need to "de-bundle" more projects so that local I.T. companies have a better opportunity to win business from the Lab. Source more I.T. products and services from State of New Mexico.
- Lab needs to be up front and honest with their plans for future. They seem to wear a P.R. face in public.
- We would like to see purchase orders - they never even call us anymore.
- They need to be a lot more involved with Northern New Mexico small business. It has never been great but now in recent times it is really poor.
- They need to work with smaller business in New Mexico and not give jobs to out of state companies.
- Give some business to Taos County. No business ever seems to be given to Taos County.
- The overall comment I have is that after they were awarded the contract they forgot their commitments to the community. They didn't carry out what they said they were going to do. They're going to have a lot to prove.
- Regional economic development; more emphasis needs to be directed to creating opportunities for Northern New Mexico business that go beyond work at LANL. Like to see the Lab consider Northern New Mexico preference followed by New Mexico preference. When they look at small business programs, they need to look at making it easier for small business to do business up there. The lack of consistent solicitation process makes it difficult for potential offers.
- The Lab does act more like a business - which the business community really likes! Lillian Montoya has really made a huge difference! Belinda Padilla - is very good person also and is good team player.
- They need an effective purchasing department. Supply chain management needs to be re-engineered also.
- They need more communication with small business and contractors in general.
- They could do a lot more in the Espanola area. They do a lot for Santa Fe, but they could really do more economic development for Espanola.
- The best thing LANL has going for them is the Foundation. The Foundation has done a lot.
- All the above efforts that addressed Northern New Mexico; the resources are all good for a couple of years then they are cut out (e.g. water resources and technical assistance officer - cut way back, has gone away).
- Open communication.
- The Lab over the years has done a great job with outreach. I hope it continues.

## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach (continued)

Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?

- Road design for drive through W. Jemez Rd is dangerous! Also, like to see LANL - not so wasteful like \$1 million for new furniture.
- If LANL wants to grow in their partnership with the business, they need to become more open. They need to be more open with what contracts are available.
- Would like to see higher connection between LANL and schools!
- Lab never connected to tribal communities, no projects ever given and a very small percentage of Native Americans work at LANL. Too much of the "good ol' boy system".
- No effort made by tech people when we asked for collaboration. We are always ignored.
- Need to "outsource" more work to subcontractors; this would generate great economic development.
- They need to totally re-do their approach to partnerships and tech transfer. Need a forum with community leaders for input.
- They need to live up to the positions they advertise for the contracts. They need to do more follow through in their policies.
- I heard they want to be different than last year. They need to figure out a solid plan and execute it well before they publicize it. Lillian Montoya-Rael is doing an excellent job with LANL and they need to follow her lead. She is the bright spot at LANL. The new management team, Bechtel, is driving the issue and does not care about the community and there is no sincerity for the local economic development.
- Just keep on doing what you now do. Northern New Mexico wouldn't exist without the Lab.
- Better planning on their work would help the community as a whole.
- Be more flexible with all the vendors.
- I don't believe the contracting process is on a level playing field.
- Be more accessible to the small business.(It's hard to get in that door)
- Nothing. I really enjoy working with some departments, but others not so great.
- Try to work more with the small businesses.
- LANL needs to rescind hostile policy against small businesses. They now have a very negative effect; if they don't change and do as they promised, small business will cease to exist.
- Overall doing a good job, but there is plenty of room for improvement.
- Have more involvement with Native American business and more contact with the small businesses to create more technical jobs so there can be more growth in the area.
- Make it easier for the small business to do business with the Lab, seems a lot of work going out of state or to a few certain companies.
- Simplify
- Right now, as I see it, it's just a wait and see game, as it is with all new businesses.
- They don't allow the community to have a part in decision making processes

## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach (continued)

Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?

- Use different subcontractors for jobs, all in the valley need it. Get more OJT for kids just getting out of high school.
- Need to have open communications with the Lab and the small business companies and the community.
- Need to follow up on programs that they start with the community.
- Route resources out to right resource and right people. Subcontract to the small business in area. A lot of opportunity to help both the youth and the economy.
- Need to utilize companies in New Mexico for subcontract work; keep money and jobs in-state.
- Need to follow up on their commitments to both existing and new vendors.
- More communications with the small businesses in area.
- Need to give more business to the local community.
- Joint ventures between small companies to do the Lab work, thus keeping it in New Mexico.
- The Lab should extend its summer NBA internship by 2x.
- The director came to the pueblo to talk to people about contaminations. They never do anything to help. Need the small jobs to keep the tribal communities going - \$5,000 or less.
- They are not helping Northern New Mexico - they keep bringing in outside contractors from Albuquerque and worse from out of state, even those of us who are 8-A contractors aren't getting the jobs.
- We haven't had much work with them lately, therefore, maybe more local work, stay in state.
- Focus less on Northern New Mexico, encourage teaming between Northern New Mexico small business and other larger New Mexico based small businesses. Establish New Mexico headquarters business, set aside program.
- More communication with the small businesses; more jobs for the local businesses.
- New contractor needs to have lots of communication and be open to the community needs. Current policy doesn't make sense to either community or Lab for the short or long term.
- The contractor should have been local. They really don't care about New Mexico or the community, we are so far beneath them, they don't even live up here.
- Offer more to the community. Realize the impact they have on the lives of the community; we are 99% dependent on them.
- Lack of openness and perceived lack of sincerity at the Lab that results in lack of trust within the community.
- More outreach efforts to the tribes like offering training or educational scholarships - need more effort.
- Better communication from LANL to the community.
- I wish they would seek out Native American communities and companies to do business with, as it is almost impossible to try to connect with LANL.

## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach (continued)

Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?

- Lab needs to reach out to smaller business and smaller schools, not the big schools.
- Use more small business; there is a bias against the smaller businesses.
- Always wanted to sit at table with everyone and now we have opportunity. Need to utilize the opportunity.
- I am hopeful that the new group will get over their cultural basis. They need to reach out to smaller communities and small businesses.
- They report out well in their efforts but they need to include more reporting out into the Native American communities. These communities need to know more about what's being done for the areas.
- I'd like to see improvement in policy to the communities and civic organizations. They need to create policies to encourage involvement. Also, LANL only enters one year leases. I'd like to see them extending and entering longer term leases.
- They did not prepare for gross receipts taxes. How can they expect profit? There is no fiscal responsibility. They have no systematic way to purchase from small businesses. They should hire me to do their strategic planning. Their people listen, but there is someone behind the firewall who we can't get through to.
- Improve the tech transfer and commercialization programs and tech training.
- I feel more emphasis could have been on the bypass road.
- Better connection with community colleges.
- The Lab is failing to recruit local talent. The local talent is moving out of New Mexico. The Lab is hiring people from all over the world. Northern New Mexico stands willing and capable to provide goods and services. The Lab needs to give us a chance. The Lab needs to reach out to Northern New Mexico's educational facilities. The new contractor will lay off more people and the economy here will get worse.
- They need a better in-reach program to educate the Lab's employees on what the supplier community has to offer them.
- I am pleased that they have safety as a priority.
- I think that LANL is doing the best they can.
- Lab seems to pay more attention and is involved with communities close to Los Alamos and Santa Fe. Need to expand to cover smaller towns (Chama). The Math and Science Academy is a great benefit to Chama schools.
- Continue Math and Science program. Very possible impact on Chama.
- One project per year per community would be excellent.
- Reach out more effectively to help smaller communities. Young people leave the area because there are no good paying jobs.
- Continue support thru MSA.
- Senior management at LANL really needs to sit down and listen to the community leaders!
- Pleased the Lab is paying gross receipt taxes.

## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach (continued)

Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?

- Lab does a good job overall.
- Send letters to school superintendents, advising what's available and requirements to qualify for such openings.
- Need to be more available to community professionals (e.g. mayor, business managers and CEOs, colleges). More bombs is overkill - bringing bad situation to environment.
- Apply technology to human needs and stop making bombs.
- Likes the Lab's responsiveness. Thinks the distance is a problem for locals to work there.
- Important issues in small areas need more assistance from Labs.
- Stop catering to the needs of Southern New Mexico and help the small northern areas.
- Lack of communication of what the Lab is doing. Maybe release pertinent information through newspaper.
- Improve budget process and start renewing contracts.
- Northern New Mexico needs real partnership with the Lab, no more token handouts such as used trailers and computers. We need economic development.
- Get open and ongoing communications with the communities in the region.
- Create more partnerships with tribal agencies and more public outreach to provide awareness of programs and scholarship availability.
- Need to put more focus on education, community relations department; not very clear as to what's going on; staff needs the time to actually do what they promise. New Mexico's youth has the talent, they just need the leadership in education.
- Management - directors need to have open door policy, need to mix with community, learn culture, get more involved in education. A lot of talent in New Mexico, don't need to go out of state or country.
- More effort to transfer Lab. Technology into developed Lab research park.
- Continue what they are doing.
- Make employee child care a high priority.
- Need to be more viable to the small businesses as well as the community.
- Needs to be more resources available to make commitments for education outreach.
- Outside of Los Alamos, very ineffective with schools and businesses. Need to be more active with other communities in Northern New Mexico. Chamber of Commerce.
- Increase involvement of the community with open communications.
- Lab needs to communicate with tribal agencies. DOE needs to get involved with road improvement on SR 30.
- Too early to tell about new management.
- Think they should embark on a major public awareness campaign.

## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach (continued)

Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?

- Like to urge them to use more New Mexico based quality improvement companies.
- If new contractor meets its commitments (shared rate) it would be very good if there is follow through; community needs to be involved.
- Since they are a national Lab, they should extend their efforts in all areas to the entire state, not just Northern New Mexico.
- Stronger partnerships with the agencies and companies that already make these efforts.
- They need to sit and talk with people - business people and county government.
- Not sure who to deal with.
- Lab dominates the local economy and minor adjustments affect everybody [in the community], so Lab needs to put in more thought.
- The work for community and education outreach is good. Economic development outreach needs to be stronger - more funded. Need more intercommunication. Think they are headed in right direction and head of contractor needs to be more accountable to these efforts.
- My concerns are: would be better if they would be more responsive to environmental cleanup and nuclear concerns; and do more with businesses on a non-nuclear basis.
- They need to focus on everything they say they're going to do. The information looks good on paper, but their actions don't match up. The work isn't getting trickled down to Northern New Mexico.
- There is a conflict between the Lab and the direct employees and economic development. If a business is selling services solely to the Lab and the Lab goes away, then the business suffers and goes away. However, if the business diversifies services to other avenues and the Lab goes away, then the business doesn't suffer as much.
- We need more communication of the facts.
- Need to make a bigger effort to push programs through and make a better effort to communicate with the community.
- Current manager of Lab should follow the past lead manager of Lab with programs of the community.
- New contractor needs to live up to the promises made in communities - prior to the contract. More needs to be done with tribal communities that border the Lab.
- Actions speak more than words, need to do more than just talk.
- Need to provide more public information, more early mid-school years involvement to encourage students to get involved in math and science.
- Expect them to work with economic development in Northern New Mexico and work more with minorities; still some discrimination.
- Would like the county government to have a seat at the table when LANL considers changing programs that affect Los Alamos citizenry.
- It's ok. There is room for improvement in all areas.
- Would like to see them coordinate their educational initiatives with the school districts and the universities.

## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach (continued)

Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?

- Education outreach should extend to high schools, not just higher education.
- Not achieving the impact they could make on economic development. Better and timely communications.
- They need more advertising out in the community and or government outlets to promote their programs.
- Need to provide more in San Miguel County with economic development.
- They need to focus on all things they haven't really done. Not aware of change since take over.
- Hoping to see if commitments made are kept by new management.
- With new management, go back to monthly meetings with local government people.
- Think the Lab needs to do a lot more with local architects and engineers involvement with them. They don't meet small business mandates and don't enforce what they have in place.
- Give new contractor time to build relationships.
- Make more concentrated effort to involve surrounding county, contracting businesses because they're usually passed over.
- They need to increase their presence in community and improve their lines of communication with the small business communication.
- Just needs to happen! The Labs have done nothing for the tribe.
- There is a disconnect with valley residents and the Lab.
- The Lab needs to implement their initiatives stated in getting the contracts. They need better partnerships within state school agencies. It's important to recognize their impact on the region and make investments in the region in order to gain trust. Engage the small businesses.
- They are spending all the money on the people who are at LANL. Meanwhile, the reservation and small Hispanic communities are not benefiting from LANL. LANL needs to hold the union accountable. They are bringing in contractors from other areas. We don't have the means to bid on their million dollar projects. So, they hire outside contractors who can do the big jobs.
- They do a good job. They just need to figure out a way to expand their benefits to the rest of the community as a whole. Reach out to more than the same circle they're involved with.
- I'd like to see LANL be ethical. I have become so discouraged; I don't even bother with them anymore. I have been involved in some unethical behavior from LANL. They hired a consultant that undercut my business.
- The missing ingredient is to attract and develop entrepreneurs within the technology field. Do a match system. Encourage entrepreneurs to team up with experienced business leaders. I think it's great what they're doing with the training and for them to continue all they can for the tech training.
- Just waiting to see how well new management will do.
- Lab should communicate better with local community.
- Lab has no slack or reservoir of support to draw upon in Loas Alamos when things go south.



## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach (continued)

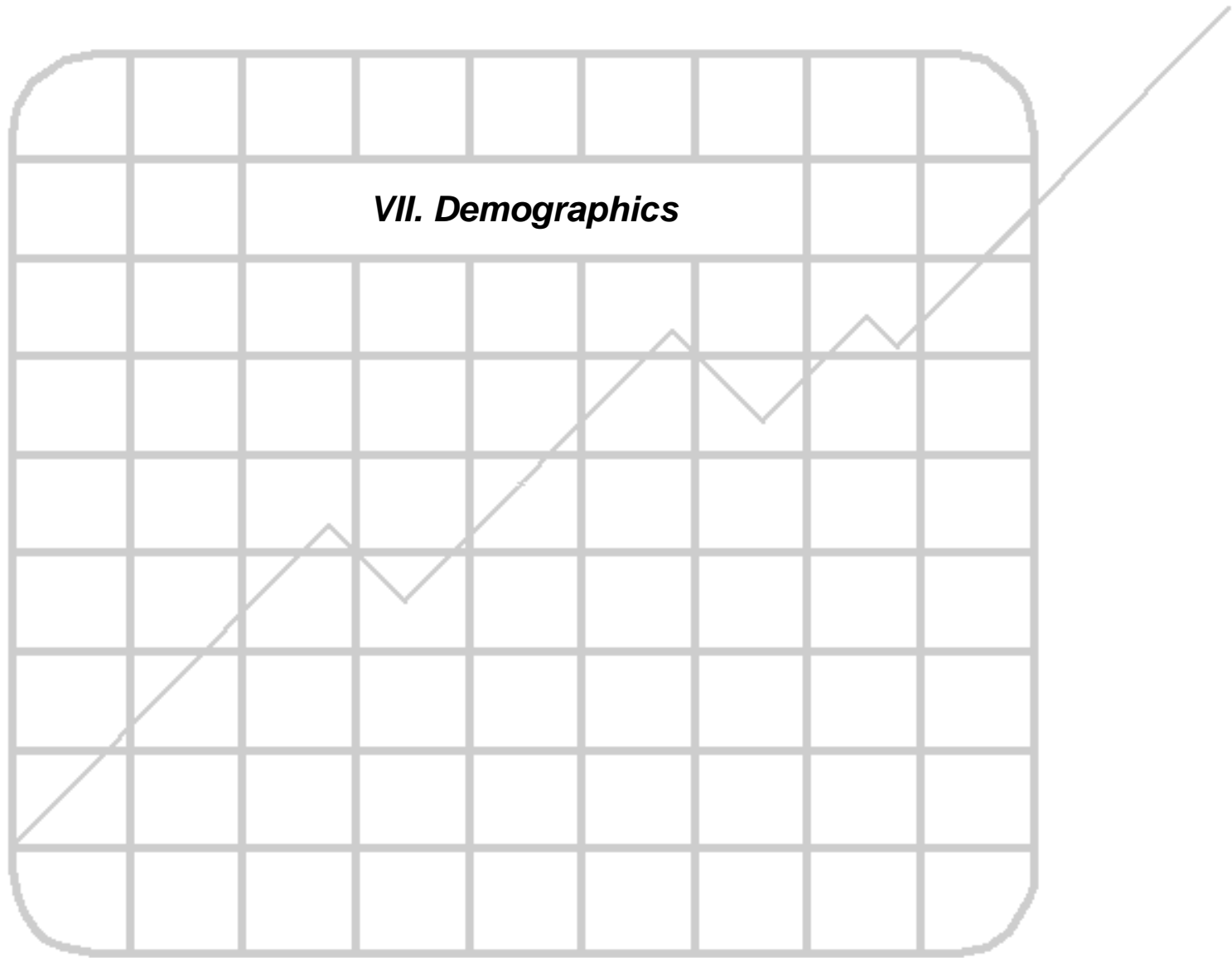
Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?

- Helpful to invite New Mexico community leaders to get acquainted with Los Alamos National Security and their concepts.
- Needs to follow through with past commitments. Too slow in doing so.
- Increase efforts in math and science programs.
- Needs more partnerships effort with local business concerning what areas to direct help.
- Math and Science Academy extremely valuable. Should be expanded and promoted.
- Need to communicate with citizens in local areas. Publicly state what is available at the Labs (jobs).
- Donate computers to schools.
- Appreciate the help from the Labs regarding tribal affairs.
- The Lab's inability to communicate effectively and positively. Leaves locals to speculate and stay in doubt. New changes are not being accepted.
- Do a better job on education outreach. Better communication on what's available at the Labs.
- Impact of contract: Los Alamos National Security changes are already felt and looks as though it continues to go down as it interfaces with the community.
- Always room for improvement.
- In general, they need more outreach to the communities.
- Do more to work with community college, rather than subcontracting to outside universities.
- Business stand point - developed programs beneficial to area. Less politics involved with the Lab.
- Continue educational programs.
- Significant outreach in innovative science and in business development in technology transfers.
- McCure Foundation and LANL could be a very effective partnership. Right now LANL is too rigid a bureaucracy.
- Should be spending more money on employing residents of Northern NM instead of relocating employees.
- Could use improvement in all areas off the "hill".
- Should make more effort in the North, other than in Espanola.
- Could show a more aggressive effort in economic areas - workforce training, infrastructure, etc.
- Communicate more with Tribes.
- Communicate better with Nambe Pueblo- no connection in any area. Would like to get their bulletins every month.
- Make technical resources more available to the tribal communities. Find an alternative route to avoid going through the reservation. My grading on LANL is based on the outreach of the community. They need to be more transparent with the community.

## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach (continued)

Question 24: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?

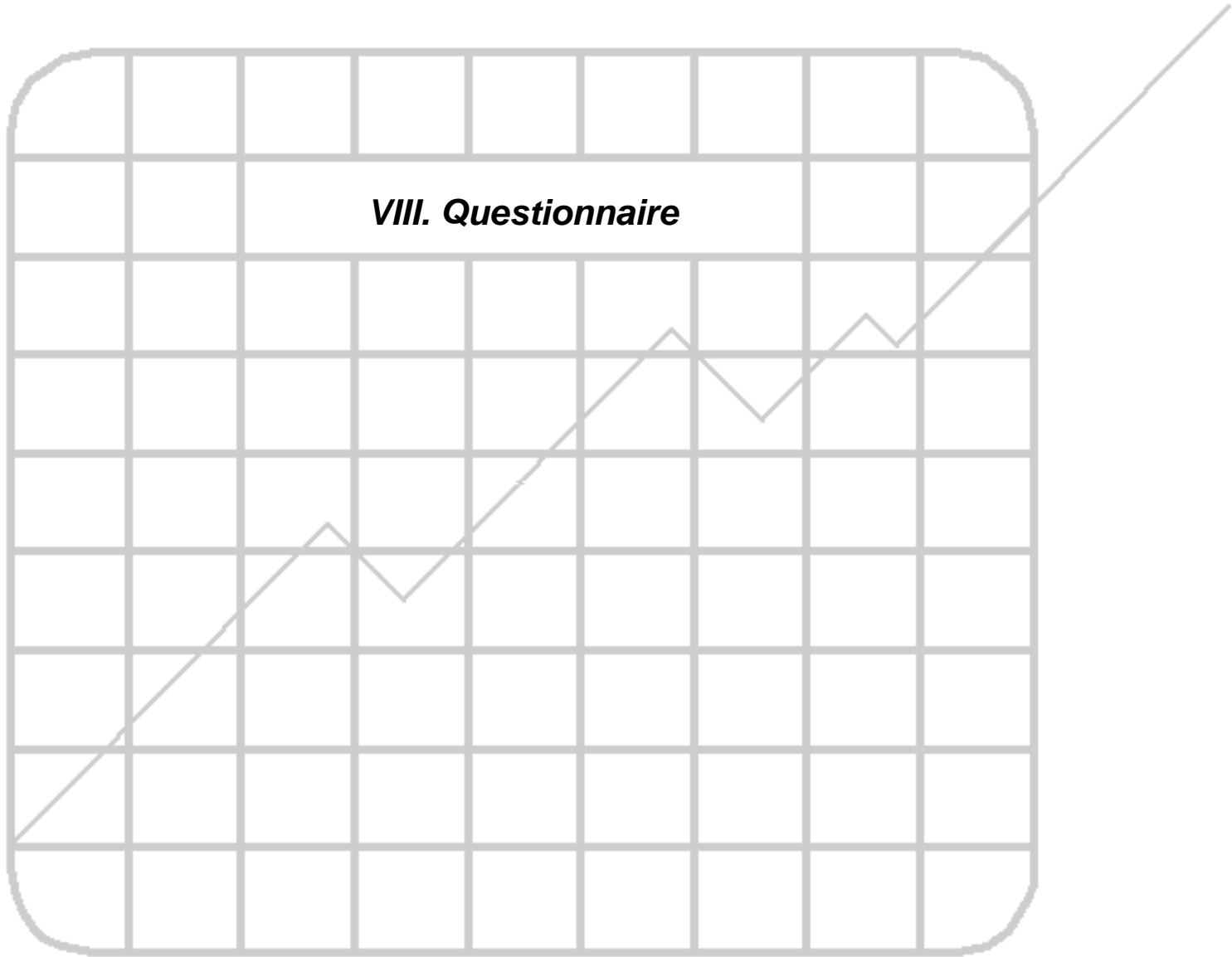
- Be more available to the Santa Fe community and the small business community.
- The Lab is not effective outside of Los Alamos. They have little communication with smaller communities. No real effort to deal with prevalent issues. Not really connected to small communities.
- Educational outreach needs to be improved with the school system in and around Espanola, including Pojoaque and Mesa Vista High Schools.
- Better outreach for small businesses to get into the LANL procurement system.
- LANL is very isolated and it's difficult to communicate with them. They miss a lot of opportunities to be involved with the various communities on so many levels.
- LANL needs to communicate more with local groups, including subcontractors, regarding planning and funding.
- LANL could make a better effort to interface with high school students in mentoring programs.
- LANL needs to think about what they are doing and how it will affect the community. They should at least keep the community informed! Keep people in the "Public Info" office for longer than one year. Too much turn over.
- Need to focus more on energy which is a huge problem for the United States.
- They need more efforts in smaller communities to develop better connections and more involvement.
- Continue to reach out and work with the community. They need to educate the community as to what they do besides making bombs and weapons.
- Stop the lip service and start doing things that are constitutional. Stop making weapons and bombs. Start working on things that help people rather than hurt people. Work on education, new energy sources, etc.
- Would like to see LANL provide more emphasis on science and engineering on all levels throughout the state.
- LANL is not open to being involved with local businesses. They need to be more open with partnership. They need more contact with the smaller communities.
- LANL needs to collaborate more with tribal and local governments. Should try to work on regional concerns and getting regional funding for programs.
- They need to do more of all of it and be involved with the communities.
- When huge changes occur we find out in the newspaper. Don't announce anything until all the i's are dotted and then it just happens.
- Pay no attention as to how the Lag affects the town, like with the decision to do 9-80's
- Lack of dialogue creates the perception of arrogance.
- No comments (77)



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**Demographics of Sample**  
(Weighted)

	<i>Total Sample (N=298)</i>
<b><u>Gender</u></b>	
Male	67%
Female	33%
<b><u>County</u></b>	
Los Alamos	23%
Rio Arriba	24%
Santa Fe	39%
Other out-of-state	1%
Other New Mexico	13%
<b><u>Organizational Sector</u></b>	
Governmental	24%
Economic/business	47%
Education	18%
Special interest groups	5%
Tribal	5%



**Los Alamos National Laboratory Community Leaders  
September 2006  
FINAL  
N = (489 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* . I'm calling on behalf of Los Alamos National Laboratory. We are conducting a survey among community leaders, such as yourself throughout 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 (Possible 109)
2. Economic/business (Possible 199)
3. Education (Possible 76)
4. Tribal (Possible 46)
5. Special Interest Groups (Possible 59)

1. **What would you say is the single biggest problem facing Northern New Mexico today?**  
(DO NOT READ CATEGORIES. UP TO 3 RESPONSES)

Crime:

- 001. Illegal drug use
- 002. Crime rate is high
- 003. Gangs
- 004. Graffiti
- 005. DWI rate high
- 006. Police/legal system
- 007. Violent crime

Social/Cultural:

- 008. Alcoholism
- 009. Youth problems
- 010. Lack of career counseling for youth
- 011. Lack of guidance/assistance for youth
- 012. Domestic violence/family problems
- 013. Welfare reform
- 014. Too few cultural events
- 015. Decline of family values

Economy:

- 016. Lack of skilled labor/labor force
- 017. Local government budget deficit
- 018. Non-availability of good jobs
- 019. Lack of training for good jobs
- 020. Lack of training for unemployed
- 021. Taxes are high/unreasonable
- 022. Cost of housing is high/unreasonable
- 023. Availability of low income/affordable homes
- 024. Cost of living is high/unreasonable

- 025. Not enough private business
- 026. Lack of economic opportunities
- 027. Economic diversification
- 028. Growing too big/too fast
- 029. Low wages
- 030. Economic instability

Education:

- 031. Educational system is poor
- 032. Quality of school facilities
- 033. Future school funding
- 034. Lack of science/math
- 035. Quality of teachers
- 036. Low pay for teachers

Environment:

- 037. Fire/risk of fire
- 038. Environment/polluted air
- 039. Drought
- 040. Nuclear waste transport
- 041. WIPP/radioactive waste

Miscellaneous:

- 042. Affordable day care
- 043. Lack of services for the disabled
- 044. Lack of services for elderly
- 045. Condition of the Bosque
- 046. Gambling/lottery
- 047. People don't vote
- 048. Government/political leadership is incompetent
- 049. Government/political leadership is crooked
- 050. Gun control
- 051. Healthcare reform
- 052. Homeless
- 053. Illiteracy
- 054. Land development out of control
- 055. Master planning
- 056. Military presence

- 057. Sewers/drains
- 058. Tourism is ruining the area
- 059. Decline of workplace values

Traffic:

- 060. Noise
- 061. Congestion
- 062. Roads/streets/highways are bad
- 063. Orange barrels/constant street maintenance
- 064. Not enough bridges
- 065. Bridges ruining environment/atmosphere

Water:

- 066. Water shortages/reserves
- 067. Don't have city water utilities
- 068. Water quality/pollution

- 499. Nothing in particular
- 500. Don't know/won't say

Other (SPECIFY) \_\_\_\_\_



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

Very Favorable
Very Unfavorable
Don't Know/ Won't Say

5.....4.....3.....2.....1.....6

3. Companies, like individuals, can be members of the community. How would you rate Los Alamos National Laboratory as a corporate citizen in Northern New Mexico? 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

4. Using a 5-point scale where 5 is *very favorable* and 1 is *very unfavorable*, what is your overall impression of the Laboratory's new contractor, Los Alamos National Security, LLC?

Very Favorable
Very Unfavorable
Don't Know/ Won't Say

5.....4.....3.....2.....1.....6

I'm going to read you a list of items about Los Alamos National Laboratory and please tell me how satisfied you are with each one. (READ STATEMENT, THEN ASK.....) Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? (RANDOMIZE)

Very Satisfied
Somewhat Satisfied
Somewhat Dissatisfied
Very Dissatisfied
Don't Know/ Won't Say

5. The Lab's efforts to purchase goods and services from businesses in Northern New Mexico communities during the last year.....4.....3.....2.....1.....5

6. The Lab's efforts to provide equal employment opportunities for qualified residents of Northern New Mexico during the last year.....4.....3.....2.....1.....5

- 7. The Lab’s efforts to listen to the concerns of the Northern New Mexico community ..... 4 ..... 3 ..... 2 ..... 1 ..... 5
- 8. The Lab’s efforts to respond to the concerns of the Northern New Mexico community ..... 4 ..... 3 ..... 2 ..... 1 ..... 5
- 9. The overall impact that the Lab has on the economy of the Northern New Mexico community ..... 4 ..... 3 ..... 2 ..... 1 ..... 5
- 10. The Lab’s efforts to provide effective environmental stewardship, monitoring, and remediation ..... 4 ..... 3 ..... 2 ..... 1 ..... 5
- 11. The Lab’s involvement in Northern New Mexico through programs such as school drives, United Way Campaigns and other charitable programs ..... 4 ..... 3 ..... 2 ..... 1 ..... 5

Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships? Would you say the following partnerships have been *very effective*, *somewhat effective*, *somewhat ineffective* or *very ineffective*? The first is Los Alamos National Laboratory’s partnership... (RANDOMIZE)

- |   | <u>Very Effective</u> | <u>Somewhat Effective</u> | <u>Somewhat Ineffective</u> | <u>Very Ineffective</u> | <u>Don't Know/<br/>Won't Say</u> |
|---|-----------------------|---------------------------|-----------------------------|-------------------------|----------------------------------|
| 12. With the business community in Northern New Mexico ..... 4 ..... 3 ..... 2 ..... 1 ..... 5                        |                       |                           |                             |                         |                                  |
| 13. With the school districts and educational agencies in Northern New Mexico ..... 4 ..... 3 ..... 2 ..... 1 ..... 5 |                       |                           |                             |                         |                                  |
| 14. With local governments in Northern New Mexico ..... 4 ..... 3 ..... 2 ..... 1 ..... 5                             |                       |                           |                             |                         |                                  |
| 15. With Tribal governments and tribal agencies ..... 4 ..... 3 ..... 2 ..... 1 ..... 5                               |                       |                           |                             |                         |                                  |
| 16. With State government agencies ..... 4 ..... 3 ..... 2 ..... 1 ..... 5  |                       |                           |                             |                         |                                  |
| 17. With the State Legislature ..... 4 ..... 3 ..... 2 ..... 1 ..... 5  |                       |                           |                             |                         |                                  |

Please rate if you are *very satisfied*, *somewhat satisfied*, *somewhat dissatisfied*, or *very dissatisfied* with Los Alamos National Laboratory's efforts in the following areas.

(RANDOMIZE)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
18. The efforts of Los Alamos National Laboratory through such activities as education grants and the LANL employee scholarship fund .....	4	3	2	1	5
19. The education programs offered by LANL such as the Math and Science Academy, Adventures in Supercomputing Challenge, and partnerships with New Mexico Colleges and Universities .....	4	3	2	1	5
20. The methods available to you for communicating with Los Alamos National Laboratory regarding your needs, concerns, and ideas .....	4	3	2	1	5
21. The contributions of LANL employees to the community through donations and volunteerism .....	4	3	2	1	5
22. LANL's involvement in community and economic development .....	4	3	2	1	5
23. The Lab's programs in regional business development such as technology transfer and commercialization, entrepreneurship training and its efforts to partner with its subcontractor consortium .....	4	3	2	1	5

24. Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?

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**THIS CONCLUDES OUR SURVEY. THANK YOU FOR YOUR TIME. HAVE A GOOD DAY.**

*NOTE TO INTERVIEWER, WAS RESPONDENT:*

1. Male
2. Female

Respondent's Phone Number \_\_\_\_\_

Interviewer Name \_\_\_\_\_

Interviewer Code \_\_\_\_\_