

Hanford Public Involvement Survey Comparison

Questions	2012 (94 responses) Looking at 2011	2013 (165) Looking at 2012	2014 (169) Looking at 2013
How do you usually receive information about Hanford topics?	Email (Listserv) 54.3% Newspaper 48.9% Hanford.gov 34.0%	Newspaper 50.3% Work 42.4% Email (Listserv) 35.2%	Newspaper 55.0% Email (Listserv) 40.2% Hanford.gov 32.0%
How would you prefer to receive information about Hanford topics?	Email (Listserv) 62.8% Newspaper 42.6% Ecology website 26.6%	Email (Listserv) 46% Work 41.7% Newspaper 34.4%	Email (Listserv) 50% Newspaper 45.1% Hanford.gov 29.3%
Which group(s) do you represent?	General pub 65.6% Citizens group 23.3% Hanford worker 15.6%	Hanford worker 51.9% General pub 50% Citizens group 12.5%	Generalpub 72.3% Hanford worker 24.5% Citizens group 23.3%
How far in advance are you usually notified about an upcoming Hanford public involvement activity?	3-4 weeks 30.9% 2 weeks 27.7% < 1 week 12.8%	I don't usually hear of activities 28.8% 2 weeks 31.5% 3-4 weeks 13.6%	3-4 weeks 23.9% 2 weeks 21.5% I don't usually hear of activities 20.9%
How far in advance would you like to be notified about an upcoming Hanford public involvement activity?	3-4 weeks 48.4% 2 weeks 23.7% > 4 weeks 19.4%	3-4 weeks 41.4% 2 weeks 31.5% > 4 weeks 13.6%	3-4 weeks 39.6% 2 weeks 34.2% > 4 weeks 14.0%
Please rate the quality of notices you have received from TPA agencies.	Good 37.6% Average 26.9% Have not seen a notice 12.9%	Good 31.3% Average 22.1% Have not seen a notice 23.3%	Good 38.8% Average 22.4% Have not seen a notice 18.8%
If you did not attend a Hanford-related meeting in 2014, please tell us why.	Did not ask this question in 2012	Wasn't aware of any meetings 54.9%	Location didn't work for me 40.2%
		Time didn't work for me 30.1%	Time didn't work for me 39.3%
		Location didn't work for me 18.6%	Wasn't aware of any meetings 32.1%

	2012 (looking at 2011)		2013 (looking at 2012)		2014 (looking at 2013)	
In which city are you most likely to attend a public meeting/ workshop?	Richland	44.4%	Richland	80.1%	Richland (T-C)	62.8%
	Seattle	25.9%	Seattle	8.9%	Seattle	20.4%
	Portland	19.8%	Portland	5.5%	Portland	11.0%
How would you rate the locations of the public meetings/ workshops you attended?	Have not attended	34.5%	Have not attended	65.8%	Have not attended	52.0%
	Good	29.8%	Good	17.4%	Good	21.0%
	Average	26.2%	Excellent	9.4%	Average	16.2%
How would you rate the TPA agencies' presentations at the public meetings/ workshops you attended?	Have not seen	32.9%	Have not seen	68.5%	Have not seen	53.1%
	Good	25.9%	Good	15.8%	Good	20.4%
	Average	22.4%	Average	5.5%	Average	13.6%
How would you rate the dialogue between the public and TPA agency reps at public meetings/workshops?	Haven't gone to a mtg/workshop	31.0%	Haven't gone to a mtg/workshop	67.3%	Haven't gone to a mtg/workshop	51.0%
	Average	31.0%	Good	12.7%	Average	20.4%
	Good	17.9%	Average	11.3%	Good	10.9%
If you provided public comment and your contact information, were you notified when responses to were available?	Not applicable	62.5%	Not applicable	72.1%	Not applicable	72.3%
	Yes, by email	18.8%	Yes, by email	10.0%	Yes, by email	12.8%
	No, not notified	15.0%	No, not notified	5.0%	No, not notified	9.2%
If you provided public comment(s), how satisfied were you with the response(s)?	Not applicable	71.4%	Not applicable	80.6%	Not applicable	75.9%
	Neutral	13.0%	Neutral	7.9%	Neutral	7.8%
	Unsatisfied	7.8%	Satisfied	4.3%	Satisfied	7.8%
	Satisfied	3.9%				
How would you answer the following statement: "I believe the TPA agencies are interested in my input and participation in Hanford cleanup decisions."	Agree	30.5%	Neutral	35.3%	Neutral	38.4%
	Neutral	28.0%	Agree	30.2%	Agree	27.4%
	Disagree	22.0%	Disagree	16.5%	Disagree	14.4%

How would you answer the following statement: "I believe my input helps influence Hanford cleanup decisions."	Disagree 33.8% Neutral 28.8% Agree 20.0% Strongly disagree 16.3%	Neutral 38.8% Disagree 27.3% Strongly disagree 14.4% Agree 14.4%	Neutral 40.7% Disagree 22.8% Strongly disagree 17.2% Agree 16.6%
Will you participate in future activities on Hanford topics?	Very likely 46.9% Likely 37.0% Undecided 14.8%	Likely 31.4% Undecided 31.4% Very likely 25.0%	Likely 38.3% Very likely 30.2% Undecided 23.5%
Would you participate in a webinar on Hanford topics?	Likely 44.4% Very likely 25.9% Undecided 16.0%	Undecided 29.1% Likely 27.7% Very likely 20.6%	Likely 36.2% Undecided 26.2% Very likely 20.8%
Which Hanford topics would you most want to discuss or learn about in a public forum? *Groundwater not offered as choice in 2012 survey	Tanks 74.4% WTP 60.3% General cleanup 59.0% River Corridor 46.2% Central Plateau 33.3% Hanford budgets 33.3% TPA changes 32.1%	WTP 65.2% Tanks 56.5% General cleanup 46.4% Hanford future 45.7% *Groundwater 44.2% River Corridor 33.3% Central Plateau 27.5%	Tanks 56.5% General cleanup 52.2% *Groundwater 48.6% WTP 47.8% Central Plateau 37.7% River Corridor 35.5% Hanford future 35.5%
Would you like to join the TPA agency email list to receive information about Hanford?	Yes 29.5% No 19.7% Already on list 53.8%	Yes 35.3% Already on list 34.5% No 30.2%	Already on list 47.5% Yes 27.0% No 25.6%
Demographic info	2012 (looking at 2011)	2013 (looking at 2012)	2014 (looking at 2013)
Gender	Male 57.3% Female 42.7%	Male 72.3% Female 27.7%	Male 60.6% Female 39.4%
Age	Under 30 9.2% 30-45 21.1% 46-65 47.4% Over 65 22.4%	Under 30 6.6% 30-45 27.3% 46-65 51.2% Over 65 14.9%	Under 30 6.2% 30-45 20.9% 46-65 48.8% Over 65 24.0%
Race/Ethnicity	Caucasian 87.3% Hispanic 1.4% African-Am 0% Asian-Am 2.8% Native Am 0% Other 6.0%	Caucasian 87.8% Hispanic 0.9% African-Am 1.7% Asian-Am 1.7% Native Am 3.5% Other 4.3%	Caucasian 89.3% Hispanic 1.6% African-Am 0.8% Asian-Am 0% Native Am 0% Other 8.2%

Lessons Learned – 2015 survey – looking at 2014 activities

Public input helps the TPA agencies evaluate opportunities for continuous improvement in public involvement. The feedback received during the 2015 Annual TPA Public Involvement Survey helped identify the following areas for improvement:

- The survey confirmed that people receive information about Hanford in many ways. More than 50% indicated they rely on communications from public interest groups. The TPA agencies will continue to look for creative ways to share information on Hanford.
- The majority of respondents said they receive adequate notice of upcoming Hanford events. They prefer to receive information at least 3-4 weeks in advance. The goal of the TPA agencies is to provide at least 30 days' notice on upcoming activities. We will continue to strive to meet that commitment.
- With regard to the notices from the TPA agencies, only 34% found the information “generally helpful in understanding the topic”. Forty-four percent noted that it depended on the source. We will work harder to provide clear, understandable information and better define ‘why it matters’ e.g. human health and environmental impacts of decisions.
- Forty-one of respondents said they attended a Hanford-related or other event hosted by a TPA agency in 2015. Another 37% indicated they’d attended a Hanford-related event hosted by an interest group. The top two reasons listed for not attending and Hanford-related events were that the location and/or the time didn’t work. The agencies will continue to work with Hanford stakeholders and the public to try to schedule meeting times and places that are convenient for most people.
- While more people than in the past, reported feeling their “...input helps influence Hanford cleanup decisions” (28%) the bulk of respondents felt neutral or disagreed with that statement. TPA agencies need to do a better job of communicating how public input affects cleanup decisions, and explain if there are times when it doesn’t.
- Most respondents said they would be “likely” or “very likely” to participate in a webinar on a Hanford topic. We will continue to look for opportunities to use this tool for public involvement activities. Webinars would allow participation in Hanford meetings for those who are not able to attend an event due to the time or location.
- Despite some frustration with TPA meetings and materials, a full 92% of respondents indicated they plan to participate in future Hanford-related activities.

Conclusion

The 2015 Annual TPA Public Involvement Survey had the largest number of participants compared to previous Hanford surveys. There were a range of people who participated in the survey, the largest segment – 58% – identified themselves as members of the general public.

The TPA agencies look forward to implementing the lessons learned from this evaluation and will continue to identify ways to improve public involvement at Hanford. For more information, email hanford@ecy.wa.gov.

Summary results of the Annual Public Involvement Survey -2015

The TPA agencies issued a survey with 23 questions. 183 people took the survey. The top responses to each question are provided in the following section. Many questions invited respondents to 'choose all that apply', so totals may equal more than 100%.

To see the full results of the survey, including all the comments, see Appendix A, beginning on page 11.

Question 1: How do you usually receive information about Hanford topics?

Email (Hanford Listserv)	51.72%
Interest group communications	50.57
Mass media (Newspaper, radio, TV)	42.53

Question 2: Where do you go for information about Hanford?

Interest group website or social media	51.43%
Mass media (Newspaper, radio, TV)	46.29%
Hanford.gov website	43.43%
Dept.of Ecology website	41.71%

Question 3: Which group do you represent?

General public	58.24%
Citizens group	11.76%
Hanford workforce	10.00%

Question 4: Do you usually receive adequate notice about upcoming Hanford public involvement activities?

Yes	60.89%
No	39.11%

Question 5: How far in advance do you prefer to be notified about upcoming Hanford public involvement activities?

3-4 weeks	41.99%
More than 4 weeks	25.41%
2 weeks	21.55%

Question 6: Are notices from the Tri-Party Agreement (TPA) agencies generally helpful in understanding the topic?

It depends on the source and topic	43.93%
Yes	34.10%
No	21.97%

Summary results of the Annual Public Involvement Survey 2015

Question 7: Did you attend a Hanford-related meeting or other event hosted by a TPA agency in 2015?

No	58.89%
Yes	41.11%

Question 8: Did you attend a Hanford-related meetings or activities in 2015? (e.g. hosted by an interest group)

No	63.48%
Yes	36.52%

Question 9: If you did not attend a Hanford-related meeting in 2014, please tell us why.

The time didn't work for me	54.74%
The location didn't work for me	53.68%
I wasn't aware of any meetings	24.21%

Question 10: In which location are you most likely to attend a public meeting/workshop or other Hanford-related activity?

Richland (Tri-Cities)	41.67%
Seattle	26.19%
Portland	20.24%

Question 11: How would you rate the locations of the events you attended? (For example, hotel, library, etc.)

Good	33.33%
I have not attended a meeting	31.07%
Average	16.95%

Question 12: How would you rate the TPA agencies' presentations at the events you attended?

I have not seen a presentation	38.15%
Good	24.28%
Average	20.81%

Question 13: How would you rate the discussion with TPA agency representatives at the events you attended?

Good	31.54%
Average	29.23%
Don't recall	16.15%

Summary results of the Annual Public Involvement Survey - 2015

Question 14: If you provided public comment during a public comment period, were you notified when responses to comments were available?

Not applicable	65.87%
Yes, by email	16.17%
No, I was not notified	13.17%

Question 15: How would you answer the following statement: "I believe my input helps influence Hanford cleanup decisions."

Neutral	34.48%
Agree	21.84%
Strongly disagree	20.11%

Question 16: Do you plan to participate in future activities on Hanford topics?

Yes	92.40%
No	7.60%

Question 17: Would you participate in a webinar or other online forum on Hanford topics?

Likely	34.64%
Undecided	28.82%
Very likely	16.20%

Question 18: Which Hanford topics would you most want to discuss or learn about in a public forum?

General cleanup progress & challenges	18.82%
Groundwater contamination & treatment	16.47%
Hanford budget & cleanup priorities	14.12%

Question 19: Would you be interested in hosting a Hanford speaker from the TPA agencies for your group, classroom, or event?

No, thank you	85.53%
Yes, please contact me	14.47%

Question 20: Would you like to join the TPA agency email list to receive information about Hanford?

I am already on the list	64.57%
Yes	22.86%
No	12.57%

Question 21: Please provide us with any other thoughts on Hanford cleanup.

Ninety-nine people provided comments. Please see Appendix A, beginning on page 11.

Question 22: Geographic information

158 people told us what city and state they lived in, 25 left blank. The majority are from Washington and Oregon, specifically Tri-Cities area, Seattle and Portland areas. Detailed charts are available on pages 80-81.

Question 23: Demographic information

Following are the gender, age and ethnicity that were volunteered by 158 participants. 25 people chose not to answer.

Gender:

Male 53.55%;
Female 46.45%

Age:

Under 30, 6.33%
30-45, 8.25%
46-65, 43.67%
Over 65, 41.77%

Race/Ethnicity:

Caucasian, 93.20%
Hispanic, .68%
Black, .68%
Asian, 1.36%
Native American, 0.68%
Other, 3.4%



Finding ways to engage youth who will inherit Hanford is critical. The Nez Perce annual STEM fair in Lapwai, ID is a great way to reach kids.

Lessons Learned

Public input helps the TPA agencies evaluate opportunities for continuous improvement in public involvement. The feedback received during the 2016 Annual TPA Public Involvement Survey helped identify the following information:

- People receive information about Hanford in many ways. Nearly 60 percent indicated they rely on direct communications from the Tri-Party Agreement agencies via email with more than 50 percent relying on the media. When actively seeking information about Hanford, nearly 70 percent go directly to Hanford.gov. The TPA agencies will continue to look for creative ways to share information on Hanford. (Note: people could select more than one information source.)
- The majority of respondents prefer to receive information at least 3-4 weeks in advance, and most thought notice arrived early enough. The goal of the TPA agencies is to provide at least 30 days' notice on upcoming activities. We will continue to strive to meet that commitment.
- With regard to the notices from the TPA agencies, almost 50 percent found the information "generally helpful in understanding the topic", but forty percent noted that it depended on the source. Fifty percent was a 16 percent increase in that response from the prior year. However it is clear we must continue to try and provide clear, understandable information and better define 'why it matters', e.g. human health and environmental impacts of decisions.
- Only about 26 percent of respondents said they attended a Hanford-related or other event hosted by a TPA agency in 2016. About 24 percent indicated they'd attended a Hanford-related event hosted by an interest group. The top two reasons listed for not attending any Hanford-related events were that the location and/or the time didn't work. We will continue to work with Hanford stakeholders and the public to try to schedule meeting times and places that are convenient for most people.
- Only about 25 percent of respondents reported feeling their "...input helps influence Hanford cleanup decisions", a slight decrease from the prior year. The bulk of respondents felt neutral or disagreed with that statement. TPA agencies need to do a better job of communicating how public input affects cleanup decisions, and explain if there are times when it doesn't.
- Most respondents said they would be "likely" or "very likely" to participate in a webinar on a Hanford topic. We will continue to look for opportunities to use this tool for public involvement activities. Webinars would allow participation in Hanford meetings for those who are not able to attend an event due to the time or location.
- Despite some frustration with TPA meetings and materials, about 86 percent of respondents indicated they plan to participate in future Hanford-related activities. While still the majority, it was a six percent decrease in stated affiliation from the prior year.

Conclusion

The 2016 Annual TPA Public Involvement Survey saw a sharp drop in participation compared to previous years (183 in 2015 to 92 in 2016). While people self-identified a range of affiliations with Hanford, 47 percent, the largest segment identified themselves as members of the general public.

The TPA agencies look forward to implementing the lessons learned from this evaluation and will continue to identify ways to improve public involvement at Hanford. For more information, email hanford@ecy.wa.gov.

Summary results of the Annual Public Involvement Survey

The TPA agencies' survey had 23 questions. 92 people took the survey, 74 answered all the questions.

The top responses to each question are provided in the following section.

Summary results of the Annual Public Involvement Survey

The TPA agencies issued a survey with 23 questions. 92 people took the survey. The top responses to each question are provided in the following section. NOTE: Many questions invited respondents to 'choose all that apply', so totals may equal more than 100%.

To see the full results of the survey, including all the comments, see Appendix A, beginning on page 11.

Question 1: How do you usually receive information about Hanford topics?

Email (Hanford Listserv)	59.34%
Mass media (Newspaper, radio, TV)	53.85 %
Hanford Advisory Board	37.36 %
Interest group communications	36.26 %

Question 2: Where do you go for information about Hanford?

Hanford.gov website	68.97 %
Mass media (Newspaper, radio, TV)	60.92 %
WA Dept. of Ecology website	45.98 %

Question 3: Which group do you represent?

General public	47.13 %
Hanford workforce	21.14 %
Hanford Advisory Board member	10.34 %

Question 4: Do you usually receive adequate notice about upcoming Hanford public involvement activities?

Yes	77.78 %
No	22.22 %

Question 5: How far in advance do you prefer to be notified about upcoming Hanford public involvement activities?

3-4 weeks	34.09 %
2 weeks	30.68 %
1 week	19.32 %

Question 6: Are notices from the Tri-Party Agreement (TPA) agencies generally helpful in understanding the topic?

Yes	49.43 %
It depends on the source and topic	39.08 %
No	11.49 %

Summary results of the Annual Public Involvement Survey

Question 14: If you provided public comment during a public comment period, were you notified when responses to comments were available?

Not applicable	64.29 %
Yes, by email	28.57 %
No, I was not notified	7.14 %

Question 15: How would you answer the following statement: "I believe my input helps influence Hanford cleanup decisions."

Neutral	34.78 %
Disagree	33.33 %
Agree	24.64 %

Question 16: Do you plan to participate in future activities on Hanford topics?

Yes	85.57 %
No	11.43 %

Question 17: Would you participate in a webinar or other online forum on Hanford topics?

Likely	33.33 %
Very likely	25.00 %
Undecided	19.44 %

Question 18: Which Hanford topics would you most want to discuss or learn about in a public forum?

General cleanup progress & challenges	19.40 %
Waste Treatment and Immobilization Plant (WTP/VIT)	17.91 %
Hanford budget & cleanup priorities	13.43 %

Question 19: Would you be interested in hosting a Hanford speaker from the TPA agencies for your group, classroom, or event?

No, thank you	89.86 %
Yes, please contact me	10.14 %

Question 20: Would you like to join the TPA agency email list to receive information about Hanford?

I am already on the list	71.23 %
Yes	20.55 %
No, thank you	8.22 %

Summary results of the Annual Public Involvement Survey

Question 21: Please provide us with any other thoughts on Hanford cleanup.

Twenty-three people provided comments. Please see Appendix A, beginning on page 11.

Question 22: Geographic information

Seventy-one people told us what city and state they lived in, 21 left blank. The majority are from Washington and Oregon, specifically Tri-Cities area, Seattle and Portland areas. Detailed charts are available on pages 80-81.

Question 23: Demographic information

Following are the gender, age and ethnicity that were volunteered by 62 participants. Thirty people chose not to answer.

Gender:

Male	61.29 %
Female	38.71 %

Age:

Under 30	4.92 %
30-45	22.95 %
46-65	45.90 %
Over 65	26.23 %

Race/Ethnicity:

Caucasian	83.05 %
Hispanic	3.39 %
African American	3.39 %
Asian American	1.69 %
Native	0 %
Other	8.47 %

2017 results TPA Public Involvement Survey

Lessons Learned

There were 119 participants, up from last year's total of 92, but lower than the two years prior. When asked who they represented, about half of participants self-identified as general public with Hanford workforce as the next largest group at 15 percent.

Lessons Learned

Public input helps the TPA agencies evaluate opportunities for continuous improvement in public involvement. The feedback received during the 2017 Annual TPA Public Involvement Survey helped identify the following information:

- When asked how people get information and where they seek information most participants indicated several sources. About 50 percent indicated they rely on direct email announcements from the TPA agencies, 53 percent rely on the media and 41 percent rely on social media. When actively seeking information about Hanford, the percentage of people who use mass media as their source remained the same at about 60 percent. The only source that saw an increase in access were interest group websites or social media, which saw a six percent bump. Other than those two choices, there was a decrease in where people sought information. The most dramatic decrease, 11 percent, was among those using the USDOE Hanford.gov website and social media sites. The TPA agencies will continue to look for creative ways to share information on Hanford.
 - *Planned Action: The TPA agencies will continue to look for ways to improve the Hanford.gov website and Hanford social media sites to provide up-to-date and accurate information to the public.*
- The majority of respondents prefer to receive information at least three to four weeks in advance, and most thought notice arrived early enough. The goal of the TPA agencies is to provide at least 30 days' notice on upcoming activities. We will continue to strive to meet that commitment.
 - *Planned Action: The TPA agencies will continue to issue pre-notices that describe upcoming public involvement events as well as a notice complete with detailed information at least 30 to 45 days before the start of a public comment period or public meeting.*
- With regard to the notices from the TPA agencies, almost 50 percent found the information "generally helpful in understanding the topic," but forty percent noted that it depended on the source. These results have remained within a few percentage points for several years. We hope to do better in trying to provide clear, understandable information.
 - *Planned Action: The TPA agencies are continuing to work to ensure that notices are fully vetted for readability, sufficient background information, use of plain language, use of helpful graphics, and other characteristics that will result in standardization of materials used in public involvement efforts with the goal of creating helpful documents for the public to be involved in Hanford cleanup.*

Continued next page.

2017 results TPA Public Involvement Survey

Lessons Learned continued

- Only about 23 percent of respondents said they attended a Hanford-related or other event hosted by a TPA agency in 2017. About 18 percent indicated they'd attended a Hanford-related event hosted by an interest group. The top two reasons listed for not attending any Hanford-related events were that the location and/or the time didn't work. Many people expressed frustration with the lack of meetings around the region.
 - *Planned Action: The TPA agencies will continue to work with Hanford stakeholders and the public to try to schedule meeting times and places that are convenient for most people. The agencies have committed to have at least one regional meeting per year.*
- Only 28 percent of respondents reported feeling their "...input helps influence Hanford cleanup decisions," a slight increase from the prior year. The bulk of respondents felt neutral or disagreed with that statement. TPA agencies need to do a better job of communicating how public input affects cleanup decisions, and explain if there are times when it doesn't.
 - *Planned Action: The TPA agencies are working on an online tool that will identify items, which went out for public comment, and provide a link to the response to those comments so commenters can see how their input was used. The agencies are also considering providing regular updates when a final decision is delayed so that commenters are aware of the delay.*
- Most said they would be "likely" or "very likely" to participate (64%) in a webinar on a Hanford topic (though 16 percent skipped the question). We will continue to look for opportunities to use webinars as appropriate for public involvement. Webinars offer a means to allow participation in Hanford meetings for those who are unable to attend in person due to the time or location.
 - *Planned Action: The TPA agencies will look for topic-specific items that would be conducive to a webinar delivery where the main goal is to share information and promote understanding of a topic.*
- Despite some frustration with TPA meetings and materials, about 91 percent of respondents indicated they plan to participate in future Hanford-related activities.
 - *Planned Action: The TPA agencies will continue to work with Hanford stakeholders to plan future Hanford-related activities.*

Conclusion

The 2017 Annual TPA Public Involvement Survey saw a moderate increase in participation from the prior year.

The TPA agencies look forward to implementing the lessons learned from this evaluation and will continue to identify ways to improve public involvement at Hanford. For more information, email hanford@ecy.wa.gov.

Summary results of the Annual Public Involvement Survey for 2017

The TPA agencies issued a survey with 24 questions. 118 people took at least part of the survey. The top responses to each question are provided in the following section. NOTE: Many questions invited respondents to 'choose all that apply', so totals may equal more than 100%.

To see the full results of the survey, including all the comments, see Appendix A, beginning on page 11.

Question 1: Do you receive information about Hanford from any of the following?

Mass media (Newspaper, radio, TV)	53 %
Email (Hanford Listserv)	50 %
Social media (Facebook, Twitter, etc.)	42 %

Question 2: Where do you go for information about Hanford?

Mass media (Newspaper, radio, TV)	60 %
Hanford.gov website	59 %
Interest group website	45 %

Question 3: Which group do you represent?

General public	53 %
Hanford workforce	14 %
Interest group member	13 %

Question 4: Do you usually receive adequate notice about upcoming Hanford public involvement activities?

Yes	72 %
No	28 %

Question 5: How far in advance do you prefer to be notified about upcoming Hanford public involvement activities?

3-4 weeks	36 %
2 weeks	32 %
1 week	18 %

Question 6: Are notices from the Tri-Party Agreement (TPA) agencies generally helpful in understanding the topic?

Yes	48 %
It depends on the source and topic	38 %
No	14 %

Summary results of the Annual Public Involvement Survey for 2017

Question 7: Did you attend a Hanford-related meeting or other event hosted by a Tri-Party Agreement agency in 2017?

No	77 %
Yes	23 %

Question 8: Did you attend a Hanford-related meeting or other event hosted by a Tri-Party Agreement agency in 2017? NOTE – question inadvertently included twice.

No	82 %	Yes	18 %
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Question 9: Did you attend any Hanford-related meetings or activities in 2017? (e.g. hosted by an interest group)

No	72 %
Yes	28 %

Question 10: If you did not attend a Hanford-related meeting in 2017, please tell us why.

The location didn't work for me	59 %
The time didn't work for me	44 %
I wasn't aware of any meetings	16 %

Question 11: In which location are you most likely to attend a public meeting/workshop or other Hanford-related activity?

Richland (Tri-Cities)	58 %
Portland	19 %
Seattle	13 %

Question 12: How would you rate the locations of the events you attended? (For example, hotel, library, etc.)

I have not attended a meeting	48 %
Good	24 %
Excellent	16 %

Question 13: How would you rate the TPA agencies' presentations at the events you attended?

I have not seen a presentation	50 %
Good	22 %
Average	14 %

Question 14: How would you rate the discussion with TPA agency representatives at the events you attended?

Good	30 %
Don't recall	30 %
Average	21 %

Summary results of the Annual Public Involvement Survey for 2017

Question 15: If you provided public comment during a public comment period, were you notified when responses to comments were available?

Not applicable	65 %
Yes, by email	17 %
No, I was not notified	15 %

Question 16: How would you answer the following statement: "I believe my input helps influence Hanford cleanup decisions."

Neutral	35 %
Disagree	21 %
Agree	20 %

Question 17: Do you plan to participate in future activities on Hanford topics?

Yes	91 %
No	9 %

Question 18: Would you participate in a webinar or other online forum on Hanford topics?

Likely	35 %
Very likely	29 %
Undecided	20 %

Question 19: Which Hanford topics would you most want to discuss or learn about in a public forum?

General cleanup progress & challenges	23 %
Groundwater contamination and treatment	15 %
Underground storage tanks	14 %
Waste Treatment and Immobilization Plant (WTP/VIT)	13 %
Hanford budget & cleanup priorities	13 %

Question 20: Would you be interested in hosting a Hanford speaker from the TPA agencies for your group, classroom, or event?

No, thank you	86 %
Yes, please contact me	14 %

Question 21: Would you like to join the TPA agency email list to receive information about Hanford?

I am already on the list	59 %
Yes	31 %
No, thank you	10 %

Summary results of the Annual Public Involvement Survey for 2017

Question 21: Please provide us with any other thoughts on Hanford cleanup.

Twenty-three people provided comments. Please see Appendix A, beginning on page 11.

Question 22: Geographic information

Seventy-one people told us what city and state they lived in, 21 left blank. The majority are from Washington and Oregon, specifically Tri-Cities area, Seattle and Portland areas. Detailed charts are available on pages 80-81.

Question 23: Demographic information

Following are the gender, age and ethnicity that were volunteered by 62 participants. Thirty people chose not to answer.

Gender:

Male	61.29 %
Female	38.71 %

Age:

Under 30	4.92 %
30-45	22.95 %
46-65	45.90 %
Over 65	26.23 %

Race/Ethnicity:

Caucasian	83.05 %
Hispanic	3.39 %
African American	3.39 %
Asian American	1.69 %
Native	0 %
Other	8.47 %

Overview

There were 55 participants, with only 51 completing the entire survey. That is a significant drop from last year's survey which had 119 responses. When asked if they represented a particular group, about half of participants self-identified as general public with members of interest groups as the next largest group at about 19 percent.

Lessons Learned

Public input helps the TPA agencies evaluate opportunities for continuous improvement in public involvement. The feedback received during the 2018 Annual TPA Public Involvement Survey helped identify the following information:

- When asked how people get information about 54 percent indicated they rely on direct email announcements from the TPA agencies, a slight increase over last year. About 43 percent rely on agency websites and social media. When actively seeking information about Hanford about 60 percent go straight to Hanford.gov. The Dept. of Ecology's website, interest group websites or social media, and the media were sought out an equal amount by 53 percent of participants.
 - **Planned Action:** *The TPA agencies will continue to look for ways to improve the our website and social media sites to provide up-to-date and accurate information to the public.*
- Most respondents, 60 percent, felt they received adequate notice about upcoming involvement opportunities. They continue to prefer to receive information at least three to four weeks in advance. The goal of the TPA agencies is to provide at least 30 days' notice on upcoming activities. We will continue to strive to meet that commitment.
 - **Planned Action:** *The TPA agencies will continue to issue pre-notices that describe upcoming public involvement events 30 to 45 days in advance, as well as a detailed notice the start of a public comment period or prior to a public meeting. The TPA agencies all issue these notices using the listserv (email), so we will continue to encourage the public wanting to updated to sign up on the Hanford listserv.*
- With regard to the notices from the TPA agencies, 45 percent found the information "generally helpful in understanding the topic," a decrease from half, but 28 percent noted that it depended on the source, and 26 percent felt notices were not helpful. The latter is an increase in dissatisfaction of 14 percent.
 - **Planned Action:** *The TPA agencies clearly must do a better job of ensuring that notices have sufficient background information, use plain language, helpful graphics, and other characteristics that provide helpful documents that allow the public to be fully involved in Hanford cleanup.*

Continued next page.

Lessons Learned continued

- About 35 percent of respondents said they attended a Hanford-related or other event hosted by a TPA agency in 2018, however, with such a dramatic decrease in respondents that may not be an indicator of more attendance overall. Another 25 percent indicated they'd attended a Hanford-related event hosted by an interest group. The top two reasons listed for not attending any Hanford-related events were that the location and/or the time didn't work. Many people expressed frustration with the lack of meetings around the region.
 - **Planned Action:** *The TPA agencies will continue to work with Hanford stakeholders and the public to try to schedule meeting times and places that are convenient for most people. The agencies have committed to have at least one regional meeting per year.*
- Fewer than 18 percent of respondents reported feeling their "...input helps influence Hanford cleanup decisions" a slight increase from the prior year. The bulk of respondents disagreed or strongly disagreed with that statement. TPA agencies need to do a better job of communicating how public input affects cleanup decisions, and explain if, and why, there are times when it doesn't.
 - **Planned Action:** *TPA agencies need to do a better job of communicating how public input affects cleanup decisions, and explain if, and why, there are times when it doesn't. Further, the TPA agencies are working on an online tool that will identify items, which went out for public comment, and provide a link to the response to those comments so commenters can see how their input was used. The agencies are also considering providing regular updates when a final decision is delayed so that commenters are aware of the delay.*
- Most, 59 percent, said they would be "likely" or "very likely" to participate in a webinar on a Hanford topic (though 10 percent skipped the question). However in written comments, many people expressed concerned about whether there could be real engagement in a webinar setting, and some are concerned about accessibility (e.g. unfamiliar with technology).
 - **Planned Action:** *The TPA agencies will look for topic-specific items that would be conducive to a webinar delivery where the main goal is to share information and promote understanding of a topic. We are hopeful that if done well, webinars offer a way to increase overall participation in Hanford meetings for those who are unable to attend in person due to the time or location.*
- Despite ongoing frustration with TPA meetings and materials, about 90 percent of respondents indicated they plan to participate in future Hanford-related activities.
 - **Planned Action:** *The TPA agencies will continue to work with Hanford stakeholders to plan future Hanford-related activities.*

Conclusion

While the Annual TPA Public Involvement Survey saw a significant decrease in participation from the prior year, the TPA agencies are committed to doing a better job to engage the public.

The TPA agencies look forward to implementing the lessons learned from this evaluation and will continue to identify ways to improve public involvement at Hanford. For more information, email hanford@ecy.wa.gov.

Summary results of the Annual Public Involvement Survey for 2018

The top responses to each question are provided in the following section.

NOTE: Many questions invited respondents to 'choose all that apply', so totals may equal more than 100 percent.

To see the full results of the survey, including all the comments, see Appendix A, beginning on page 11.

Question 1: Do you receive information about Hanford from any of the following?

Email (Hanford Listserv)	54%
Interest group communications	50%
Mass media (Newspaper, radio, TV)	43%

Question 2: Where do you go for information about Hanford?

Hanford.gov website	60%
Department of Ecology	53%
Interest group website	53%
Mass Media	53%

Question 3: Which group do you represent?

General public	49%
Interest group member	19%
Hanford Workforce	8%
State Government	8%
Advisory Board	8%

Question 4: Do you usually receive adequate notice about upcoming Hanford public involvement activities?

Yes	60%
No	40%

Question 5: How far in advance do you prefer to be notified about upcoming Hanford public involvement activities?

3-4 weeks	44%
2 weeks	26%
More than 4 weeks	20 %

Question 6: Are notices from the Tri-Party Agreement (TPA) agencies generally helpful in understanding the topic?

Yes	45%
It depends on the source and topic	28%
No	26%

Summary results of the Annual Public Involvement Survey

Question 7 & 8: Did you attend a Hanford-related meeting or other event hosted by a Tri-Party Agreement agency in 2018? NOTE – question inadvertently included twice.

No	65%
Yes	35%

Question 9: Did you attend any Hanford-related meetings or activities in 2018? (e.g. hosted by an interest group)

No	75%
Yes	25%

Question 10: If you did not attend a Hanford-related meeting in 2018, please tell us why.

The location didn't work for me	63%
The time didn't work for me	52%
I wasn't aware of any meetings	11%
I wasn't interested in the topic	11%

Question 11: In which location are you most likely to attend a public meeting/workshop or other Hanford-related activity?

Richland (Tri-Cities)	42%
Seattle	27%
Portland	21%

Question 12: How would you rate the locations of the events you attended? (For example, hotel, library, etc.)

I have not attended a meeting	36%
Good	33%
Average	20%

Question 13: How would you rate the TPA agencies' presentations at the events you attended?

I have not seen a presentation	33%
Good	24%
Average	20%

Question 14: How would you rate the discussion with TPA agency representatives at the events you attended?

Average	34%
Don't recall	18%
Good	16%

Summary results of the Annual Public Involvement Survey

Question 15: If you provided public comment during a public comment period, were you notified when responses to comments were available?

Not applicable	50%
Yes, by email	25%
No, I was not notified	21%

Question 16: How would you answer the following statement: "I believe my input helps influence Hanford cleanup decisions."

Strongly disagree	31%
Neutral	27%
Disagree	24%

Question 17: Do you plan to participate in future activities on Hanford topics?

Yes	90%
No	10%

Question 18: Would you participate in a webinar or other online forum on Hanford topics?

Likely	45%
Undecided	25%
Very likely	14%

Question 19: Which Hanford topics would you most want to discuss or learn about in a public forum?

Hanford budget & cleanup priorities	20%
Underground storage tanks	17%
Waste Treatment and Immobilization Plant (WTP/VIT)	17%
General cleanup progress & challenges	13%
Groundwater contamination and treatment	13%

Question 20: Would you be interested in hosting a Hanford speaker from the TPA agencies for your group, classroom, or event?

No, thank you	100%
Yes, please contact me	0%

Question 21: Would you like to join the TPA agency email list to receive information about Hanford?

I am already on the list	61%
Yes	22%
No, thank you	18%

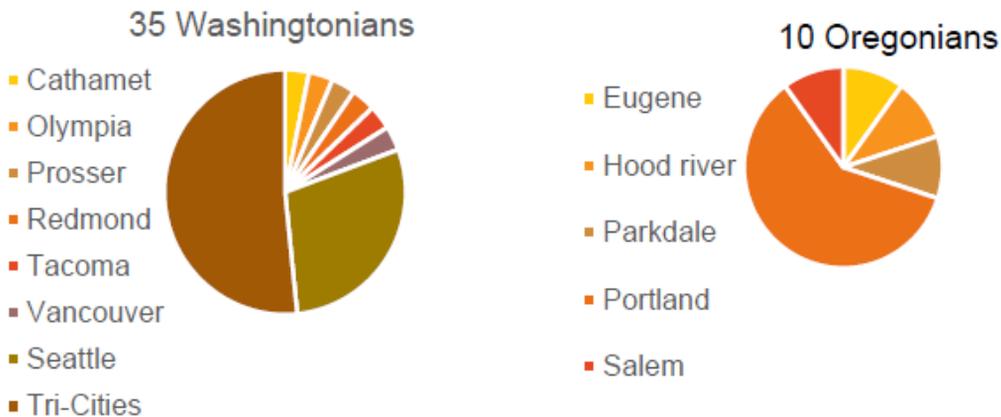
Summary results of the Annual Public Involvement Survey

Question 21: Please provide us with any other thoughts on Hanford cleanup.

Twenty-six people provided comments. (Please see answers beginning page 41.)

Question 22: Geographic information

Fifty people told us their location, while five left it blank. Most were from Washington and Oregon, but two were from New Hampshire, and one each from California and Idaho, proving once again that people across the U.S. are interested in Hanford cleanup.



Question 23: Demographic information

Following are the gender, age and ethnicity that were volunteered by 41 participants. Fourteen people chose not to answer.

Gender:

Male	65%
Female	35%

Age:

Under 30	2%
30-45	7%
46-65	41%
Over 65	49%

Race/Ethnicity:

Caucasian	93%
Hispanic	3%
African American	0%
Asian American	0%
Native	0%
Other	5%