

### **LM Telephone Survey Questions**

1. In what ways do you initiate communication and/or receive information from LM?
  - website
  - document distribution (including the LM Program Update)
  - telephone calls
  - meetings (both public and one on one)
  
  - If you use the LM website, on a scale from 1 to 10 (where 10 is the best), please rate how user-friendly the site is.
  
  - If you have attended a public meeting and/or workshop, on a scale from 1 to 10 (where 10 is the best), please rate the information you received?
  
2. LM is effective and timely in providing requested information such as environmental impact studies, records, quarterly reports, and site fact sheets.
  - Strongly Agree
  - Agree
  - Somewhat agree
  - Disagree
  
3. Requests for this information and/or documents are fully met.
  - Strongly Agree
  - Agree
  - Somewhat agree
  - Disagree
  
4. Does LM seek input and opinion from you and the community as a whole?
  - Yes/No
  
5. Does LM foster close communication and coordination?

- Yes/No
6. Does LM create forums that encourage public participation such as public meetings and newsletters?
- Yes/No
7. The mission of DOE LM is to maintain remedies put in place and make certain they continue to protect the public and the environment. For the sites that are of most concern to you or that you are most familiar with, do you agree that the remedy or remedies are protecting you and the environment?
- Strongly Agree
  - Agree
  - Somewhat agree
  - Disagree
- If you disagree, do you think LM has provided opportunities to share your concerns?
    - Yes/No
  - Has LM communicated how it has followed up on your concerns or used your input on the remedies?
    - Yes/No
8. Have you been satisfied with LM's public involvement opportunities and responsiveness overall?
- Yes/No
9. What is your overall rating of LM's performance, on a scale from 1 to 10? (where 10 indicates being the most satisfied)

10. Which LM site or sites are you closest to/most familiar with:

- Mound, Ohio
- Pinellas, FL
- Monticello, UT
- Rocky Flats, CO

11. How long have you been interacting with LM?

- < 1 year
- 1-3 years
- 3-5 years
- More than 5 years

12. To assist our efforts to evaluate the support we provide, are there any other issues or concerns you would like to discuss today?

*Public reporting burden for this collection of information is estimated to average fifteen (15) minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Office of the Chief Information Officer, Records Management Division, IM-23, Paperwork Reduction Project (1910-5160), U.S. Department of Energy, 1000 Independence Ave SW, Washington, DC, 20585-1290; and to the Office of Management and Budget (OMB), OIRA, Paperwork Reduction Project (1910-5160), Washington, DC 20503.*