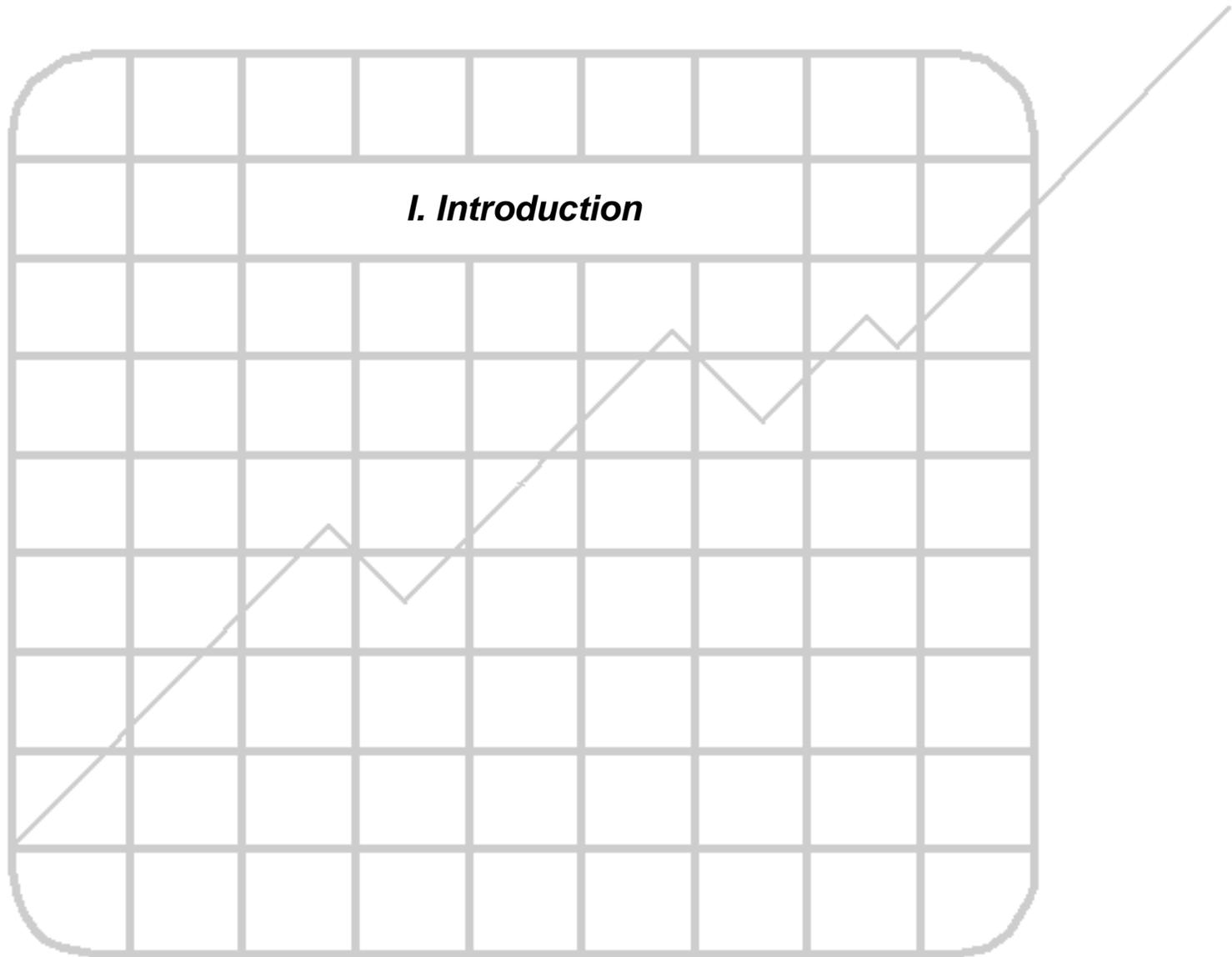


***Los Alamos National Laboratory
Community Leaders Study
September 2005***

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Methodology

This tracking study was commissioned by Los Alamos National Laboratory. The objective of this study was to measure the University of California/Los Alamos National Laboratory's perceived progress in responding to the needs of communities in Northern New Mexico. The study also measures changes in Community Leaders' awareness and satisfaction levels of specific Laboratory programs and activities over the past year. The results of the research will help to better shape and direct the UC and Laboratory's contributions to the region for the near and long-term future.

The Interview

The survey instrument was designed in collaboration with the UC, LANL and Department of Energy officials. Research & Polling refined the survey instrument, conducted the interviews 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 August 23rd and September 15th, 2005.

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 | 2000 | | | 2001 | | | 2002 | | | 2003 | | | 2004 | | | 2005 | | |
|--------------------------------|---------------------|---------------------------|---------------|---------------------|---------------------------|---------------|---------------------|---------------------------|---------------|---------------------|---------------------------|---------------|---------------------|---------------------------|---------------|---------------------|---------------------------|---------------|
| | # 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 | 6 | 4 | 67% | 5 | 2 | 40% | 24 | 19 | 79% | 7 | 6 | 86% | 16 | 11 | 69% | 28 | 21 | 75% |
| Tribal | 76 | 47 | 62% | 55 | 25 | 45% | 26 | 21 | 81% | 31 | 5 | 16% | 29 | 17 | 59% | 61 | 22 | 36% |
| Education | 36 | 27 | 75% | 41 | 22 | 54% | 65 | 40 | 62% | 64 | 32 | 50% | 69 | 43 | 62% | 93 | 75 | 81% |
| Government | 51 | 28 | 55% | 77 | 41 | 53% | 84 | 51 | 61% | 123 | 44 | 36% | 172 | 101 | 59% | 120 | 98 | 82% |
| Department of Energy | 22 | 13 | 59% | 21 | 9 | 43% | N/A | N/A | N/A |
| Economic/Business | 66 | 43 | 65% | 182 | 105 | 58% | 179 | 107 | 60% | 173 | 112 | 65% | 124 | 90 | 73% | 294 | 189 | 64% |
| Total | 257 | 162 | 63% | 381 | 204 | 54% | 378 | 238 | 63% | 398 | 199 | 50% | 410 | 262 | 64% | 596 | 405 | 68% |

Executive Summary

Community Leaders' overall impression of Los Alamos National Laboratory has remained similar to levels reported in the previous study. Interestingly, however, satisfaction with LANL's corporate citizenship has improved. On a general level, just over half of Community Leaders (52%) say they have a favorable opinion of LANL (12% have an unfavorable impression), similar to the 50% observed last year. Two-fifths (41%) of Community Leaders give LANL high ratings for being a good corporate citizen, an increase from the one-third (32%) observed last year; however, nearly one-quarter (24%) give LANL low ratings for corporate citizenship.

In particular, Community Leaders are pleased with LANL's educational outreach efforts. Community Leaders' overall satisfaction with both the LANL Foundation Program and the Technology Commercialization Program has improved significantly from levels in the previous study. In regards to the LANL Foundation Program, satisfaction has increased from 58% in 2004 to 67% currently. In addition, approximately half (51%) of Community Leaders are satisfied with LANL's Technology Commercialization Program, a significant improvement from 38% who expressed satisfaction in the previous study. As commented by one individual, "LANL has worked to improve in the last six months - more than before."

LANL's educational outreach improvement efforts have been well received, which is not surprising since education was cited by Community Leaders as the biggest problem facing the community. In fact, seven-in-ten Community Leaders say they are satisfied with the educational programs offered by LANL, with 43% saying they are *very satisfied* (a significant increase from the 29% observed in 2004).

Although many Community Leaders are satisfied with LANL's educational outreach efforts, satisfaction with LANL's efforts to maintain community relationships could be improved. One Leader comments, "The laboratory is doing better than most people realize because the laboratory is perhaps not good at telling others." There has been a slight decline in the percentage of Community Leaders who feel LANL listens to the concerns of the community (from 57% in 2004 to 54% currently). However, satisfaction with LANL's efforts to respond to community concerns remains similar to results obtained last year (48% and 47%, respectively). Nearly half of Community Leaders are satisfied with the University of California's Northern New Mexico Office programs (48%), and the majority of Community Leaders (59%) are satisfied with Los Alamos National Laboratory's efforts to provide effective

environmental stewardship, monitoring and remediation. As commented by one Community Leader, "The labs have made a sincere effort to reach out to northern NM - keep up the good work."

Many Community Leaders specifically cite issues related to the local economy and relationships with the business community. As stated by one Leader, "There is too much rhetoric from the lab about small businesses. The lab believes they meet their goals, but it doesn't seem real. It is a lot of work to do business with the lab and should not be so difficult." Though the majority of Community Leaders (77%) are satisfied with the overall impact LANL has had on the local economy, those who are *very satisfied* has declined from the previous study (from 49% to 40%). In addition, those who are *very satisfied* with LANL's efforts to provide equal employment opportunities for all qualified residents in the area has also decreased from 31% in the 2004 study to 23% currently.

One Leader states,

"LANL needs to develop open communication with the tribes. We are receiving some communication but sometimes the deadlines are not communicated effectively. This way the people can take advantage of all the programs in a timely manner. We need a better organized form of communication."

Many Economic and Business Leaders specifically feel LANL can improve its economic outreach efforts. For example, Economic and Business Leaders are polarized in regards to satisfaction with LANL's efforts to purchase goods and services; specifically, 50% are satisfied and 42% are dissatisfied.

While Los Alamos County Leaders, as compared to leaders in other regions, are especially complimentary of LANL's efforts to provide equal employment opportunities and efforts to provide effective environmental stewardship, mediation, and remediation, it is important to note that Los Alamos County Leaders are more critical when it comes to LANL's efforts to listen to the community, efforts to respond to community concerns, and the methods available to communicate with LANL.

Though one-third of Government Leaders say they are *very satisfied* with LANL's communications, one-quarter of Los Alamos County Leaders

and approximately one-fifth of Economic/Business Leaders say they are *very dissatisfied*.

LANL has done well in maintaining its partnerships with educational institutions. The majority of Community Leaders (56%) feel that partnerships with school districts and educational agencies are effective. Specifically, Education Leaders are quite complimentary of LANL in creating partnerships with school districts and educational agencies in New Mexico, as three-quarters of Education Leaders say they are satisfied with these partnerships and only one-quarter are not. In addition, Educational Leaders are quite satisfied with the educational programs offered by LANL as evidenced by 81% who say they are satisfied compared to 11% who are dissatisfied. The partnerships LANL has formed in the education sector as well as increased educational outreach efforts have helped increase satisfaction ratings in this area.

LANL should continue to address government and community partnerships in order to address community concerns. The majority of Tribal Leaders (58%) feel LANL is effective in creating partnerships with tribal governments and tribal agencies, whereas 26% of Tribal Leaders feel LANL has been ineffective in this area. The majority of Government Leaders (52%) feel LANL is effective in creating partnerships with the State Legislature, whereas 28% believe LANL is ineffective in this area. Furthermore, approximately half of Government Leaders feel LANL's partnerships with local governments in northern New Mexico (51%) and state government (46%) are effective.

Although improved communications may help satisfaction levels in regards to the business community, improved partnerships may also help increase satisfaction. Economic and Business Leaders are polarized on LANL's perceived effectiveness in creating partnerships with the business community in northern New Mexico, as half (49%) feel LANL is effective and 42% believe LANL is ineffective in this area. As stated by one Leader,

“UC has a long history of running an effective program. LANL runs a very tight and excellent program. LANL has failed in their not taking advantage of the local knowledge base. There needs to be more effort in taking advantage of the local people and the talents in our communities.”

Another area in need of attention by LANL is the concerns of special interest groups. Special interest groups are especially critical of LANL's corporate citizenship, efforts to listen to the community, efforts to respond to community concerns, partnerships with local governments in northern New Mexico, and the methods available to communicate with LANL. LANL's increased efforts in the areas of communication as well as partnerships in key community sectors may also affect satisfaction levels among special interest groups who have a vested interest in these areas.

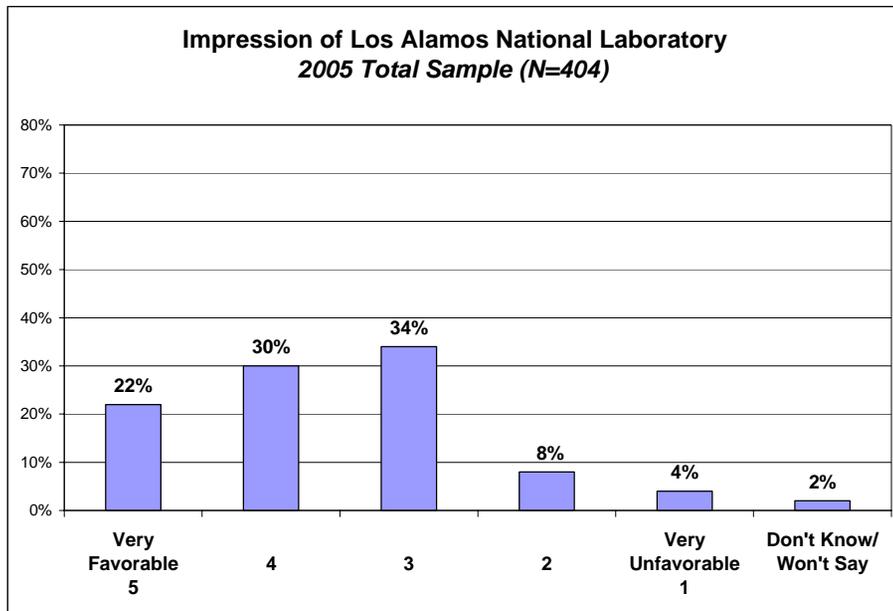
Major Problems Facing the Community

(Top 5 Unaided Responses)

| | 2005 Total Sample (N=404) | 2004 Total Sample (N=262) | 2003 Total Sample (N=199) |
|-------------------------------------|--|--|--|
| Educational system is poor | 14% | 13% | 24% |
| Non-availability of good jobs | 11% | 5% | 8% |
| Illegal drug use | 9% | 8% | 12% |
| Water shortages/reserves | 9% | 8% | 22% |
| Cost of living is high/unreasonable | 6% | 1% | 2% |

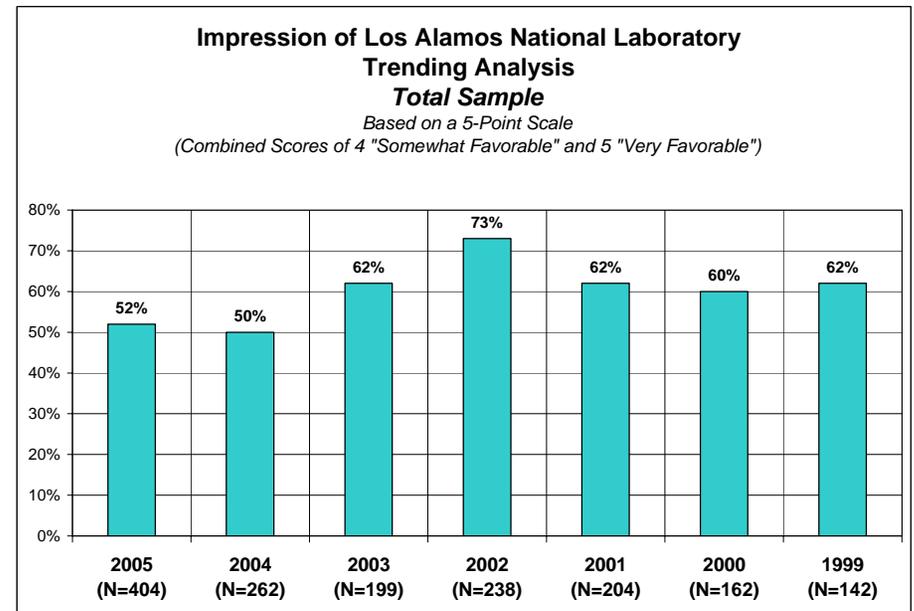
Community Leaders were asked in an unaided, open-ended manner what they feel is the single biggest problem facing their community today. Fourteen percent of Community Leaders say the biggest problem facing the community is the poor educational system, while 11% say it is the lack of good jobs. Nine percent of Community Leaders say the biggest problem facing the community is the illegal drug use and another 9% say water shortages/reserves. Other frequently mentioned problems include high cost of living (6%) and economic instability (5%). It is interesting to note that Santa Fe County residents are more apt to mention a poor educational system (21%) and water shortages (16%) as being the biggest problems facing their community, while Rio Arriba County residents are more apt to say illegal drug use (31%) is the biggest problem.

It should be mentioned that although the lack of economic opportunities was a primary concern in previous studies, in the current study this concern was mentioned by only 4% of Leaders.



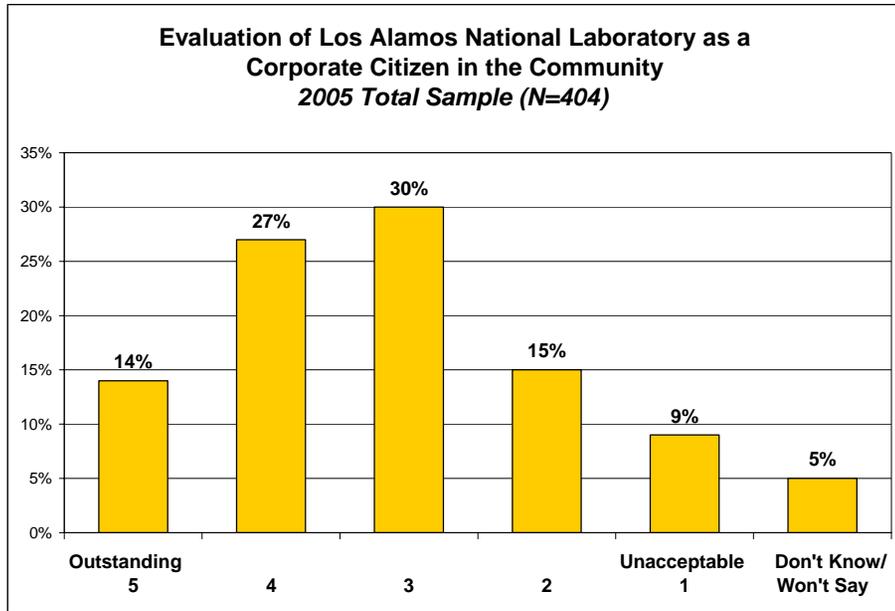
Mean †: 3.6

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



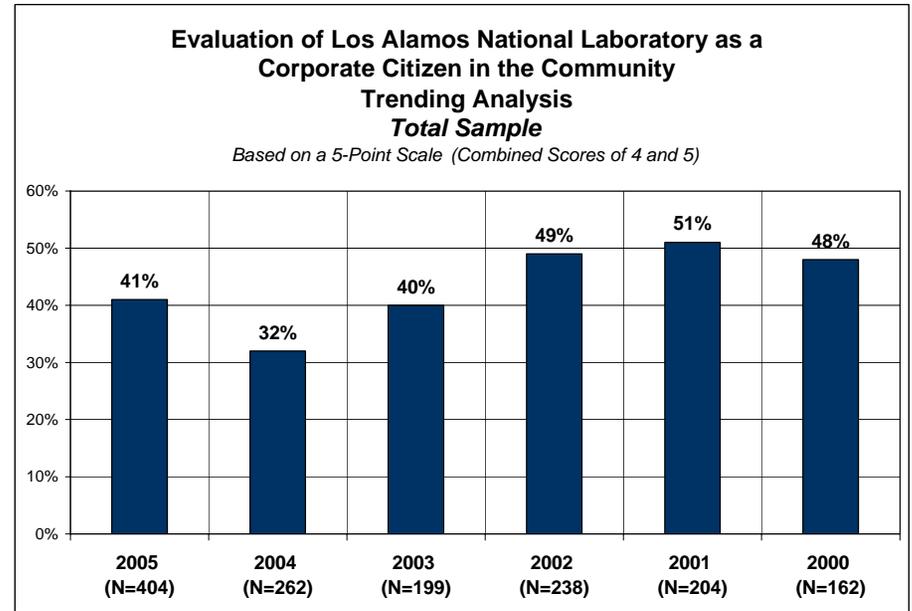
Community Leaders were asked to rate their overall impression of Los Alamos National Laboratory using a 5-point scale where 5 is *very favorable* and 1 is *very unfavorable*. More than half of Community Leaders (52%) say they have a favorable impression of Los Alamos National Laboratory (a score of 4 or 5), while just 12% say they have an unfavorable impression of LANL (a score of 1 or 2). Approximately one-third (34%) have a neutral opinion (a score of 3). It should be noted that Community Leaders who are more likely to say they have a *very favorable* impression of LANL are those who are residents of Santa Fe County (30%).

The graph on the right shows tracking results over the past seven years. As mentioned previously, more than half (52%) of Community Leaders indicate they have a favorable impression of LANL. These results are similar to those obtained in 2004 (50%). The highest levels were observed in 2002, when 73% of Community Leaders said they had a favorable impression of LANL.



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 their community using a 5-point scale where 5 is *outstanding* and 1 is *unacceptable*. As shown above, approximately two-fifths (41%) of Community Leaders give LANL high ratings of 4 or 5 for corporate citizenship, with 14% saying that LANL is an *outstanding* corporate citizen. Approximately one-quarter (24%) of the Leaders give LANL low ratings of 1 or 2, while 30% have mixed or neutral feelings about LANL's corporate citizenship (a rating of 3).

As shown on the graph on the right, Community Leaders' favorable perceptions about LANL's corporate citizenship increased as compared to 2004 results. In the previous study, approximately one-third (32%) of Community Leaders gave a rating of 4 or 5 for corporate citizenship as compared to 41% this year. Current satisfaction levels for corporate citizenship are very similar to those obtained in 2003; however, they are still lower than results obtained in 2002, 2001, and 2000,

Evaluation of Specific LANL Attributes: Economic Issues

Ranked By Highest Percentage "Very Satisfied" (2005)
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> |
|--|-----------------------|---------------------------|------------------------------|--------------------------|----------------------------------|
| The overall impact on the economy of your community (LANL/UC) | | | | | |
| 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% |
| Efforts to provide equal employment opportunities for all qualified residents of northern New Mexico in the last year (LANL/UC) | | | | | |
| 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% |
| Efforts to purchase more goods and services from businesses in northern New Mexico communities (LANL) | | | | | |
| 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% |

Community Leaders were asked to rate their level of satisfaction with various aspects of LANL's involvement in the business community. More than three-quarters (77%) of Community Leaders say they are satisfied with the overall impact LANL has had on the local economy in their community, with 40% saying they are *very satisfied*. It should be noted that those who are *very satisfied* has declined significantly from the previous study (from 49% to 40%).

More than half of Community Leaders (54%) are satisfied with LANL's efforts to provide equal employment opportunities for all qualified residents in the area. Those who are *very satisfied* has also decreased significantly, from 31% in the 2004 study to 23% currently. Forty-four percent of Community Leaders are satisfied with LANL's efforts to purchase more goods and services from businesses in northern New Mexico, though more than one-third (36%) are dissatisfied.

Evaluation of Specific LANL Attributes: Social Issues

Ranked By Highest Percentage "Very Satisfied" (2005)
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> |
|--|-----------------------|---------------------------|------------------------------|--------------------------|----------------------------------|
| Educational programs offered (LANL) | | | | | |
| September 2005 (N=404) | 43% | 27% | 6% | 2% | 22% |
| September 2004 (N=262) | 29% | 31% | 10% | 3% | 27% |
| September 2003 (N=199) | 24% | 34% | 13% | 4% | 25% |
| September 2002 (N = 238) | 27% | 31% | 11% | 4% | 27% |
| December 2001 (N = 204) | 29% | 27% | 11% | 2% | 31% |
| September 2000 (N = 162) | 26% | 42% | 7% | 4% | 21% |
| UC's northern NM programs for educational assistance (LANL/UC) | | | | | |
| September 2005 (N=404) | 23% | 25% | 5% | 2% | 44% |
| Efforts to provide effective environmental stewardship, monitoring and remediation (LANL) | | | | | |
| September 2005 (N=404) | 20% | 39% | 17% | 9% | 16% |
| Efforts to listen to the concerns of the community (LANL/UC) | | | | | |
| 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% |
| Efforts to respond to the concerns of the community (LANL/UC) | | | | | |
| 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% |

Community Leaders were also read various statements pertaining to community involvement. Seven-in-ten Community Leaders say they are satisfied with the educational programs offered by LANL, with 43% saying they are *very satisfied*. Those who are *very satisfied* has increased significantly from 2004 (from 29% to 43%).

More than half of Leaders (54%) are satisfied with LANL's efforts to listen to the concerns of the community; however, 37% of Community Leaders express dissatisfaction with LANL's efforts to listen to concerns. Santa Fe County Community Leaders are more apt than Leaders in other counties to say they are satisfied with LANL's efforts to listen to community concerns. Almost half of Community Leaders (48%) are satisfied with LANL's efforts to respond to the concerns of the community; however, 42% say they are dissatisfied with these efforts. These results are very similar to those obtained in 2004.

Just under half of Community Leaders (48%) are satisfied with the University of California's Northern New Mexico Office programs such as out-of-state tuition reimbursement for students and assistance for educational institutions such as the Highlands University engineering program. In addition, approximately three-fifths (59%) of Community Leaders are satisfied with Los Alamos National Laboratory's efforts to provide effective environmental stewardship, monitoring and remediation. Leaders in Los Alamos County are particularly pleased, as 35% say they are *very satisfied* with LANL's environmental-related efforts.

Effectiveness of LANL Partnerships (Summary Table)

*Ranked By Highest Percentage "Very Effective" (2005)
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> |
|---|---------------------------|-------------------------------|---------------------------------|-----------------------------|----------------------------------|
| School districts and educational agencies in northern New Mexico | | | | | |
| 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% |
| Business community in northern New Mexico | | | | | |
| 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% |
| The State Legislature | | | | | |
| 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% |
| Local governments in northern New Mexico | | | | | |
| 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)*

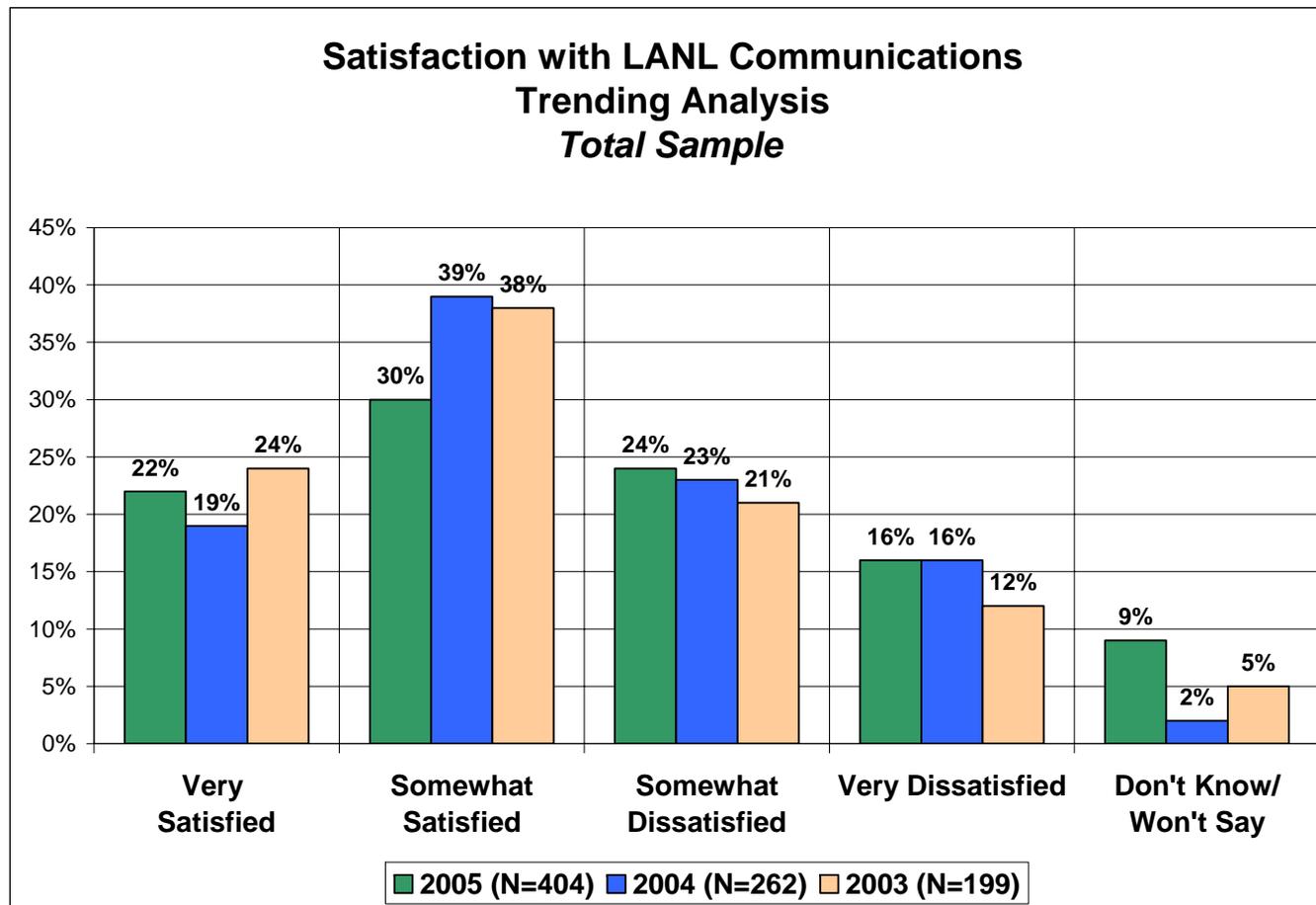
*Ranked By Highest Percentage "Very Effective" (2005)
Total Sample*

| | <u>Very Effective</u> | <u>Somewhat Effective</u> | <u>Somewhat Ineffective</u> | <u>Very Ineffective</u> | <u>Don't Know/ Won't Say</u> |
|---|---------------------------|-------------------------------|---------------------------------|-----------------------------|----------------------------------|
| State government agencies | | | | | |
| 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% |
| Tribal governments and tribal agencies | | | | | |
| 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 Los Alamos National Laboratory partnerships are very effective, somewhat effective, somewhat ineffective, or very ineffective in trying to improve the region. As shown on the previous page, the majority of Community Leaders (56%) feel that partnerships with school districts and educational agencies are effective, with 24% saying they are *very effective*. More than two-fifths (43%) of Community Leaders who are in the education sector feel that the partnerships LANL has with the school districts and education sector are *very effective*.

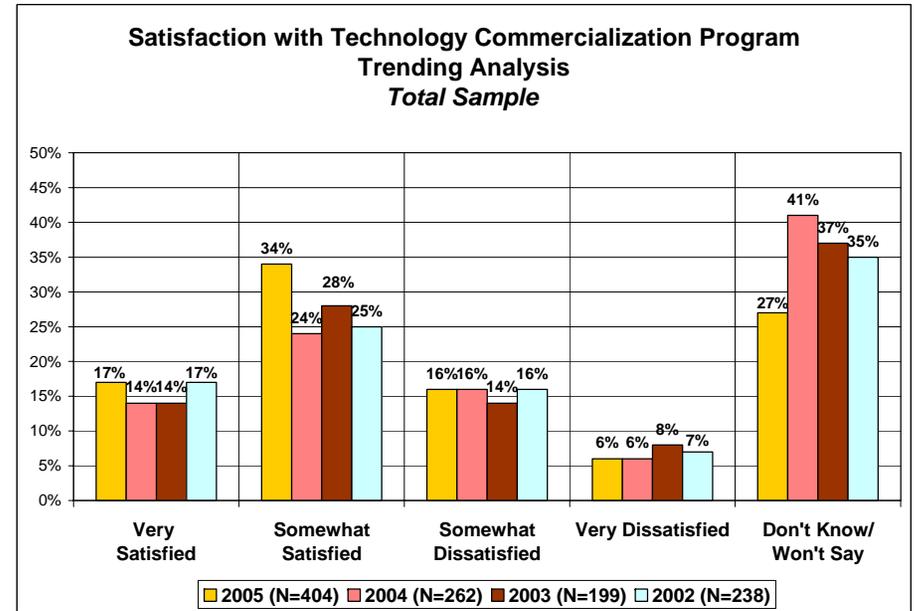
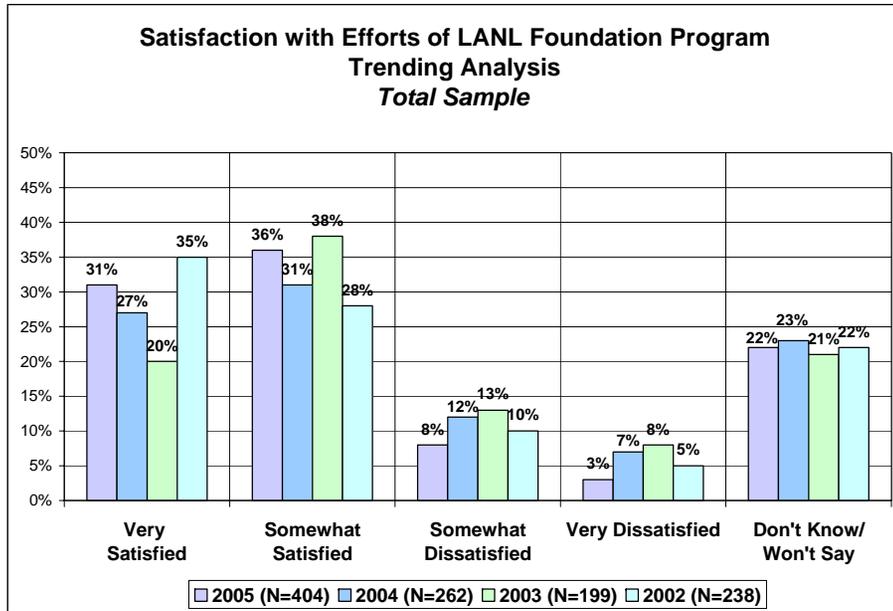
In regards to government entities, nearly half of Community Leaders (47%) feel that LANL's partnerships with the State Legislature have been *very* (16%) or *somewhat effective* (31%). Half (49%) of Leaders feel that partnerships with local governments are effective, though 30% do not feel these relationships are effective. Slightly less than half (47%) believe that the relationship LANL has with state government agencies is effective, while more than one-third (36%) of Community Leaders feel the partnerships with tribal governments and tribal agencies are effective.

Although just over half (51%) of Community Leaders feel that the partnerships LANL has formed with the business community are effective, more than one-third (36%) feel these partnerships are ineffective. It should be noted that more than one-fifth (22%) of Leaders in the business/economic sector believe LANL's partnership with the business community is *very ineffective*.



When asked to rate their level of satisfaction with LANL communications, more than half say they are either *somewhat* (30%) or *very satisfied* (22%). However, two-fifths are dissatisfied with LANL's communications, with 16% saying they are *very dissatisfied*.

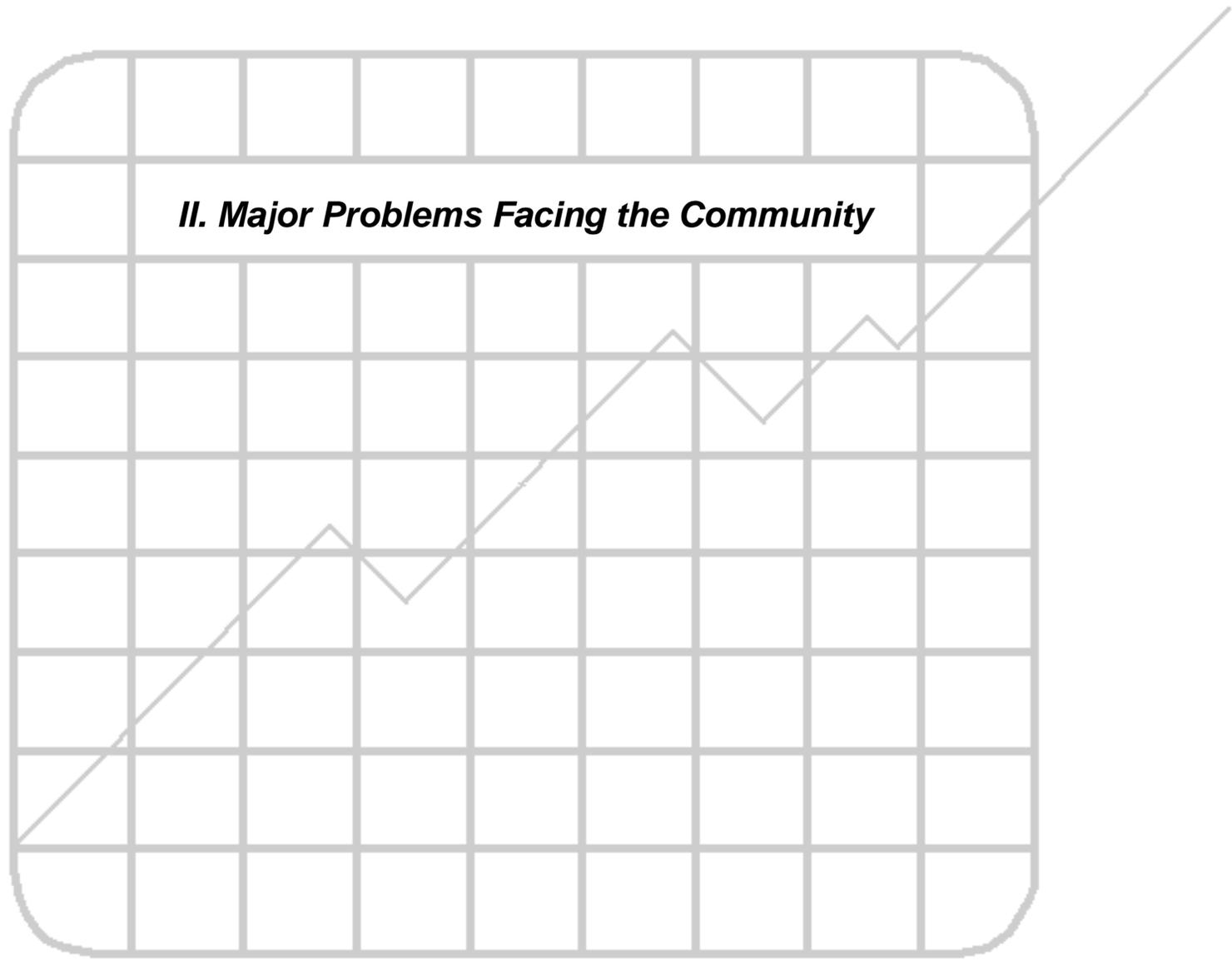
Overall, Community Leaders' satisfaction with LANL communications continues to decline. In fact, the percentage of those who are *very satisfied* declined 8% from last year alone. Though one-third of Government Leaders say they are *very satisfied* with LANL's communications, one-quarter of Los Alamos Leaders and approximately one-fifth of Economic/Business Leaders are *very dissatisfied*.



Community Leaders' overall satisfaction with both the LANL Foundation Program and the Technology Commercialization Program has increased from levels received in the previous study.

Community Leaders' satisfaction with the efforts of the LANL Foundation Program has increased from 58% in 2004 to 67% currently. One Leader comments, "We have plenty of support from the education outreach program. We are satisfied with their efforts." Approximately one-in-ten (11%) Community Leaders say they are dissatisfied with the efforts of the LANL Foundation Program. It should be noted that nearly half (45%) of Community Leaders in the education sector are very satisfied with the efforts of LANL's Foundation Program.

Approximately half (51%) of Community Leaders are also satisfied with LANL's Technology Commercialization Program, a significant improvement from 38% who expressed satisfaction in the previous study. As stated by one individual, "I believe that they are doing a good job helping the students. The Native American communities are still a minority and this is linked to the high unemployment rate". Another Leader states, "Good people are involved but need new approaches and strategies to make the Technology Transfer work." Though the majority are satisfied with the program, just over one-fifth (22%) express dissatisfaction.



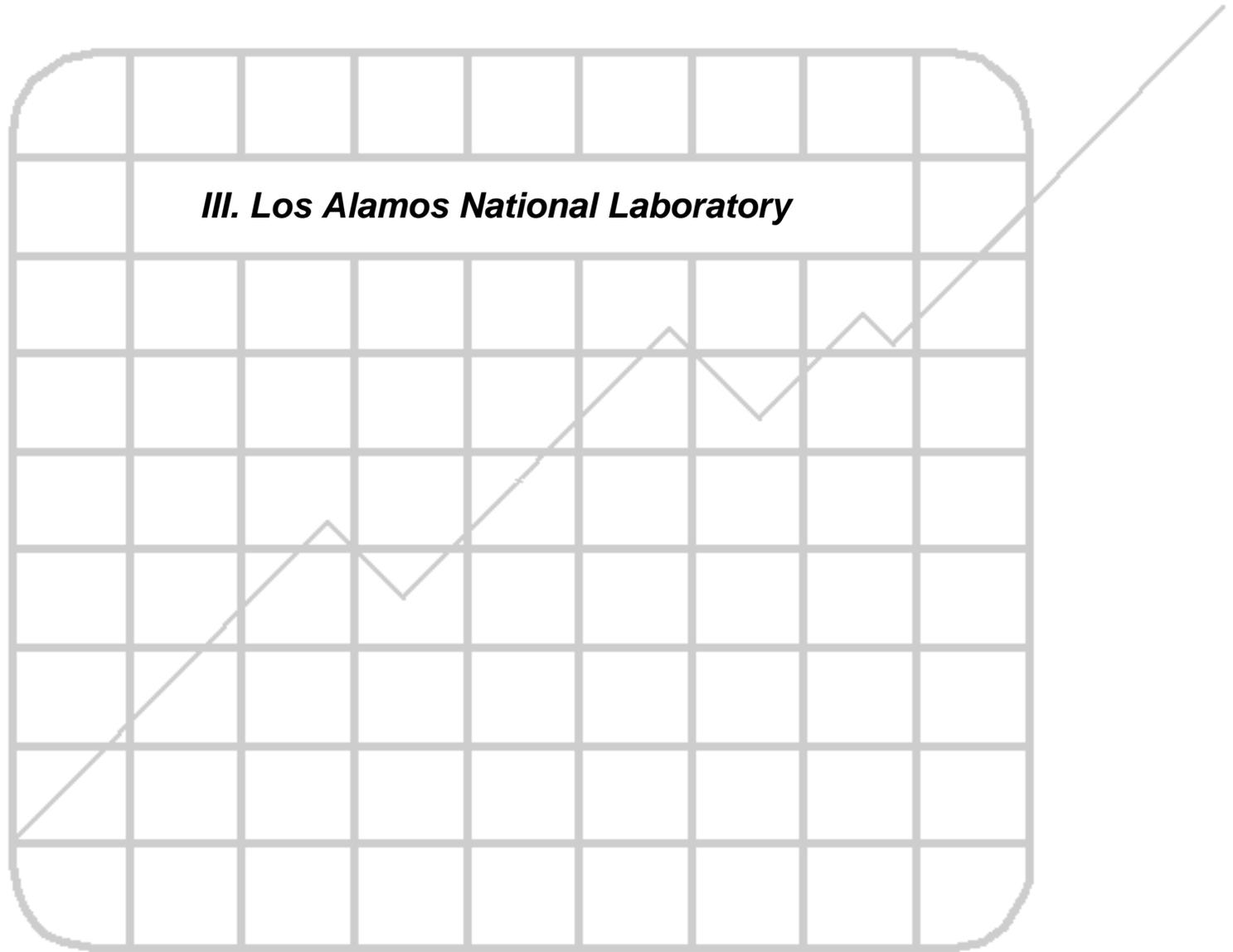
Major Problems Facing the Community (Unaided Responses)

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

| | <i>Total Sample (N=404)</i> | | <i>Total Sample (N=404)</i> | | <i>Total Sample (N=404)</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=404) | County | | | | Organizational Sector | | | | |
|----------------------|----------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| 5 - Very favorable | 22% | 15% | 20% | 30% | 14% | 21% | 21% | 30% | 25% | 6% |
| 4 | 30% | 31% | 31% | 28% | 32% | 27% | 27% | 34% | 22% | 58% |
| 3 | 34% | 41% | 33% | 30% | 36% | 38% | 35% | 30% | 38% | 20% |
| 2 | 8% | 9% | 7% | 7% | 11% | 9% | 10% | - | 8% | 17% |
| 1 - Very unfavorable | 4% | 3% | 3% | 4% | 5% | 2% | 4% | 4% | 6% | - |
| Don't know/won't say | 2% | 1% | 6% | 2% | 2% | 2% | 3% | 1% | - | - |
| Mean † | 3.6 | 3.5 | 3.6 | 3.7 | 3.4 | 3.6 | 3.5 | 3.9 | 3.5 | 3.5 |

† 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=404) | County | | | | Organizational Sector | | | | |
|----------------------|----------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| 5 - Outstanding | 14% | 14% | 11% | 17% | 13% | 14% | 15% | 12% | 19% | 12% |
| 4 | 27% | 20% | 25% | 32% | 28% | 20% | 22% | 47% | 31% | 18% |
| 3 | 30% | 33% | 33% | 27% | 32% | 38% | 28% | 24% | 39% | 28% |
| 2 | 15% | 21% | 18% | 9% | 15% | 14% | 17% | 9% | 4% | 29% |
| 1 - Unacceptable | 9% | 13% | 8% | 8% | 7% | 4% | 11% | 8% | 6% | 12% |
| Don't know/won't say | 5% | - | 6% | 7% | 5% | 10% | 6% | - | - | - |
| Mean † | 3.2 | 3.0 | 3.1 | 3.4 | 3.2 | 3.3 | 3.1 | 3.5 | 3.5 | 2.9 |

† 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.

Evaluation of Specific LANL Attributes: Educational Programs Offered By LANL

Question 4: Please tell me how satisfied you are with the following about Los Alamos National Laboratory: **The educational programs offered by Los Alamos National Laboratory**

| | Total Sample (N=404) | County | | | | Organizational Sector | | | | Special Interest Groups |
|-----------------------|----------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | |
| Very satisfied | 43% | 51% | 43% | 40% | 37% | 43% | 41% | 56% | 35% | 20% |
| Somewhat satisfied | 27% | 28% | 29% | 27% | 26% | 26% | 26% | 25% | 31% | 45% |
| Somewhat dissatisfied | 6% | 4% | 8% | 7% | 7% | 8% | 6% | 6% | 10% | 5% |
| Very dissatisfied | 2% | 1% | 1% | 2% | 4% | - | 1% | 5% | 4% | 1% |
| Don't know/won't say | 22% | 16% | 20% | 25% | 26% | 22% | 27% | 7% | 20% | 29% |

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**

| | Total Sample (N=404) | County | | | | Organizational Sector | | | | |
|-----------------------|----------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very satisfied | 13% | 16% | 12% | 12% | 13% | 8% | 20% | 1% | 12% | 17% |
| Somewhat satisfied | 31% | 34% | 30% | 33% | 21% | 30% | 30% | 35% | 33% | 25% |
| Somewhat dissatisfied | 21% | 24% | 27% | 16% | 18% | 29% | 18% | 14% | 16% | 37% |
| Very dissatisfied | 15% | 22% | 20% | 8% | 18% | 9% | 24% | 7% | 7% | 6% |
| Don't know/won't say | 20% | 5% | 11% | 31% | 30% | 24% | 8% | 42% | 32% | 15% |

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: **University of California and Los Alamos National Laboratory's efforts to provide equal opportunities for all qualified residents of northern New Mexico in the last year**

| | Total Sample (N=404) | County | | | | Organizational Sector | | | | Special Interest Groups |
|-----------------------|----------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | |
| Very satisfied | 23% | 31% | 26% | 16% | 18% | 23% | 26% | 16% | 17% | 22% |
| Somewhat satisfied | 31% | 37% | 31% | 28% | 34% | 33% | 31% | 30% | 37% | 13% |
| Somewhat dissatisfied | 16% | 11% | 17% | 21% | 10% | 19% | 8% | 23% | 21% | 44% |
| Very dissatisfied | 6% | 4% | 10% | 5% | 5% | 3% | 8% | 4% | 14% | 1% |
| Don't know/won't say | 24% | 17% | 17% | 30% | 33% | 22% | 27% | 27% | 10% | 20% |

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: **University of California and Los Alamos National Laboratory's efforts to listen to the concerns of your community**

| | Total Sample (N=404) | County | | | | Organizational Sector | | | | |
|-----------------------|----------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very satisfied | 19% | 11% | 14% | 26% | 17% | 26% | 17% | 16% | 24% | 3% |
| Somewhat satisfied | 35% | 31% | 46% | 32% | 31% | 29% | 36% | 47% | 30% | 19% |
| Somewhat dissatisfied | 22% | 37% | 22% | 12% | 27% | 24% | 23% | 13% | 21% | 43% |
| Very dissatisfied | 15% | 21% | 12% | 14% | 12% | 12% | 15% | 16% | 5% | 26% |
| Don't know/won't say | 10% | 1% | 6% | 15% | 13% | 9% | 9% | 8% | 20% | 9% |

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: **University of California and Los Alamos National Laboratory's efforts to respond to the concerns of your community**

| | Total Sample (N=404) | County | | | | Organizational Sector | | | | |
|-----------------------|-------------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very satisfied | 13% | 5% | 13% | 19% | 10% | 16% | 11% | 14% | 22% | 4% |
| Somewhat satisfied | 35% | 38% | 34% | 35% | 35% | 37% | 39% | 30% | 33% | 11% |
| Somewhat dissatisfied | 27% | 32% | 31% | 21% | 21% | 27% | 24% | 22% | 33% | 57% |
| Very dissatisfied | 15% | 22% | 14% | 10% | 18% | 13% | 18% | 13% | 4% | 20% |
| Don't know/won't say | 10% | 2% | 7% | 16% | 15% | 7% | 8% | 20% | 8% | 9% |

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 University of California and Los Alamos National Laboratory has had on the economy of your community**

| | Total Sample (N=404) | County | | | | Organizational Sector | | | | |
|-----------------------|----------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very satisfied | 40% | 41% | 39% | 38% | 41% | 36% | 41% | 40% | 30% | 54% |
| Somewhat satisfied | 37% | 36% | 39% | 39% | 27% | 44% | 35% | 33% | 40% | 30% |
| Somewhat dissatisfied | 9% | 12% | 10% | 7% | 10% | 4% | 9% | 15% | 10% | 10% |
| Very dissatisfied | 9% | 10% | 9% | 9% | 13% | 10% | 10% | 7% | 10% | 6% |
| Don't know/won't say | 5% | 1% | 3% | 8% | 9% | 6% | 4% | 5% | 10% | 1% |

Evaluation of Specific LANL Attributes: Efforts To Provide Effective Environmentalism

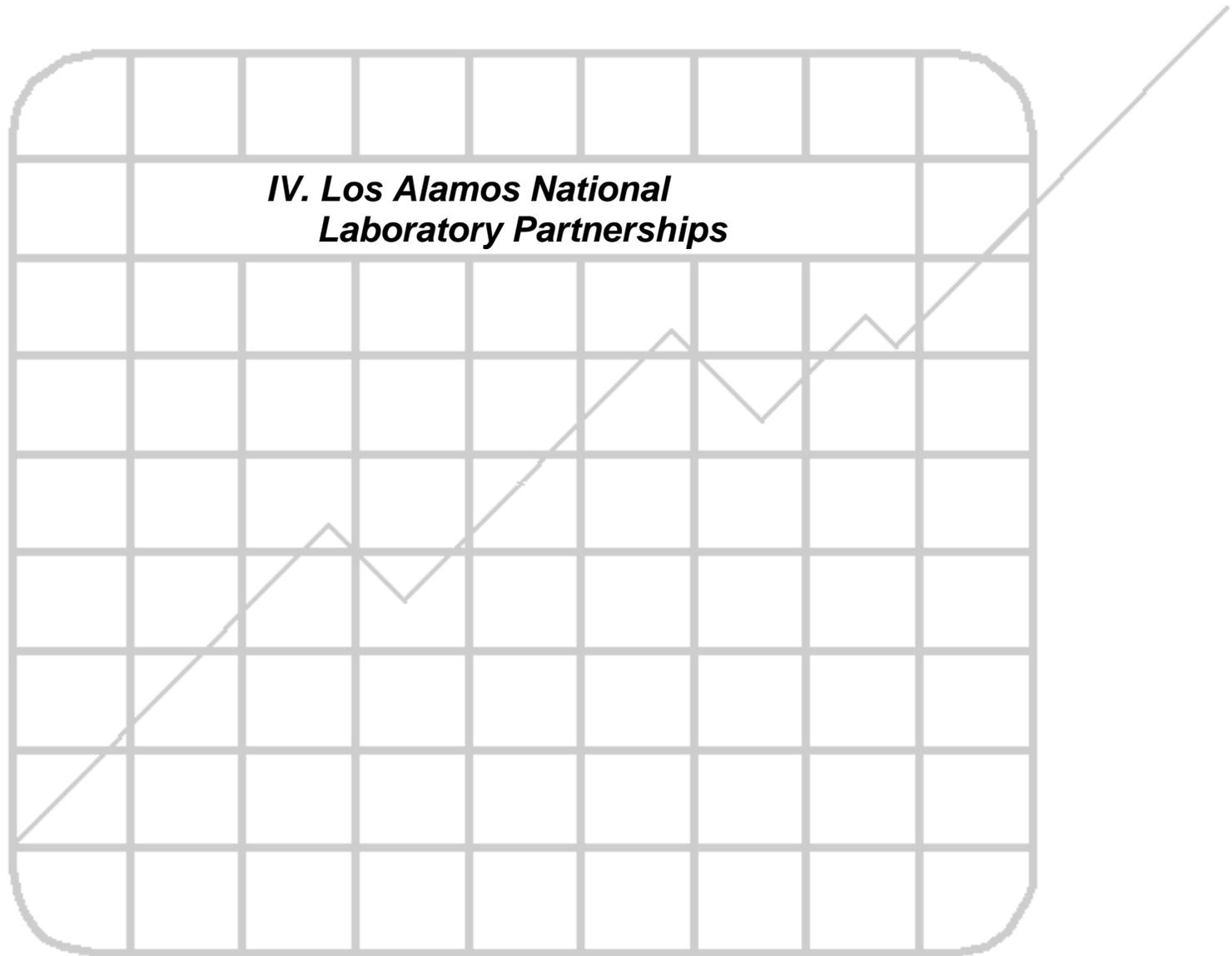
Question 10: For the following items how satisfied are you with Los Alamos National Laboratory. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with: **Los Alamos National Laboratory's efforts to provide effective environmental stewardship, monitoring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

| | Total Sample (N=404) | County | | | | Organizational Sector | | | | |
|-----------------------|----------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very satisfied | 20% | 35% | 15% | 15% | 21% | 23% | 20% | 18% | 16% | 21% |
| Somewhat satisfied | 39% | 43% | 37% | 37% | 34% | 33% | 45% | 33% | 35% | 27% |
| Somewhat dissatisfied | 17% | 13% | 17% | 20% | 15% | 23% | 11% | 20% | 20% | 28% |
| Very dissatisfied | 9% | 3% | 11% | 11% | 9% | 11% | 5% | 11% | 10% | 24% |
| Don't know/won't say | 16% | 6% | 19% | 18% | 21% | 11% | 18% | 18% | 19% | - |

Evaluation of Specific LANL Attributes: Educational and Tuition Reimbursement Programs

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 University of California's Northern New Mexico Office programs such as out-of-state tuition reimbursement for NM students and assistance for NM educational institutions such as the Highlands University engineering program**

| | Total Sample (N=404) | County | | | | Organizational Sector | | | | |
|-----------------------|-------------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very satisfied | 23% | 28% | 15% | 26% | 22% | 28% | 19% | 27% | 30% | 21% |
| Somewhat dissatisfied | 5% | 3% | 8% | 4% | 8% | 5% | 4% | 8% | 6% | 11% |
| Somewhat satisfied | 25% | 28% | 36% | 17% | 27% | 22% | 25% | 33% | 16% | 21% |
| Very dissatisfied | 2% | 2% | 1% | 3% | 3% | 4% | 1% | 4% | - | - |
| Don't know/won't say | 44% | 38% | 39% | 50% | 40% | 41% | 51% | 27% | 48% | 47% |



Effectiveness of LANL Partnerships With Local Governments In Northern New Mexico

Question 12: 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**

| | County | | | | Organizational Sector | | | | | |
|----------------------|----------------------|------------|------------|----------|-----------------------|--------------|-------------------|-----------|--------|-------------------------|
| | Total Sample (N=404) | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very effective | 14% | 9% | 8% | 19% | 14% | 15% | 11% | 19% | 17% | 10% |
| Somewhat effective | 35% | 34% | 38% | 34% | 36% | 36% | 38% | 34% | 40% | 7% |
| Somewhat ineffective | 21% | 32% | 25% | 12% | 16% | 29% | 17% | 13% | 14% | 54% |
| Very ineffective | 9% | 10% | 14% | 7% | 9% | 9% | 10% | 12% | 4% | 6% |
| Don't know/won't say | 21% | 14% | 15% | 27% | 25% | 11% | 25% | 23% | 25% | 22% |

Effectiveness of LANL Partnerships With Business Community 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: **Business community in northern New Mexico**

| | Total Sample (N=404) | County | | | | Organizational Sector | | | | |
|----------------------|----------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very effective | 17% | 9% | 15% | 23% | 15% | 16% | 16% | 24% | 15% | 8% |
| Somewhat effective | 34% | 36% | 26% | 40% | 33% | 38% | 33% | 36% | 38% | 24% |
| Somewhat ineffective | 21% | 31% | 28% | 10% | 21% | 25% | 20% | 11% | 18% | 51% |
| Very ineffective | 15% | 19% | 22% | 9% | 10% | 9% | 22% | 10% | - | 1% |
| Don't know/won't say | 13% | 6% | 9% | 17% | 20% | 13% | 9% | 19% | 29% | 15% |

Effectiveness of LANL Partnerships With School Districts and Educational Agencies 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: **School districts and educational agencies in northern New Mexico**

| | Total Sample (N=404) | County | | | | Organizational Sector | | | | |
|----------------------|----------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very effective | 24% | 22% | 16% | 31% | 22% | 26% | 18% | 43% | 22% | 10% |
| Somewhat effective | 32% | 41% | 32% | 27% | 35% | 27% | 36% | 32% | 37% | 21% |
| Somewhat ineffective | 16% | 17% | 22% | 13% | 11% | 17% | 12% | 14% | 10% | 56% |
| Very ineffective | 7% | 7% | 10% | 7% | 3% | 11% | 4% | 10% | 8% | 1% |
| Don't know/won't say | 21% | 14% | 20% | 22% | 30% | 19% | 30% | - | 23% | 11% |

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**

| | Total Sample (N=404) | County | | | | Organizational Sector | | | | |
|----------------------|----------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very effective | 10% | 13% | 9% | 10% | 6% | 13% | 10% | 7% | 17% | 4% |
| Somewhat effective | 26% | 29% | 30% | 23% | 25% | 28% | 28% | 21% | 41% | 7% |
| Somewhat ineffective | 14% | 14% | 9% | 18% | 16% | 22% | 10% | 10% | 16% | 35% |
| Very ineffective | 4% | 1% | 5% | 5% | 4% | 5% | 2% | 6% | 10% | - |
| Don't know/won't say | 45% | 43% | 47% | 44% | 50% | 32% | 51% | 57% | 15% | 53% |

Effectiveness of LANL Partnerships With State Government Agencies

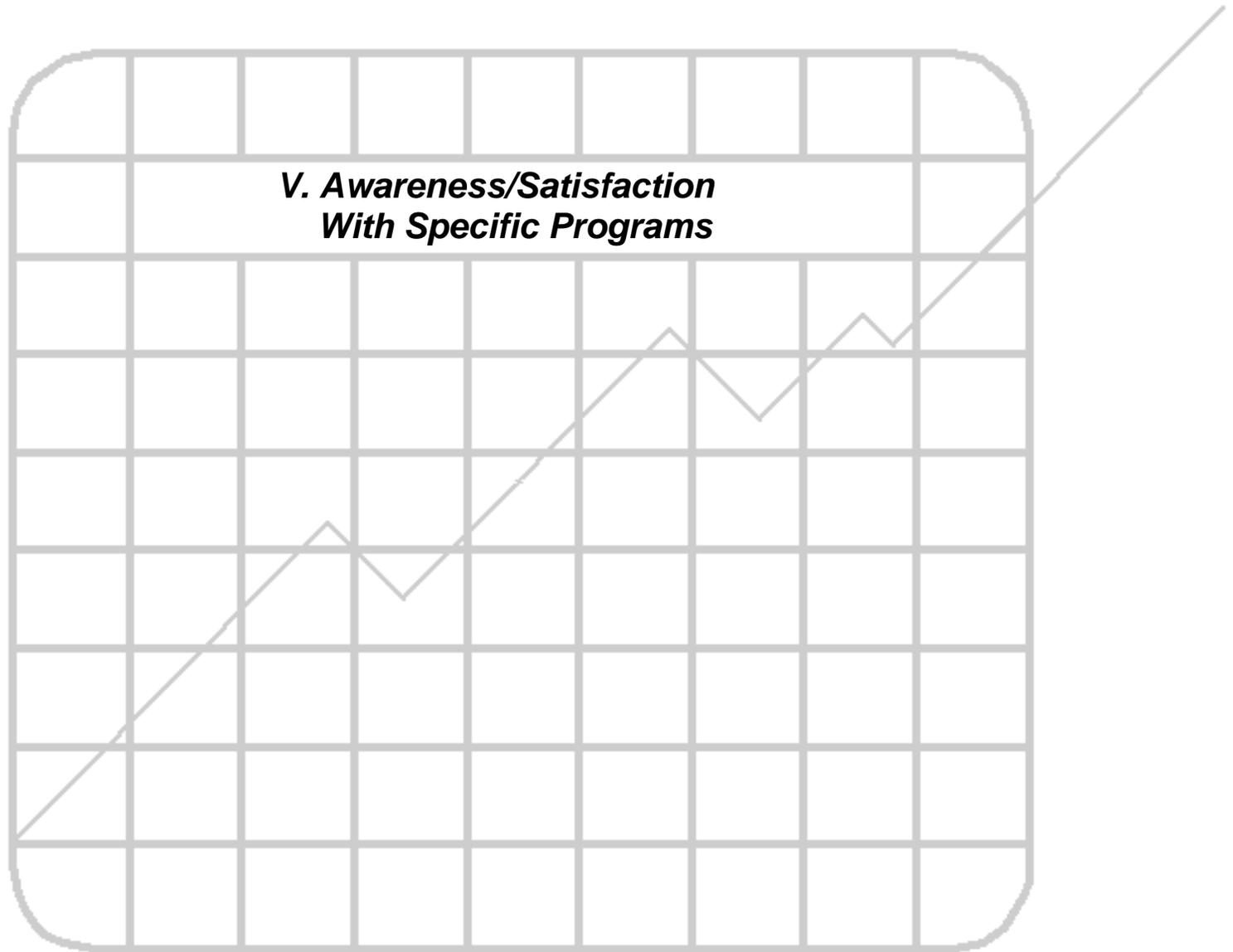
Question 16: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **State government agencies**

| | County | | | | Organizational Sector | | | | | |
|----------------------|----------------------|------------|------------|----------|-----------------------|--------------|-------------------|-----------|--------|-------------------------|
| | Total Sample (N=404) | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very effective | 12% | 10% | 9% | 14% | 14% | 16% | 8% | 17% | 20% | 3% |
| Somewhat effective | 35% | 37% | 40% | 32% | 37% | 30% | 40% | 37% | 26% | 21% |
| Somewhat ineffective | 14% | 15% | 12% | 14% | 14% | 24% | 9% | 5% | 16% | 33% |
| Very ineffective | 5% | 8% | 3% | 5% | 6% | 6% | 5% | 6% | 1% | 5% |
| Don't know/won't say | 34% | 30% | 36% | 35% | 28% | 23% | 38% | 35% | 37% | 38% |

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=404) | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very effective | 16% | 11% | 14% | 20% | 16% | 28% | 8% | 25% | 9% | 3% |
| Somewhat effective | 31% | 41% | 32% | 23% | 35% | 24% | 34% | 33% | 23% | 32% |
| Somewhat ineffective | 15% | 15% | 17% | 14% | 13% | 25% | 12% | 7% | 16% | 22% |
| Very ineffective | 4% | 3% | 3% | 5% | 4% | 3% | 4% | 6% | 1% | 5% |
| Don't know/won't say | 34% | 29% | 34% | 38% | 31% | 20% | 42% | 28% | 51% | 38% |



Satisfaction With the Efforts of the LANL Foundation

Question 18: How satisfied are you with the efforts of the Los Alamos National Laboratory Foundation such as major grants to public schools in northern New Mexico, the LANL employee scholarship fund, and educational enrichment grants? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

| | Total Sample (N=404) | County | | | | Organizational Sector | | | | |
|-----------------------|-------------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very satisfied | 31% | 38% | 37% | 26% | 21% | 28% | 30% | 45% | 26% | 13% |
| Somewhat satisfied | 36% | 43% | 35% | 34% | 35% | 40% | 30% | 37% | 41% | 58% |
| Somewhat dissatisfied | 8% | 3% | 9% | 11% | 5% | 8% | 5% | 11% | 12% | 11% |
| Very dissatisfied | 3% | 2% | 4% | 4% | 4% | 6% | 2% | 6% | - | - |
| Don't know/won't say | 22% | 14% | 16% | 26% | 35% | 18% | 33% | - | 21% | 18% |

Satisfaction With LANL Communications

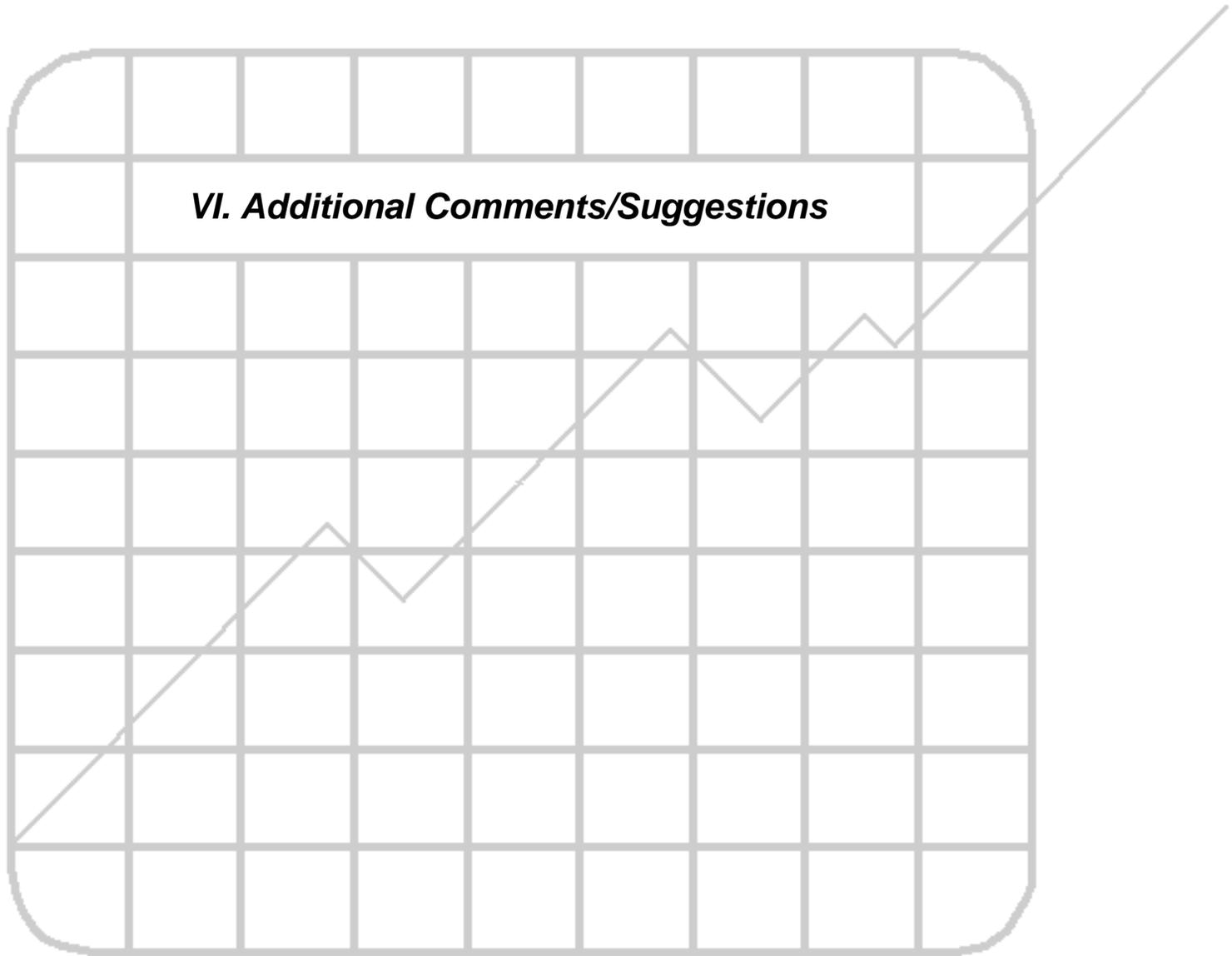
Question 19: Overall, how satisfied are you with the methods available to you for communicating with Los Alamos National Laboratory regarding your needs, concerns, and ideas? Would you say you are:

| | Total Sample (N=404) | County | | | | Organizational Sector | | | | |
|-----------------------|----------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very satisfied | 22% | 15% | 20% | 26% | 20% | 33% | 18% | 16% | 32% | 13% |
| Somewhat satisfied | 30% | 32% | 36% | 26% | 33% | 27% | 30% | 35% | 37% | 28% |
| Somewhat dissatisfied | 24% | 27% | 20% | 24% | 27% | 27% | 20% | 25% | 20% | 41% |
| Very dissatisfied | 16% | 25% | 16% | 12% | 11% | 10% | 21% | 14% | 8% | 14% |
| Don't know/won't say | 9% | 1% | 8% | 13% | 9% | 3% | 12% | 10% | 4% | 4% |

Satisfaction With Technology Commercialization Program

Question 20: How satisfied are you with the Los Alamos National Laboratory's Technology Transfer program such as regional business development, MBA internships, and technology commercialization and entrepreneurship training? Are you:

| | Total Sample (N=404) | County | | | | Organizational Sector | | | | |
|-----------------------|----------------------|------------|------------|----------|------------------|-----------------------|-------------------|-----------|--------|-------------------------|
| | | Los Alamos | Rio Arriba | Santa Fe | Other New Mexico | Governmental | Economic/Business | Education | Tribal | Special Interest Groups |
| Very satisfied | 17% | 13% | 15% | 21% | 15% | 20% | 17% | 15% | 8% | 14% |
| Somewhat satisfied | 34% | 42% | 31% | 30% | 41% | 40% | 36% | 24% | 20% | 42% |
| Somewhat dissatisfied | 16% | 18% | 14% | 16% | 10% | 21% | 13% | 15% | 16% | 16% |
| Very dissatisfied | 6% | 9% | 7% | 4% | 6% | 8% | 4% | 5% | 4% | 17% |
| Don't know/won't say | 27% | 19% | 32% | 28% | 29% | 10% | 29% | 41% | 52% | 10% |



Comments Regarding the Technology Transfer Program

Question 21: Do you have any comments or suggestions regarding the Technology Transfer program?

- A lot of good ideas come from LANL. They could do much better by developing stronger relationships and assisting in funding investments.
- A packet of information would be helpful. We need more liaisons from the Native American tribes to communicate the information to the tribes.
- An impartial agency at the lab should convene a brain trust of top people involved in tech commercialization in New Mexico to develop fresh ideas and approaches to technology.
- Be more visible.
- Become more aggressive in making transitions.
- Become more involved with the community and provide more education programs for LANL employees and people outside of LANL.
- Better awareness and outreach is needed in the program.
- Collaboration is not as strong as other communities - need to reach out more to northern Rio Arriba County.
- Continue and expand the program.
- Could be improved.
- Could do better in copying Stanford and MIT. They should go forth with equity-based licenses to promote more start ups.
- Create a better awareness about the program so businesses can take advantage of it.
- Create an ongoing dialogue with northern NM with regards to their needs and business possibilities. Create a more streamlined approach so small businesses can get in on the program.
- Dissemination of information about Technology Transfer seems limited.
- Do better with existing retired employees.
- Don't bypass the local community.
- Don't give information to us. Our high schoolers don't need to know about lab programs.
- Encourage them to do more of it.
- Everything needs to be more transparent so there can be increased participation.
- Expand partnership with similar entities to enhance IT.
- Expand the program.
- Fairness of access and intellectual property issues need to be solved- too much red tape.
- Find an easier way to collaborate outside the lab with the private sector.
- Get it as far and outreaching as possible.
- Good partnership with the community. Similar work should be done with small businesses.
- Good people are involved but need new approaches and strategies to make the Technology Transfer work.
- Have been very supportive of NMSU - looking forward to more collaborations.
- Have flexibility and ease when drawing businesses in.
- Have jobs created.
- Have them tell us about it. Tech Transfer- nobody knows what that is and what it means.
- I am not involved with this program.
- I believe that they are doing a good job helping the students. The Native American communities are still a minority and this is linked to the high unemployment rate.
- I don't know enough about it, but I heard that it's good with what little everyone knows about it.
- I don't know enough about this program.
- I don't think it happens - it's not in the culture of the individual involved to make it happen.
- I don't know about this program.
- I don't think it is advertised enough. However, I believe they are doing a good job overall.
- I have not been encouraged by this program. There was not a lot of openness to partnership with this program. I thought our meeting was discouraging. There was rudeness on LANL's part regarding my introduction. I felt a sense of resentment.
- I think their methods are fair.

Comments Regarding the Technology Transfer Program *(continued)*

Question 21: Do you have any comments or suggestions regarding the Technology Transfer program?

- I was not aware of such a program.
- I wish that they would do more of it.
- I wish we could move forward on it.
- I would like information on the current advancement in technology.
- I would like more information about the Technology Transfer program.
- I would like more information and I would like to know more about it.
- I would like more information funneled not only to the governor, but to the education/other departments.
- I would like more information on this program.
- I would like to have more information. We would like to be prospects with this program. We would like LANL to consider the computer training center in our facilities.
- I would like to hear more about this program. I thought this program was effective only for LANL employees who have an interest in this technology.
- I would like to know more about these programs.
- I would like to see more results from this program.
- I'd like to know more about it.
- If it is actually legitimate, then it is a good program.
- Importance of tech transfer needs to be more widely accepted and embraced throughout the lab.
- In particular, I am dissatisfied with the regional business development.
- Include Las Vegas and San Miguel County through the Chamber of Commerce or the Economic Development Corporation.
- Increase awareness of Technology Transfer to the business community concerning what it is doing.
- Increase involvement with minority small businesses.
- Information is not getting out to all people.
- It is a good program. When the technology program is available there are no funds available.
- It is difficult to get industrial partners to house employees for this program. This is an impossible opportunity for locals.
- It is the most important thing the lab does and it needs more resources in that direction. Opportunities could be done on a greater scope.
- It is very difficult for small business to participate.
- It never really got off the ground.
- I've been using Lockheed Martin technology transfer services. I was supposed to receive information from LANL, but they haven't come in. I've tried to research the information, but it turned out very confusing.
- I've heard of the programs, but I've not heard of any results.
- I've tried to have someone from LANL to help me with my innovative technology with no success. I have 6 patents pending and 2 other patents that need to be developed. Sandia Labs has been very cooperative, but I have not heard anything from LANL.
- Keep it going Shandra Clow - the program is excellent and helpful.
- Keep the program local. The technology program needs to enrich the local Los Alamos community.
- Keep up the good program and work.
- Keep up the MBA program.
- Lab should work more with NM small businesses.
- Labs want to be the force behind telling people how to spend the money that is generated.
- LANL should come out to the tribes and let us know about the programs. Bring them to the tribal government offices to be funneled to the rest of the community. Offer nightly programs.
- LANL should communicate this to the community.
- LANL will not support any technology that is not in the program.
- Let people know about it.
- Los Alamos and Sandia Labs should interact more closely. Los Alamos should interact more aggressively to include more students in their programs.
- Maintain and expand it.
- Make it easier to do.

Comments Regarding the Technology Transfer Program *(continued)*

Question 21: Do you have any comments or suggestions regarding the Technology Transfer program?

- Make it more generally known.
- Make it more well known, specifically for the tribal community.
- Make sure that everyone knows what it is.
- Making sure these programs are publicized outside of Los Alamos.
- More dedication is needed for tribal communities that are useful to tribal circumstances.
- More efforts in partnerships with education and businesses in northern NM.
- More involvement and dialogue with small business.
- Most of the transfer technology is very beyond the capacity of the business in the region.
- Need more visibility in community. More evidence of the labs direct support in funding.
- Need to be geared towards creating successful small businesses that can remain in New Mexico.
- Need to establish goods for regional business and economic development.
- Need to follow through more.
- Need to get more involved with northern NM businesses as well as get to know the community. They never work together; there needs to be an improvement made.
- Need to go into community and partner up with small businesses to reduce red tape and increase interaction.
- Need to reevaluate the small business contract awards so they are on a level playing ground.
- Need to work harder to develop TT to benefit smaller communities in NM.
- Needs to be much more outreach and training.
- Needs to be very current in the approach and needs to be made priority.
- New Mexico has done a poor job in transferring their technologies from National Labs, and universities into real businesses. They have a poor track record. There seems to be apathy towards it.
- Not aware of program.
- Not aware of the program.
- Not enough efforts being made at outreach to business community as well as entrepreneurs.
- Not familiar with it.
- Not familiar with the program. (4)
- Partnership with TVC is effective and has improved. The communication and support is good - the help and advice from tech transfer Belinda Padilla is always available. She is excellent.
- People starting a business come from poor and minorities we employ.
- Perception- only interested in things that provide a photo opportunity.
- Process of communication is encumbered by lack of vision. Other labs require significantly less time to execute business.
- Program only in name- nothing real comes out of it.
- Provide better communication regarding the program to do more business. I don't really get enough information about these programs.
- Put up money for spin-offs, such as Technology Ventures Corporation.
- See it happen more quickly.
- Should make it much easier and more available.
- Should set up a technology transfer in the Española area.
- Staff is outstanding.
- Stop working on nuclear weapons and start working with the community. Work on alternative energy rather than nuclear weapons.
- Technology transfer is an opportunity for LANL to become a partner with northern NM. They have not used it to develop northern NM. It is a huge potential opportunity to change economic development.
- Technology Transfer Program should be publicized more in Taos.
- The bureaucracy of licensing. Change the marketing procedures to market products.

Comments Regarding the Technology Transfer Program *(continued)*

Question 21: Do you have any comments or suggestions regarding the Technology Transfer program?

- The culture of the labs makes it very unlikely to be good at technology transfer.
- The interest of the youth programs are important because they are the future generation. We are all part of mother earth and we are all created equal. Make the earth a safe place to live for future generations.
- The lab doesn't communicate well. They present seminars about how to obtain contracts, then contracts are submitted, but not acknowledged or followed. The work is then outsourced to large out-of-state companies. The seminars are a facade.
- The MBA is a great program. I don't see any ties to how successful the results have been in the lives of the people who have participated in it. Information about this success is not published enough.
- The program is good but actual appreciation of it is poor.
- The staff of Technology Transfer is great and seminars are superb, but not much is apparent regarding technical transfers.
- The technology transfer program might be going to other established companies. LANL needs to do direct business/effort with some of the local businesses. Establish community involvement with the locals.
- Their concept and ideas are excellent, but the execution needs a lot of work. They need to train the common man on the street how to apply it to their business.
- There has been no business established or developed in Española.
- There is a gap between LANL and the surrounding companies. It seems that LANL is only interested in high profile, high growth businesses.
- There is a positive feedback about this program.
- There needs to be a functional structure for laboratory interactions with local business so funds from the laboratory can be more easily distributed.
- There should be incentives for students that attend the University of New Mexico.
- There should be more efforts to make sure that northern NM gets the help and the jobs instead of the out-of-state businesses.
- There would be better benefit to collaborate this information with the business community.
- These technologies are short fused and have a short life span. Small business owners can't wait for the lab. The lab needs to speed up the process in offering to work with the surrounding businesses. LANL needs to run like a business.
- They have done very good. We are satisfied.
- They need to focus on immediate communities around LANL, Española, and Pojoaque Pueblo.
- They should hold briefings for businesses so that they can understand technology transfer.
- This program is a good idea, but it takes a long time to process.
- This program is not very accessible to the tribes.
- This program needs to be broader. They need to be more generous and expanded.
- This program needs to be more publicized, especially to technology businesses.
- This program needs to be simplified. It is very cumbersome and too commercialized. Look over the administering of the program in order to make improvements.
- This really doesn't apply to us. We are satisfied with the classes and seminars offered.
- Transfer program is generally unrealistic, especially with LANL culture with respect to local business.
- We have a grant called LAPP. We would like partnerships with geothermal energy as well as business partnerships. We would like to expand the economic and technical areas.
- We need better publicity and communication regarding the technology program.
- We need more help with solar energy. We need more help with our health data regarding environmental and hazardous impacts.
- We need more information about this program.

Comments Regarding the Technology Transfer Program *(continued)*

Question 21: Do you have any comments or suggestions regarding the Technology Transfer program?

- We need more outreach into the Native American communities. We need a lot of help with the young students. Give them opportunities and motivation. We need more and stronger tribal liaisons. All tribes should communicate with each other. Have a lab representative give talks about what is going on. Promote better opportunities.
- We need more outreach to explain to the tribes one-on-one. More face-to-face meetings to let us know about programs and things that are happening.
- We need much improvement in it- if anything is happening, very few people know about it.
- We need someone to come and educate us on this topic. We need more information.
- We oppose the Manhattan project. We have a higher cancer rate since the technology was brought into our community.
- Wish we could do a lot more than what we already do.
- Work more with small businesses and high technology applications.

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

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

- A better effort has to be conducted with a great amount of effort spread out.
- A greater effort from them. We don't see any real substance in what is happening. There is a lot of talk - not enough action or commitment. There are not enough tangible results. Need to improve performance measurements in all areas.
- About a 33% reduction in staff with no change in budget or programs.
- Advertise the programs more widely.
- All forms of communication from LANL could be greatly improved. LANL should make opportunities readily available to innovative individuals. We need seed money in order to test this technology.
- An improvement to have more pueblo services offered to LANL would benefit our community and our economic situation.
- Appreciate them partnering with more businesses and growing and establishing new businesses as well as more technology transfer.
- Appreciate what they are doing and especially their efforts for the southern part of the state.
- As a math person, I would like to be included more. We have room for more cooperation.
- As a small business owner we have tried to do business with LANL, but it is so hard to get information about who to contact or how to go about getting information in order to start doing business with LANL. We have tried the Web page and it is very confusing. There needs to be a better system in place for small business.
- At least some people have a job at LANL. I personally don't have dealings with the lab so I don't know a whole lot about it. I am grateful that my children have good jobs and retirement from LANL.
- Awarding contracts to small businesses and not utilizing or putting money against most of them is a huge waste of resources for both parties. It does not make sense.
- Been a good member of the Hispanic statement of cooperation.
- Best thing they have done is LANL foundation.
- Better efforts of listening to everyone in the community.
- Better job of getting the word out.
- Better understanding of the business community and the impact it has on it.
- Commend the labs for doing better in last several years and encourage labs to expand efforts.
- Communication about LANL programs is limited in Taos.
- Continue educational outreach efforts - your foundation is acceptable.
- Continue to communicate and improve with public trust.
- Continue to rely on expert teacher and the MSA model is very effective.
- Contractors that build homes are at a standstill until Sandia or another company signs LANL contract.
- Convert lip service into tangible action.
- Create the opportunity for small businesses in northern NM to bid for the jobs. Give the small businesses more of a chance to bid instead of the big conglomerates. LANL needs to follow through on the promises they make. They listen but nothing gets done.
- Currently, Los Alamos is changing and when they are more settled, they should become more proactive in all areas.
- Debundle large placement projects to make more elements available for competition with small businesses.
- Developing open communication to the tribes. We are receiving some communication but sometimes the deadlines are not communicated effectively. This way the people can take advantage of all the programs in a timely manner. We need a better organized form of communication.
- Development of communication pathways in order for the students to develop themselves. To make more information available to the students to take advantage of the different programs available.
- Development of more peacetime technology rather than weapons.
- Do a good job in education outreach.
- Doing a great job on education, economic development and financial stimulation.

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

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

- Don't talk the talk, walk the walk. Help small businesses out.
- Economic development is very important. I believe there should be more economic opportunities.
- Education is important to our community. Whatever the University and LANL can do to communicate with us regarding education would help our young people. Also, economic development opportunities would be beneficial to our community. We are truly trying hard to build up our economic situation.
- Education outreach efforts are not enough for northern NM, Albuquerque, and Española.
- Efforts staffed by former scientists who do not match the community they are trying to relate to.
- Employees at the lab are well meaning but ineffective due to the infrastructure and bureaucracy.
- Encourage lab to continue on path (e.g., new procedures for doing business that were instituted by LANL).
- Encourage them to continue and keep up the good work.
- Everything needs to be improved, and LANL needs to be more responsive to the community.
- Extend services beyond Santa Fe and Española.
- Find a way to do small labs. Contracting and direct grants to schools to improve the educational system.
- Find out what small businesses need from the lab and invest in that.
- First level personnel is stable; middle and lower levels are not. They take two steps forward and three steps back. Change of personnel every year or two makes it very frustrating to deal with the lab. That is part of it.
- Focus on more interest in businesses.
- For economic development and focus efforts. Currently, a lot of talk; doesn't seem to get us anywhere.
- Form a board that involves people from different communities so that local communities can bring concerns to the lab and bring information on lab programs back to the community.
- Foundation or subcontractors should include economic development into education work. The massive bureaucracy makes it difficult to find appropriate people with independent authority to communicate with the laboratory.
- From a vendor's point of view, JIT contractors should be able to say how they are run.
- Funding for schools should be equal. Los Alamos is the highest funded.
- Genuine doubled effort to merge the interest of the community with those of the lab.
- Get more involved in Los Alamos Public Schools.
- Give the benefit of the doubt to the locals first. Before involving someone else bring the quality of the locals up first and if that doesn't work, look elsewhere.
- Good about seeking information.
- Good job in general. Need more staff resources committed if you are really serious about this.
- Good work has been started; follow through is important. The Circle Sirolli Project is great. You should look for similar projects and publicize them more than previously.
- Have a larger role in Albuquerque Public Schools system.
- Have more of a broad scale outreach in the Santa Fe area.
- Have not seen the important effort that Northern NM College provides. The lab could use the college better.
- Hire a savvy PR officer to provide good press and connection with the community. Simplify and reduce contract points to the research lab.
- I am very disappointed with the LANL hiring process. There are some people working there who don't have the education. Other people who have degrees just don't get considered. It is obvious that there are personal connections involved.
- I am very impressed.

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

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

- I appreciate the educational outreach of LANL. I hope that LANL would be really open about what's happening and what has happened over the years - regarding ethical standards in all areas. I would like to see more environmental efforts. Fusion and other resources for transportation instead of war initiatives. We need environmental clean up.
- I believe LANL and the University of California should get serious about relocating some business operations to the valley.
- I believe LANL does the best they can. The IWD system does not work. The construction piece should be separate from the lab - they should be separate entities. It should be simple.
- I believe that under the current circumstances LANL is doing their best.
- I believe we need more communication between the community and LANL. I appreciate what LANL does for education in the pueblos. Transportation is now a problem. LANL outreach is great. If they could come to the communities for grant writing; it would help out tremendously. Our pueblo is more isolated than others.
- I don't believe that LANL is effectively coming across as a positive member of the community. I know their heart is in the right place, but they're not coming across that way. A series of roundtables or a think tank with LANL and the business communities would be helpful for our future.
- I don't see a commitment to the people in the schools like there is in management. Provide something in the science program. It's funny that students such a short way from Los Alamos cannot pass the SFT tests.
- I find it very difficult to engage anyone in a conversation of economic value. LANL should be more involved in the cultural organization in NM because most cultural organizations contribute to the positive educational experiences.
- I find the UC and the lab not willing to have community outreach.
- I have not heard about most of the lab's programs and have not seen any efforts reaching out to small businesses. It seems that doing business between the lab and small businesses may be difficult.
- I have seen improvement in this area in the past year.
- I hope the university gets the contract again since they have been a good neighbor. We need a contract at the labs when we have an idea that needs a person with scientific knowledge to help us make our ideas effective.
- I hope the University of California continues with the contract. Over the years, they have been good to us and I hope it continues here in Española.
- I like the science projects. We would like more monitoring of the land, air and water for environmental projects.
- I think funding is always a problem. I support anything LANL does for our community.
- I think that LANL is doing a good job. Funding and staffing is important in order to expand.
- I think they're doing a good job.
- I want them to continue support for MSA and everything they do for the community.
- I would like to see an improvement in information on the pros and cons of environmental issues. Present a very even picture, that way the reports we are given access to would have more credibility. We hear all the pros and later on we hear the down side. They don't have credibility.
- I would like to see LANL come to day schools, the junior highs, and the high schools to bring in more science education.
- I would like to see more local businesses utilized. We need to see liaison between businesses and LANL. We have one but we need one that is accessible.
- I would like to see more minority programs for businesses.

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

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

- I would like to see some more accountability from the University of CA/LANL to make sure the programs proposed are carried out and utilized by the community.
- I'd like to see more community and regional communication and development.
- If they are doing these, they need to find a way to let us know about them.
- I'm sure LANL is doing the best they can.
- Improve communication.
- Improve the lab management. Recognize the independence of individual researchers. Don't shut down the lab for trivia.
- Initiate or increase support in elementary and high school education.
- Ensure that more high paying jobs go to New Mexicans.
- It is a mistake for U of CA to administer a national lab service. Universities don't know how to run a business. Radiation workers at lab were treated inhumanely when analyzed by Johns Hopkins but not treated.
- It needs to be on a grassroots level. There needs to be more engagement with the community. There needs to be more dialogue. There should have been a more natural community involvement by now. There is a sense of distance and separateness.
- It would be best if UC were not in charge of the lab.
- It would be nice to see public plans to provide development input. Procurement and assets.
- It would be wonderful if it would happen but it would involve a complete paradigm shift for it to happen.
- Keep hiring in-state individuals for tech type jobs where they can be trained.
- Lab should contact the Hispanic Chamber of Commerce in Albuquerque since they would have common interests.
- Lab should deal with the blog - LANL the real story. The blog environment can affect them quite negatively.
- Labs don't do a good job in the community relations; they may be doing good things but no one is aware of them.
- LANL and UC have made attempts more recently to engage the community. Those are positive and should be continued and should be a sincere effort to see this to a positive outcome.
- LANL could have a publication out in the newspaper, media, and magazines for people to know about the different programs and information that is out there.
- LANL drives all economics in this town; they need to take a look at the community impact on their decisions.
- LANL employees are involved in the community outreach, but it is not publicized. The lab needs to publicize more. This would give them more of a positive impression. Sometimes there is more talk and no show on some issues.
- LANL had made it complicated to deal with them. They tell us they will buy from us, but the amount they buy is not enough to justify all we have to do.
- LANL has changed in the last few years. They need to listen to us. I have given up going to meetings - they go nowhere. Small businesses are left behind.
- LANL is a scientific institution and they are unaware of the retail businesses that could serve them. It is hard to do business with LANL. Some of the businesses cannot deal in bulk. A business outreach liaison would be greatly appreciated - work on the side of the business. I understand they already have such a person. Childcare services inside LANL would be very beneficial.
- LANL is focusing on the wrong university. Focus on UNM and NMSU. I would like LANL to use their technology to help us with forest restoration.
- LANL is kind of back sliding a bit. There needs to be more positive involvement with the community.

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

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

- LANL is not open to sit and provide an open forum and bring the communities together. There is a sense of separateness. There needs to be more dialogue. I feel that LANL resents, in some areas, reaching out to the communities.
- LANL needs to be a part of the community and the community needs to understand how much LANL cares about the community. A consciousness. A natural transition - no separateness. I believe that LANL is trying hard to progress and clean up their negative reputation.
- LANL makes good efforts and intentions but nothing gets done. There is too much bureaucracy and too much paper work.
- LANL makes the decisions which affect communication in different ways.
- LANL needs to be a good neighbor. LANL has been perceived as a polluter and an environmental hazard. We need to know more information about their permits. Open up the channels of communication.
- LANL needs to consider their impact on the tribal communities - their culture and transportation issues. There are high incidences of death in the community due to high traffic. The traditional way of living has been interrupted. The community feels very vulnerable - terrorism would threaten the surrounding landscape.
- LANL needs to focus on getting outside of Los Alamos and Santa Fe community to know what they have to offer the state as a whole. No one knows anything positive about LANL.
- LANL needs to think out of the box. Economic development - I hope there is a huge attitude adjustment at LANL. There is a waste of tax payer dollars.
- LANL needs to work better with the security and traffic agendas.
- LANL puts forth efforts. Their representatives are not as educated about tribal economics. It can pose a hindrance as far as the needs of the community. There can be some delays because of lack of understanding of our tribal economy.
- LANL should extend to cover all surrounding communities, not only Los Alamos people. They should be supplying education for management and leadership positions at the lab. We need more of the sciences and need to be a better neighbor to small businesses in northern New Mexico.
- LANL should have an official community source for all to participate in the decision process for progress. I would like to see LANL more involved in educational progress.
- LANL should have more town hall meetings here in the valley so that the people can voice their concerns. Communication is #1.
- LANL should increase its presence and work in northern NM communities such as Las Vegas, Abiquiu, Taos, etc. A discussion group on education and activities for the children would help.
- LANL should make more of an effort to transfer more land to the county. We can't because of efforts like UCSD.
- LANL should publish more information in the Albuquerque area.
- LANL tends to not include Los Alamos community when they are helping businesses. We don't get consideration and they take away our vendor agreements. LANL spokesmen are arrogant. They need to listen more. They don't ask questions or listen to others. Lost communication. This is a detriment to our community.
- Listen to people in the community and act on their suggestions.
- Make it easier for high end business companies to do work for LANL.
- Make sure they do things in a safe and secure manner as well as having a safe information source.
- Make tech transfer and private sector partnerships part of the performance evaluation for line management.
- Money should be spent efficiently. If LANL does their job well, then it will show in the community. There is some frustration in the community with regards to LANL.
- More accountable.
- More educational outreach with more money.
- More information is needed for us to know what is going on.

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

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

- More involvement in K through 12 programs. Training for teachers on a wider scope with more teachers included.
- More opportunity for business leaders and citizens to meet with LANL and express their concerns.
- More outreach programs so they can utilize the smaller businesses—it's not fair to some businesses. Not enough outreach for minority people.
- More regular meetings with workers that supply jobs to surrounding communities. I have seen no plan or documentation of the communication between various communities that supply work.
- Most of the effort are taped down, and very little trust of LANL leadership in the local community.
- My business was punished because of what LANL employees did. Bad relationships with the small businesses.
- Need a community committee to give input to the labs. Let the lab employees work more with kids in school. Stop using downtown prime real estate.
- Need to be significant amounts of investments in my community. Many programs are promised and have been ineffective. The central level is not consistent with the employment base in my community.
- Need to be sincere and make an effort to communicate with the community. Be collaborative with the community. Don't just get lip service; the community can see through that - there is no substance behind that.
- Need to communicate up front to the business community before making major changes that impact them significantly. Improve child care and scheduling.
- Need to do more communicating.
- Need to improve in all areas. Need to do more outreach to all areas of northern NM.
- Need to push on financial issues for programs that are active.
- Need to work more with economic development, local business, local community, and not make it so hard to do business with the lab.
- Needs to go beyond talk and concrete follow-ups need to consist of action.
- No central phone number for information at the lab - a directory number is needed. Communication resources for the lab.
- Not enough presence in our community.
- Only make an effort when their contract is renewable. Most people don't know what they are up to or where they are.
- Our major concern is radioactivity and all types of pollution. They should hire an outside agency and report the findings to the public.
- Outreach is better to the smaller communities.
- Overtures to state universities are due to contract negotiations.
- Pick better people who live in the Los Alamos area to answer surveys.
- Pleased with UC and wish we had the same similar relationship with DOE.
- Reaching out to community, and making a genuine effort.
- Really trying hard now.
- Regarding the economic development. Some of the work from LANL should be distributed to some of the small business in the community, this would improve the unemployment situation. If LANL decides to build storage - they should contact Nambe Corp. development in order to accommodate the community and employment opportunities.
- Scientifically they are doing fantastic. Business wise, they are doing a poor job offering opportunities to small businesses. Their effectiveness is poor. The JIT contracts are leaving people hanging with uncertainty. There is still time for LANL to improve.
- Seems politically motivated with no long term consistency. The local bus that serves the lab doesn't serve the entire community at the same time - like a welfare situation.

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

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

- Send a representative to our high school and inform the students about grants and programs.
- Send information directly to principals so they know what they can ask for money wise so more feedback is given.
- Should do more in Taos County. Currently, it seems that the laboratory does nothing there.
- Should focus on local chambers important for small businesses.
- Should increase support to schools in technical areas.
- Should support some of the land being transferred to the county for economic development. They should speed up the cleanup of the lands. They provide opportunities to the community - but decisions have already been made.
- They should communicate to come up with ways to work with the community. Need new leadership because none is being showed. Need support to step forward and discuss with the DOE what they are pursuing.
- Should use existing economic development groups to assist laboratory efforts.
- Since LANL has gone to the Oracle System, we are getting paid less.
- Small business funding should be a percentage of money put out for small businesses. We attend meeting after meeting and they say they are trying, but nothing ever works out. I think they use these meetings as a way of meeting a quota percentage of participants.
- Small businesses have a difficult time working with the labs. Bad procedures, but outstanding educational outreach.
- Some individuals' efforts are excellent. The institute itself is poor.
- Stick with it.
- Strive to be a part of the community, not just talk to or listen to the community.
- Students should be invited to come in there and be able to work on studies.
- Survey seemed biased to government interests rather than entrepreneurial efforts by the local business. Respondent hopes the answers to survey do not ignore the importance of local business on economic health.
- Take more input from the community and respond to the community.
- The business advisory is moving in the right direction.
- The civic center is being built. LANL should support this project. Homes are hard to sell in this area. The community is in a very unstable condition.
- The communication between LANL and the tribes is not fruitful. We need more follow through and more accountability. LANL needs to follow through with what they promise in the meetings we have.
- The Contingent Worker Program has run its course. The attitude at LANL makes it hard to get work done.
- The electronic newsletter is a good idea and the survey is a good idea in efforts to communicate.
- The importance of community involvement. We need to make resources available to public on what is actually going on at the labs. The citizens need to be aware of any negative environmental impacts. We would like to see a tuition waiver for pueblo youth in order to attend the University of California.
- The lab currently does not understand the community well. They need trained people who are accountable and responsible to meet the needs of the community.
- The lab does great work gathering data about local small businesses, but the information doesn't get back to small businesses or they don't believe it. Thus, they need to get information back to small business leaders more clearly.
- The lab is exemplary in its desire to reach all of the above efforts, but have been inhibited by limited resources in the area. Recently (last 18 months), efforts to identify local resources have been productive.
- The lab keeps making public blunders which hurt the community and the lab.

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

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

- The lab needs more funding.
- The lab needs to limit “show” and address harder issues that will be fruitful. The technical “mission”-oriented part of the Lab should recognize that local small businesses can produce, as well as the larger out-of-state companies.
- The lab seems to be making a strong effort to increase economic development. But, asking for help from the technology staff results in sabotaging small business development.
- The lab should engage in more vigorous PR approaches to communicate all the things they do in the community.
- The lab should have partnerships 100% with all levels of deferment.
- The lab should reach out to small business with effective programs. Current programs do not focus on small business and often have inept people.
- The lab talks a lot but does little. After programs of “talking” nothing happens - there is no business and no contracts.
- The lab works hard at different jobs in a small state.
- The laboratory has a larger impact on the areas and it's important to continue. What should change is classification of small businesses so competition between smaller businesses can reasonably compete with large businesses for contracts.
- The laboratory is doing better than most people realize because the laboratory is perhaps not good at telling others.
- The labs have made a sincere effort to reach out to northern NM - keep up the good work.
- The lab's mission is nuclear weapons work and the test is lip service.
- The lab's only concern is itself. LANL is only wasting taxpayer's money. LANL's sole interest is destruction.
- The lab's procurement process is overly cumbersome and inefficient. There are too many layers of “approval” per order and it simply eats time.
- The labs should do more outreach in education standards in northern New Mexico.
- The Milestone is a tribal liaison office and we achieved a small business administration. For this we are thankful. LANL had their own in-house construction. We have a hard time bidding for jobs with LANL. This is hard for the community. The paperwork is too strenuous for the bidding process. It can be costly whether we get the job or not. We don't feel we get enough consideration if we do a good job. We feel a distance between us and we feel like outsiders.
- The money in northern NM needs to be more evenly distributed throughout the region with the contractors. We need more long term sustainability and need to be less dependent on LANL for long term economic growth. We need more low skill jobs available.
- The new contract is very important.
- The problem is the University of California. LANL and them are here and they don't communicate enough.
- The requests they have for us. We cannot compete with the big companies. That fosters mistrust. I would like to see a percentage of jobs given to KSL set aside for minority owned businesses.
- The RFP process is too complicated for many small businesses to process. To impact small businesses, LANL should find a way for small businesses to use or obtain high tech instruments.
- The small business office, although they do provide a level of communication, the results from that are limited.
- The things that they are doing now. Outreach should have been done years and years ago. It's a little too late.
- Their community involvement is great and continue the newsletter. Have periodic displays at fairs or festivals in Taos and Santa Fe. More outreach is needed. UC should step aside and let someone else get a grip on the situation.
- There are a lot of inconsistencies in the contracting arena with LANL. Promises are not kept. The small businesses are struggling to get contracts with LANL. LANL creates a lot of instability.
- There has been an effort to improve most things.
- There hasn't been a great deal of information available to the public.

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

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

- There is a discrepancy about the different tribes. The same outreach programs are not being offered equally to all the pueblos. It doesn't matter whether they are Anglo or Hispanic or Native American - LANL is not fairly distributing their programs. It seems that if they are offered they are only focusing on specific Native Americans.
- There is a lot of risk working at LANL and this needs to be communicated to the community. There is not a lot of communication in regards to roads and traffic. There are some security issues. What is going on with contracting the University of CA and opportunities with the students in the community?
- There is still a lot of discrimination from Los Alamos. There was an incident that happened where a basketball team was not served at McDonalds because they were Indians.
- There needs to be more effort on the lab's side. They are improving now that they are in trouble. They need to make us aware of business opportunities in Los Alamos for businesses like San Miguel County.
- There used to be a community update where the director would come into the communities with PowerPoint presentations to update and give communities opportunities to give feedback. We have not had this for a while and this gives the community a negative impression of LANL. I would like to see the PowerPoint updates come back.
- These surveys and community meetings are only window dressing. For over sixty years the Native Americans have suffered because of the lab. This is just an exercise. I hope you are getting paid well for it.
- They are doing a good job. Some of the people in the community are hard to deal with. LANL is trying hard and doing all it can.
- They could provide more foundation and scholarship support. Assist more students for college.
- They have made a valiant effort.
- They have to be far more visible and perceptible than they have in the past.
- They have worked on this in the last six months more than before. I think they have improved.
- They need to come through with their promises. They need to utilize northern NM if they are going to be present here.
- They need to expand their partnerships with the local communities and tribes. Long lasting funding is critical.
- They need to have a single source of contact within the lab - which is accountable to the lab.
- They need to make more of an effort in community involvement. Not just talk - communicate efficiently with everyone.
- They need to pressure the landlords regarding the diversification of the clientele they serve. Real estate is expensive. There is a burden on the small business owners.
- They need to provide more financial and technical assistance to Pojoaque Valley High School, since we are providing them students to work at there workplace.
- They need to work on their problems of hiring Latinos. PR stuff, they need to work more on their image.
- This survey is flawed. I believe that there should be separate questions asked for University of CA and LANL since they operate separately on some issues. LANL director needs to be more active and involved with the leadership business community.
- To continue to contract on path with the local economy. Be more connected to the local flow. Address needs of each community - use resources of staff in labs.
- To disseminate the information more broadly. More communication and collaboration between LANL and tribal entities.
- To have access to the security tainting. If they could partner with the pueblos or surrounding law enforcement agencies. We would like access to their ongoing security training.
- To increase student enrichment programs.

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

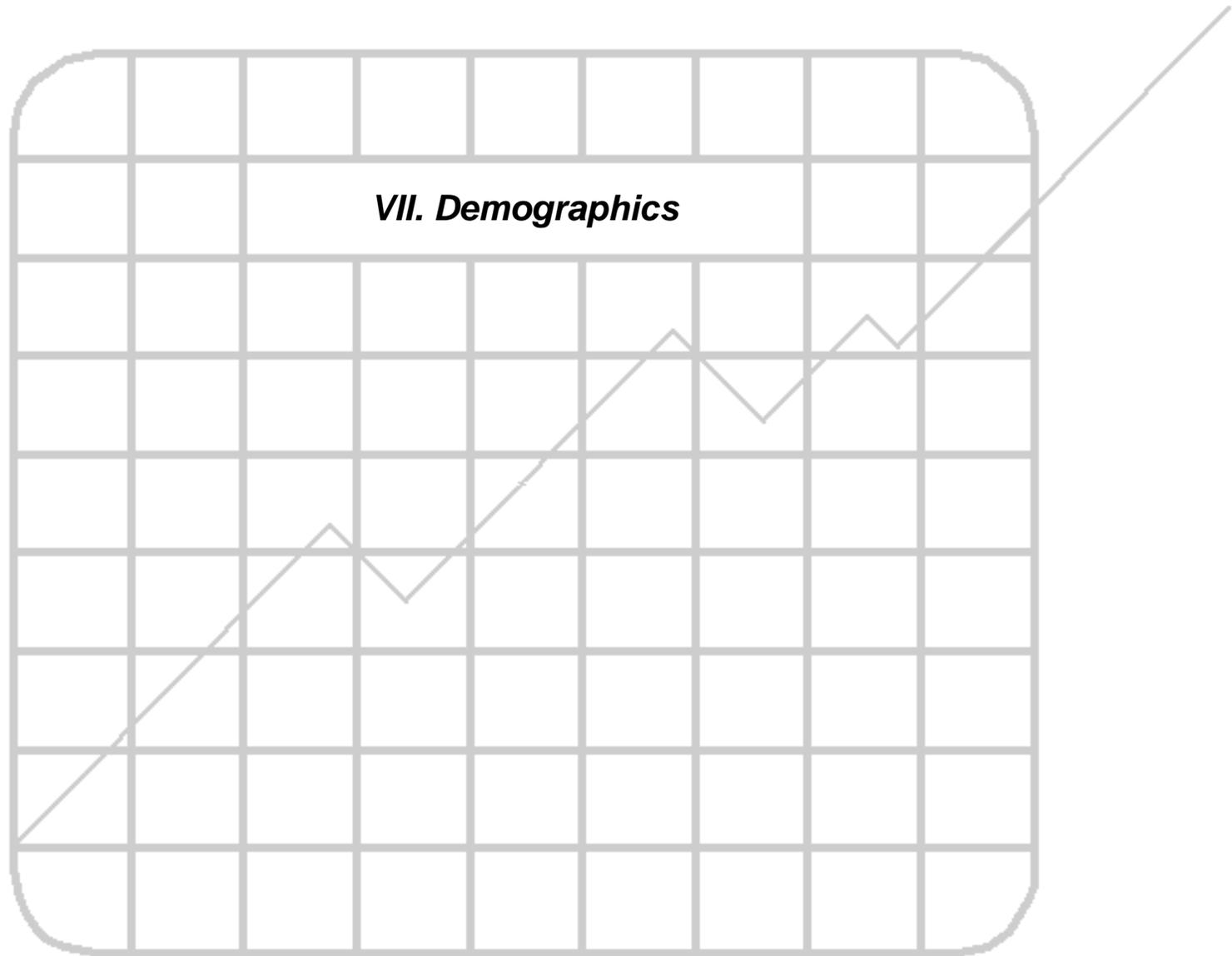
Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

- To release smaller and more jobs to the communities. As a business, I would like to do copy business with LANL. We have been cut off from doing business with LANL. We still receive calls to bid, but we were cut off.
- To take a participating role.
- Tom Cordova is a big help with grant writing. Keep up the good work with the student internships.
- Too much rhetoric from the lab about small businesses. The lab believes they meet their goals, but it doesn't seem real. It is a lot of work to do business with the lab and should not be so difficult.
- Transit is a big situation. We would like LANL to consider some of the issues presented to support regional transit. We would like LANL to help fund the park and ride transit system. We would like to have our meetings considered and not cancelled.
- Treat all schools equally. Lots of people feel their children's schools are not getting the help that they deserve.
- True that the lab sends out good staff to the community meetings - then the rules are changed when staff comes back; staffers are hung out to dry.
- U of CA and LANL need to be much more responsive in listening to the community.
- UC and LANL have ignored school districts and communities outside of Los Alamos.
- UC being real good and the lab not so good. The lab should be looking twenty years ahead into the future.
- UC has a long history of running an effective program. LANL runs a very tight and excellent program - however, they have had some misguided leadership. LANL has failed by not taking advantage of the local knowledge base. There needs to be more effort in taking advantage of the local people and the talents in our communities. Also, I have not heard much about the school programs that LANL is involved with.
- Under subcontracting, we need more contracting with more northern communities instead of out-of-state contractors. Keep the business local.
- Very focused on northern NM, need more emphasis on broader areas.
- Very satisfied - great partners.
- Want more collaboration in Chama.
- Want to see a program where LANL people come in to teach math and science and let kids know what's possible with the future. Give old computers and desks to the schools.
- We have an industrial park here. Any business that LANL could bring here would help. We have the space available.
- We have plenty of support from the education outreach program. We are satisfied with their efforts.
- We have seen growth. Keep up the good work.
- We know LANL is trying to reach out to the school system. LANL should consider the long term goals instead of the short term fixes. Instead of handouts, work on long term opportunities for the community to sustain itself.
- We need LANL to come into our pueblos and let us know what is going on. We need to be informed about the environment and other programs. We want to understand LANL better. We would also like to know more about the job opportunities at LANL.
- We need more efforts in manufacturing more transportation and other vehicles that do not use fossil fuels. Low speed vehicles, micro cars, electric transportation, rail and hydrogen transportation, etc. We could take advantage of our abundance of solar activity. LANL has the ability to lead the way in this alternative means of transportation.
- We need more efforts with tribal entities and utilization of tribal enterprises and small businesses.
- We need more hands-on workshops.

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

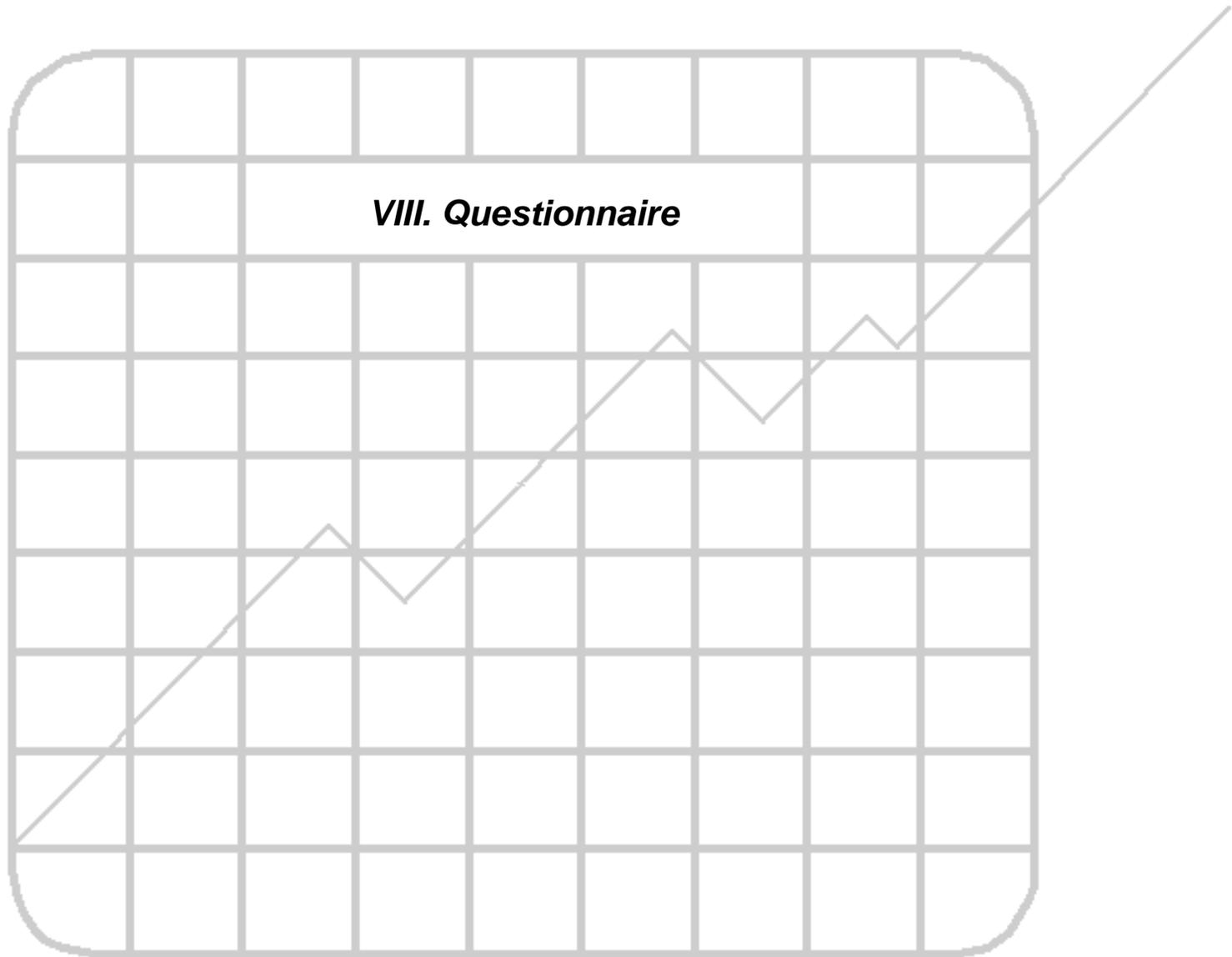
Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

- We need more involvement between LANL and the surrounding tribes. We would appreciate the courtesy of communication and more involvement. We live around the lab and would like to know what is going on.
- We need more outreach about what is available as for funding to the tribes' education. The local colleges need to be more involved in outreach to train local tribes. We need more proficiency in training for computers, technology, and other higher education positions. Distance education is also important.
- We need more sensitivity for office space rents. The rents are currently high because LANL leases space and causes high rates. We are currently considering Santa Fe.
- We need one-on-one meetings. More consultations in person. E-mails and newsletters are impersonal.
- We need to be more dedicated to tribal concerns and the community.
- We need to see more accountability from LANL and their relationship with the subcontractors. We would like to see them follow through on their promises with contractors. There needs to be more opportunities with the small and local businesses instead of these large out-of-state contractors they are doing business with. It is hard to compete with these large contractors.
- We would like more information on what is going on, preferably in newsletters.
- We've been involved in other surveys, polls and sessions for opinions, but nothing seems to get done regarding small business and professional services. LANL is very unfriendly and hostile to do business with. The attitude is uncaring. Local businesses were closed down because of last year's stand down and LANL did not give regard. It was not discussed. We are not given input regarding the new road project. LANL's contingent workers program is unethical.
- When LANL makes plans that affect the quality of life or adversely affects the economy of the community, the county government should have a seat at the table in the very beginning of these plans.
- Wish they would buy more products locally and it would make it easier to buy here, as well as cheaper.
- With the amount of technology LANL has, northern NM should resemble Silicon Valley.
- Work closely with minority businesses.
- Would like them to do it. They never let the small northern NM businesses have a chance.
- You should give it a try through another university.



Demographics of Sample (Weighted)

| | <i>Total Sample (N=404)</i> |
|---|-------------------------------------|
| <u>Gender</u> | |
| Male | 66% |
| Female | 34% |
| <u>County</u> | |
| Santa Fe | 40% |
| Rio Arriba | 25% |
| Los Alamos | 24% |
| Other New Mexico | 10% |
| Other out-of-state | 1% |
| <u>Organizational Sector</u> | |
| Economic/business | 47% |
| Governmental | 24% |
| Education | 18% |
| Tribal | 5% |
| Special interest groups | 5% |



**Los Alamos National Laboratory Community Leaders
August 2005
N = (596 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 120)
2. Economic/business (Possible 294)
3. Education (Possible 93)
4. Tribal (Possible 61)
5. Special Interest Groups (Possible 28)

1. **What would you say is the single biggest problem facing your community today? (DO NOT READ CATEGORIES)**
(TAKE UP TO THREE 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

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

Other (SPECIFY) _____

- 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 to 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

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 your community? Please use a 5-point scale where 5 means Los Alamos National Laboratory is outstanding and 1 means they are unacceptable.

OUTSTANDING
UNACCEPTABLE
DON'T KNOW/WON'T SAY
 5 4 3 2 1 6

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)

- | | | <u>VERY SATISFIED</u> | <u>SOMEWHAT SATISFIED</u> | <u>SOMEWHAT DISSATISFIED</u> | <u>VERY DISSATISFIED</u> | <u>DON'T KNOW/WON'T SAY</u> |
|----|---|-----------------------|---------------------------|------------------------------|--------------------------|-----------------------------|
| 4. | The educational programs offered by Los Alamos National Laboratory such as student employment, the Math and Science Academy, Adventures in Supercomputing Challenge, and partnerships with New Mexico universities..... | 4 | 3 | 2 | 1 | 5 |
| 5. | Los Alamos National Laboratory's effort to purchase goods and services from businesses in northern New Mexico communities | 4 | 3 | 2 | 1 | 5 |
| 6. | University of California and Los Alamos National Laboratory's efforts to provide equal employment opportunities for all qualified residents of northern New Mexico in the last year | 4 | 3 | 2 | 1 | 5 |
| 7. | University of California and Los Alamos National Laboratory's efforts to listen to the concerns of your community..... | 4 | 3 | 2 | 1 | 5 |
| 8. | University of California and Los Alamos National Laboratory's efforts to respond to the concerns of your community..... | 4 | 3 | 2 | 1 | 5 |

| | <u>VERY SATISFIED</u> | <u>SOMEWHAT SATISFIED</u> | <u>SOMEWHAT DISSATISFIED</u> | <u>VERY DISSATISFIED</u> | <u>DON'T KNOW/ WON'T SAY</u> |
|---|---------------------------|-------------------------------|----------------------------------|------------------------------|----------------------------------|
| 9. The overall impact that the University of California and Los Alamos National Laboratory has had on the economy of your community..... | 4 | 3 | 2 | 1 | 5 |
| 10. Los Alamos National Laboratory's efforts to provide effective environmental stewardship, monitoring and remediation..... | 4 | 3 | 2 | 1 | 5 |
| 11. The University of California's Northern New Mexico Office programs such as out-of-state tuition reimbursement for NM students and assistance for NM educational institutions such as the Highlands University engineering program | 4 | 3 | 2 | 1 | 5 |

Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships with *(READ BELOW)* , in an effort to improve the region? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective or very ineffective?

(RANDOMIZE)

| | <u>VERY EFFECTIVE</u> | <u>SOMEWHAT EFFECTIVE</u> | <u>SOMEWHAT INEFFECTIVE</u> | <u>VERY INEFFECTIVE</u> | <u>DON'T KNOW/ WON'T SAY</u> |
|---|---------------------------|-------------------------------|---------------------------------|-----------------------------|----------------------------------|
| 12. Local governments in northern New Mexico | 4 | 3 | 2 | 1 | 5 |
| 13. Business community in northern New Mexico | 4 | 3 | 2 | 1 | 5 |
| 14. School districts and educational agencies in northern New Mexico..... | 4 | 3 | 2 | 1 | 5 |
| 15. Tribal governments and tribal agencies | 4 | 3 | 2 | 1 | 5 |
| 16. State government agencies | 4 | 3 | 2 | 1 | 5 |
| 17. The State Legislature..... | 4 | 3 | 2 | 1 | 5 |

18. **How satisfied are you with the efforts of the Los Alamos National Laboratory Foundation such as major grants to public schools in northern New Mexico, the LANL employee scholarship fund, and educational enrichment grants? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?**

- 4. Very satisfied
- 3. Somewhat satisfied
- 2. Somewhat dissatisfied
- 1. Very dissatisfied
- 5. Don't know/won't say (*DO NOT READ*)

19. **Overall, how satisfied are you with the methods available to you for communicating with Los Alamos National Laboratory regarding your needs, concerns, and ideas? Would you say you are: (*READ CATEGORIES*)**

- 4. Very satisfied
- 3. Somewhat satisfied
- 2. Somewhat dissatisfied
- 1. Or very dissatisfied
- 5. Don't know/won't say (*DO NOT READ*)

20. **How satisfied are you with the Los Alamos National Laboratory's Technology Transfer program such as regional business development, MBA internships, and technology commercialization and entrepreneurship training? Are you: (*READ CATEGORIES*)**

- 4. Very satisfied
- 3. Somewhat satisfied
- 2. Somewhat dissatisfied
- 1. Or very dissatisfied
- 5. Don't know/won't say (*DO NOT READ*)

21. **Do you have any comments or suggestions regarding the Technology Transfer program?**

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

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

NOTE TO POLLER, WAS RESPONDENT:

1. Male
2. Female

Respondent's Phone Number _____

Poller Name _____ Poller Code _____