

FINAL MEETING SUMMARY

**HANFORD ADVISORY BOARD
PUBLIC INVOLVEMENT AND COMMUNICATION COMMITTEE**

*April 7, 2015
Richland, WA*

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This is only a summary of issues and actions in this meeting. It may not represent the fullness of ideas discussed or opinions given, and it should not be used as a substitute for actual public involvement or public comment on any particular topic unless specifically identified as such.

Opening

Liz Mattson, Public Involvement and Communication Committee (PIC) chair, welcomed the committee and led a round of introductions. The committee adopted the November 2014 meeting summary. Meeting flip-chart notes are provided as Attachment 1.

Announcements

Ken Niles, Oregon Department of Energy (ODOE) and PIC vice-chair, said copies of ODOE’s 25-year Hanford report are available for Hanford Advisory Board (Board or HAB) members and alternatives.

Kris Skopeck, U.S. Department of Energy – Richland Operations Office (DOE-RL), said DOE has advertised a public open house with the National Park Service to kick off park planning for the Hanford Reach National Monument. The meeting will be held Wednesday, April 15, 4:30 p.m. – 6:30 p.m. at the

Red Lion in Richland. Advertisements were placed in the local newspaper, posted on Facebook, and will be distributed to the Hanford listserv.

TPA Public Involvement Survey

Introduction

Dieter Bohrmann, Washington State Department of Ecology (Ecology), provided an overview of the Tri-Party Agreement (TPA) agency Public Involvement Survey, specifically noting:

- 169 people took the 24-question online survey, addressing public involvement activities from 2014. The TPA agencies and stakeholder groups promoted the survey via the web, newspaper, email, and social media.
- The survey gathers information on how the public receives Hanford information, how they would prefer to receive information, timing for public involvement activities, and levels of interest in existing issues at Hanford.
- 2014's survey was identical to the two years' previous in order to gather comparable data. Results are now available at www.ecy.wa.gov/programs/nwp/ Ecology's website and will be distributed through the Hanford listserv and social media.
- The survey will inform any needed changes to public involvement activities going forward.

Committee Discussion

The following key points were noted during committee discussion on improving future surveys and how the results can improve upcoming public involvement activities:

- The survey results show that people prefer to be notified via email, with email receiving 50 percent or more of the results for the past three years. The TPA agencies have worked to build the email listserv, doubling the number of recipients in the last five years, while the postal list has declined. The percentage of those who want to be notified via social media has remained the same over the past three years. The *Tri-City Herald* surpasses social media for how people get their information, likely having to do with the demographic interested in Hanford.
- Most survey participants were from the Tri-Cities with a high percentage in Richland. More people took the survey in Seattle (15) than in Kennewick (10), and responses were received from various other states, including California, Michigan, and Pennsylvania. Responses were also received from a number of people in Portland and other cities throughout Washington.
- PIC discussed whether survey respondents indicate, or should have the ability to indicate, if their comments on issues at Hanford have any impact. Some general comments on the survey indicated that the public does not feel their comments are heard, or that they do not trust the TPA agencies. In the future, the survey could ask for contact information, though optional, in order to follow up with those who make helpful comments, or to ask them if they would be interested in participating in a focus group.

WTP Communications Strategy

Introduction

Bob Suyama, Tank Waste Committee (TWC) chair, said Bill Hamel, DOE-Office of River Protection (ORP) Waste Treatment and Immobilization Plant (WTP) Assistant Manager, has been briefing TWC on the high-level waste (HLW) design strategy for WTP and has asked them to develop an effective communication strategy. TWC has asked for PIC's help in developing the strategy, specifically to answer questions as to who should be communicated with, how often and what is the best way to provide the information. Answers to these questions will help TWC determine what technical information should be shared.

Ken said Bob's strategy outline has been further developed by PIC issue managers into a work plan to help inform today's discussion (Attachment 2). He noted this is only the first conversation the PIC has had about the strategy, with an anticipated completion date of February 2016. Liz reviewed the discussion work plan, asking the committee to discuss public involvement strategies that have and have not worked in the past to help inform tools to use in the strategy. Discussion should focus on what information needs to be shared and how it should be shared, as the TPA agencies have asked for that input.

Committee Discussion

The following key points were noted during committee discussion:

- One committee member suggested the process would be easier if the TPA agencies would commit to what information they are willing to make public, and then for the committees to determine the best way to communicate it. Joni Grindstaff, DOE-ORP, asked the committee to focus on how to communicate about HLW and the HLW Facility, and the best ways to communicate that the facility is back in full construction after the resolution of technical issues. The strategy should also address how to tell the story of how HLW connects to WTP, and how the whole system works together.
- A template for communicating information, like an example presentation, could be developed to help streamline methods for communication.
- It will be important to communicate a concrete schedule and budget for the completion of WTP, as the public, stakeholders, and contractors, have been notified about delays and increase in costs too many times.
- Joni noted that any information not related to the Consent Decree (CD) currently under litigation can be communicated to the public. The committee discussed the previous lack of transparency on WTP issues and lingering questions about the CD. Immediate communications can focus on progress being made in the WTP complex, and the TPA agencies can provide additional information once the CD issues are resolved; information can be provided in stages. Sharon Braswell, North Wind Solutions, LCC, asked the committee to determine what information the

public will be interested in, and to help the TPA agencies develop key messages and methods for engagement.

- The HAB Communications Strategy helped inform the development of the discussion work plan and should be distributed to those developing the WTP Communications Strategy.
- Building a strategy will be complicated because different audiences will need different levels of background information and context before being able to move forward. Building that foundation can also be easily disrupted when an event or something timely comes up, taking the public's attention away from the WTP. The local DOE offices have little ability to address items that are off topic during formal presentations or public meetings, as everything is pre-approved by DOE-Headquarters (HQ).
- One audience will be Tank Farm workers, Vitrification Plant workers, and other WTP complex employees who need to understand how their component of work fits into the bigger picture, or the One System. PIC will debrief the One System presentation after the Board meeting to discuss its usefulness as a communication tool.
- Regional, public open houses are the best format for presenting complex information, because participants can move around the room to address their own different levels of information. The One System presentation can be used to show how it all works, and subject matter experts can be available at stations to provide the level of information to satisfy each person visiting their station. TPA agencies need to commit to following up on questions that cannot be answered during the meeting.
- The strategy should not determine how DOE communicates with the tribes or the Defense Nuclear Facilities Safety Board. DOE will be adding staff to their communications department and should invest a representative to work with the Board on a regular basis. The strategy should help DOE fulfill specific engagement requirements. Carrie Meyer, DOE-ORP, said the TPA agencies hope to do better by the community-at-large than just fulfill requirements.
- One committee member noted that DOE declined to attend recent community-led State of the Site (SOS) meetings, while Ecology and U.S. Environmental Protection Agency (EPA) representatives attended. DOE should attend meetings where Hanford information is being provided.
- Information should start with the lowest common denominator, or the Washington state resident who does not know Hanford even exists. Others are uneasy because they only hear the bad news stories such as leaking tanks. Information should start with how DOE is fixing the leaking tanks and where their waste will go for treatment. The public does not understand that vitrification has been successful at other DOE sites; it is a proven process, though being done on a larger scale at Hanford than anywhere else, and with waste that is not quite understood. In order to resolve the issue of limited tank space, the public needs to understand it is either vitrification or build additional tanks.

- DOE should leverage community resources, like the Hanford Reach Museum, to display and provide information. They should also consider how to respond to bad or incorrect information.
- Tax payers deserve information, as they are the ones funding cleanup. DOE needs to be more positive about the public and forthcoming with information, because they are not the enemy. The CD has provided an excuse not to share information. To have a truly meaningful communications plan, DOE has to be able to talk about everything, realizing that the Board and the public want DOE to be successful. Carrie said DOE wants to use the time in CD litigation to prepare for an abundance of open communication when legal issues are resolved. Now is the time to prepare communications and think about structuring information, though the public should not be bombarded with too much information
- ODOE wrote communication materials on tank waste and tank waste treatment for Ecology approximately 15 years ago, and they could be useful to use again.
- Hanford documentaries could be made to run on television, not just YouTube, and the Hanford Communities frequently make videos for PBS to talk about Hanford. Carrie noted that DOE has the Hanford Story series and specials on the History Channel.
- It is okay to have bad news, as asking the public to believe everything on site is going well is not an achievable goal. Actions being taken to lead to the conclusion of issues on site is what the public needs to hear. What happens on site changes when there are issues or slippages, and communications can help the public work through it.
- Sharon noted that the HAB work plan highlights areas for the WTP Communications Strategy to focus on three topics, and to help DOE understand the best way to communicate the information in understandable terms. The topics include:
 - HLW Safety Design Strategy approval and implementation
 - HLW Authorization to Proceed with full Production Engineering
 - Direct Feed Low-Activity Waste (LAW) Initiation of Pre-Conceptual Design and Engineering
- Joni said the One System approach is not appropriate to communicate at this time, as there is currently no way to feed HLW without the Pretreatment Facility online. It would be best to focus on how DOE is moving forward with the individual pieces. The WTP Communications Strategy could focus on techniques for public involvement and communications rather than specific technical information, but the three topics outlined are ready for communications sooner than other WTP components. To be able to talk about moving forward in these areas, DOE will have to talk about what went wrong before, so it will not all be positive news, but progress is being made.

- Public open houses on LAW and HLW could use visual flowcharts to demonstrate how they fit into the larger WTP picture, but the information would focus only on LAW and HLW. DOE should communicate why it is important to do direct feed LAW first, where it will be disposed, and why it will be better in the interim and the long term. The information should be outlined in a fact sheet the public can take away with them, like Vitrification 101 and PT fact sheets. DOE should be open about the timeline and technical issues, as well as provide a feedback loop. A focus group could be used to help inform what information is relevant to the public and methods for communicating it. ODOE has had successful focus groups ranging from large to small, from national issues to reviewing a fact sheet.

Liz said next steps for the WTP Communications Strategy will be for the issue manager to rethink how to go about the strategy, now knowing they need to focus on the three topics for HLW and LAW. Susan Leckband, Washington League of Women Voters and HAB vice-chair, would also like to serve as an issue manager. PIC's discussion on the strategy will be shared at the next TWC meeting.

Open forum / general public involvement

Introduction

Liz said the intent of the open forum is to see if there are any issues or topics PIC should be addressing, but have somehow missed. Discussions can focus on anything, including any items that are missing from the TPA calendar, or thoughts for the upcoming budget workshop.

Dieter provided copies of the TPA public involvement calendar (Attachment 3), which highlights TPA activities in the next six months, as well as upcoming public comment and involvement opportunities. Emy Laija, EPA, clarified that the Environmental Restoration Disposal Facility (ERDF) proposed plan is on the calendar as events in progress, but it likely will not be available publically until May or early June. 30 days' notice will be provided via the Hanford listserv. Emy noted that EPA recently responded to the HAB advice on ERDF (HAB Advice #281), and thanked them for helping the EPA national office understand the issue at Hanford.

Committee Discussion

The following key points were noted during committee discussion:

- There is currently no timeframe for resolution of the CD, so the TPA agencies do not know when they will be able to discuss the issues with the public. The judge could make a decision or ask the DOE and Ecology to keep negotiating. DOE and Ecology are not working together on a communications strategy yet, though there are some components they can start working on now. The TPA agencies will use the strategy for the last CD change to develop new information, and joint public meetings will likely be a component of the roll out. The TPA agencies will involve the PIC in material review as appropriate.

- The committee discussed why DOE decided not to participate in the community-led SOS meetings, noting that the meetings were held on the weekends and staff availability could have been difficult.
- One PIC member suggested putting the Site-wide Permit on the TPA public involvement calendar as a means to provide the public with more general information about Hanford and time to speak with decision makers, as indicated by the public involvement survey results. Dieter noted the Site-wide Permit will not be ready for public involvement until 2017-2018.
- PIC reviewed the handout being prepared for the April 28 budget request workshop and provided feedback to DOE, including:
 - Clarifying the fiscal year (FY) timeframe and specific dates.
 - Handout title change from “Budget” to “Budget Request”.
 - Providing information on which projects were not fully funded in FY 2015 and will carry forward into FY 2016. As well, what is important for cleanup but not getting funded in projections for FY 2017.
 - Clarifying what kind of public comments are helpful and how the TPA agencies plan to use them.
 - Explaining the different types of budget requests and appropriations, e.g. the Presidential budget versus Congress. A visual representation of the different budget processes and how they compare year-to-year would be helpful.
 - Projects presented as multi-year processes are confusing when only discussing one year’s worth of budget.
 - Evening out columns on the inside of the handout so it does not look like one year has more or less work to be done than another. Or explain why changes in workload may occur.

PIC members will provide any additional feedback on the handout to Kris Skopect prior to the budget workshop.

FY2015 Committee Progress

Six-month accomplishments

Liz asked the committee to provide input on their six-month accomplishments to inform discussion at the upcoming leadership workshop.

PIC reviewed their work plan topics and updated their accomplishments (Attachment 3).

Path forward for 2016

Liz said the work plan process is evolving to be one combined plan, agreed to by the TPA agencies and the Board. She asked the committee to brainstorm topics to be addressed by PIC in FY 2016 and forward them to either herself or Ken.

Potential topics include:

- Youth involvement, including identifying and visiting local college classrooms whose students are learning about Hanford and receive their feedback on communication materials and Hanford activities. The exchange could encourage students to be more involved with the Board and in general about Hanford cleanup.
- PIC meeting as an agency focus group.
- SOS and/or regional meetings (2016 or 2017), analyzing how public interest groups have reformatted regional meetings to be easier to put on. Discuss the potential to use an evening Board meeting as a SOS meeting, with stakeholder groups and interest stations in the hotel lobby and the yearly agency updates in the meeting room.
- Double-shell tank AY 102 tank pumping will begin in May 2016.
- Leverage local outreach with HAB outreach.

HAB Member Self-Assessments

HAB Member Self-Assessments

Liz said Hanford Challenge was involved in planning and hosting the community-led SOS meetings, along with other regional stakeholder groups. The meetings were held in Vancouver, Spokane, and Walla Walla. The format gives five minutes of presentation time to each group, including the invited agencies and tribes, followed by a panel discussion. 10 people attended in Spokane and 110 in Vancouver. The Walla Walla meeting will be facilitated by new Board member, Alissa Corder. Meetings will focus on topics relevant to each location. Liz said she will spend three days in Walla Walla working with Whitman College students, the goal of which is so students will be able to articulate what Hanford is. Four points to cover with the students: Hanford history, cleanup mode, public role in the cleanup decision making process, and finding a personal reason to be passionate about the work. Liz recently spoke with a class of nursing students in Seattle about Hanford, and they will be attending an upcoming Hanford tour. Sam Dechter, Public-at-Large, suggested Liz handout free flash drives with Hanford materials pre-loaded, such as the ODOE 25 Years at Hanford document.

Ken said he recently presented to 120 people at the Oregon Museum of Science and Industry, as well as he spoke with an environmental science class at Linfield College. Ken said the course's professor has invited him to speak approximately 40 times. Ken recently attended an environmental law conference where he heard a 14-year-old activist speak during a creative disruption session about getting the media

interested in environmental issues. He noted how articulate and inspiring the young man was. He will forward his name and a link to his information to the committee.

Steve Hudson, Board Chair and Hanford Watch of Oregon, said he is working with two Portland college professors on Science, Technology, Engineering, and Math training, as well as a local teacher on Hanford issues

Heather John, Ecology, said the Hanford History display previously at the Richland Library has moved to multiple locations, including Richland and Hanford High Schools. It will move to the Kennewick Library in May, and will move to other local schools in the fall. Heather will be working on Hanford history projects with three local history classes for National History Day.

Dieter said he participated in the Spokane and Vancouver SOS meetings and will attend the Walla Walla meeting. He said the meetings were well run, and refreshments were provided. Dieter will visit Portland following the Board meeting to talk to a rotary group, Portland State University, and University of Portland. He noted it will be his third trip to Portland in 2015, as the area has expressed lots of interest in learning more about Hanford.

Peggy Maze Johnson, Heart of America Northwest, said her organization makes phone calls five nights a week to update their members on Hanford topics and upcoming meetings, as well as ask if they would like to renew their memberships. Heart of America Northwest also helped host the community-led SOS meetings, garnering volunteers from a recent speaking engagement with college students learning about Hanford. Peggy noted she has received phone calls from people in the Walla Walla area with concerns about Hanford increasing awareness from the wine industry and potentially harming economic development.

Susan said she has been working with HanfordLearning.org and recently spoke with people at local wineries through a program funded by a partnership between the wineries and local non-profits. HanfordLearning.org is a non-partisan organization working to develop free Hanford history curriculum for K-12 teachers to use in their classrooms.

Sam said he lets everyone he speaks to informally know he is a HAB member, and most people's response is to ask about events they have seen in the paper. He said most people do not know what the Central Plateau Inner Area means.

John Howieson, Physicians for Social Responsibility, said he provides periodic educational presentations for the Oregon Physicians Board, with a few members of the public in attendance. On April 13, he will travel to Quebec, Canada to speak about Hanford's status at the World Uranium Conference.

Kris introduced Kurt Workman, who supports CH2M Hill on public communications and involvement. Kurt has an expansive background working with communications technology.

Kris said there have been 10 Hanford Speaker's Bureau presentations so far this year, in cities such as Milton-Freewater, Walla Walla, Kennewick, Yakima, and Spokane. Upcoming presentations will be made in Lacey, Washington (April 22), Lake Oswego, Oregon (April 28), and Moses Lake, Washington (April 29), as well as for 70 people in the East Portland Rotary Club (May 24). On May 20, Stacey

Charbonneau will participate in Tri-Cities Leadership Day. Two college groups will tour the Hanford Site this year, the first on April 15. 40 other public tours are scheduled between April and August.

Sharon said DOE-ORP's manager has challenged assistant managers and contractor presidents to reach out to the public to speak about Hanford, and they are required to report back to him on their activities. She said DOE-ORP has significantly increased their outreach efforts, including to rotary clubs in Hood River and Portland, as well as to the Tri-Cities Hispanic Chamber of Commerce.

Jan Catrell, Public-at-Large, said she recently submitted a proposal to the Bellingham Academy for Lifelong Learning, a partnership with Western Washington University, to provide a class on waste issues at Hanford. Jan worked with Ecology to provide the same course last October.

Alissa Cordner, Public-at-Large, said she will be bringing a class from Whitman College to tour the Hanford Site on April 15, and they are all very excited.

Committee Business

The committee decided to hold a conference call in May following the Leadership Workshop. The call will be to plan the June in-person meeting and debrief from the workshop.

The format and timing of today's meeting, 1:00 p.m. – 5:00 p.m., worked well for those traveling to town for the Board meeting.

The meeting was adjourned.

Attachments

Attachment 1: Flip-chart notes

Attachment 2: WTP Communications Strategy Outline

Attachment 3: TPA Public Involvement Calendar

Attachment 4: Updated PIC Work Plan

Attendees

Board members and alternates

David Bernhard (phone)	Earl Fordham	Liz Mattson
Don Bouchey	John Howieson	Ken Niles
Jan Catrell	Steve Hudson	Ed Pacheco
Alissa Cordner (phone)	Peggy Maze Johnson	Ed Revell
Sam Dechter	Susan Leckband	Bob Suyama

Others

Kristen Skopect, DOE-RL	Emy Laija, EPA	Emily Bays, Hanford Challenge
Carrie Meyer, DOE-ORP	Cathy McCague, EnviroIssues	Sharon Braswell, North Wind
Joni Grindstaff, DOE-ORP	Melissa Thom, EnviroIssues	Rich Marshall, North Wind
Dieter Bohrmann, Ecology	Chrissy Swartz, HoANW	Jennifer Copeland, MSA
Heather John, Ecology	Kurt Workman, CH2M	Jerry Holloway (phone)