

Chart reflects responses received to survey question asking participants how satisfied they were with the timeliness of the information presented in the Program Update.

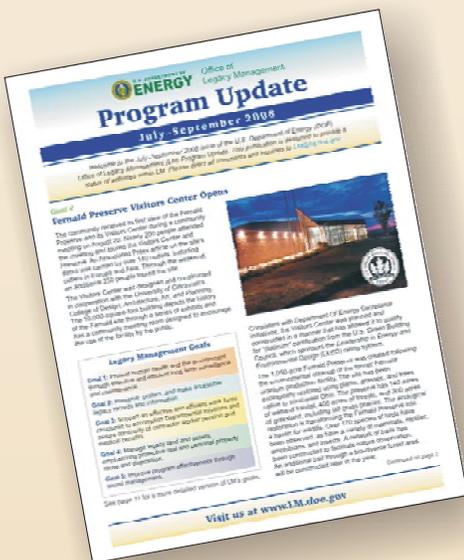
# Survey Program Update Survey

Since its inception, LM has maintained a strong commitment to keeping our stakeholders across the nation informed of ongoing program developments and initiatives. One of the major communication tools that LM continues to use is a quarterly newsletter, the *Program Update*. The *Program Update* features various articles about the status of LM's sites and programs. It is intended to keep our stakeholders knowledgeable about issues and concerns that may affect their communities.

To evaluate the effectiveness of this medium, LM designed and launched a survey for our stakeholders. Stakeholders received postcard notification that the survey was available online. The survey was made available from April 3, 2008, through May 2, 2008, and was also included in the January–March 2008 issue of the *Program Update*. The intention was to determine how well we are communicating information about LM's projects and programs, including the DOE-wide Environmental Justice Program. The results helped LM determine how to adjust current public outreach strategies to better serve stakeholders.

The overall approval rating for the *Program Update's* content and design was 87.4 percent, ranging from satisfied to very satisfied. General suggestions for improvement focused on providing more information about sites transferring from EM to LM, showing monitoring results from the sites, and providing an ongoing status of progress toward attaining LM's goals.

The following are a few recommendations that were compiled from the survey, and other suggestions and comments by stakeholders and staff accumulated over time.



## LM National Stakeholders

- Host an LM stakeholder conference in the upcoming fiscal year for external stakeholders to open up lines of communication and establish stronger relationships with LM, regulators, and special-interest groups.
- Develop an LM branding initiative to promote the work and mission of LM.
- Hold an annual stakeholder retreat to improve internal relationships, organizational awareness, and strategies to meet LM goals.

## DOE Environmental Justice Program

- Promote the goals and strategies set forth in the newly released *Environmental Justice Strategy*.
- Design a training program to educate internal stakeholders about the fundamentals of the Environmental Justice Program and LM's strategies for promoting new initiatives.