

Overarching Questions/Comments to Ponder About Surveys

1. Are people more likely to take surveys from citizen groups rather than agencies?
2. Online only, versus online and in person
3. Confirming understanding of questions—how they are being interpreted
  - Suggestion: Get public (a couple of people) to review questions in advance)
  - IM-PIC

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Overarching Questions/Comments to Ponder About Surveys (cont.)

4. Timing of surveys—right after event/at the end of the year?
5. Suggestion: Add question to TPA agency survey about “What other questions do you have?”
6. Need to actively “engage” people in completing survey
7. Social media “friend-based”
  - Compelling way to recruit participation

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Overarching Questions/Comments to Ponder About Surveys (cont.)

8. Constant need to revisit topics—because always new people entering the mix (re: HC list of questions)
9. Kind of media used really impacts demographics (for survey itself)
10. Demographics used to forget questions (i.e. question logic/tree) most relevant to certain populations
11. Personal connection/interaction elicits more response

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Overarching Questions/Comments to Ponder About Surveys (cont.)

12. Use networks/“personal capital” to get people/encourage response to surveys
13. Add some “standard” questions in a given year (thematic focus) that “every” survey incorporates (TPA, HoANW, NC, etc.)
  - Sept. PIC meeting?
14. Provide bi/multi-lingual option (not committee agreement)
  - Provide question regarding interest
  - Observation “need to create opportunities

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How can this information improve Hanford Public Involvement?

1. Agency presentations—template that works from high level -> specific/meat of topic -> to help bring people in who are less familiar
2. Must convince public that input is useful and influential

- Define expectations of what agencies are looking for from public
- Be clear about objectives of meeting
- Cite specific example where comment was incorporated (not just for public meeting)

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How can this information improve Hanford Public Involvement? (cont.)

3. "Public accessible" decision flowchart (to show where at in process)
  - Look at existing tools (e.g. Flowchart for P.I.P)
    - Big poster
    - "You are here"

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SOS Meetings

1. Dates selected (Oct. 10 and 15-17), 6:00 – 9:00 PM

2. **A:**

- Open house
- Presentations
  - DOE
  - Regulator
  - Local perspective
- Q & A

**B:**

- 5:30 Doors open
- Presentation
- Q & A
- Open house

**C:**

- Open house
- Presentation
- Q & A
- Open house

3. Announce goals, expectations up front
4. Materials/tables available, etc. after presentation and Q & A
5. Orientation to open house prior to the start of it

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SOS Meetings (cont.)

6. Interactive, creative way to introduce Hanford to people (re: students develop public meeting)
7. Presenters ask audience questions ("How many tanks... anyone know?")

8. Refer back to what was said last year (e.g. Jane Hedges style)
9. Provide card that provides contact info. and other sources of who to reach for more questions, etc.

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SOS Meetings (cont.)

10. Handouts useful for future outreach opportunities
11. PI person with agency meetings to help facilitate open house

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SOS Meetings (cont.)

12.
  - 5:30 Doors open/materials and displays available
  - 6:00 PM presentations/Q & A (# Agency/ # Contractors)
  - 8:00 PM – 9:00 p.m. Breakout groups (rotation, etc.)

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Feedback on Cleanup Levels

1. Handout would be useful
  - Overarching description of concepts
2. May be difficult to reach agreement on content
  - Enable document to articulate differing perspectives with agencies (where there is consensus, where there isn't)
3. Maybe "bite off" a small piece – e.g. How TPA identifies cleanup levels already negotiated

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Feedback on Cleanup Levels (cont.)

4. Some of questions are more subjective than others
5. Maybe broaden questions
  - "How are cleanup levels determined?"
  - "How are they used?"
  - Level of questions (currently) uncomfortable
6. Part of the utility is showing the reality of the "messiness"
7. Answers need more work

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Feedback on Cleanup Levels (cont.)

8. Steps:
  - IM & Agencies to discuss & develop work plan and discuss: what is the product?
    - IMs: Liz, Becky, Ken, Shannon, (Barbara)
  - Refine the questions
    - w/ agency
    - w/ stakeholder groups
    - w/HAB
  - Develop answers to survey
  - Use questions as a seed for FAQ: “What questions do you have about Hanford”, “Do you have a better understanding of cleanup?”, and “What additional information would be helpful?”
9. Whose document?
  - “Open source”
  - Collaboration w/HAB and agencies would require each entity’s approval process

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Feedback on Cleanup Levels (cont.)

10. Agencies could help to focus where/which documents to reference (CLUP, etc.)
11. Note that there are other topics to address in this process? (FAQs)
  - Restoration (when to stop—when are we done?)
  - How are decisions made at Hanford?
  - LTS (Broader topics?)

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2014 PI Activities

1. 100 F Proposed Plan
2. 100 D/H Proposed Plan
3. 2014 SOS Meetings (next year) [Diff. than 2013 Oct.]
4. Land Conveyance EA
5. Natural Gas Pipeline EIS
6. Budget meetings
7. Site-wide permit
8. NEPA ROD for TC & WM EIS

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Follow Up

1. PIC members provide photos of round robin activities to Liz before PM round robin [ongoing]
2. Future discussion about media interactions – reminder of guidelines etc. (3-month work plan)
3. Follow up w/HoANW on # phone surveys (Gerry to Susan H.)
4. HC & HoANW -> provide recommendation based on survey results (2011) to TPA agencies (Gerry to Susan H. -> TPA)
5. Send survey questions and results to Susan H -> TPA, HC, HoANW
6. Restoration NRTC Chair -> SOS presentation? B.H.

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Follow Up (cont.)

7. Steve -> ask EMSSAE call if doc for cleanup levels exist on another site
  8. “Hanford Forward” -> send to Susan H. to forward to Board
  9. Sept. -> strategic look at PI: Workplan
    - Agency planning for PI (timing/sequence)
    - Broadening the audience
    - Agency “strategic thinking”
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