

**U.S. DEPARTMENT OF ENERGY
STAKEHOLDER SURVEY
DRAFT MAY 2019**

SURVEY INTRODUCTION AND CONSENT

[DISPLAY TEXT] Thank you for your interest in participating in this survey. The U.S. Department of Energy's Office of Legacy Management (LM) is conducting a survey in conjunction with its partners such as your State, Local, or Tribal organization to better understand your experience with LM and your satisfaction with LM's communications and to provide you with the best services possible from LM. This will inform LM's future communications and interactions with key stakeholders such as yourself.

The survey should take about 15 minutes to complete. The survey data collected will be used for research purposes only, and all responses you provide are voluntary, will be kept private to the extent of the law, and will be reported only through analysis of trends and findings within all of the responses collected. All information collected and processed will be done in accordance with local and international data protection laws. Your responses will be combined and shared only in the aggregate in all reports and communications with LM. For questions or comments concerning this survey, please contact us at: LM@hq.doe.gov.

Note: The survey is being conducted by the U.S. Department of Energy (DOE) under OMB control number 1910-5160. DOE's Office of Legacy Management, with input and support from the relevant program offices in DOE, is directing the survey, which is being administered by the research firm, Edelman Intelligence. DOE, and its employees and agents, will use the information you provide for statistical purposes only, and will hold the information in confidence to the full extent permitted by law. If you have any questions or comments regarding this generic clearance, please contact the Enterprise Policy Development and Implementation Officer, Denise Hill at Denise.Hill@hq.doe.gov or 202/586-5848.

S1-A. Based on the information above, do you agree to participate? [SINGLE SELECT]

- 01 Yes
- 02 No [TERMINATE]

QUESTIONNAIRE

[DISPLAY] To start off, we would like to ask you some questions about your communications with LM.

[NEW QUESTION]

1. What best describes the mission of the Office of Legacy Management?
 - 01 LTS
 - 02 Active remediation
 - 03 Weapons production
 - 04 Energy research
 - 05 Unsure/Don't know [ANCHOR] [EXCLUSIVE]

- [TRENDING QUESTION]
2. Which LM site or sites are you closest to/most familiar with? [MULTI-SELECT]
01 [INSERT ALL DOE LM SITES; GROUP BY STATE]
02 Unsure/Don't know [ANCHOR] [EXCLUSIVE]

- [TRENDING QUESTION]
3. In what ways do you initiate communication and/or receive information from LM? Select all that apply. [MULTI-SELECT]
1 LM website
2 Email
3 Social media (Facebook, Twitter, etc.)
4 USPS Mail
5 Document distribution
6 Telephone calls
7 Public meetings
8 One-on-one meetings
9 Other (please specify) [SPECIFY] [ANCHOR]

- [NEW QUESTION]
4. And what additional ways would you like to receive information from LM? Select all that apply. [MULTI-SELECT]
1 Postcard
2 In-person meeting(s)
3 DOE LM website
4 National TV news programs
5 Local TV news programs
6 National newspapers, in print or online
7 Local newspapers, in print or online
8 National news blogs (e.g., Huffington Post, BuzzFeed, etc.)
9 Local or community blogs
10 Online forums (e.g., Reddit, etc.)
11 Magazines, in print or online
12 Radio or podcasts
13 Friends, family, neighbors, or coworkers
14 Public or community meetings
15 Other

- [TRENDING QUESTION]
5. How much do you agree or disagree with the following statement: LM's website is easy to navigate and use. [SINGLE SELECT]
1 Strongly Disagree
2 Somewhat Disagree
3 Somewhat Agree
4 Strongly Agree
5 Unsure/Don't Know [EXCLUSIVE] [ANCHOR]

- [TRENDING QUESTION]
6. If you have attended a public meeting and/or workshop, how useful was the information that you received? [SINGLE SELECT]
1 Not at all useful

- 2 Somewhat useful
- 3 Useful
- 4 Very useful
- 5 N/A [EXCLUSIVE] [ANCHOR]

[TRENDING QUESTION]

7. How would you rate your communications with LM? [SINGLE SELECT]
- 1 Poor
 - 2 Average
 - 3 Good
 - 4 Excellent
 - 5 N/A [EXCLUSIVE] [ANCHOR]

[TRENDING QUESTION; VERBIAGE TWEAKED]

8. LM seeks to maintain remedies put in place and to continue protecting the public and the environment. Concerning the sites you value most or are more familiar with, do you feel that LM's remedies are protecting you and the environment? [SINGLE SELECT]
- 1 No
 - 2 Yes
 - 3 Unsure/Don't Know [EXCLUSIVE] [ANCHOR]

[TRENDING QUESTION]

9. [ASK IF NO, Q11=01] Do you feel LM has provided opportunities to share your concerns about the remedies? [SINGLE SELECT]
- 1 No
 - 2 Yes
 - 3 Unsure/Don't Know [EXCLUSIVE] [ANCHOR]

[TRENDING QUESTION]

10. [ASK IF YES, Q12=02] When sharing your concerns, has LM communicated the actions taken regarding your concerns or provided feedback regarding its remedies? [SINGLE SELECT]
- 1 No
 - 2 Yes
 - 3 Unsure/Don't Know [EXCLUSIVE] [ANCHOR]

[TRENDING QUESTION]

11. Overall, how satisfied are you with LM's public involvement opportunities and responsiveness to your input/questions? [SINGLE SELECT]
- 1 Not at all satisfied
 - 2 Not too satisfied
 - 3 Somewhat satisfied
 - 4 Very satisfied
 - 5 Unsure/Don't Know [EXCLUSIVE] [ANCHOR]

[TRENDING QUESTION; CHANGED FROM OPEN END FORMAT]

12. In your opinion, what do you see as LM's main challenges in communicating with your community? [MULTI-SELECT]
- 1 Long response time when answering communication requests

- 2 Inability to reach LM staff
- 3 Lack of responsiveness to community concerns
- 4 Lack of community engagement
- 5 Difficulty using LM website or accessing information
- 6 Lack of transparency
- 7 Language barriers
- 8 Lack of trust in LM
- 9 Other

[NEW QUESTION]

13. How much do you trust LM to do what's right? [SINGLE SELECT]

- 1 1 - Do not trust at all
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9 - Trust a great deal

[NEW QUESTION]

14. How much do you trust the government in general? [SINGLE SELECT]

- 01 1 - Do not trust at all
- 02 2
- 03 3
- 04 4
- 05 5
- 06 6
- 07 7
- 08 8
- 09 9 - Trust a great deal

[DISPLAY]

Moving on...

[NEW QUESTION]

15. Which of the following best describes LM? LM's role has to do with...

[RANDOMIZE; KEEP :01-02, :03-04, :05-06, :07-08, :09-10 TOGETHER]

[SINGLE SELECT]

- 1 America's energy legacy
- 2 America's energy story
- 3 America's nuclear legacy
- 4 America's nuclear story
- 5 America's nuclear energy legacy
- 6 America's nuclear energy story
- 7 America's nuclear weapons legacy
- 8 America's nuclear weapons story
- 9 America's World War II and Cold War legacy
- 10 America's World War II and Cold War story

- 11 Unsure/Don't Know [ANCHOR]
- 12 None of these [ANCHOR]

[NEW QUESTION]

16. Next, you will see some more information about LM. As you read this information, please click on the specific words and phrases that make you feel more favorable toward LM in green.
[INSERT TEXT HIGHLIGHTING]

[DISPLAY]

A **commitment to stewardship is at the center** of everything LM does, beginning the moment we take over a site and continuing throughout our long-term management efforts. Our stewardship is demonstrated through protection of human health and the environment, as well as commitment to transparent communication and management of taxpayer dollars.

- We are the caretakers of legacy sites that played a critical role in America's nuclear history. By supporting the Manhattan project and additional nuclear weapons development, as well as experimental peacetime nuclear energy applications, our sites helped America win World War II and the Cold War.
- The expertise of our 75 federal employees and 500 contractor partners helps protect human health and the environment by maintaining nearly 100sites in 30 states and territories, from Puerto Rico to Alaska.
- We are the federal land managers and stewards of cultural, historical and natural resources at sites that have been successfully cleaned up and have remedies in place. We work closely with federal, state, local, and Tribal governments to set clear expectations and monitor results to ensure public and environmental safety for generations to come.
- We use advancements in science and emerging technologies to efficiently maintain or improve the existing levels of protection at our sites.
- As stewards of taxpayer dollars, we are steadfast in our commitment to conservatively manage our funds.

[NEW QUESTION]

18. The next question is about how you would like to see LM manage its legacy sites moving forward.

How important is it for LM to do each of the following as it relates to managing its legacy sites?

[ROWS] [RANDOMIZE]

- A. [ENVIRONMENT] Monitor environmental impacts
- B. [ENVIRONMENT] Regularly conduct site inspections
- C. [ENVIRONMENT] Collaborate with federal, state, and local environmental agencies
- D. [HEALTH AND SAFETY] Collaborate with federal, state, and local public health agencies
- E. [HEALTH AND SAFETY] Prevent public exposure to hazardous waste
- F. [HEALTH AND SAFETY] Share information with the public about site safety

- G. [HEALTH AND SAFETY] Share monitoring and inspection results with the public
- H. [HISTORY] Educate the public about the role of nuclear energy in helping America win WWII and the Cold War
- I. [HISTORY] Educate the public on site clean-up and ongoing efforts to minimize any potential risks to human health and the environment
- J. [HISTORY] Fund pensions and insurance benefits for former weapons complex workers and their spouses
- K. [COMMUNITY] Welcome public feedback and questions through a wide range of channels
- L. [COMMUNITY] Partner with community organizations
- M. [COMMUNITY] Engage with local Native American tribes
- N. [COMMUNITY] Consider opportunities to beneficially reuse site lands

[COLUMNS] [SINGLE SELECT]

- 1 Not at all important
- 2 Not too important
- 3 Somewhat important
- 4 Very important
- 5 Don't know

[NEW QUESTION]

19. Which of the following do you think are most important for LM to communicate about its legacy sites? Please rank each of the following, with 1 being the most important, and 4 being the least important. [INSERT RANKING 1-4]

- 1 **Environment:** Coordinating closely with federal, state, and local environmental and public health agencies to monitor the environmental impact of legacy sites through air, soil, and water testing, as needed.
- 2 **Public health and safety:** Transparently sharing information about the role our sites played in America's nuclear history and the long-term surveillance and maintenance work to prevent public exposure to hazardous waste.
- 3 **Community:** Consulting with tribal nations, state and local government, community organizations and the public; and sometimes returning sites to the community to be reused as playgrounds, dog parks, wildlife refuges, or other beneficial spaces.
- 4 **History:** Telling America's nuclear story by communicating the significant natural, cultural, and historic importance of legacy sites.

[NEW QUESTION]

20. LM looks for opportunities for some of its legacy sites and property to be reused in various beneficial ways where possible.

Below is a list of different ways that some legacy sites and property could potentially be reused. How interested would you be in seeing LM reuse its legacy sites and property in each of the following ways? [GRID]

[ROWS] [RANDOMIZE]

- A. **Agriculture reuse**, such as livestock grazing, hay production, and livestock improvements
- B. **Community reuse**, such as open spaces, recreational areas, or education facilities for community use
- C. **Commercial and industrial reuse**, such as warehouse or office space
- D. **Renewable energy reuse**, such as solar farms, wind farms, or geothermal power stations
- E. **Conservation reuse**, such as refuges or preserves that create, restore or protect habitats
- F. **Cultural resources reuse**, such as educational signage or interpretive centers to engage the public on the history of its sites

[COLUMNS] [SINGLE SELECT]

- 1 Not at all interested
- 2 Not too interested
- 3 Somewhat interested
- 4 Very interested
- 5 Don't know

[NEW QUESTION]

21. Next, you're going to read some more information from LM about radiation and the levels of radiation at some of its sites.

"It's important to remember that uranium and the radiation it emits are naturally occurring, and we are exposed to radiation every day from sources like the sun, soil, and even the foods we eat. Remediation work has reduced radiation levels at many of our sites to a lower level than you might experience in everyday life. These lower radiation levels mean that visiting public legacy sites does not make you more likely to get cancer."

How important is it to communicate this to your community?

[COLUMNS] [SINGLE SELECT]

- 1 Not at all important
- 2 Not too important
- 3 Somewhat important
- 4 Very important
- 5 Don't know

[NEW QUESTION]

22. How do each of the following statements impact how confident you feel in the safety of these U.S. Department of Energy sites? [GRID]

[ROWS]

- A. Uranium and the radiation it emits are naturally occurring.
- B. We are exposed to radiation every day from sources like the sun, soil, and even the foods we eat.

- C. For example, foods like bananas, potatoes, and carrots contain naturally occurring radiation that is not harmful.
- D. The U.S. Department of Energy’s remediation work has reduced radiation levels at many of its legacy sites to a lower level than you might experience in everyday life.
- E. These lower radiation levels mean that visiting these public sites does not make you more likely to get cancer.

[COLUMNS] [SINGLE SELECT]

- 1 Makes me feel **much less confident** in the safety of these sites
- 2 Makes me feel **somewhat less confident** in the safety of these sites
- 3 Makes me feel **somewhat more confident** in the safety of these sites
- 4 Makes me feel **much more confident** in the safety of these sites
- 5 No impact

[NEW QUESTION]

- 23. Please highlight the specific words and phrases that make this statement easy to understand in green.

[INSERT TEXT HIGHLIGHTING]

“It's important to remember that uranium and the radiation it emits are naturally occurring. We are exposed to radiation every day from sources like the sun, soil, and even the foods we eat. For example, foods like bananas, potatoes, and carrots contain naturally occurring radiation that is not harmful. The U.S. Department of Energy’s remediation work has reduced radiation levels at many of its legacy sites to a lower level than you might experience in everyday life. These lower radiation levels mean that visiting these public sites does not make you more likely to get cancer.”

[DISPLAY]

To assist our efforts to elevate the support we provide, we welcome your comments and/or suggestions. Please feel free to send an email at lm@hq.doe.gov.