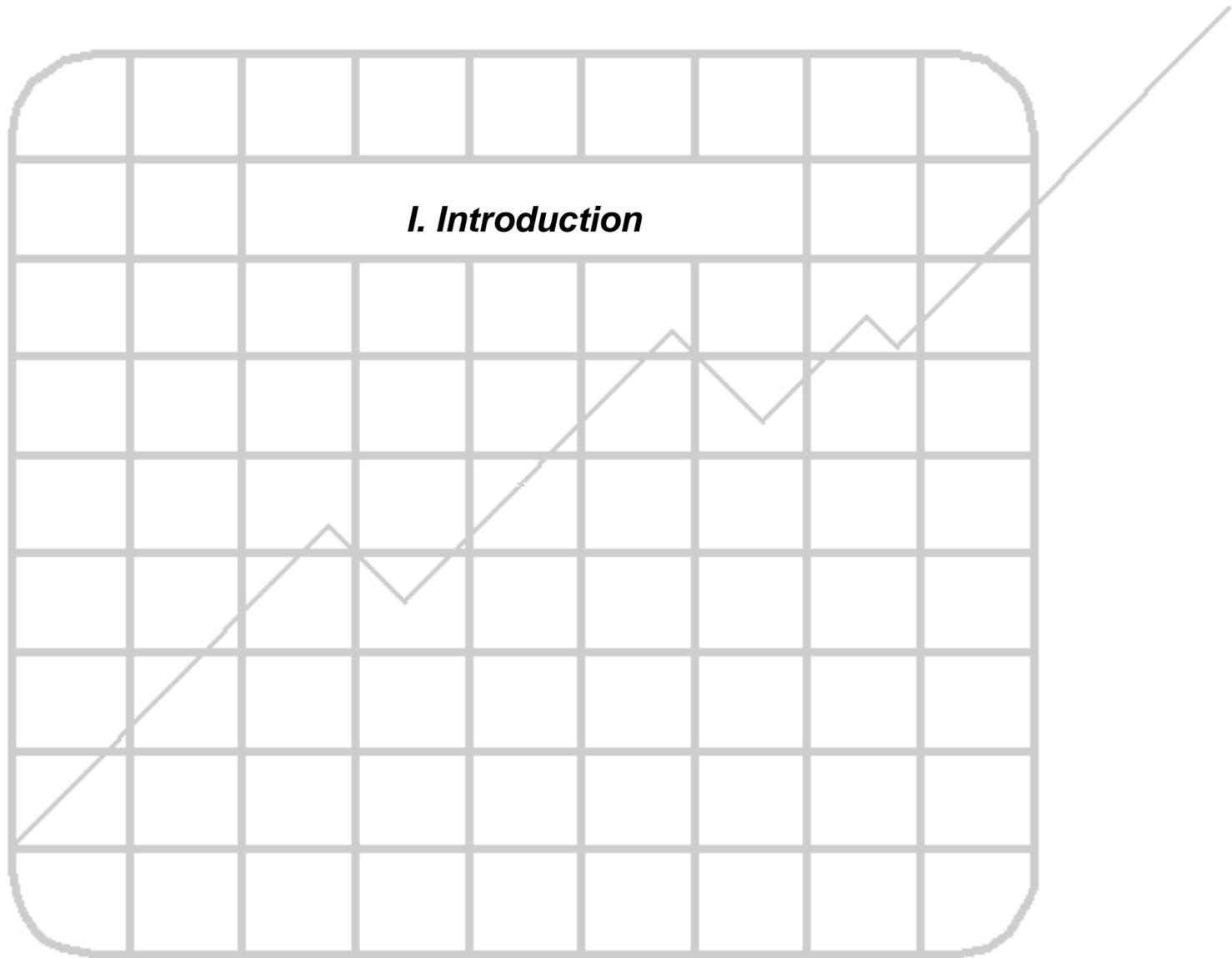


***Los Alamos National Laboratory
Community Leaders Study
October 2008***

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Methodology

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

The Interview

The survey instrument was designed in collaboration with LANL officials. Research & Polling, Inc. 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 18th and September 17th, 2008.

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. This year's list was extensively reviewed to remove those leaders who have minimal or no dealings with LANL and were, therefore, less likely to be aware of or have an opinion about LANL's impact in the region.

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. To ensure the proper proportion in each sector, Research & Polling went back to the 2003 study and calculated responses from each sector.

Sector	2003			2004			2005			2006			2007			2008		
	# 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	7	6	86%		11	69%		21	75%		34	58%	34	28	82%	49	40	82%
Tribal	31	5	16%	29	17	59%	61	22	36%	45	23	51%	49	33	67%	51	32	63%
Education	64	32	50%	69	43	62%	93	75	81%	75	39	52%	72	39	54%	62	46	74%
Government	123	44	36%	172	101	59%	120	98	82%	107	67	63%	104	55	53%	115	82	71%
Economic/Business	173	112	65%		90	73%		189	64%		135	68%	181	134	74%	105	71	68%
Total	398	199	50%	410	262	64%	596	405	68%	482	298	62%	440	289	66%	382	271	71%

Executive Summary

Over the past two years, Los Alamos National Laboratory has improved its overall image among Community Leaders throughout Northern New Mexico. LANL's persistent efforts to be involved with, and support, a variety of community programs have clearly helped its overall standing in the region. The Community Leaders' positive opinion of LANL is reflected in their overall impression ratings. Approximately three-fifths (61%) of Leaders have a favorable impression of the Lab, which has grown from 52% in the previous year, while unfavorable ratings have dropped from 13% to 6% currently.

Improvement is also apparent in LANL's role as a corporate citizen in Northern New Mexico. Currently, the majority (54%) of Community Leaders surveyed give LANL a positive rating as a corporate citizen, this is an increase of seven percentage points compared to last year's study and 15% compared to just two years ago. Only 13% of the Community Leaders currently give LANL an unfavorable rating, and 29% have neutral or mixed feelings.

There has also been a small increase in positive ratings for LANS, LLC. The percentage of Community Leaders with a favorable impression of the Lab's Management and Operations contractor has grown from 24% in 2007 to 30% currently, while the number of unfavorable ratings has dropped by 11 points from the previous year (from 25% to 14%).

Communication

In last year's study, we observed large improvements in how Community Leaders rated LANL's communication efforts. Overall, these improvements have been maintained as the majority of Leaders believe that LANL is listening (64%) and responding (62%) to perspectives of Northern New Mexico communities. In fact, the percentage of Leaders dissatisfied with LANL's efforts to respond to the perspectives of the community has decreased by nine points, although, the question is somewhat different from the previous study in which we asked how well LANL responds to community "concerns" rather than community "perspectives."

While the results show that LANL has made strides to improve communications, there are still opportunities to open more channels to the public. Overall, less than one-quarter (22%) of the Leaders surveyed are *very satisfied* with methods available for communicating with LANL, and 36% are dissatisfied. One Leader gave the following suggestion, "Need to

develop something online for all areas;" while another advised, "Work more with the media and get the word out about what's going on." One community Leader mentioned a different issue, "Need to let the community know earlier when making major decisions and listen to input from the community."

Economic and Business Issues

The Community Leaders surveyed believe LANL has a positive impact on the regional economy. In fact, three-fifths of Leaders surveyed are *very satisfied* with LANL's overall impact on the economy and another 27% are *somewhat satisfied*. Although LANL is viewed as an economic driver in the region, it would appear that some Community Leaders would like to see LANL play an even larger role.

When asked more specifically, 59% of the Leaders surveyed express satisfaction with the Lab's programs in regional business and economic development such as technology commercialization, training, and small business assistance, though just 24% are *very satisfied* and 27% say they are dissatisfied with these efforts. These ratings parallel the results observed in the effectiveness of LANL's partnerships with the Northern New Mexico business community, in which 57% of Leaders feel the partnerships are effective, while 31% say they are ineffective.

Satisfaction with LANL's efforts to purchase more goods and services from Northern New Mexico businesses has been consistent over the past eight years and remains an area that could be improved upon in the eyes of many Community Leaders. Overall, among the Economic/Business Leaders, surveyed, approximately half (49%) are satisfied, while 34% express dissatisfaction with the purchase of local goods and services.

One reason that some leaders may be dissatisfied has to do with the procurement process. As one Leader stated, "There are barriers in the procurement process that hinder businesses from participating," while another mentioned, "Business sector needs ways to help small businesses obtain contracts, purchase goods, etc."

Despite the fact that ratings for the Lab's efforts to buy goods and services from local businesses have remained stable over recent years, there is evidence of increased satisfaction with LANL's efforts to make a positive impact on economic development. One Leader gave the following comment,

“Have made noticeable improvement over two years and Northern New Mexico Connect Program will be a great benefit to small businesses.” Other Leaders suggest that LANL has made strides in the business community, but needs to make their efforts more perceptible, “Many don’t understand the outreach efforts; need to make it more visible and better known.”

Educational Issues

LANL is making notable strides within the education sector in Northern New Mexico communities. Overall, satisfaction ratings for LANL’s educational programs and their efforts through education grants and scholarships are the highest to date. The majority of Leaders are satisfied with LANL’s educational programs (84%). Eighty percent express satisfaction with the Lab’s efforts through education activities and grants. One Leader expressed the following opinion, “Everything is good, especially the math, science and supercomputing challenge.” One reason for the increase in satisfaction may be due to a growth in awareness of LANL’s efforts and programs.

Most importantly, satisfaction levels with LANL’s education efforts has greatly improved among Education Leaders when compared to previous years. Four out of five Education Leaders are currently *very satisfied* with the Lab’s efforts through education grants and scholarships, compared to 55% who expressed this same level of satisfaction in 2007. The percentage of Education Leaders who are *very satisfied* with LANL’s education programs has also risen from 57% in 2007, to 78% currently. One Leader, in expressing contentment with these programs, even suggests an expansion of LANL sponsored activities, “Need a program during the school year – they really enjoyed it [the summer program]. They requested more classes in the future.”

Although the overall opinion of LANL’s educational efforts is high, Community Leaders still have some suggestions for improvement. One Leader mentioned, “They [LANL] do an excellent job in education outreach, but they need to put the co-op students in higher value jobs and get their resumes in the system.” A few Leaders showed concern with expanding educational efforts outside of the local community, “Education outreach should be better utilized in the region, not just Los Alamos – e.g. Taos, Espanola, Santa Fe, etc.” Another suggested, “Work more closely with the community colleges.”

Social Issues

Overall, Community Leaders’ opinions of LANL’s efforts in the social arena have remained high with a few slight improvements. Satisfaction ratings of LANL’s involvement with charitable organizations have increased by seven percentage points, from 74% in 2007 to 81% currently. Satisfaction with LANL employees’ contributions has grown by five points (65% last year to 70% currently). One reason for the improvement in positive ratings is a greater awareness of LANL’s efforts in these areas. As with any organization, it is important that LANL be highly visible in its corporate giving and employee volunteerism.

Although LANL has maintained positive ratings of their efforts with social programs and issues, there are still improvements to be made. Satisfaction levels among Tribal Leaders are somewhat lower in comparison to other sectors, particularly in the area of employee contributions. One Leader expressed the following concern, “LANL needs to visit tribes... Assist tribes in rural areas for grants, etc.”

Government Partnerships

Evaluations of LANL’s partnerships with state, local and tribal governments are generally positive. The percentage of Leaders who feel these collaborations with school districts and the State Legislature are *very effective* are the highest LANL has received to date.

Although LANL has made progress, there is still room for improvement as relatively few Leaders rate these partnerships as being *very effective*. Only 15% of the Leaders surveyed feel that associations with local Northern New Mexico governments are *very effective*, while just 16% say state government relations are *very effective*.

Los Alamos Community Leaders are less satisfied with the effectiveness of LANL’s partnerships than with those in other communities in the region as only 3% of Los Alamos leaders feel the partnerships with local and municipal governments are *very effective* and just 6% feel this way about LANL’s partnerships with state government.

It should also be noted that the majority (63%) of Tribal Leaders are satisfied with the effectiveness of the Lab’s relationship with Tribal governments and agencies, though 31% are dissatisfied. One Leader expressed the following concern, “[LANL] Needs to go and meet the tribes individually – we are government – need to be treated as so.”

Closing Comments

Over recent years, LANL has made notable improvements in its many associations with the Northern New Mexico community. However, there is still some work that can be done in certain areas. Community Leaders' satisfaction levels have shown satisfactory improvement in educational programs, regional business development, social venues as well as other subjects. One Leader stated, "[LANL] is on the right path – continue to outreach to the community, offering skills and help and educational awareness and continue with environmental remediation."

Some Tribal Leaders have remained frustrated with the Lab's lack of attention concerning government partnerships and involvement in social programs. Moreover, some members of the business community continue to complain of the lack of local goods and services being purchased and the difficulties they face because of the procurement process.

It should also be pointed out that Community Leaders in Los Alamos County tend to be more critical of LANL than any other region as less than half have a favorable opinion of the Lab. Los Alamos leaders also give much lower ratings than others when it comes to listening to and responding to their

perspectives as well as the partnerships that have been formed with local government and the business/economic programs that are being offered.

The good news is that Los Alamos leaders do give credit where credit is due, illustrated by the high marks they give for LANL's charitable contributions and volunteerism, in addition to LANL's efforts pertaining to environmental stewardship and remediation. This would seem to suggest that LANL can and should make greater in-roads with the Los Alamos Leaders by continually working to improve communications and reaching out to those who live under LANL's shadow in helping to spur economic development.

While Los Alamos County is clearly very important given its inherent ties to the Lab, LANL cannot lose sight of the communities in outlying areas. Several of the Community Leaders commented on this, exemplified by one who wrote, "*The further you get from Los Alamos, the more diluted the involvement is. Needs to be increased as appropriate.*"

Although all the areas discussed will require some additional focus and consideration, it is evident that LANL is taking steps in a positive direction and these steps are slowly but surely being recognized by Community Leaders throughout the region.

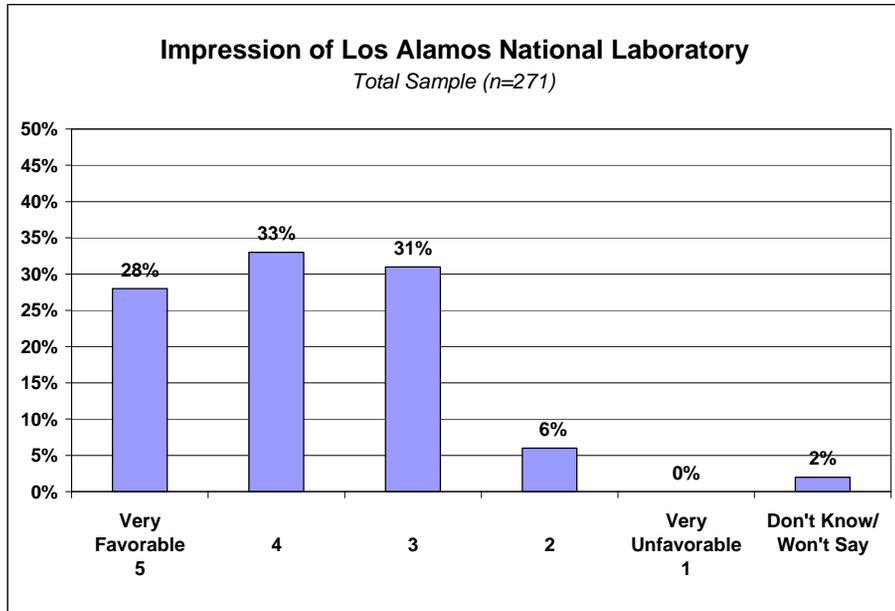
Major Problems Facing Northern New Mexico

(Top 8 Unaided Responses)

	<i>2008 Total Sample (n=271)</i>
Educational system is poor	30%
Economic development	14%
Non-availability of good jobs	12%
Economy	11%
Lack of economic opportunities	10%
Water shortage/reserves	10%
Limited economic opportunities	9%
Employment	8%

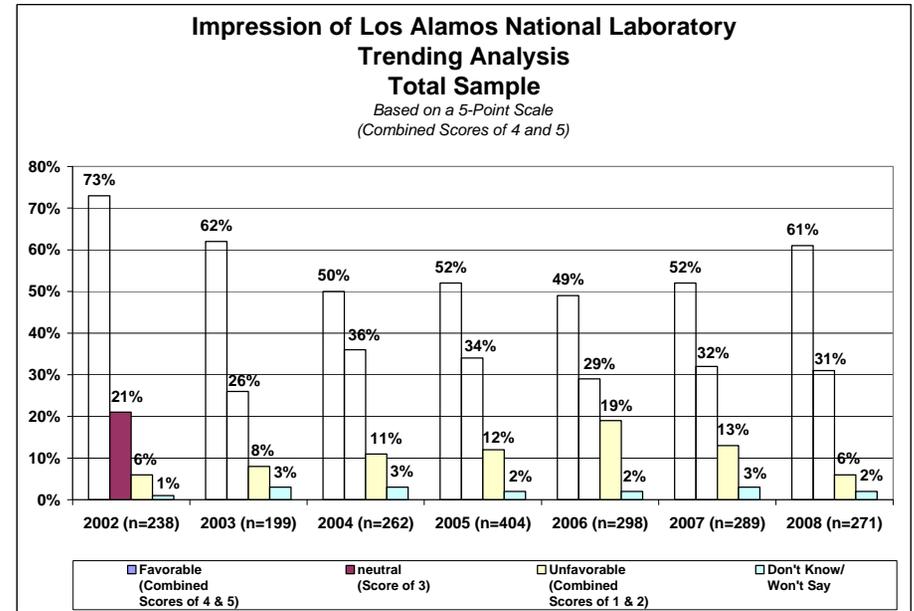
Community Leaders were asked in an unaided, open-ended manner, what they feel is the single biggest challenge facing Northern New Mexico today. Thirty percent of Community Leaders say that the educational system is poor, while 14% mention economic development, and another 12% report non-availability of good jobs as being the biggest issue. Eleven percent of Community Leaders feel the economy is the principal problem facing Northern New Mexico, while one-in-ten mention lack of economic opportunities and another 10% mention water shortages/reserves. Other frequently mentioned issues include limited economic opportunities (9%) and employment (8%). The fact that 6 of the top 8 responses are related to the economy shows just how important LANL's economic development programs are wanted and needed in the region.

It is interesting to note that 63% of Community Leaders in the Education sector say the educational system is poor when asked what they think is the biggest challenge facing Northern New Mexico.



Mean †: 3.8

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

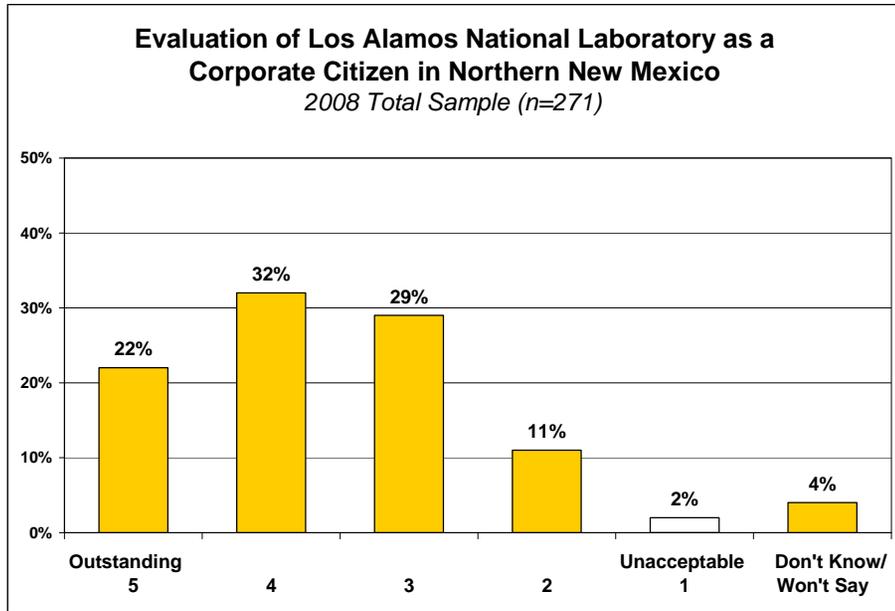


Community Leaders were asked to rate their general impression of Los Alamos National Laboratory on a 5-point scale, where 5 is *very favorable* and 1 is *very unfavorable*. Approximately three-fifths (61%) of the Community Leaders have a favorable impression of LANL (giving a rating of 4 or 5), with 28% saying they have a *very favorable* impression. Thirty-one percent give a neutral rating of 3, and just 6% give an unfavorable rating.

Community Leaders in the Education sector (82%) are more likely to have a favorable opinion of LANL than those in the Governmental (58%), Economic/Business (55%), Tribal (53%), and Special Interest Group (53%) sectors. Regionally, it's observed that just under half of Leaders in Los Alamos (46%) give LANL a favorable rating, while only 8% have an unfavorable opinion and 42% have neutral or mixed feelings about LANL.

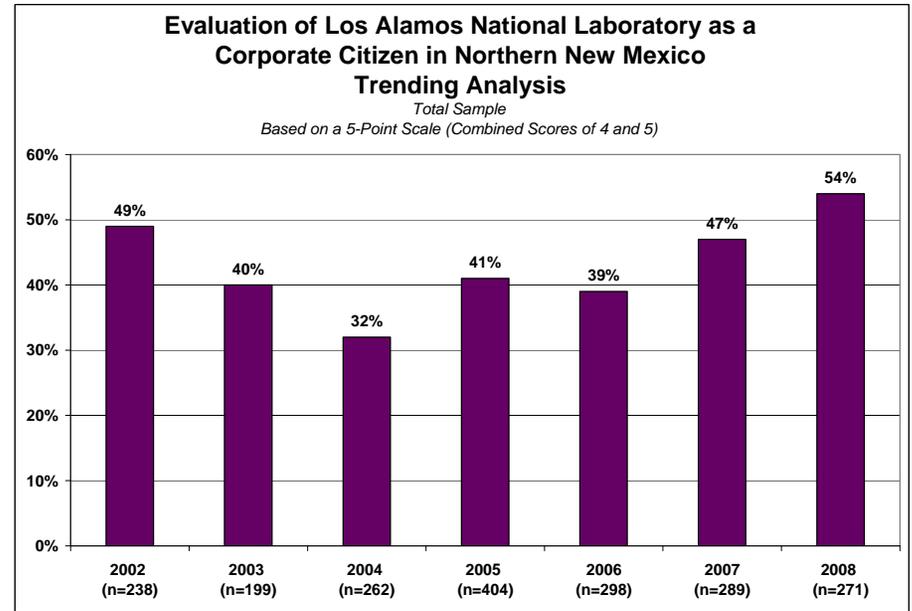
Trending Analysis

The graph on the right illustrates Community Leaders' favorable impressions (those who gave LANL a rating of 4 or 5) from 2002 to 2008. Presently, 61% of Community Leaders have a favorable opinion of the Lab, which has increased by 9 percentage points from 2007 and is the highest overall rating observed since the high water mark of 73% observed in the 2002 study. Furthermore, LANL's negative ratings have fallen from 13% last year to just 6% currently.



Mean †: 3.6

† 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.

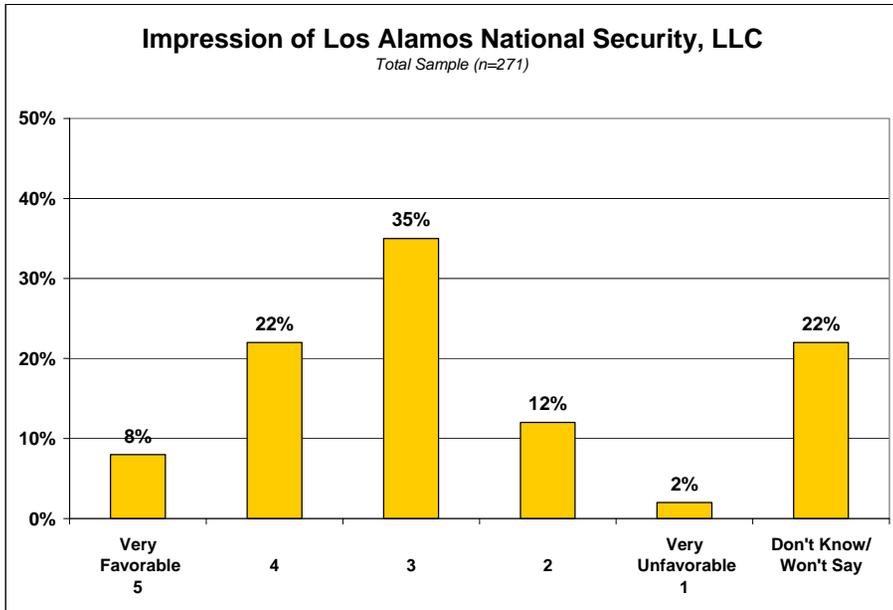


Community Leaders were asked to appraise LANL as a corporate citizen in Northern New Mexico using a 5-point scale where 5 is *outstanding* and 1 is *unacceptable*. The majority of the Community Leaders (54%) give a positive rating of 4 or 5 with 22% saying LANL is *outstanding*. Thirteen percent give a poor rating of 1 or 2 and 29% have neutral or mixed feelings about LANL's corporate citizenship, giving a rating of 3.

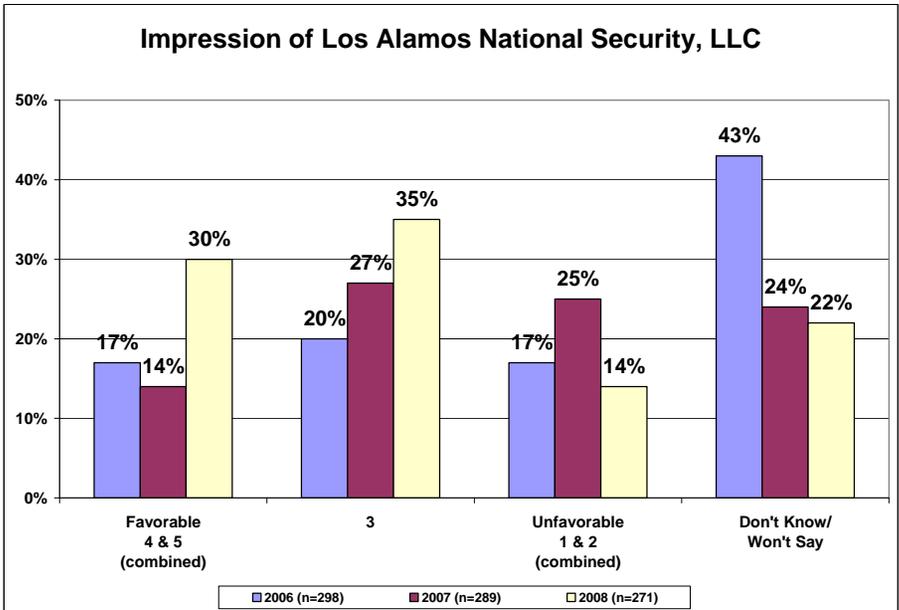
Community Leaders in the Education sector (72%) are more likely to give LANL a positive rating for its corporate citizenship than those in the Governmental (54%), Economic/Business (52%) and Special Interest Group (35%) sectors. It should be noted that 45% of Los Alamos Leaders give the Lab a positive rating, while 22% give a poor rating and 33% are neutral.

Trending Analysis

As displayed on the graph on the right, the majority (54%) of Community Leaders currently have a positive opinion of LANL as a corporate citizen in Northern New Mexico. This is an increase of 15 percentage points over the past two years and is the highest percentage the Lab has received since we began tracking this study.



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 the Laboratory's Management and Operations contractor, Los Alamos National Security, LLC. Based on a 5-point scale as shown above, 30% of the Leaders surveyed have a favorable impression, while 14% have an unfavorable impression, and approximately one-third (35%) have neutral or mixed feelings about the contractor.

One of the reasons for the comparatively lower scores observed for LANS, LLC, is the high percentage of respondents (22%) who have not formed an opinion of the contractor. Community Leaders in the Education (37%) and Tribal (34%) sectors are most apt to say they have no opinion of LANS, LLC. Interestingly, Community Leaders in Los Alamos (25%) are most likely to have an unfavorable impression of Los Alamos National Security, LLC, though 25% have a favorable opinion and the plurality (42%) have neutral or mixed feelings.

Trending Analysis

The graph on the right displays Community Leaders' impressions of Los Alamos National Security, LLC, grouping together favorable (4 and 5) and unfavorable (1 and 2) ratings. Currently, 30% of Community Leaders give the Lab's Management and Operations contractor a favorable rating, an increase from the previous year.

Top Ways of Receiving Information About Los Alamos National Laboratory

(Top 8 Unaided Responses)

	<i>2008 Total Sample (n=271)</i>
Newspapers	52%
Monthly electronic newsletter/Connections (email)	29%
Lab employees	23%
Neighbors/friends/family	
Word of mouth	13%
Internet	12%
Television	11%
Other meetings/talks	10%

When Community Leaders were asked in an unaided, open-ended manner, what are the top three ways they receive information about Los Alamos National Laboratory, the most common answer given is newspapers (52%). Twenty-nine percent of Leaders say they receive information about LANL from monthly electronic newsletters, while 23% mention Lab employees, 15% say neighbors, friends or family, and 13% say word of mouth.

15%

Evaluation of Specific LANL Attributes: Communication Issues

Ranked By Highest Percentage "Very Satisfied"
Total Sample (n=271)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/Won't Say</u>
Efforts to listen to the perspectives of the Northern NM Community	27%	37%	22%	6%	7%
Methods available to you for communicating with LANL regarding your needs, concerns and ideas	22%	34%	26%	10%	8%
Efforts to respond to the perspectives of the Northern NM Community	21%	41%	22%	8%	8%

Community Leaders were asked to rate their level of satisfaction with different aspects of communication with Los Alamos National Laboratory. Sixty-four percent of Leaders say they are either *somewhat* (37%) or *very satisfied* (27%) with LANL's efforts to **listen to the perspectives** of the Northern New Mexico Community, while approximately three-in-ten (28%) are dissatisfied.

It is interesting to note that Community Leaders from Los Alamos (14%) and those in the Special Interest Group (10%) sector are much less likely than others to be *very satisfied* with the Lab's efforts to listen to the community.

Community Leaders were also asked to rate their satisfaction with the Lab's **efforts to respond to the perspectives** of the Northern New Mexico Community. Approximately three-fifths of the Leaders (62%) show satisfaction with the Lab's responsiveness while three-in-ten are dissatisfied.

Interestingly, those in the Governmental are less likely to express satisfaction (54%) with the Lab's efforts to respond to the perspectives of the community as compared to leaders in Economic/Business (65%), Education (68%), Tribal (66%), and Special Interest Group (62%) sectors. Furthermore, just 7% of Los Alamos Leaders are *very satisfied* with LANL's efforts to respond to the perspectives of communities in Northern New Mexico.

When asked to rate their level of satisfaction with **the methods available for communicating** with LANL regarding their needs, concerns and ideas, the majority of Community Leaders (56%) express satisfaction, though 36% are dissatisfied. The Leaders in Los Alamos are fairly divided with half being generally satisfied and 43% expressing dissatisfaction.

Evaluation of Specific LANL Attributes: Communication Issues

Trending Analysis

Ranked By Highest Percentage “Very Satisfied” (2008)
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>
Efforts to listen to the perspectives of the Northern NM Community					
October 2008 (n=271)	27%	37%	22%	6%	7%
October 2007 (n=289)	20%	42%	18%	12%	8%
September 2006 (n=298)	16%	28%	27%	19%	10%
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%
Methods available to you for communicating with LANL regarding your needs, concerns and ideas					
October 2008 (n=271)	22%	34%	26%	10%	8%
October 2007 (n=289)	27%	30%	23%	14%	6%
September 2006 (n=298)	20%	23%	27%	22%	7%
September 2005 (n=404)	22%	30%	24%	16%	9%
September 2004 (n=262)	19%	39%	23%	16%	2%
September 2003 (n=199)	24%	38%	21%	12%	5%
September 2002 (n = 238)	23%	46%	15%	12%	5%
Efforts to respond to the perspectives of the Northern NM Community					
October 2008 (n=271)	21%	41%	22%	8%	8%
October 2007 (n=289)	16%	37%	24%	15%	8%
September 2006 (n=298)	10%	24%	29%	27%	10%
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%

Trending Analysis

Levels of satisfaction with methods available for communicating with LANL have remained steady with 57% of Community Leaders giving a favorable rating in 2007 compared to 56% currently. Satisfaction with efforts to listen to the perspectives of the community has slightly increased from 62% in 2007 to 64% in 2008. However, Community Leaders' satisfaction with LANL's efforts to respond to the perspectives of the community has grown from 53% in 2007 to 62% currently.

It should be noted that, in previous studies, Community Leaders were asked to rate their satisfaction with LANL's efforts to listen and respond to the concerns of their community. In the current study, Leaders were asked to rate their level of satisfaction with the Lab's efforts to listen and respond to the perspectives of the community.

Evaluation of Specific LANL Attributes: Economic Issues

Ranked By Highest Percentage "Very Satisfied"
Total Sample (n=271)

	<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 in Northern New Mexico	60%	27%	7%	3%	3%
Programs in regional business and economic development such as technology commercialization, business training, and small business assistance	24%	35%	20%	7%	13%
Efforts to purchase more goods and services from businesses in Northern New Mexico communities during the last year (LANL)	16%	27%	19%	10%	29%

Community Leaders were asked to rate their level of satisfaction with several aspects of LANL's involvement in the Northern New Mexico business community. Eighty-seven percent of Community Leaders are either *somewhat* (27%) or *very satisfied* (60%) with LANL's **overall impact on the Northern New Mexico economy**, while only 10% are dissatisfied.

Nearly three-fifths (59%) of the Leaders surveyed expressed satisfaction with the Lab's **regional business and economic development programs such as technology commercialization, business training, and small business assistance**. Twenty-seven percent are dissatisfied and 13% of the Community Leaders haven't formed an opinion about these programs.

It should be noted that over three-fifths (63%) of Economic/Business Leaders are satisfied and 31% express dissatisfaction. Regionally we observe that while 53% of Los Alamos leaders are satisfied, 37% express dissatisfaction with LANL's business and economic programs.

When asked about their satisfaction with the Lab's efforts **to purchase goods and services from Northern New Mexico businesses during the past year**, 43% express satisfaction, while more than one-quarter (29%) are dissatisfied and 29% have no opinion. It should be noted that approximately half (49%) of the Economic/Business Leaders express satisfaction with LANL's efforts to purchase goods and services from local businesses, while 34% are dissatisfied. Interestingly, Leaders in Los Alamos and Rio Arriba are somewhat divided with 46% and 38% (respectively) expressing satisfaction, while 39% (Los Alamos) and 37% (Rio Arriba) are dissatisfied.

Evaluation of Specific LANL Attributes: Economic Issues

Trending Analysis

Ranked By Highest Percentage "Very Satisfied" (2008)

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 (LANL)					
October 2008 (n=271)	60%	27%	7%	3%	3%
September 2006 (n=298)	53%	28%	8%	5%	5%
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 purchase more goods and services from businesses in Northern New Mexico communities (LANL)					
October 2008 (n=271)	16%	27%	19%	10%	29%
October 2007 (n=289)	14%	27%	21%	16%	22%
September 2006 (n=298)	10%	21%	29%	20%	20%
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%

Trending Analysis

As shown above, general satisfaction with LANL's overall impact on the economy has increased from 80% in 2007 to 87% currently. Satisfaction levels with the Lab's efforts to purchase more goods and services locally have remained consistent (41% in 2007 and 43% presently).

Evaluation of Specific LANL Attributes: Educational Issues

Ranked By Highest Percentage "Very Satisfied"
 Total Sample (n=289)

	<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 by LANL	50%	34%	4%	1%	10%
Efforts through such activities as education grants and the LANL employee scholarship fund	49%	31%	6%	1%	14%

Over four-fifths of Community Leaders are either *very satisfied* (50%) or *somewhat satisfied* (34%) with **Educational programs offered by LANL such as the Math and Science Academy, Adventures in Supercomputing Challenge, and partnerships with New Mexico Colleges and Universities**. It should be noted that 93% of Leaders from the Education sector are satisfied with education programs offered by the Lab, with 78% saying they are *very satisfied*.

Eighty percent of Community Leaders express satisfaction with the efforts of Los Alamos National Laboratory **to support education activities such as grants and the LANL Employees Scholarship Fund**, while only 7% are dissatisfied. Ninety-four percent of Education Leaders express satisfaction, with 83% being *very satisfied*. Although 19% of Tribal Leaders are dissatisfied with the Lab's efforts to support education activities, 69% express satisfaction.

Evaluation of Specific LANL Attributes: Education Issues

Trending Analysis

Ranked By Highest Percentage "Very Satisfied" (2008)
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 by LANL					
October 2008 (n=271)	50%	34%	4%	1%	10%
October 2007 (n=289)	44%	33%	6%	2%	15%
September 2006 (n=298)	42%	30%	7%	4%	17%
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%
Efforts through such activities as education grants and the LANL employee scholarship fund					
October 2008 (n=271)	49%	31%	6%	1%	14%
October 2007 (n=289)	44%	26%	8%	2%	21%

Trending Analysis

As shown in the table above, Community Leaders' satisfaction with LANL's education programs has increased from 77% in 2007 to 84% currently. This is the highest level of satisfaction LANL has received since the 2000 study. Community Leaders' satisfaction has also grown concerning efforts by the Lab to support education activities such as education grants and the LANL Employees Scholarship Fund, from 70% in 2007 to 80% currently.

Evaluation of Specific LANL Attributes: Social Issues

Ranked By Highest Percentage "Very Satisfied"
 Total Sample (n=271)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
Involvement in Northern NM through charitable organizations	48%	33%	10%	1%	7%
Contributions of LANL employees to the community	40%	30%	10%	2%	17%
Efforts to provide effective environmental stewardship, monitoring and remediation	28%	35%	17%	9%	11%

Community leaders were asked to rate their level of satisfaction with the Lab's involvement in social programs. As shown above, approximately four-fifths of the community leaders surveyed (81%) are satisfied with the **Lab's involvement in Northern New Mexico through programs such as school and holiday drives, United Way Campaigns and other charitable programs**, while only 11% express dissatisfaction.

When asked about their satisfaction with the **contribution of LANL employees to the community through donations and volunteerism**, seven-in-ten are either *very satisfied* (40%) or *somewhat satisfied* (30%), while only 12% express dissatisfaction. Community Leaders in Los Alamos (64%) are most likely to be *very satisfied* with charitable contributions of the Lab's employees. Of the Tribal Leaders, 56% are satisfied, while 32% express dissatisfaction.

Over three-fifths of Community Leaders (63%) express satisfaction with LANL's efforts to **provide effective environmental stewardship, monitoring and remediation**, while 26% are dissatisfied. Regionally, we observe that nearly four-fifths (78%) of Leaders in Los Alamos are satisfied with the Lab's environmental efforts, while in Santa Fe, 54% express satisfaction and 30% are dissatisfied.

Evaluation of Specific LANL Attributes: Social Issues

Trending Analysis

*Ranked By Highest Percentage "Very Satisfied" (2008)
 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>
Involvement in Northern NM through charitable organizations					
October 2008 (n=271)	48%	33%	10%	1%	7%
October 2007 (n=289)	44%	30%	7%	3%	15%
September 2006 (n=298)	33%	33%	12%	3%	19%
Contributions of LANL employees to the community					
October 2008 (n=271)	40%	30%	10%	2%	17%
October 2007 (n=289)	37%	28%	7%	3%	26%
September 2006 (n=298)	26%	30%	10%	5%	29%
Efforts to provide effective environmental stewardship, monitoring and remediation					
October 2008 (n=271)	28%	35%	17%	9%	11%
October 2007 (n=289)	26%	33%	19%	9%	14%
September 2006 (n=298)	20%	39%	20%	10%	12%
September 2005 (n=404)	20%	39%	17%	9%	16%

Trending Analysis

As shown above, there is increased satisfaction with LANL's involvement in charitable programs from 2007 (74%) to the present (81%). Currently, Community Leaders are also more satisfied with contributions of LANL employees to the community than they were in the previous year, moving from 65% in 2007 to 70% in 2008. One of the reasons for these increases in satisfaction is a drop in the number of Leaders who have not formed an opinion.

There is a slight increase in satisfaction with LANL as an environmental steward, from 59% in the previous year to 63% currently.

Effectiveness of LANL Partnerships

Ranked By Highest Percentage “Very Effective” (2008)
Total Sample (n=271)

	<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	33%	37%	15%	1%	13%
The State Legislature	21%	40%	15%	1%	23%
Business community in Northern New Mexico	19%	38%	25%	6%	13%
State government agencies	16%	37%	19%	3%	25%
Local governments in Northern New Mexico	15%	43%	18%	4%	20%
Tribal governments and tribal agencies	13%	24%	16%	4%	44%

Community Leaders were asked how they would rate the effectiveness of different LANL partnerships. As shown above, 70% feel LANL’s **partnerships with the school districts, colleges and universities** in Northern New Mexico are effective, while 16% say they are not effective. Education Leaders (85%) are more likely than those in other sectors to say the Lab’s partnerships with educational institutions are effective.

When asked to rate the effectiveness of LANL’s **partnerships with the State Legislature**, approximately three-fifths (61%) of the Leaders feel they are effective and 16% feel they are ineffective. Community Leaders in Rio Arriba (75%) are more likely than Leaders in other areas to say the Lab’s partnerships with the State Legislature are effective.

Nearly three-fifths (57%) of the Community Leaders surveyed feel the Lab’s **partnerships with the business community** in Northern New Mexico are effective, though 31% say they are not effective. It should be noted that three-fifths of Economic/Business Leaders say LANL’s partnerships with the business community are effective, while 32% feel they are ineffective.

Just over half of Leaders (53%) believe the Lab’s **partnerships with State government agencies** are effective, while 22% feel they are ineffective and 25% have not formed an opinion. Interestingly, Los Alamos Leaders (34%) are more likely than others to say LANL’s partnerships with State government agencies are ineffective, though 45% feel they are effective.

The majority (58%) of Community Leaders feel LANL’s partnerships **with local and municipal governments** in Northern New Mexico are effective, while 22% say they are ineffective. Only 3% of Los Alamos Leaders feel partnerships with local governments are *very effective*, while nearly three-fifths (58%) say they are *somewhat effective* and 31% say they are ineffective.

Thirty-seven percent of Community Leaders believe the Lab’s **partnerships with tribal governments and tribal agencies** are effective, while one-fifth feel they are ineffective and 44% have not formed an opinion. It should be noted that over three-fifths of Tribal Leaders feel that LANL’s partnerships with Tribal governments and agencies are either *very effective* (38%) or *somewhat effective* (25%), while 31% feel these partnerships are ineffective.

Effectiveness of LANL Partnerships (Summary Table)

Ranked By Highest Percentage “Very Effective” (2008)
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					
October 2008 (n=271)	33%	37%	15%	1%	13%
October 2007 (n=289)	29%			4%	21%
September 2006 (n=298)	19%	33%	18%	8%	23%
September 2005 (n=404)	24%	32%		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%33%	36%13%		6%	19%
December 2001 (n=204)	23%		17%	2%	17%
September 2000 (n=162)	26%	45%16%	8%	6%	16%
The State Legislature					
October 2008 (n=271)	21%	40%11%	15%	1%	23%
October 2007 (n=289)	18%			2%	32%
September 2006 (n=298)	13%	29%	15%	5%	38%
September 2005 (n=404)	16%	31%	15%	4%	34%
September 2004 (n=262)	16%	28%		6%	36%
September 2003 (n=199)	17%	28%	14%	6%	36%
September 2002 (n=238)	12%37%	31%11%		5%	36%
December 2001 (n=204)	7%	28%	17%	4%	43%
September 2000 (n=162)	7%	31%	12%	5%	45%
		13%			
Business community in Northern New Mexico					
October 2008 (n=271)	19%	38%16%	25%	6%	13%
October 2007 (n=289)	12%				
September 2006 (n=298)	9%	31%	30%	17%	13%
September 2005 (n=404)	17%	34%	21%	15%	13%
September 2004 (n=262)	13%	38%	22%	12%	
September 2003 (n=199)	11%	42%	26%	9%	12%
September 2002 (n = 238)	22%39%	33%23%	22%14%	8% 12%	15%
December 2001 (n = 204)	16%	41%		8%	7%
September 2000 (n = 162)	6%	56%	20%	7%	12%
				14%	
State government agencies					
October 2008 (n=271)	16%	37%	19%	3%	25%
October 2007 (n=289)	15%	36%28%	14%	3%	32%
September 2006 (n=298)	11%			4%	35%
September 2005 (n=404)	12%	35%	14%	5%	34%
September 2004 (n=262)	12%	31%	16%	4%	36%
September 2003 (n=199)	14%	30%		5%	37%
September 2002 (n=238)	15%	32%	13%	5%	36%
December 2001 (n=204)	12%31%	35%19%	17%	2%	34%
September 2000 (n=162)	9%	40%		5%	
		14%			

Effectiveness of LANL Partnerships (Summary Table)

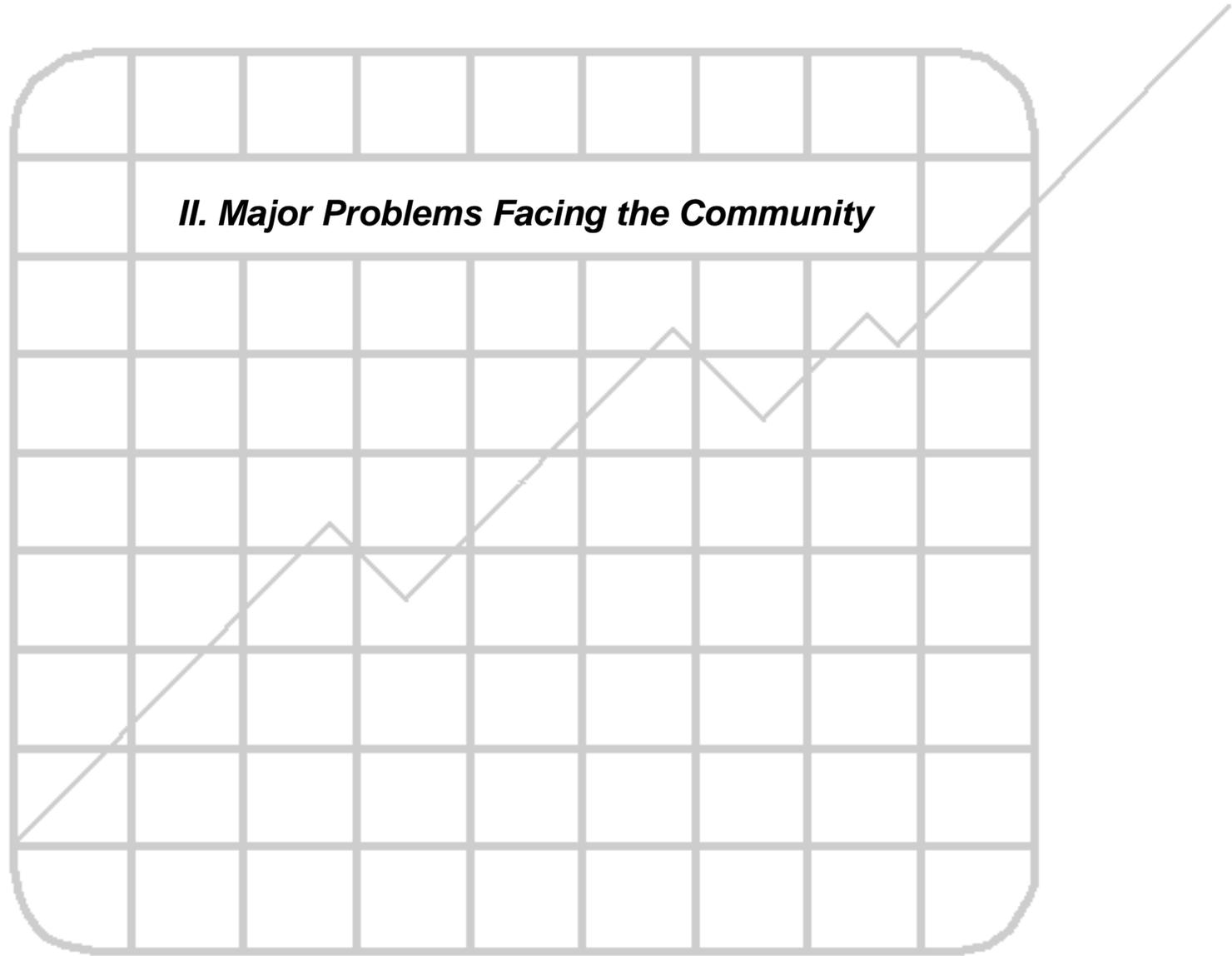
(continued)

Ranked By Highest Percentage “Very Effective” (2008)
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>
Local governments in Northern New Mexico					
October 2008 (n=271)	15%	43%	18%	4%	20%
October 2007 (n=289)	11%	43%	19%	6%	21%
September 2006 (n=298)	10%	29%	24%	10%	27%
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%
Tribal governments and tribal agencies					
October 2008 (n=271)	13%	24%	16%	4%	44%
October 2007 (n=289)	15%	27%	16%	2%	40%
September 2006 (n=298)	7%	23%	12%	8%	50%
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%

Trending Analysis

As shown on the previous two pages, the effectiveness ratings for several of LANL’s partnerships have improved over the last few years. The effectiveness evaluation for the Lab’s partnerships with school districts and educational agencies has increased by eight percentage points since the previous year. Other partnerships have also shown improvement with the exception of tribal governments and agencies, which has slightly decreased from 2007, but still shows progress from 2006.



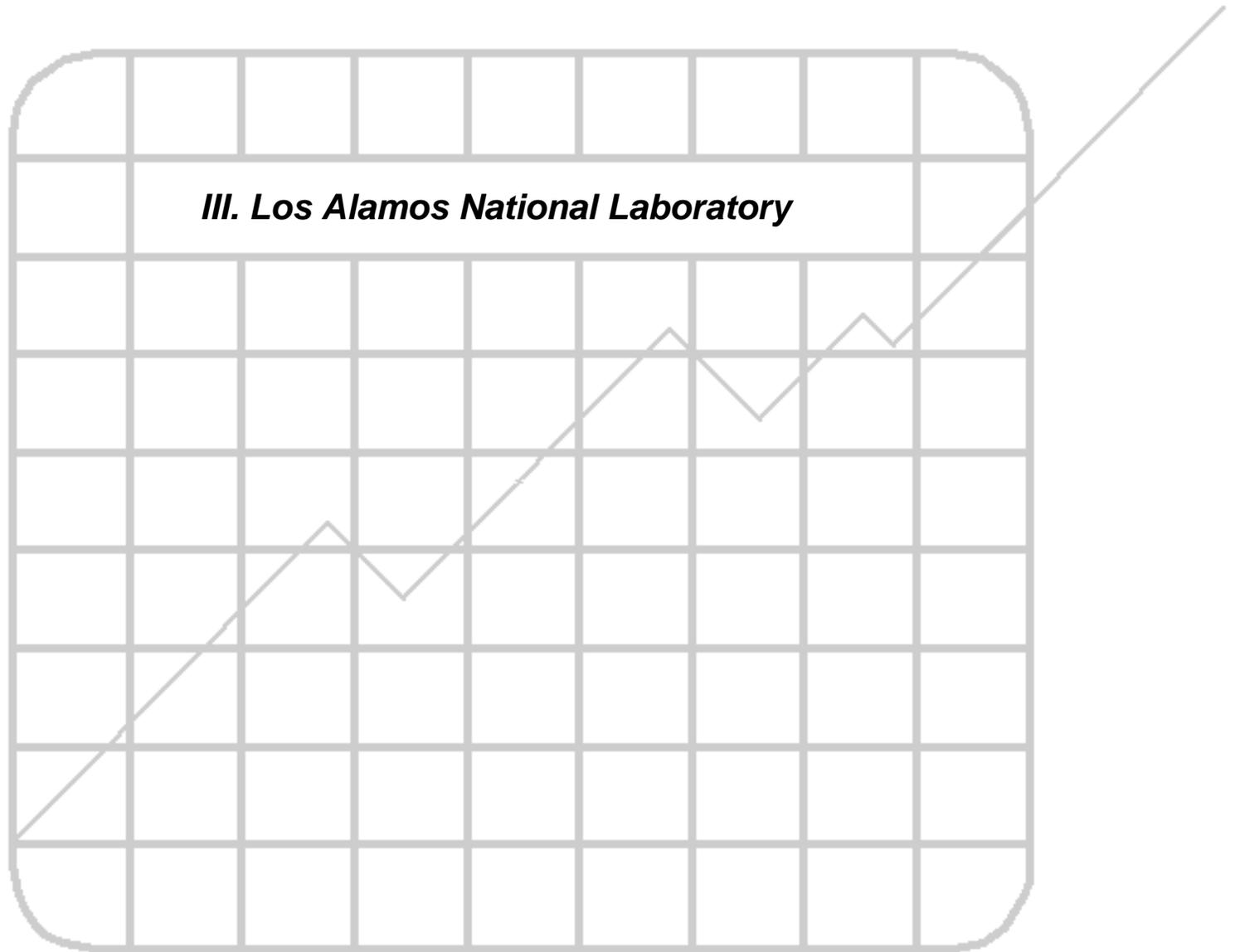
Major Problems Facing the Community

Question 1: What would you say is the single biggest challenge facing Northern New Mexico today?

	<i>Total Sample (n=271)</i>		<i>Total Sample (n=271)</i>
Educational system is poor	30%	Domestic violence/family problems	1%
Economic development	14%	LANL mission is not clear	1%
Non-availability of good jobs	12%	Government/political leadership is crooked	1%
Economy	11%	Gangs	1%
Lack of economic opportunities	10%	Cost of housing is high/unreasonable	1%
Water shortage/reserves	10%	Local government budget deficit	1%
Limited economic opportunities	9%	Availability of land	1%
Employment	8%	Politics	1%
Illegal drug use	6%	Sustainability	1%
Healthcare reform	6%	Water rights	1%
Poverty	4%	Cultural ways are dying	1%
Economic diversification	4%	Environment/polluted air	1%
High price of gasoline/fuel	4%	Police/legal system	*
Cost of living is high/unreasonable	4%	Poor business practices at LANL	*
Low wages	3%	Border rights	*
Lack of transportation	3%	Not enough private business	*
Lack of training for good jobs	3%	Low pay for teachers	*
Lack of infrastructure	3%	Government/political leadership is incompetent	*
Lack of skilled labor/labor force	2%	Climate	*
Funding: DOE/adequate	2%	Drilling (oil, etc.)	*
Future of labs/stability	2%	Cultural differences	*
Job security/retaining employees	2%	Lack of social services	*
Environment (clean-up, casinos)	2%	Programs/activities for youth	*
Availability of low income/affordable homes	2%	Maintenance of labs	*
Quality of school facilities	2%	New Mexico communities to get integrated	*
Lack of effective workforce development programs/training	2%	Solid waste	*
Quality of teachers	1%	Population growth	*
Roads/streets/highways are bad	1%	Equality	*
Water quality/pollution	1%	Nothing in particular	*
Alcoholism	1%	Don't know/won't say	*

* 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?

	Gender		County					Organizational Sector					
	Total Sample (n=271)	Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
5 - Very favorable	28%	29%	25%	29%	18%	39%	26%	31%	32%	23%	41%	22%	15%
4	33%	30%	37%	29%	28%	38%	45%	25%	26%	32%	41%	31%	38%
3	31%	32%	31%	31%	42%	15%	28%	39%	34%	37%	17%	31%	30%
2	6%	7%	5%	8%	8%	8%	-	6%	6%	6%	-	16%	13%
Don't know/won't say	2%	1%	4%	3%	3%	-	1%	-	2%	3%	-	-	5%
Mean †	3.8	3.8	3.8	3.8	3.6	4.1	4.0	3.8	3.9	3.7	4.2	3.6	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.

Evaluation of Los Alamos National Laboratory 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 Northern New Mexico? Please use a 5-point scale where 5 means Los Alamos National Laboratory is outstanding and 1 means they are unacceptable.

	Gender		County					Organizational Sector					
	Total Sample (n=271)	Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
5 - Outstanding	22%	22%	22%	21%	17%	34%	24%	13%	22%	20%	33%	22%	10%
4	32%	32%	32%	32%	28%	34%	35%	37%	32%	32%	39%	28%	25%
3	29%	26%	33%	30%	33%	20%	29%	28%	22%	30%	24%	34%	47%
2	11%	13%	6%	13%	18%	2%	7%	7%	15%	10%	4%	13%	13%
1 - Unacceptable	2%	3%	1%	1%	4%	-	1%	9%	1%	4%	-	3%	3%
Don't know/won't say	4%	4%	5%	3%	-	9%	3%	6%	9%	4%	-	-	3%
Mean †	3.6	3.6	3.7	3.6	3.4	4.1	3.8	3.4	3.6	3.6	4.0	3.5	3.3

† 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.

Impression of Los Alamos National Security, LLC

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

	Gender		County					Organizational Sector					
	Total Sample (n=271)	Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
5 - Very favorable	8%	7%	9%	5%	5%	10%	11%	10%	7%	6%	15%	3%	5%
4	22%	24%	17%	20%	20%	30%	26%	8%	24%	20%	17%	25%	25%
3	35%	36%	32%	36%	42%	27%	37%	15%	39%	39%	26%	22%	32%
2	12%	13%	12%	11%	25%	4%	5%	13%	13%	17%	2%	9%	15%
1 - Very unfavorable	2%	2%	1%	2%	-	2%	2%	6%	1%	1%	2%	6%	-
Don't know/won't say	22%	18%	29%	26%	8%	27%	19%	48%	15%	17%	37%	34%	22%
Mean †	3.3	3.3	3.3	3.2	3.1	3.6	3.5	3.1	3.3	3.1	3.7	3.1	3.3

† 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.

Ways of Receiving Information About Los Alamos National Laboratory

Question 5: What are the top three ways that you receive information about Los Alamos National Laboratory?

	<i>Total Sample (n=271)</i>		<i>Total Sample (n=271)</i>
Newspapers	52%	I work there	2%
Monthly electronic newsletter/Connections (email)	29%	Chamber of Commerce	1%
Lab employees	23%	Flyers/publications	1%
Neighbors/friends/family	15%	Board member/Board of Director	1%
Word of mouth	13%	New Mexico Environment Department	1%
Internet	12%	LANL Foundation	1%
Television	11%	Magazines	*
Other meetings/talks	10%	Blogs	*
Community relations/outreach/foundation	8%	D.O.E. contractor's methods	*
Daily electronic Newsbulletin (email)	8%	Direct contact	*
Press releases	6%	City staff	*
Quarterly regional leaders' breakfast	6%	Surveys	*
Mail	5%	The communities	*
Laboratory website	4%	EBS Partnership	*
Radio	4%	Newspaper advertising	*
Laboratory meetings	3%	Department of Natural Resources	*
Schools/teachers	3%	Bulletin	*
Legislature/government liaison	3%		
Media	2%	Don't know/won't say	1%
Tribal/office/relations	2%		
Los Alamos Report	2%		

* Less than 1% reported.

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

Evaluation of Specific LANL Attributes: Efforts to Purchase Goods and Services from Businesses in Northern New Mexico Communities

Question 6: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The Lab's efforts to purchase goods and services from businesses in Northern New Mexico communities during the last year**

	Total Sample (n=271)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	16%	17%	14%	16%	17%	19%	17%	13%	17%	18%	17%	16%	8%
Somewhat satisfied	27%	27%	26%	27%	29%	29%	21%	21%	27%	31%	17%	25%	30%
Somewhat dissatisfied	19%	20%	15%	14%	24%	16%	22%	16%	23%	14%	11%	16%	35%
Very dissatisfied	10%	9%	11%	6%	15%	4%	15%	3%	7%	20%	-	9%	-
Don't know/won't say	29%	26%	33%	36%	15%	32%	24%	46%	26%	17%	54%	34%	28%

Evaluation of Specific LANL Attributes: Efforts to Listen to the Perspectives of the Northern New Mexico Community

Question 7: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The lab's efforts to listen to the perspectives of the Northern New Mexico community**

	Total Sample (n=271)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	27%	30%	23%	24%	14%	39%	39%	31%	29%	23%	39%	38%	10%
Somewhat satisfied	37%	37%	38%	39%	44%	40%	24%	33%	29%	44%	35%	28%	47%
Somewhat dissatisfied	22%	18%	29%	25%	28%	10%	22%	17%	27%	20%	15%	16%	32%
Very dissatisfied	6%	9%	2%	5%	9%	2%	7%	13%	9%	6%	2%	16%	3%
Don't know/won't say	7%	7%	8%	8%	5%	9%	8%	6%	6%	8%	9%	3%	8%

Evaluation of Specific LANL Attributes: Efforts to Respond to the Perspectives of the Northern New Mexico Community

Question 8: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The lab's efforts to respond to the perspectives of the Northern New Mexico community**

	Total Sample (n=271)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very satisfied	21%	21%	22%	23%	7%	31%	26%	26%	22%	13%	35%	25%	17%
Somewhat satisfied	41%	42%	40%	33%	53%	41%	36%	49%	32%	52%	33%	41%	45%
Somewhat dissatisfied	22%	21%	24%	31%	20%	14%	21%	11%	29%	18%	17%	16%	30%
Very dissatisfied	8%	8%	7%	6%	13%	2%	9%	9%	12%	7%	4%	9%	3%
Don't know/won't say	8%	8%	8%	8%	8%	12%	8%	6%	5%	10%	11%	9%	5%

Evaluation of Specific LANL Attributes: Overall Impact on Economy of the Northern New Mexico Community

Question 9: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The overall impact that the Lab has on the economy of the Northern New Mexico community**

	Total Sample (n=271)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very satisfied	60%	58%	64%	59%	62%	66%	57%	53%	60%	56%	67%	50%	68%
Somewhat satisfied	27%	32%	18%	29%	19%	25%	31%	37%	27%	30%	24%	34%	20%
Somewhat dissatisfied	7%	7%	7%	7%	10%	5%	8%	3%	6%	8%	4%	9%	8%
Very dissatisfied	3%	1%	6%	3%	6%	2%	-	-	4%	4%	2%	-	-
Don't know/won't say	3%	2%	5%	2%	3%	2%	3%	7%	4%	1%	2%	6%	5%

Evaluation of Specific LANL Attributes: Efforts to Provide Effective Environmental Stewardship, Monitoring and Remediation

Question 10: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The Lab's efforts to provide effective environmental stewardship, monitoring and remediation**

	Total Sample (n=271)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	28%	30%	24%	17%	41%	31%	30%	18%	29%	27%	28%	28%	25%
Somewhat satisfied	35%	40%	26%	37%	37%	42%	29%	30%	32%	45%	30%	31%	25%
Somewhat dissatisfied	17%	13%	25%	16%	13%	14%	26%	20%	17%	14%	22%	13%	22%
Very dissatisfied	9%	9%	9%	14%	2%	4%	7%	23%	15%	4%	2%	22%	10%
Don't know/won't say	11%	8%	17%	17%	8%	9%	7%	9%	7%	10%	17%	6%	17%

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

Question 11: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The Lab's involvement in Northern New Mexico through programs such as school and holiday drives, United Way Campaigns and other charitable programs**

	Total Sample (n=271)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	48%	46%	52%	45%	49%	56%	49%	35%	45%	46%	63%	44%	38%
Somewhat satisfied	33%	35%	31%	28%	43%	30%	35%	31%	34%	35%	22%	28%	50%
Somewhat dissatisfied	10%	12%	6%	14%	4%	5%	12%	16%	12%	6%	13%	16%	10%
Very dissatisfied	1%	1%	1%	1%	-	4%	2%	-	1%	1%	-	6%	-
Don't know/won't say	7%	6%	9%	11%	4%	5%	1%	17%	7%	11%	2%	6%	3%

Evaluation of Specific LANL Attributes: Efforts Through Education Grants and LANL Employee Scholarship Fund

Question 18: Please rate if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following area: **The efforts of Los Alamos National Laboratory to support education activities such as grants and the LANL Employees Scholarships Fund**

	Total Sample (n=271)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very satisfied	49%	47%	52%	43%	47%	55%	62%	39%	46%	39%	83%	38%	38%
Somewhat satisfied	31%	32%	28%	29%	38%	20%	31%	35%	29%	37%	11%	31%	47%
Somewhat dissatisfied	6%	5%	7%	7%	5%	4%	5%	11%	10%	1%	7%	13%	5%
Very dissatisfied	1%	1%	-	-	-	2%	-	3%	-	-	-	6%	-
Don't know/won't say	14%	14%	13%	21%	10%	19%	1%	11%	15%	23%	-	13%	10%

Evaluation of Specific LANL Attributes: LANL Offered Education Programs

Question 19: Please rate if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following areas: **The education programs offered by LANL such as the Math and Science Academy, Adventures in Supercomputing Challenge, and partnerships with New Mexico Colleges and Universities**

	Total Sample (n=271)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very satisfied	50%	48%	54%	45%	43%	72%	59%	38%	54%	41%	78%	38%	35%
Somewhat satisfied	34%	35%	33%	32%	47%	13%	30%	49%	30%	44%	15%	31%	47%
Somewhat dissatisfied	4%	6%	2%	6%	3%	5%	4%	-	7%	1%	7%	6%	-
Very dissatisfied	1%	1%	1%	-	-	-	1%	7%	-	-	-	9%	-
Don't know/won't say	10%	11%	10%	17%	7%	10%	6%	6%	9%	14%	-	16%	17%

Evaluation of Specific LANL Attributes: Methods Available for Communicating Needs, Concerns and Ideas

Question 20: Please rate if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following area: **The methods available to you for communicating with Los Alamos National Laboratory regarding your needs, concerns, and ideas**

	Total Sample (n=271)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very satisfied	22%	23%	19%	28%	14%	27%	20%	16%	29%	10%	37%	25%	13%
Somewhat satisfied	34%	30%	41%	35%	36%	32%	35%	28%	24%	45%	33%	34%	28%
Somewhat dissatisfied	26%	26%	26%	26%	25%	29%	27%	21%	30%	25%	13%	25%	38%
Very dissatisfied	10%	13%	6%	8%	18%	-	13%	13%	9%	11%	11%	9%	13%
Don't know/won't say	8%	7%	8%	3%	7%	12%	5%	21%	7%	8%	7%	6%	10%

Evaluation of Specific LANL Attributes: Contributions of LANL Employees to Community

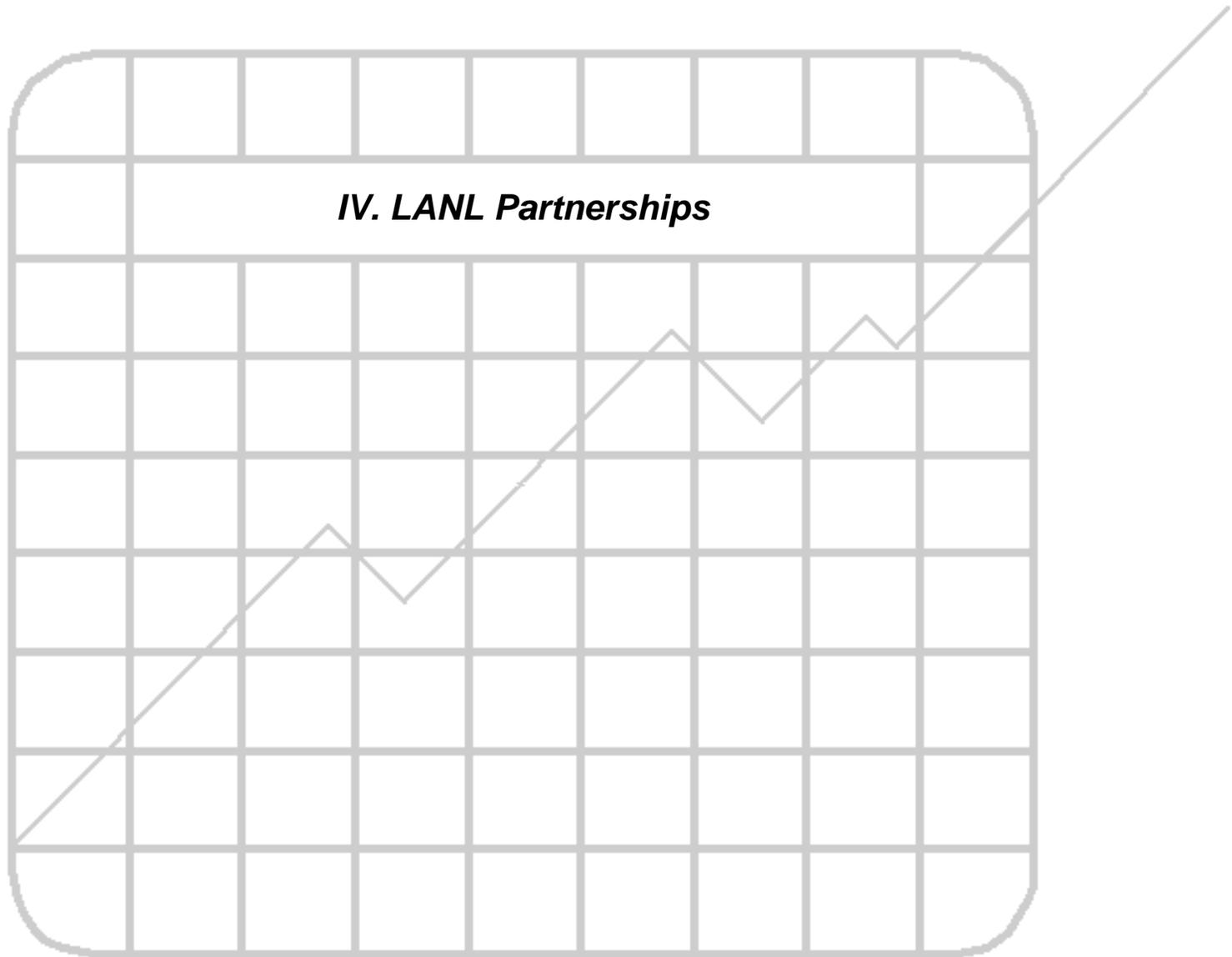
Question 21: Please rate if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following areas: **The contributions of LANL employees to the community through donations and volunteerism**

	Total Sample (n=271)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very satisfied	40%	41%	39%	33%	64%	31%	34%	24%	44%	38%	41%	28%	43%
Somewhat satisfied	30%	30%	31%	30%	21%	32%	47%	20%	27%	30%	37%	28%	32%
Somewhat dissatisfied	10%	12%	6%	16%	9%	4%	9%	3%	7%	7%	9%	19%	20%
Very dissatisfied	2%	2%	4%	1%	1%	2%	3%	10%	2%	-	2%	13%	3%
Don't know/won't say	17%	15%	21%	20%	5%	32%	7%	44%	20%	25%	11%	13%	3%

Evaluation of Specific LANL Attributes: Involvement in Regional Business and Economic Development

Question 22: Please rate if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following areas: **The Lab's programs in regional business and economic development such as technology commercialization, business training, and small business assistance**

	Total Sample (n=271)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very satisfied	24%	25%	22%	26%	15%	29%	23%	32%	22%	31%	22%	28%	10%
Somewhat satisfied	35%	35%	34%	39%	38%	42%	25%	21%	39%	32%	30%	22%	50%
Somewhat dissatisfied	20%	19%	22%	20%	22%	13%	22%	24%	23%	24%	7%	22%	20%
Very dissatisfied	7%	10%	3%	2%	15%	8%	7%	7%	7%	7%	4%	19%	5%
Don't know/won't say	13%	10%	19%	13%	10%	7%	22%	16%	9%	6%	37%	9%	15%



Effectiveness of LANL Partnerships: With the Business Community in Northern New Mexico

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

	Total Sample (n=271)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very effective	19%	18%	20%	25%	13%	20%	17%	11%	20%	15%	22%	25%	15%
Somewhat effective	38%	37%	40%	38%	39%	33%	36%	42%	30%	45%	37%	31%	40%
Somewhat ineffective	25%	25%	24%	25%	29%	17%	27%	20%	30%	24%	9%	28%	35%
Very ineffective	6%	5%	7%	1%	13%	5%	9%	-	7%	8%	2%	3%	3%
Don't know/won't say	13%	15%	10%	11%	6%	25%	12%	27%	12%	7%	30%	13%	8%

Effectiveness of LANL Partnerships: With School Districts and Educational Agencies in Northern New Mexico

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

	Total Sample (n=271)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very effective	33%	34%	33%	30%	21%	49%	38%	43%	32%	28%	52%	38%	20%
Somewhat effective	37%	35%	41%	32%	47%	24%	46%	35%	37%	41%	33%	28%	45%
Somewhat ineffective	15%	17%	11%	19%	16%	14%	13%	7%	20%	10%	11%	25%	20%
Very ineffective	1%	2%	-	1%	1%	2%	-	3%	2%	-	-	6%	-
Don't know/won't say	13%	12%	14%	18%	15%	11%	3%	11%	10%	21%	4%	3%	15%

Effectiveness of LANL Partnerships: With Local Governments in Northern New Mexico

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

	Total Sample (n=271)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very effective	15%	16%	13%	19%	3%	20%	21%	12%	20%	11%	15%	22%	10%
Somewhat effective	43%	43%	42%	38%	58%	32%	39%	48%	40%	52%	30%	38%	45%
Somewhat ineffective	18%	18%	17%	17%	23%	10%	19%	19%	23%	18%	7%	19%	22%
Very ineffective	4%	6%	2%	2%	8%	-	7%	3%	7%	3%	2%	3%	5%
Don't know/won't say	20%	17%	25%	24%	8%	37%	14%	18%	10%	15%	46%	19%	17%

Effectiveness of LANL Partnerships: With Tribal Governments and Tribal 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: **With Tribal governments and tribal agencies**

	Total Sample (n=271)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very effective	13%	13%	12%	11%	8%	18%	17%	11%	11%	13%	9%	38%	3%
Somewhat effective	24%	23%	24%	23%	31%	19%	24%	15%	23%	30%	13%	25%	22%
Somewhat ineffective	16%	16%	15%	18%	13%	14%	14%	21%	21%	11%	11%	25%	17%
Very ineffective	4%	5%	2%	1%	5%	4%	2%	15%	2%	6%	2%	6%	3%
Don't know/won't say	44%	43%	47%	46%	44%	45%	43%	38%	43%	41%	65%	6%	55%

Effectiveness of LANL Partnerships: With State Government Agencies

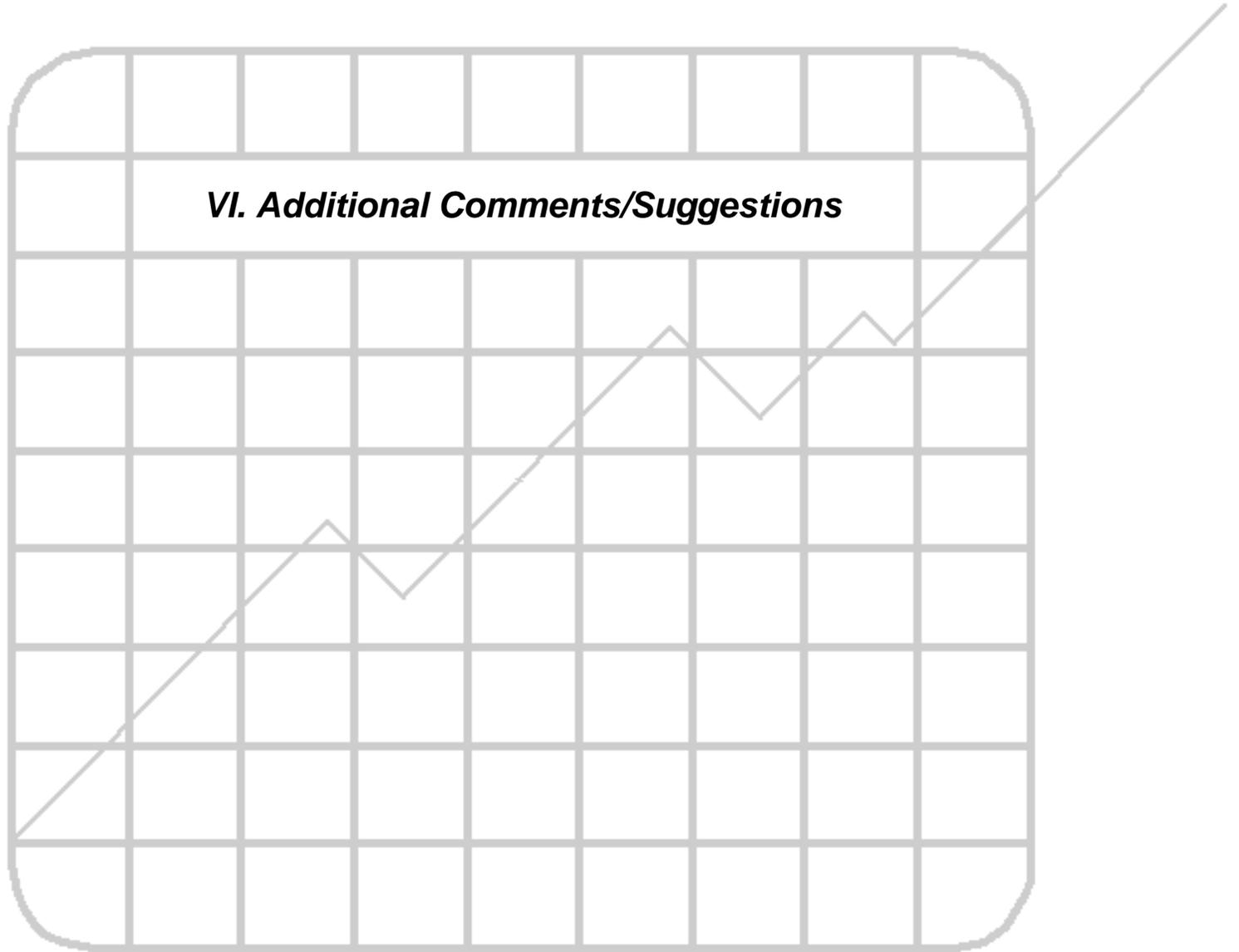
Question 16: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With State government agencies**

	Total Sample (n=271)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very effective	16%	17%	14%	20%	6%	20%	19%	15%	21%	8%	24%	13%	15%
Somewhat effective	37%	39%	34%	37%	39%	37%	37%	33%	35%	48%	35%	25%	25%
Somewhat ineffective	19%	20%	16%	17%	25%	22%	14%	14%	24%	14%	11%	28%	22%
Very ineffective	3%	3%	1%	-	9%	2%	2%	-	1%	4%	2%	3%	3%
Don't know/won't say	25%	21%	34%	27%	22%	19%	28%	39%	18%	25%	28%	31%	35%

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: **With the State Legislature**

	Total Sample (n=271)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very effective	21%	19%	23%	20%	16%	23%	26%	23%	26%	13%	30%	19%	17%
Somewhat effective	40%	42%	34%	36%	40%	32%	49%	47%	35%	51%	30%	34%	35%
Somewhat ineffective	15%	18%	12%	16%	15%	30%	8%	8%	24%	10%	11%	19%	15%
Very ineffective	1%	1%	1%	-	4%	-	-	4%	1%	3%	-	-	-
Don't know/won't say	23%	19%	30%	28%	26%	15%	17%	18%	13%	24%	28%	28%	32%



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

Question.23 Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or educational outreach efforts?

Biggest thing is that people don't see higher management out in the community.

Continue doing what they have been doing in the last few months - e.g. more community involvement, etc.

Increase personnel participation by top Lab management in all these areas.

Education outreach efforts - few kids went to program in summer. Need a program during school year, they really enjoyed it - they requested more classes in the future.

Heard from people that are employees at Lab - they are living on edge without any feeling of security.

They try to spread their wings - need more grass roots efforts to get Taos and Rio Arriba involved.

Doing excellent job in those areas.

Work of foundation is great!

Commend the efforts - enjoy area partnerships.

Employees giving to United Way as a percentage is a lot lower than most companies. Need newsletter in the community about food boxes - parenting classes, etc.

Through foundation they provide grants and scholarships they need to expand their horizons and start giving to children preventive programs.

The Lab should steer our research on our children in New Mexico, so our children can go to school to expand their education. Lab needs to show New Mexico their longer plans, needs to reveal to public in the future.

Lab needs to become much more diversified and more focused on ways to sustain economic stability in the future. Also concerned about increased limits on funding for the New Mexico communities that excludes non-profits that are not providing educational initiative for the community.

Stop funding groups like CDD. Money is nice but a token - gesture doesn't help. Call me please Robert Trapp 753-2126.

Los Alamos needs to help donate to Habitat for Humanity System for community outreach needs to reach to give more. Would like to sit down

with leaders at LANL to discuss these issues.

They need to involve municipality officials in their decision making.

The involvement in my organization is excellent. Like the volunteer appreciation day coming at work.

I appreciate the move of United Way to match and company match - and communicate well with me as a community member.

Giving serious consideration to tribal and public comments.

Increase the number of scholarships available.

Need to develop something online for all areas - need better ways of communicating - Taos is separated by the canyon.

Look forward to partnership with Lab on education ventures.

Business sector needs ways to help small businesses obtain contracts - purchase goods, etc.

Would like to send in his email comments; his email is: rgomez@taospueblo.com.

Shift focus away from weaponry and focus on cleaning up the environment.

Need to get more involved in Northern New Mexico - the new contractor came, they pulled back and employees are dissatisfied at the Lab.

Think their efforts to support local small business are hampering NNM large business abilities to stay in business. Need to balance efforts.

Need to let community know earlier when making major decisions and then listening to input from the community.

Seems to be oblivious to the fact that their ability to attract and hold good people depends on how attractive the community is.

Immerse themselves to the hilt in conquering all of their communication problems. Worse since other leaders but improving. Top leadership should live locally.

Seem to be mostly talking mainly government. A lot of potential out of broader engagement with community. Need better corporate citizenship like Los Alamos National Bank. LANL needs more outreach efforts to

Chamber of Commerce.

Provide as many well informed pamphlets and provide feedback.

Like to see them much more active in Santa Fe. Would like to see a regional office in Santa Fe.

This year is the first Northern New Mexico Expo and hoping LANL will be a part of this.

Seems like since the new contract that things are still very unsettled.

Would like to see the Lab's Executive Management Team get more involved in the communities that are affected by the Lab both in education and economic development.

On the right path - continue outreach to community offering skills and help and educational awareness and continue with environmental remediation.

Better communication to communities about the Lab's mission in area is one of national security, not to better support economic development; that LANL is supporting economic development is icing on cake; not a fully supportive agency.

Their mission needs to be clearer; they are underutilized in using resources in technology commercialization.

Have made noticeable improvement over two years and Northern New Mexico Connect Program will be a great benefit to small business.

If they request a survey with someone (business), give that person (business) an outlet to get information to give informed answer.

Have seen an improvement.

More help with doing contract work for businesses in New Mexico. Outreach to small business needs to be expanded. Would help if had Native American liaison to work with tribal agencies.

They do great with education outreach.

Comes in contact with main employees with Lab; mission is still unclear; is it weapons or research? The community needs better understanding.

Affects spending, etc. in Los Alamos. People have no trust because Senator Domenici leaving - so people are leaving the Lab. Their employees have an identity crisis.

Like to learn more what they are doing - need to communicate more.

It's a little difficult for the Lab to be effective when the subcontractors and community don't get involved. Need to hold a membership drive to get

the community involved in regional development.

Like to see the Lab to open their potential work with local government and business.

They thought to group Northern New Mexico communities together is good idea. To answer these questions they need to break down into different communities, for example, Taos Pueblo, Santa Fe, Los Alamos and Espanola, each has different problems.

Need to be more visible. More and more engaged in the community.

Do more around and beyond its own interests in economic development.

The further away you get from Los Alamos, the more diluted the involvement is. Needs to be increased as appropriate. More balanced with direct communities surrounding it (LANL).

Would like more information on programs available to the business community.

Imbalance in community work - weighted heavily to education and youth programs - more outreach needs to be done to economic development, more community involvement to work training and development.

More effort in outreach in business community for economic development opportunities.

Lab could spend more time with outreach to Northern New Mexico communities and highlighting positive aspects of their operations.

Doing a great job! I'm very informed! Need to know more about community survey.

Local small business hard to do business with Lab. Even within Lab having the trust with Lab.

I was pleased with the community leaders conference.

The Lab could do a better job reaching out to the schools - math and science programs.

I like the Lab's direction - just be more involved in education for economic development.

There are barriers in the procurement process that hinder businesses from participating.

Attempt to impact long term instead of year by year and also make commitments to counties outside of Los Alamos.

Keep up the positive trend - especially with economic development.

I would like them to take a greater interest in Los Alamos itself.

Recognize that LANL is part of Northern New Mexico and not a separate entity. The employees are from Northern New Mexico and greatly influence Northern New Mexico.

LANL needs to pay attention to their mission. The procurement department at LANL is bad - too much paperwork.

Became more proactive in community outreach.

They are negligent in keeping the surrounding areas clean and safe. We need the labs, but they need to get more involved with the youth.

I appreciate their education support.

I appreciate their strong presence in education and the community.

Their attempts are superficial and ineffective; follow up implementation.

They could do more to tap into the comprehensive colleges.

Some of the people who run the Lab don't understand the cultural differences.

They are trying to focus on Northern New Mexico, but they need more focus on Los Alamos like school bonds and economic initiatives within the local community.

The top management needs to give in and become more visible in the community.

They're doing good in their efforts.

The government leader breakfast is beneficial, but correspondence could be improved.

They do a good job communicating.

The Lab needs to reach out to communities outside of Los Alamos.

We need stronger outreach in job opportunities in the rural areas and north of Espanola and also in Taos.

They need more aggressive interactions with the community. The breakfasts and the tours are beneficial.

The breakfasts need to be more accessible for everyone on a work schedule.

LANL's efforts are great, but there is a hatred toward LANL from the

legislators and the general public.

Need more retention of former employees through skilled programs, and bring commercialization of technology out of the labs.

Keep doing what they're doing, and not let social issues hinder their goal.

They do a good job and we have a great relationship. The state needs LANL.

People need to know more about LANL's mission statement and how it gets carried through to the education system and to get things done.

They do a remarkable job.

The Lab needs to be more open and responsive to the community.

We need strong support at the congressional level. We need the Lab. We would hate to have more cuts.

They need to do better in community awareness, but they do the best they can.

Need more communication with community.

Procurement is the biggest issue.

Hire more local contractors. Leave the money here in New Mexico.

LANL management is poor. Research & Development needs more support and diversification. I feel the scientists need to be heard.

Communicate more with San Miguel and Torrance counties.

Their purpose and mission needs to change. Get involved like Sandia Labs does with asking the community for ideas and address the waste issues.

I am impressed with the Santa Fe County Commissioner meetings involving LANL.

Do more with the local school districts, especially science and math.

They need to market the range of contributions beyond nuclear work.

Everything is good, especially the math, science and supercomputing challenge.

Overall they're doing good.

They do a good relationship through their community program office and their leadership breakfasts.

Provide a strategic plan for the future and provide for economic growth.

We are afraid of losing our homes and livelihood due to the uncertainty of LANL's future.

We appreciate their grants and their contracts. We need more K-12 educational involvement and more environmental cleanup.

The community breakfast is good but it appears to be one-way. A non-confrontational meeting would be better for the community.

Improve community relations.

I appreciate their donations and support.

LANL needs to engage a wider public audience.

Our relationship with LANL is very productive and strong. They do an excellent job in education outreach, but they need to put the co-op students in higher value jobs and get their resumes in the system.

During this transition, it is unclear as to what's going on.

I don't think LANL supervisors let their employees volunteer as much as they're allowed. I'm concerned about the Lab's foundation disappearing.

They do a good job.

They're doing great, but we need them to work on alternative energies - like Sandia Labs is doing.

It was helpful that the large contractors donated back to the community. They proved to be good neighbors.

I am concerned about the job loss and hope the labs would improve economic development by reaching out to the rural areas and their schools.

Just continue the great support to the community.

They support us well.

I'm satisfied.

They're doing a tremendous and good job.

Lack of security - because he worked there, he knows.

All above need to improve 80% - e.g. tribes and towns within 20 mile radius.

Learn and understand more about community - tribal and rural. Need to do a long-term investment, not just grants e.g.: schools.

Economic development - trying to work with Lab to get 8-A certification for

small business.

Needs to do more about water supply and fallout, let the public know.

Educational outreach efforts; more concentration reaching the Native American students.

Need to do more community development in the area surrounding the Lab. Should reconsider to take over base operating maintenance contract from KSL.

Should know about LANL - need to infiltrate and educate our communities - we are so isolated.

Should continue and expand these efforts.

Should invite a little gathering every 6 months to one year to ask head person from every tribe and one head person from LANL - and deal with each other one on one.

Programs are good - but in Taos County I don't see it here - more around surrounding area around Lab.

Started a streamlined community - have maintained it very well.

Need more community involvement e.g. safety issues.

Work with LANL staff - need to reach out and educate the surrounding communities. Need to be more involved with LANL work. Giving most of work to out of state employees and need more training for his community here.

Need to concentrate on water contamination - septic system - need water management in New Mexico. Need a water office up North. Need to go and meet the tribes individually - we are government - need to be treated so.

LANL needs to visit tribes - communities - schools - especially the director. Assist tribes in rural areas for grants, etc.

Try to make a difference in programs; make it real. Reach out to Espanola - for internships e.g.: high school summer programs. Never received Lab's letter they sent.

Work more with the media and get the word out about what's going on.

Very good job - so much stability with the Lab. Need to reach out to villages - small communities and also school districts.

Need to start early in school and teach about educational giving - e.g.:

grade school.

Spend more money on R&D for alternative energy sources.

My issue is lack of transparency of environmental change - need to come clean and stop the game playing.

LANL no support to museums - e.g.: building New Mexico History Museum - there is no participation from LANL at ALL!!

Do real good job!

Top management isn't involved enough with the community or visible.

Continue community giving - and impressed with education.

Failed to meet contractual obligations. Once they got contract, they forgot about their commitment.

Community involvement, economic development, community giving, and educational outreach programs have been great. Environmental concerns have been very poor.

Go to different communities and do community outreach also to small businesses. Need to improve profile in community, also thinks employees have a problem not maintaining discipline and pride in their jobs.

Could have a bigger impact on community involvement in Espanola, Los Alamos and Pojoaque - bigger profile.

We need more parents to get involved in their child's education and need more teachers to get involved with more programs to advance students.

We built community trust and now our funding is being cut. We need to ensure our community commitments and contracts.

They are outstanding in partnership, outreach and other aspects. I'm just fearful about their downsizing.

Encourage more scientists to volunteer in the schools. I'd like to know if the LANL Foundation is a part of the lab - for purposes of this survey. Need more before and after school programs.

It would be nice if LANL would participate with Espanola schools. We need an advisory group and tutors. We need their innovation.

We're satisfied, but we're a long distance from LANL.

We need more information about scholarship and job opportunities. It's hard to access grant information. A liaison would be helpful. Work more closely with the community colleges.

Provide the schools with a flyer about everything they're doing in the community.

People are in fear of losing their jobs at the Lab.

LANL has become less engaged under the new management. The breakfasts seem to be one-way only.

Be more proactive with the small communities.

Everything is great.

They've worked hard and I feel more good things will come out of LANL if they continue to operate and not shut down.

Need more outreach in "Home-Wise" program or the County Housing Trust - making more homes affordable.

Their efforts toward small business and contracting have not been satisfactory.

They are trying their best. Do more work with local vendors.

Continue to work with universities and Sandia Labs and progress on new technologies and commercialization to benefit New Mexico.

Opportunities for people to get their degrees through LANL is great. Their work on renewable energy is great. They must work on moving the waste in a safer manner.

We need more affordable housing.

They help Espanola and ignore the rest. They do good with EBS, but I think Sandia does better in the community. We need better economic development partnerships and more internship programs.

Many don't understand the outreach efforts; need to make it more visible and more well known. Involved with gross receipts tax; goes towards economic development in Northern New Mexico.

Need to put better focus on renewable energy technology and economy in New Mexico.

Allow employees to be out in community more and the Lab should have more involvement with private schools.

Labs involved in economic development with part of Santa Fe Chamber of Commerce is real good.

Lab needs to be more involved because 40% of employment comes from Espanola for the Lab. Need to do more business with Taos and Espanola because Albuquerque and Santa Fe don't need it!

Education outreach better utilized in region, not just Los Alamos - e.g. Taos, Espanola and Santa Fe.

Primary mission is nuclear weapons - will have hard time with all of the above.

Continue to expand educational outreach efforts - less bombs and make alternative energy and renewable more sustainable research.

More hands-on with personnel or experts in fields of New Mexico in next 10 years - need to model after this.

They are slow to move - will never be a trail blazer. Needs to move faster, very cumbersome - especially on energy and fuel.

Lab put out notice to federal government for a draft on the national nuclear policy.

Work in progress.

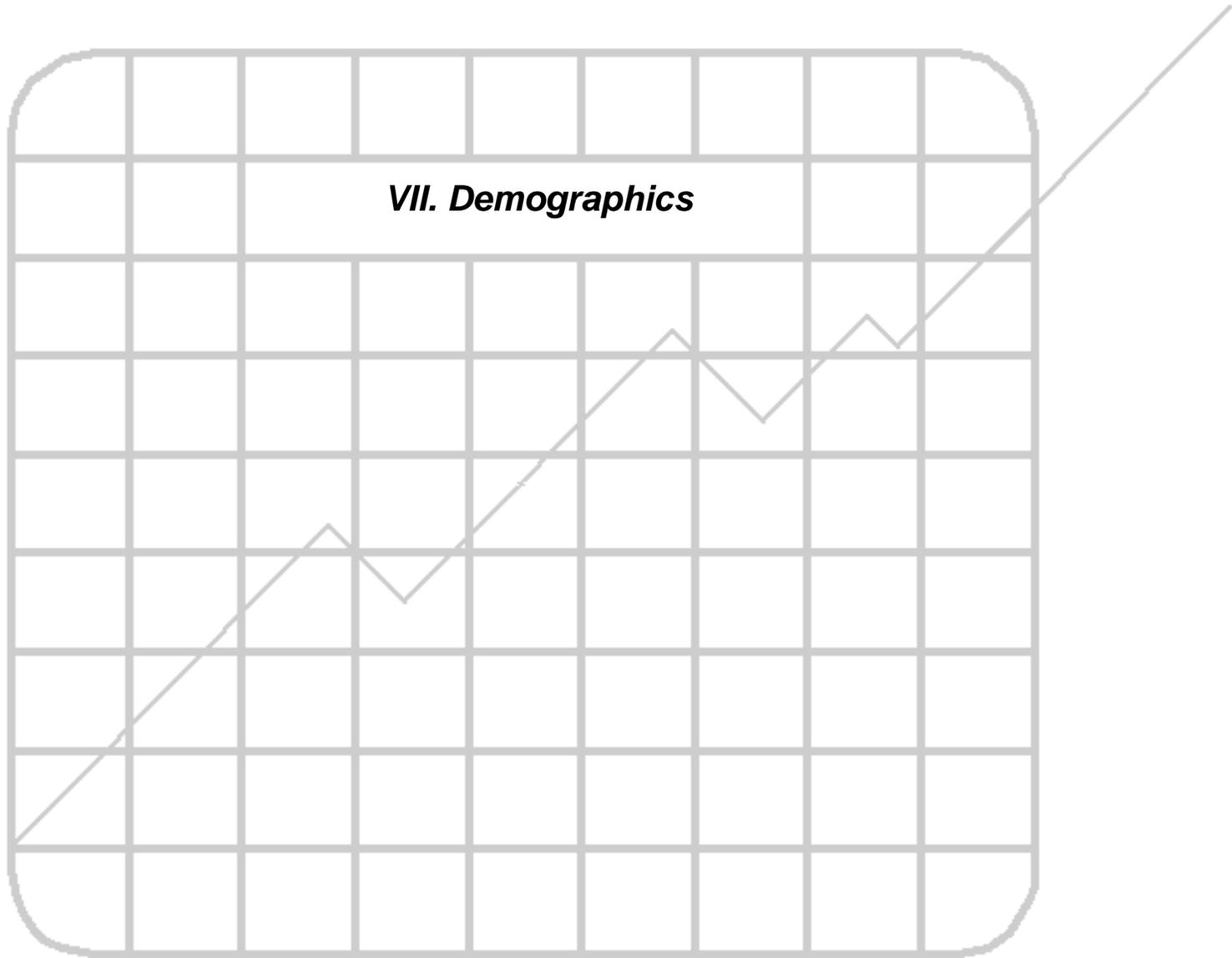
Economic development - need to help displaced workers, including contractors laid off.

Hard problem communicating with everyone!

Had a big effect on economic development - hope it is going in the trend of renewable energy, etc.

Regional economic development - need to make big strides in New Mexico, more communication between different counties.

Need to do more on education and environmental - the small communities and cities - e.g.: water.



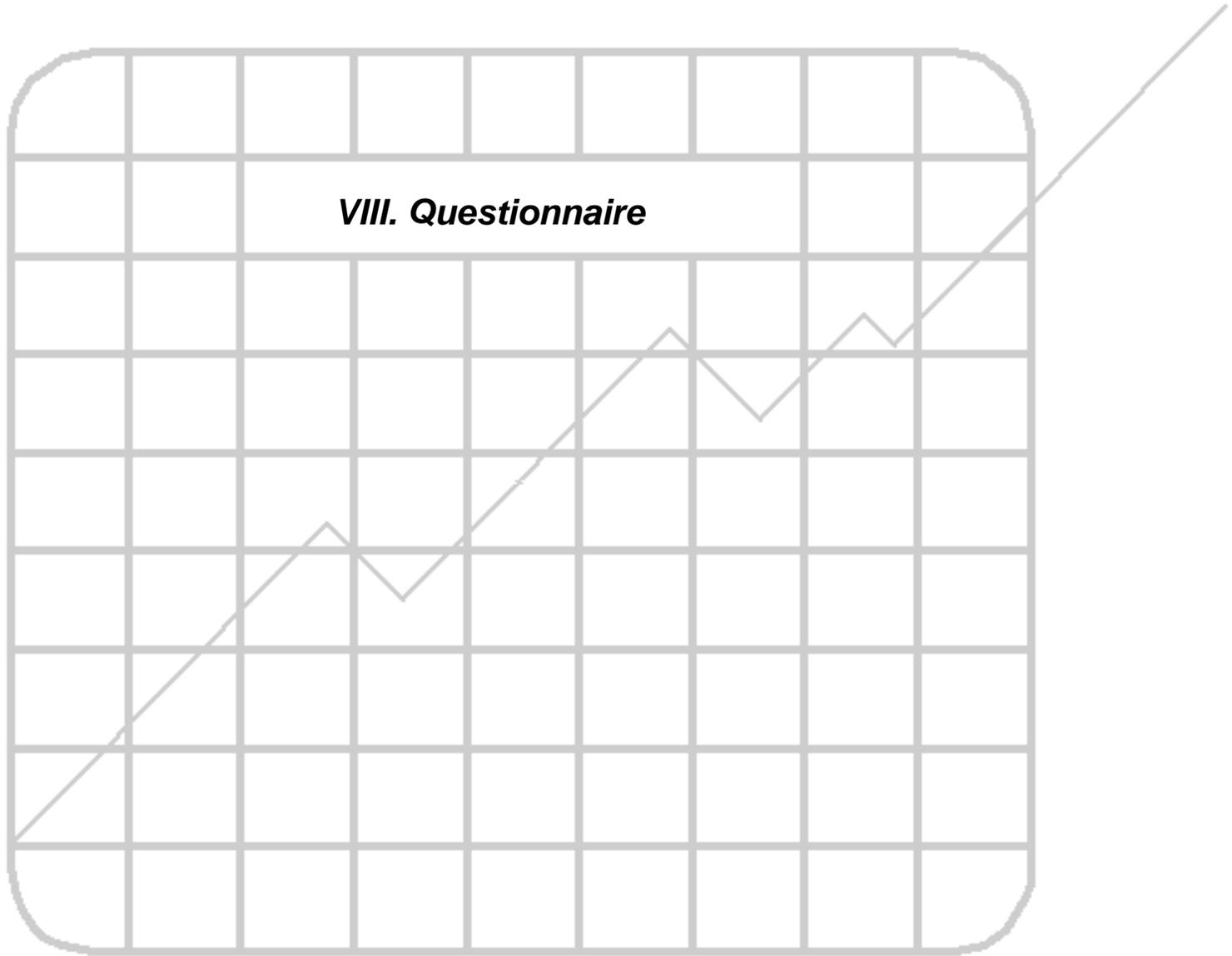
Demographics of Sample (Weighted)

	Total Sample (N=271)
<u>Gender</u>	
Male	65%
	35%
<u>County</u>	
Santa Fe	33%
Los Alamos	24%
Rio Arriba	19%
Other New Mexico	15%
	2%
<u>Organizational Sector</u>	
Economic/Business	34%
Governmental	28%
Education	18%
Special Interest Groups	11%
	9%

Female

Taos

Tribal



**Los Alamos National Laboratory Community Leaders
August 2008
N = (382 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 recently receiving a letter from the Laboratory about this study.

A. NOTE TO POLLER: WHICH COUNTY IS THIS?

1. Los Alamos
Rio Arriba
3. Santa Fe
2. 4. Sandoval
5. Taos
6. San Miguel
7. Mora
8. Other New Mexico
9. Other Out-of-State

B. NOTE TO POLLER: WHICH ORGANIZATIONAL SECTOR IS THIS?

1. Governmental (Possible 115)
2. Economic/business (Possible 105)
3. Education (Possible 62)
4. Tribal (Possible 51)
5. Special Interest Groups (Possible 49)

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

- | | | | |
|------|--|---|--|
| | Crime: | 021. Lack of economic opportunities | 043. Gun control |
| 001. | Illegal drug use | 022. Economic diversification | 044. Healthcare reform |
| | Crime rate | 023. Growing too big/too fast | 045. High price of gasoline/fuel |
| 003. | Gangs | 024. Low wages | 046. Homeless |
| 002. | 004. DWI rate | 025. Limited economic opportunities | 047. Illiteracy |
| | Police/legal system | Education: | 048. Land development out of control |
| 006. | Violent crime | 026. Educational system is poor | 049. Master planning |
| 005. | Social/Cultural: | 027. Quality of school facilities | 050. Military presence |
| | Alcoholism | 028. Quality of teachers | 051. Sewers/drains |
| 008. | Programs/activities for youth | 029. Low pay for teachers | 052. Tourism is ruining the area |
| 007. | 009. Domestic violence/family problems | Environment: | 053. Decline of workplace values |
| | 010. Welfare reform | 030. Fire/risk of fire | Traffic: |
| | Economy: | 031. Environment/polluted air | 054. Noise |
| 011. | Lack of skilled labor/labor force | 032. Drought | 055. Congestion |
| 012. | Local government budget deficit | 033. Nuclear waste transport | 056. Roads/streets/highways are bad |
| 013. | Non-availability of good jobs | 034. WIPP/radioactive waste | 057. Constant street maintenance/orange
barrels |
| 014. | Lack of training for good jobs | Miscellaneous: | 058. Bridges ruining environment/atmosphere |
| 015. | Lack of effective workforce
development programs/training for
unemployed | 035. Affordable day care | Water: |
| 016. | Taxes are high/unreasonable | 036. Lack of services for the disabled | 059. Water shortages/reserves |
| 017. | Cost of housing is high/unreasonable | 037. Lack of services for elderly | 060. Don't have city water utilities |
| 018. | Availability of low income/affordable
homes | 038. Condition of the Bosque | 061. Water quality/pollution |
| 019. | Cost of living is high/unreasonable | 039. Gambling/lottery | |
| 020. | Not enough private business | 040. People don't vote | |
| | | 041. Government/political leadership is incompetent | |
| | | 042. Government/political leadership is crooked | |
| 499. | Nothing in particular | | |
| 500. | Don't know/won't say | | |
- Other (SPECIFY) _____

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

(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>
6. The Lab's efforts to purchase goods and services from businesses in Northern New Mexico communities during the last year	4	3	2	1	5
7. The Lab's efforts to listen to the perspectives of the Northern New Mexico community	4	3	2	1	5
8. The Lab's efforts to respond to the perspectives of the Northern New Mexico community	4	3	2	1	5
9. The overall impact that the Lab has on the economy of the Northern New Mexico community	4	3	2	1	5
10. The Lab's efforts to provide effective environmental stewardship, monitoring, and remediation	4	3	2	1	5
11. The Lab's involvement in Northern New Mexico through programs such as school and holiday drives, United Way Campaigns and other charitable programs	4	3	2	1	5

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

(RANDOMIZE)	<u>Very Effective</u>	<u>Somewhat Effective</u>	<u>Somewhat Ineffective</u>	<u>Very Ineffective</u>	<u>Don't Know/ Won't Say</u>
12. With the business community in Northern New Mexico	4	3	2	1	5
13. With the school districts, colleges, and universities in Northern New Mexico	4	3	2	1	5
14. With local county and municipal governments in Northern New Mexico	4	3	2	1	5
15. With Tribal governments and tribal agencies	4	3	2	1	5
16. With State government agencies	4	3	2	1	5
17. With the State Legislature	4	3	2	1	5

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

(RANDOMIZE)	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
18. The efforts of Los Alamos National Laboratory to support education activities such as grants and the LANL Employees Scholarship Fund	4	3	2	1	5
19. The education programs offered by LANL such as the Math and Science Academy, Adventures in Supercomputing Challenge, and partnerships with New Mexico Colleges and Universities	4	3	2	1	5
20. The methods available to you for communicating with Los Alamos National Laboratory regarding your needs, concerns, and ideas	4	3	2	1	5
21. The contributions of LANL employees to the community through donations and volunteerism	4	3	2	1	5
22. The Lab’s programs in regional business and economic development such as technology commercialization, business training, and small business assistance	4	3	2	1	5

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

999. No other comments/suggestions

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

NOTE TO INTERVIEWER, WAS RESPONDENT:

1. Male
2. Female

Respondent's Phone Number _____

Interviewer Name _____

Interviewer Code _____