

Final Report

Community Involvement Surveys
Coeur d' Alene River Basin

Region 10

Prepared for EPA by
TAPP Information, Inc.
under a subcontract to
Environmental Management Support, Inc.
Contract #: 68-W6-0046

January 7, 2002

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Executive Summary

Survey Background

During July 2001, EPA surveyed residents of the Coeur D'Alene River Basin. The purpose was to determine how residents feel about EPA's community involvement efforts related to the Superfund cleanup activities in the area. Data was gathered on community perception of:

- information and outreach
- risk
- community input and involvement
- EPA response to community input

The surveys were mailed to 1,030 individuals on the site mailing list. Identical surveys were also mailed to 800 residents selected randomly. Those 800 residents were equally divided among four areas comprising the site community. These four areas are: 1) Mullan to Kingston, 2) Cataldo to Harrison, 3) Coeur d' Alene and Post Falls, and 4) Spokane Valley / City of Spokane / Western Spokane County. A total of 476 individuals completed the survey (334 from the site mailing list and 142 from the random sample). This is a 27% response rate after accounting for undeliverable mail.

Summary of Results

Overall, the results suggest that an important segment of the Basin community is not satisfied with EPA's efforts to keep them informed about and involved in the cleanup process. For most of the questions related to EPA's working relationship with the community, about 40% of the respondents expressed some level of satisfaction with EPA's involvement efforts. Roughly 50% of the respondents expressed dissatisfaction and 10% did not express an opinion. The respondents from the mailing list had a uniformly more positive opinion of EPA's efforts than did respondents from the random sample. Similarly, the respondents from the west end of the Basin (Coeur d'Alene and Spokane) expressed more satisfaction than those at the east end of the Basin (Mullan to Kingston and Cataldo to Harrison). Residents of the Basin are actively involved in the cleanup process, with between one-third and one-half of the respondents indicating they have attended meetings or submitted comments to EPA about the cleanup project.

Many respondents submitted written comments along with their answers to the survey questions. Generally the comments were either very supportive or very critical of EPA's involvement activities. A number of respondents expressed intense anger at EPA for a lack of appreciation for local concerns. They believe EPA is creating a problem where none really exists and that Mother Nature could better take care of the contamination. Other respondents praised the job EPA is doing in a "highly charged political environment." These respondents urge EPA to rise above politics and opponents of the cleanup to "do the right thing" to protect the public and the environment.

Information and Outreach. Seventy-four percent of the respondents said they have received information about the site from EPA. However, the extent to which EPA reaches mailing list and

random sample respondents differs greatly; 90% of mailing list members indicated they have received information from EPA, as opposed to 36% from the random sample. In addition, 85% of all respondents have gotten information from newspapers, 46% from a community member, family or friends; and 37% from participating in citizens groups. Almost 31% said that information about the site is “common knowledge.” Respondents indicated that EPA is their preferred source of site information, despite mostly below average ratings for how well EPA communicates, particularly in the area of earning residents’ trust. Respondents indicated that the best way to get information to them is through monthly “news briefs” or short, issue-specific mailings that are sent frequently from EPA.

Risk. The overall results suggest health issues are somewhat more important than environment or economic issues. However, because of the way the questions were asked, there is some potential ambiguity in the data: it is not clear whether respondents are expressing a concern about adverse health impacts or a concern that reports of health impacts are being overstated. There is a big difference in the perception of importance of the three issues from a geographic perspective. Respondents from the eastern part of the Basin appear to be more concerned about economic impacts and less concerned about health risks than respondents from the western Basin. It does appear that all three issues are sufficiently important in some way to community members throughout the Basin, so that EPA should pay more attention to better understanding and responding to the underlying concerns.

Public Input and Involvement. The extent to which respondents are involved with the site differs greatly between the mailing list and random samples and also between the four geographic areas. Almost 68% of the mailing list sample have expressed concerns to EPA as compared with only 25% of those in the random sample. Respondents in the easternmost geographic area also expressed concerns at a rate of 68% compared to a rate of 46% in the westernmost area. These same patterns hold with respect to how easy EPA makes it for people to be involved. Respondents from the mailing list and from the western areas are more satisfied than respondents from the random sample and from the eastern areas. Written comments submitted with the survey suggest that the relative lack of involvement on the part of random sample respondents results from three factors: unawareness of the site before receiving the survey; general lack of interest or desire to become involved because of geographic distance from the site; and not knowing how to contact EPA.

EPA Response to Community Input. Respondents indicated that they do not believe EPA is adequately responsive to public input, with all ratings from both the mailing list and random samples about or below average. The one aspect of EPA’s responding that is best is in treating residents courteously. Overall ratings did vary between the mailing list and random samples and across geographic areas. Mailing list respondents rated the Agency higher in four of the six areas considered than did respondents from the random sample. Geographically, respondents from the Spokane area rated EPA the best on each dimension, followed closely by respondents from Coeur d’ Alene and Post Falls. EPA’s most negative ratings again came from respondents living in the Mullan to Kingston and Cataldo to Harrison areas.

Written Survey Report Coeur d' Alene Basin

1. Introduction

Project Background: This report is part of the Superfund Community Involvement Impact Analysis Project (the Project). The Project is sponsored by the Community Involvement and Outreach Center (CIOC), within the U.S. Environmental Protection Agency's (EPA's) Office of Emergency and Remedial Response (OERR). The primary goal of the Project is to provide Superfund staff who are responsible for cleaning up a site with good feedback on how their community involvement efforts are perceived by community members. A subsidiary objective is to use standardized research instruments and protocols to develop information that can be used to help improve overall Superfund community involvement approaches and techniques. During the pilot project conducted in 1997 and 1998, CIOC identified measurable "outcomes" that the Program strives to achieve. Subsequently, CIOC designed a survey to obtain feedback from site communities on four outcomes:

- 1) level of public satisfaction with the information that EPA provides about the site;
- 2) level of public understanding of environmental and human health risks associated with the site;
- 3) level of public satisfaction with the opportunities provided by EPA for public input; and
- 4) level of public satisfaction with EPA's response to public input.

In July 2001, the survey was mailed to two groups in the Coeur d' Alene River Basin (Basin).

Group 1 consisted of 800 people selected randomly from among those with postal carrier route addresses in specified zip codes in the Basin. In order to obtain insight on possible differences in perspective in different parts of this geographically large area, this sample population was constructed to provide 200 randomly selected residences from each of four areas comprising the site community, as defined by the site Community Involvement Coordinator (CIC). These four areas are: Mullan to Kingston, Cataldo to Harrison, Coeur d' Alene and Post Falls, and Spokane Valley/City of Spokane/Western Spokane County.

Group 2 was comprised of the 1,030 individuals on EPA's mailing list for the Basin.

The surveys were mailed with a cover letter explaining the purpose of the survey and a postage paid business reply envelope addressed to EPA's contractor. Follow-up postcards were mailed to everyone in both samples one week after the original survey mailing in an attempt to increase the response rate. Data collection ended three weeks after the reminder cards were sent.

The survey (see Appendix 1) contains seven questions related to the outcomes listed above. Findings and conclusions contained in this report are based on the combined results from both samples. Where there are statistically significant differences between the two samples, these

are explored and explained in more detail. Significant differences across the four geographic areas used to define the affected community are also noted and explored. Appendix 2 presents the tabulated data for all of the questions from all of the areas.

Site Background: The Coeur d' Alene River Basin is an area that spans approximately 100 miles in Northern Idaho, and suffers from serious metals contamination that resulted from mining activities in the Basin over the past 100 years. Contamination also extends into the State of Washington via the Spokane River. Both the extent of the contamination and the large geographic area involved make cleaning up the Basin an extremely complex task that is being addressed by multiple agencies, including EPA, the state of Idaho, and the Coeur d' Alene Tribe.

To date, EPA's involvement in the Basin cleanup has focused primarily on the 21-square mile Bunker Hill Superfund site. However, EPA is now moving into the next phase of the project, shifting its focus to addressing contamination in the rest of the Basin. The Agency recently released a progress report, written by a consortium of federal, state and tribal agencies. The report outlines the findings of a years-long study of the Basin area, and possible cleanup alternatives for the multiple contaminated areas within the Basin. It states that the following actions are under consideration to protect human health:

- Removing contaminated soils from residential yards with lead levels greater than 1,000 parts per million (ppm). Yards with lead levels between 700 and 1,000 ppm may have vegetation planted to contain contamination.
- Covering or removing soil with greater than 700 ppm lead at formal recreation areas in the upper Basin, providing clean "oases" for recreation in the lower Basin near the River flood plain, and capping or removing soil at contaminated recreational areas along the Spokane River in Washington;
- Educational campaigns about possible lead exposure through fish consumption;
- Residential lead paint abatement;
- Links to other programs that address lead-based paint's contributions to house dust; and
- Treating or providing an alternative water supply for homes with contaminated wells.

The second part of the cleanup will focus on ecological concerns. The report outlines three separate areas of concern that must be addressed: 1) dissolved metals in rivers and streams resulting primarily from mine tailings that wash downstream and are deposited as sediments; 2) lead in wetlands and flood plains that washed downstream from mining activities in the upper Basin, harming primarily waterfowl; and 3) lead in surface water resulting from contaminated river banks and riverbed sediments. While these issues will be prioritized and addressed over many years as funds become available, immediate programs to address dissolved metals could include removing metals-contaminated sediments and tailings piles along the south fork of the Coeur d' Alene River. In addition, in the near-term, cleanup of lead in wetlands and flood plains is likely to focus on reducing water-fowl mortality in heavily used areas, while immediate efforts to control small particles of lead in surface water will likely focus on actively eroding riverbanks.

Finally, the progress report concludes that Coeur d' Alene Lake and adjacent beaches are

safe for recreation, suggesting that cleanup discussions for the Lake center around the implementation and enforcement of the 1996 Lake Management Plan rather than including the Lake in a basin-wide Superfund cleanup. In the State of Washington, remedies being considered include removing and covering contaminated shoreline sediment at several public beaches along the Spokane River as well as dredging or covering of sediments.

EPA’s proposed cleanup plan is due out in October 2001, with the Record of Decision expected in January 2002.

Survey Respondents: The overall return rate for surveys was 27%. A total of 142 of the 800 people in the random sample returned the survey. This is a 19% response rate after accounting for undeliverable mail. A total of 334 of the 1030 individuals on the site mailing list returned the survey. This is a response rate of 33% after accounting for undeliverable mail. The numbers of surveys mailed and returned are summarized in Table 1.

Table 1. Survey Sample

Number of Surveys Mailed		Number of Undeliverable Surveys	Number of Surveys Returned	Response Rate
Random Mailing	800	60	142	19.19%
Mailing List	1030	15	334	32.91%
Totals	1830	75	476	27.12%

Table 2 presents the breakdown of the total sample according to where respondents indicated they live (or which of the four areas presented on the survey is closest to them). Note that “total sample” here is defined as the number of respondents who indicated they live in one of the four areas presented on the survey, or 417. This means that 59 of the total number of 476 people who returned a survey did not identify where they live.

Table 2. Survey Sample by Geographic Area

Geographic Area	Number of Completed Surveys
Mullan to Kingston	88
Cataldo to Harrison	66
Coeur d’ Alene & Post Falls	182
Spokane Valley/City of Spokane/Western Spokane County	81
Total	417

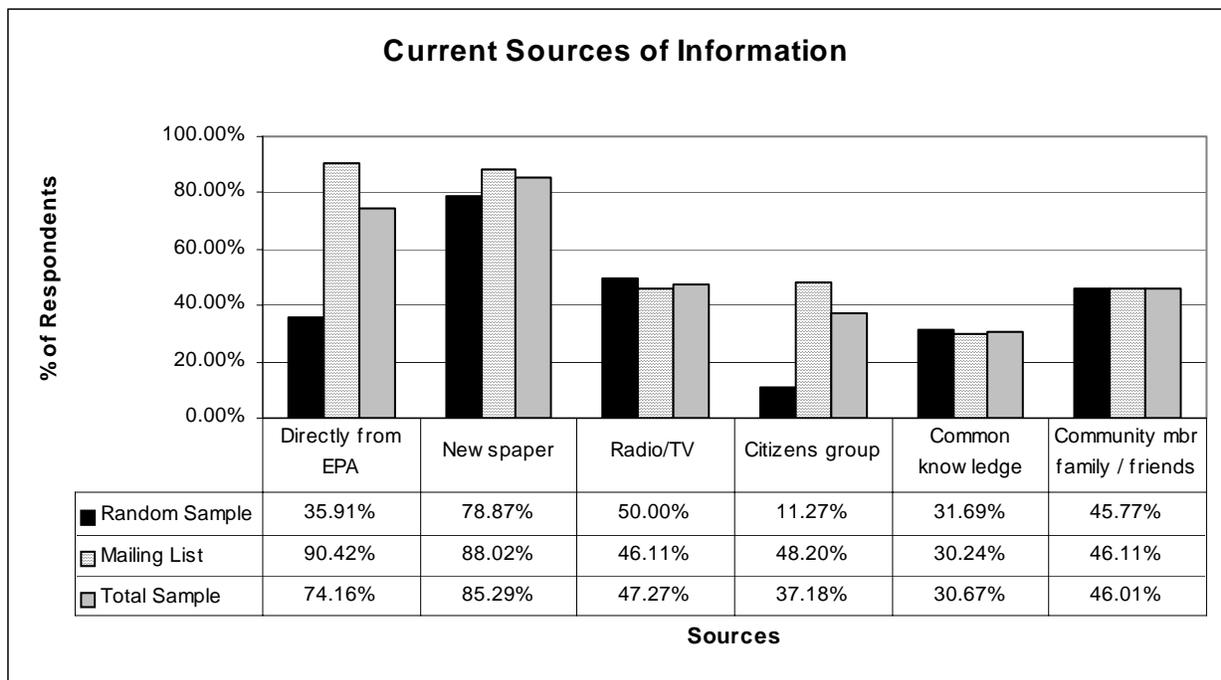
2. Findings

This survey was not a rigorously defined, academic study. As such, the data collected may or may not be statistically meaningful. Consequently, the value of the data lies in the insight they provide into community perceptions about EPA's outreach and involvement efforts in the Basin. The results of this survey should not be generalized to other Superfund sites.

Information and Outreach: Survey questions presented in this section are intended to provide feedback about the best ways to convey information to the community. The results indicate that people in all the geographic areas of the Basin look to EPA as the primary source of site information.

Information Sources: Question 4 lists eleven possible ways in which the public could get information about the site and asks respondents to indicate whether they have or have not received information from each of these sources. Figure 1 shows there are two primary ways that people get their information about the site: 85% of the respondents answered that they received information from newspapers; somewhat fewer respondents, 74%, reported having received information from EPA (via a mailing, a public meeting, a direct conversation or the web site). When the results are looked at geographically (not shown in Figure 1), the results are roughly the same in each of the four areas.

Figure 1



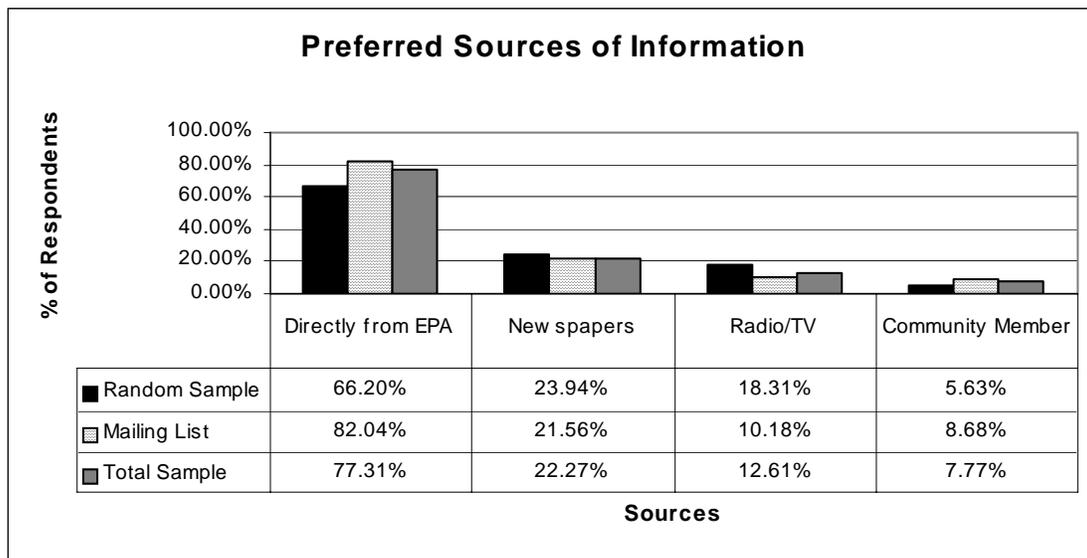
It is important to note the dramatic difference in how well EPA reaches residents in the general community and its mailing list members. While 90% of mailing list members indicated they have received information from EPA, only slightly more than a third of those from the random sample said they have gotten project information from the Agency. The implication for

EPA is that the majority of the affected public currently receive most of their information from sources outside of the Agency, in particular newspapers, as well as community members, family and friends. In this case, site information is subject to those outside sources' agendas, editorializing and interpretation, whether conscious or otherwise.

It is also interesting to note the relatively high level of community involvement. Almost half of the site mailing list respondents (and 37% of all respondents) said they receive project information through participation in citizens' groups. In addition, almost 47% of all the respondents have attended a public meeting. Such high levels of participation, whatever the motivation, are a positive sign that community members are actively interested in site planning.

Although Figure 1 shows that the newspaper is the current source of information for a majority of the respondents, Figure 2 on the following page shows that it is clearly not the preferred source. The majority of respondents from both the random and mailing list samples, as well as all four geographic areas, would rather receive information about the Basin project from EPA. Question 5 asks respondents to identify the *one* source from which they would like to receive their site information. EPA is the preferred source of site information for 77% of the respondents. In particular, while only 36% of respondents from the random sample indicated they have learned about the Basin project from EPA sources, 66% said EPA is their most preferred source of information. The survey also reveals that most respondents who want their information from EPA would prefer to receive this information by direct mail either in the form of monthly "news briefs" or short, very focused mailings sent frequently.

Figure 2

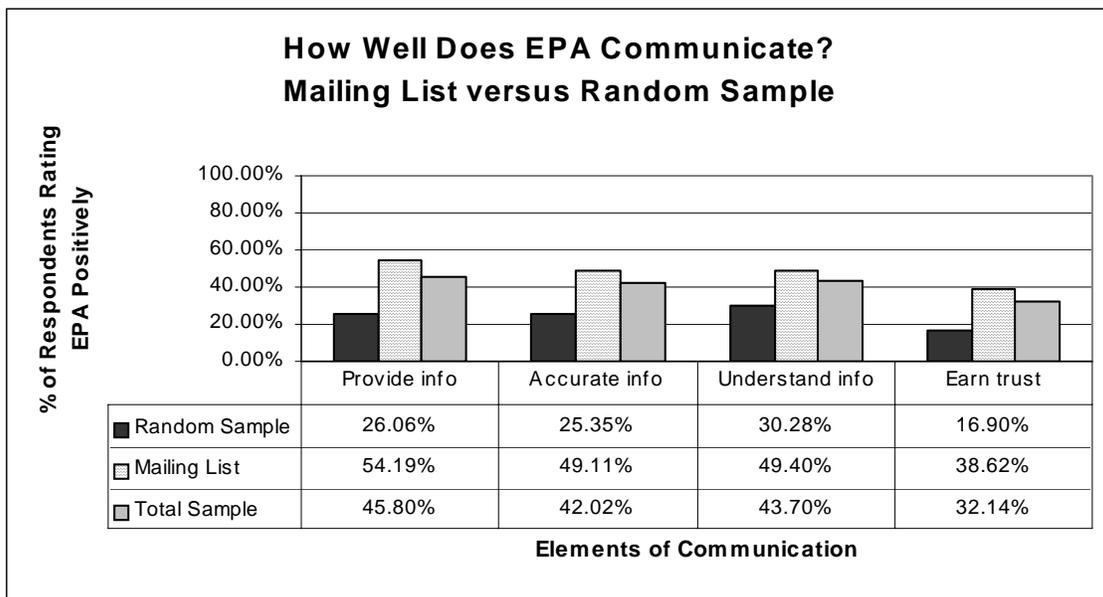


Communication Efforts: Survey Questions 2(a) through 2(d) gather feedback on how respondents view EPA’s communication efforts. This series of questions asks respondents how they rate EPA at:

- providing the information residents want;
- providing accurate information;
- making the information easy to understand; and
- earning the residents’ trust.

Respondents were asked to use a six-point scale (where 1 = Very Bad and 6 = Very Good), to rate how well EPA communicates with them. Figure 3a shows that for three of the four areas listed, approximately half of respondents on the site mailing list rated EPA’s communication efforts positively (a rating of 4, 5 or 6 on the scale), whereas this percentage is closer to a quarter for respondents from the random sample. In fact, mailing list respondents rated EPA’s efforts in each of the four areas listed above significantly higher than did respondents from the random sample. EPA’s highest rating from the mailing list sample (54% rating EPA positively) was for providing the information residents need. The lowest rating (39% rating EPA positively) was for earning community members’ trust.

Figure 3a



The higher ratings received from mailing list respondents as opposed to those from the random sample may to some degree reflect satisfaction on the part of mailing list members that they are kept well informed by EPA. Lower ratings among random sample respondents may, in turn, reflect frustration with the fact that while they clearly prefer to receive information from EPA rather than other sources, they are currently not getting such information to the extent that they desire. Many respondents from the random sample wrote comments on their survey forms requesting additional information and that they be kept abreast of site activities in the future.

Perhaps most notable in Figure 3a, however, is the fact that among both samples, EPA

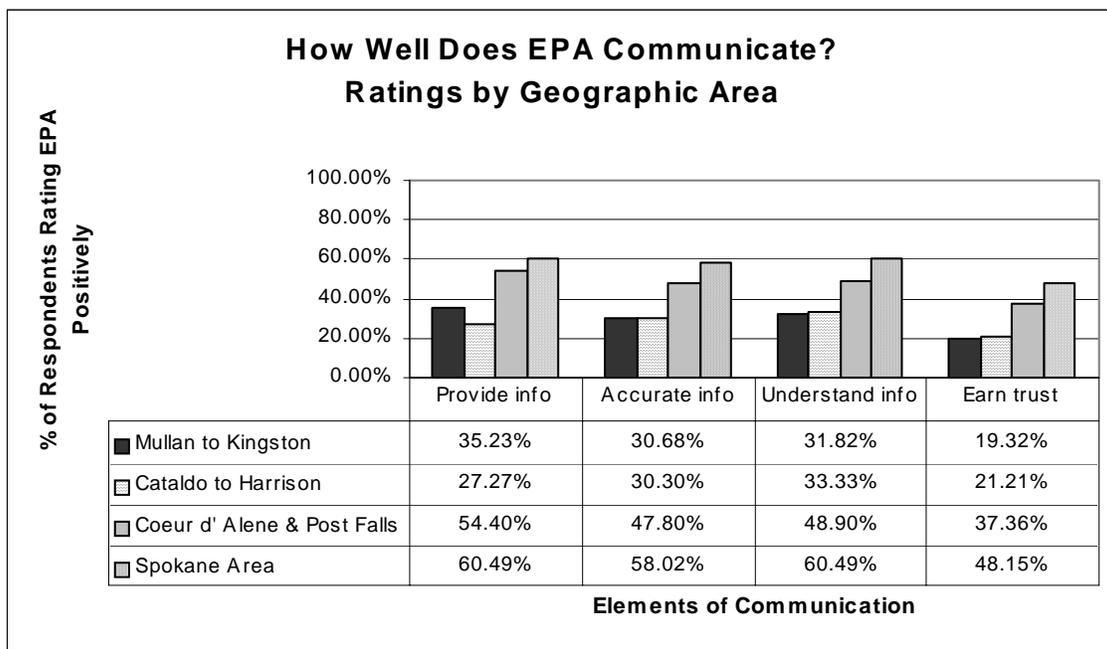
received its lowest rating for earning residents' trust. Written comments on survey forms from both samples clearly indicate this is a problem within the Coeur d' Alene community. There is a strong perception among a large faction of respondents that EPA does not care about local residents and the local economy. Most respondents who expressed this opinion indicated that they believe EPA is creating a problem where none really exists and that Mother Nature could better take care of any actual contamination. Some of these respondents, while agreeing that information from EPA is available and understandable, believe such information is useless because it has been "manufactured under false pretenses," to simply justify decisions that have already been made. On the other side, an equally large faction of respondents, generally from the western end of the basin, submitted comments on the good job EPA is doing. One comment, typical of those received, was that EPA faces an "incredibly difficult job" and commends the Agency for efforts to operate in good faith to clean up the site in such a "politically charged" arena.

Ratings of EPA's communication efforts varied significantly not only between the random and mailing list samples, but also across the four geographic areas in which respondents indicated they live. As shown in Figure 3b, on the next page, respondents from the Spokane area rated EPA best in all four areas of communication, while respondents from Coeur d' Alene and Post Falls rated the Agency second best. On the other hand, respondents from the Mullan to Kingston and Cataldo to Harrison areas consistently rated EPA the worst. This may reflect differences in geographic proximity to the site and areas EPA has designated as contaminated, as well as differences in cultural attitudes toward the environment between Idaho and Washington state. Residents living in areas closest to the sources of contamination and whose economy is most dramatically affected tended to express the most negative attitudes toward EPA. At the same time, residents from Washington state wrote comments expressing a generally negative view of Idaho's perspective on the cleanup. These Washingtonians see Idaho politicians as caring only about the impact on Idaho tourism and not concerned with protecting the public and

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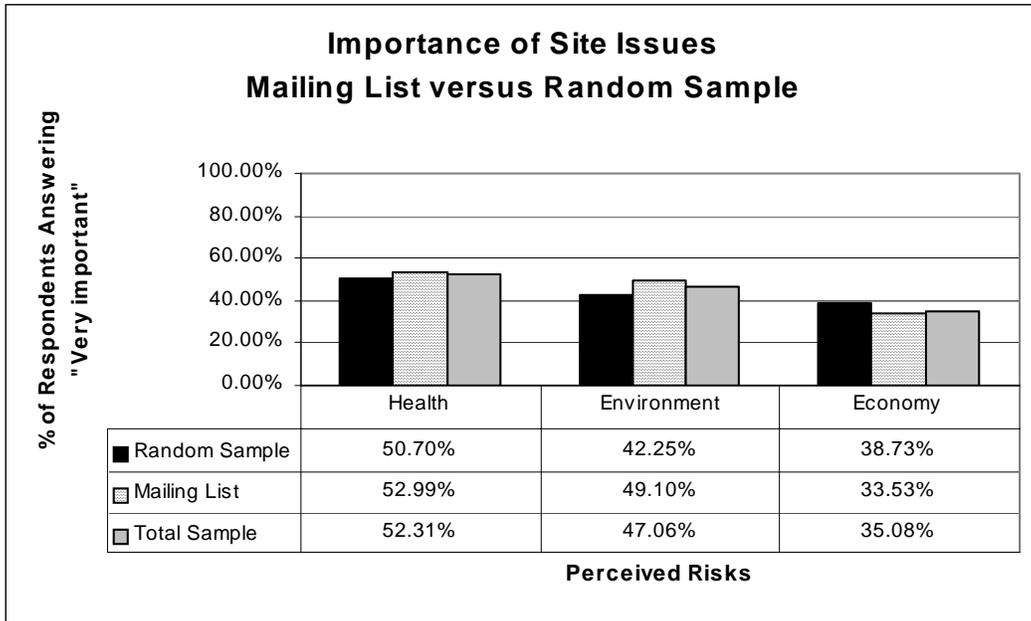
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Figure 3b



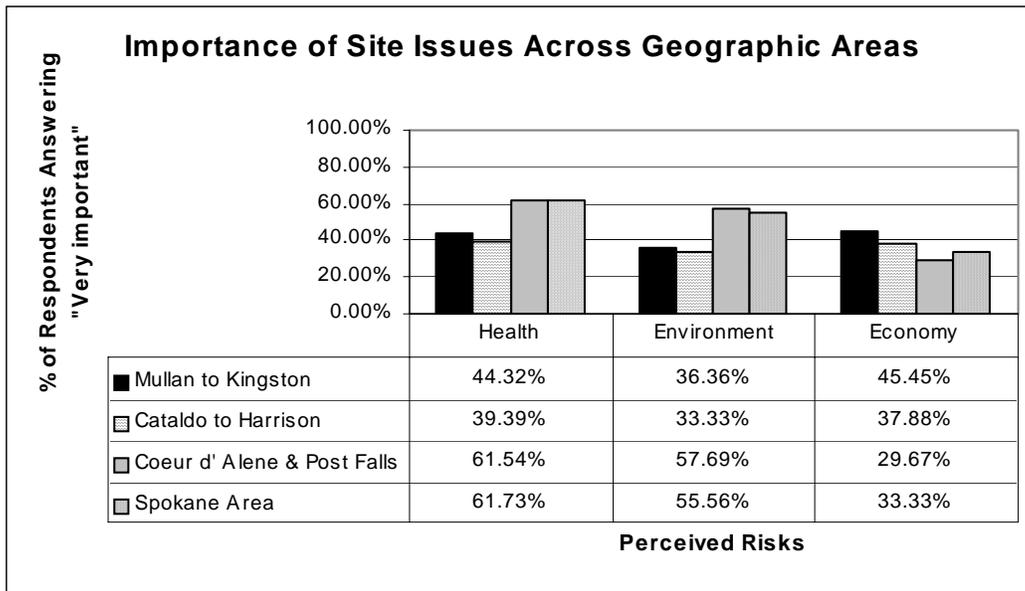
Risk Perception: People living near Superfund sites have a variety of concerns and may perceive risk, or even elements of risk, somewhat differently than EPA. Question 3 asks about the importance of the effect of the cleanup project a) on people’s health, b) on the environment, and c) on the economy. Note that the question only elicits whether the respondent thinks the issue is important, not how it is important (i.e., a respondent might think health is important not because of an adverse impact, but because it is the issue driving the cleanup level). Figures 4a and 4b, on the next page, summarize the response on these issues.

Figure 4a



Over all, the results suggest health issues are somewhat more important than environment and economic issues. Just over half of both the random sample and the mailing list respondents indicate that health issues are very important. While 49% of the mailing list respondents say the environment is very important, only 42% of the random sample respondents feel the same way. Conversely, almost 39% of random sample respondents rank the economy as very important, while only 33% of the mailing list respondents do.

Figure 4b



As Figure 4b shows, there are more substantial differences in how people in the different geographic areas view these issues. More respondents in the eastern areas see the effect of the cleanup project on the economy as very important (Mullan to Kingston, 45%, and Cataldo to Harrison, 38%) than do respondents from the other two areas (Coeur D'Alene, 30% and Spokane, 33%). In fact, the written comments suggest that the importance of the project on the economy to respondents from the two eastern areas may be understated. Many of these respondents who ranked the importance of the project on the economy as low commented that EPA's cleanup project had already destroyed the economy, so the project's impact essentially did not matter any more. On the other hand, respondents from the eastern areas were substantially less likely to think the environment and health issues are very important. While less than 44% of the Mullan to Harrison respondents rated health as very important, over 60% of the respondents from Coeur d'Alene to Spokane did. Accompanying written comments from eastern area respondents support an interpretation that they see the effect of the cleanup project on people's health low because they do not believe there is much of a health effect to begin with.

As noted above, caution must be used in drawing conclusions because Question 3 just elicits that the issue is salient, not why it is salient. However, it does appear that all three issues are sufficiently important in some way to community members, so that EPA must pay attention to better understanding and responding to the underlying concerns.

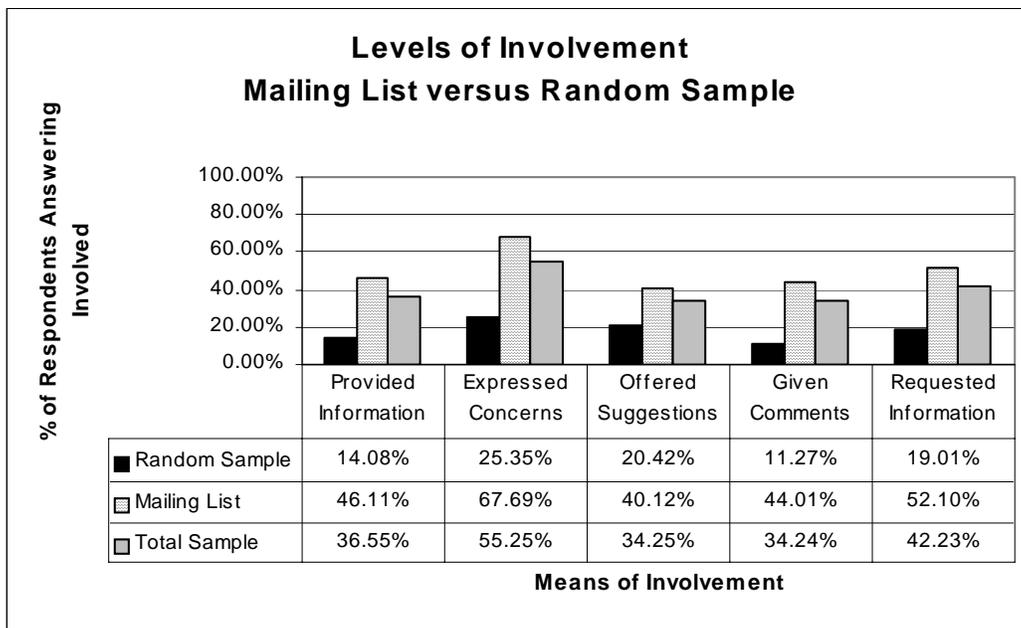
Public Input and Involvement: Several questions on the survey were designed to provide feedback on how members of the public perceive EPA’s public participation process. These questions are concerned with how that process takes place and the opportunities available to the public for giving input to EPA about the cleanup.

Providing Input: Survey Question 7 asks whether respondents have ever:

- provided information to EPA about the project and its history;
- expressed concerns about the project to EPA;
- offered suggestions about how the site should be cleaned up to EPA;
- given comments to EPA on materials released for public review; or
- requested information from the Agency about the site.

Figure 5a shows that the extent to which respondents have given input to EPA varies greatly between the random and site mailing list samples. Mailing list respondents appear to be more involved with the site than respondents from the random sample. Only 26% of respondents from the random sample have expressed concerns to EPA, compared to 68% from the mailing list. And 20% of the random sample respondents have offered suggestions to EPA about the cleanup, compared to 40% from the mailing list. Similarly, 11% of the random sample have ever given comments to EPA on materials made available for public review, compared to 44% from the mailing list. Finally, 19% of those from the random sample have requested information from EPA, whereas 52% of those from the site mailing list sample have done so.

Figure 5a



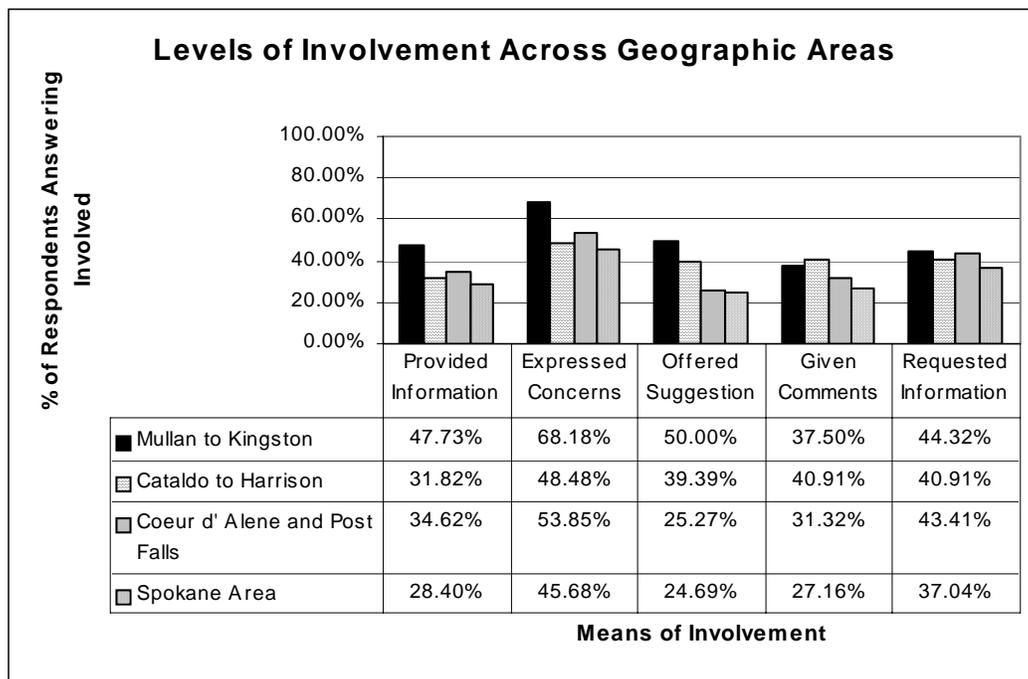
To gain insight into why participation rates are low, the survey asked respondents who answered “no” to any of the above to explain why. Respondents from the random sample offered three primary reasons for not becoming involved:

- unawareness of the site before receiving the survey;
- general lack of interest or desire to become involved because of geographic distance from the site; and
- not knowing how or whom to contact at EPA.

Many also commented that they do not have enough expertise to provide input to EPA, and that they trust the Agency to clean up the site in the appropriate manner.

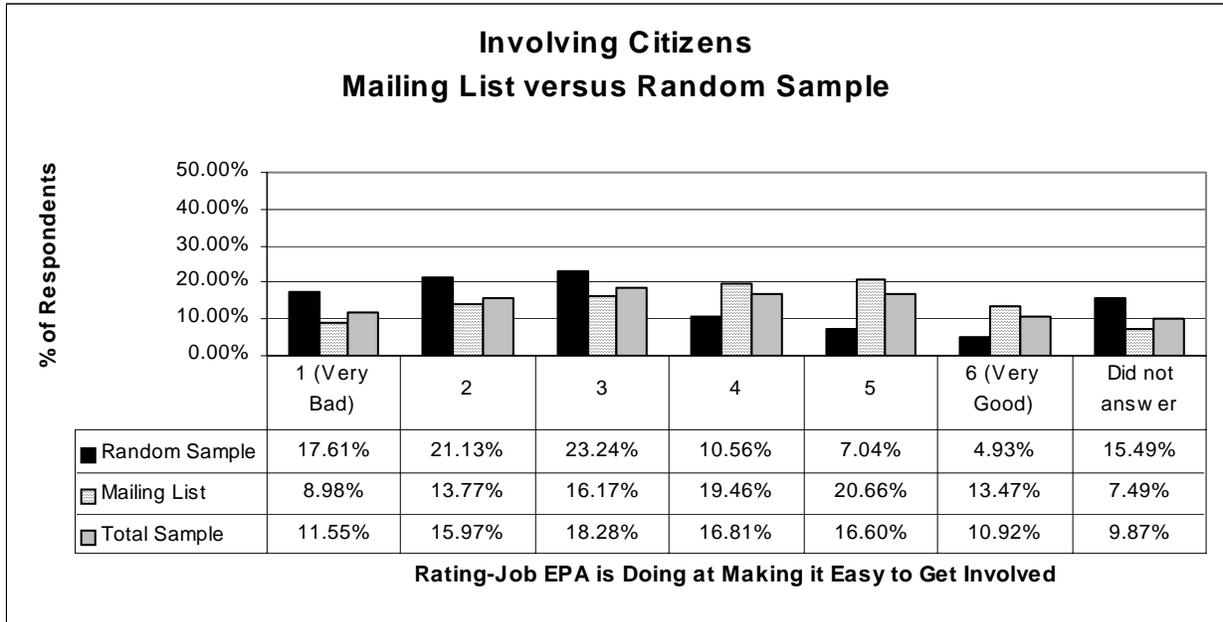
Responses to Question 7 also show that participation rates vary, as well, depending on where respondents live. Figure 5b shows that respondents in the Mullan to Kingston area are most involved, followed closely by those who live in the Cataldo to Harrison area. Respondents from Coeur d’ Alene and Post Falls, as well as the Spokane area, are less involved according to the criteria defined in Question 7. This likely results from the apparently much greater dissatisfaction with EPA in the Mullan to Kingston and Cataldo to Harrison areas than in the other two; residents who are particularly troubled either by the site itself or by EPA’s actions at the site are more likely to seek out the Agency and become involved in the manners presented in Figure 5b than those who are more satisfied with EPA’s approach. The responses to Question 7 may provide some insight into why residents in the Mullan to Kingston and Cataldo to Harrison areas are upset with the Agency. These respondents repeatedly and vehemently stressed in written comments that EPA does not care about and ignores public input, and that the Agency will do as it pleases no matter what. This type of perception among residents, whether deserved or not on the part of EPA, clearly leads to high levels of anger and frustration within the community.

Figure 5b



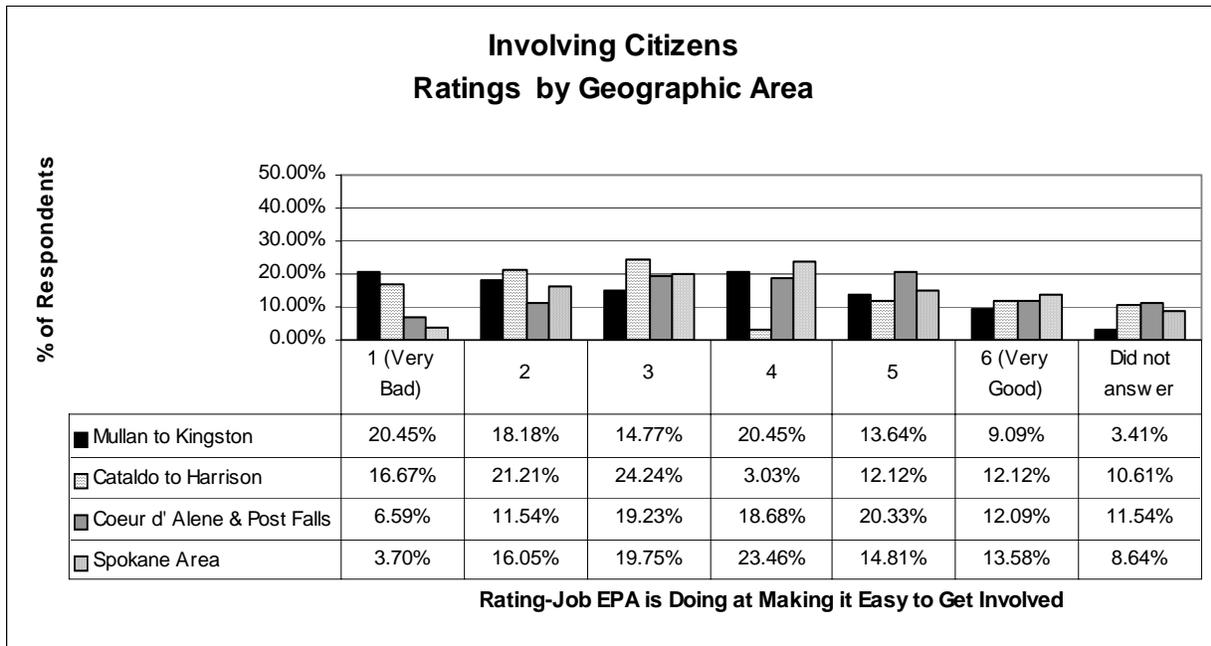
Opportunity for Involvement: Question 2(e) asks respondents how easy EPA makes it for them to get involved. Respondents from the site mailing list rated EPA higher than did respondents from the random sample. Again, this suggests that those individuals who have explicitly expressed interest in the site are fairly satisfied with EPA’s process. As Figure 6a shows, 54% of those from the site mailing list rated EPA as a four or higher on the six-point scale, as opposed to 23% from the random sample. In other words, the majority of respondents from the random sample (62%) said that EPA does not make it easy for them to get involved, as opposed to 39% from the site mailing list.

Figure 6a



In addition, the ratings that EPA received in terms of making it easy for citizens to become involved differ substantially across the four geographic areas included on the survey. Figure 6b, on the following page, presents the ratings EPA received for “making it easy to get involved” from respondents who live in each geographic area. As before, for the most part respondents from the Mullan to Kingston and Cataldo to Harrison areas rated EPA lower, or worse, than did respondents from Coeur d’ Alene and Post Falls and the Spokane area. Respondents who rated EPA negatively in this respect once again expressed the opinion that EPA’s involvement process is futile because the Agency ignores public input and proceeds on its own course, regardless of what citizens have to say.

Figure 6b

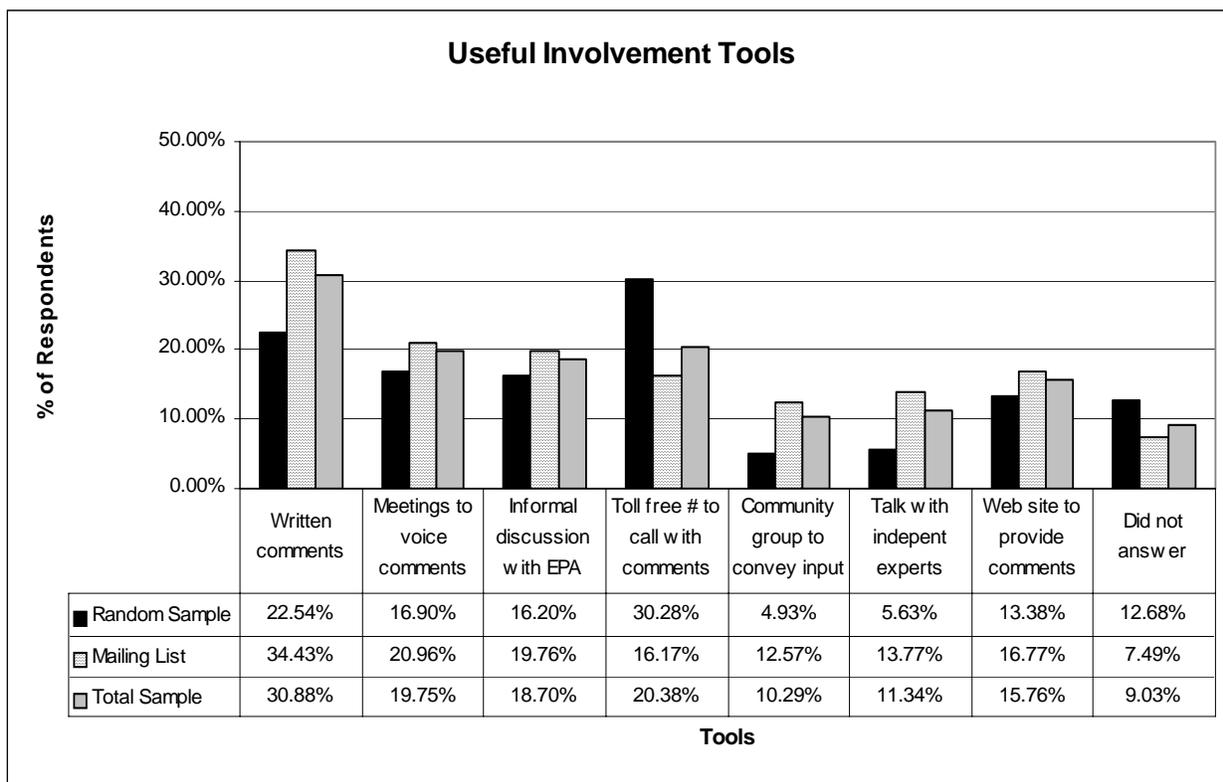


Involvement Tools: Question 6 provides a list of EPA’s more popular methods of involving the public and asks respondents to indicate how they would like to give information to EPA. The included tools are:

- written comments that community members send to EPA;
- public meetings where community members can voice their comments;
- opportunities for community members to meet and talk informally with EPA staff;
- a toll free telephone number to call in with comments;
- participation in a community group;
- opportunities for community members to talk with independent experts; and
- a web site to provide comments.

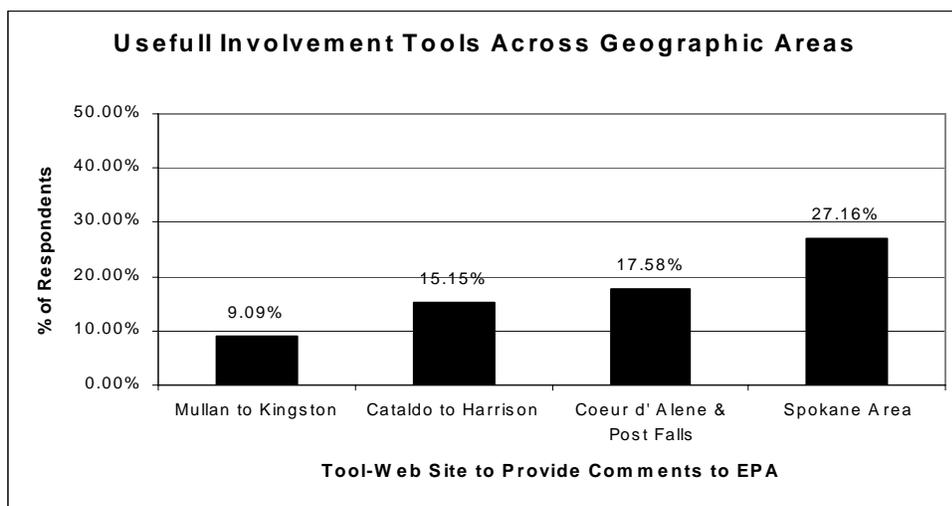
Figure 7a, on the next page, provides a comparison of responses across all tools. Respondents indicated that they most prefer to give information to EPA by sending in written comments. Calling a toll free telephone number with comments and attending public meetings to voice comments were also viewed as fairly effective means of providing feedback to the Agency. On the other hand, few respondents indicated they prefer to give information to EPA by talking with independent experts or participating in a community group. The fact that so few respondents, particularly from the mailing list, indicated they prefer to convey information to EPA through a community group is interesting, given the relatively large percentage of mailing list respondents who said they participate in one or more such groups. This may indicate that respondents view these groups as fulfilling some other purpose, such as member education. No single tool was chosen by an overwhelming majority of respondents. Rather, many respondents commented that in order to effectively gather feedback from an entire community, EPA must open multiple channels of communication.

Figure 7a



Geographically, the only notable difference in responses was in how effective respondents view using a web site to provide comments as a means of transmitting information to EPA. As Figure 7b illustrates, nearly three times as many respondents from the Spokane area indicated they prefer to provide input to EPA through a web site as from the Mullan to Kingston area. This may indicate that respondents in certain areas can more easily access the Internet or are more comfortable using computer technology, and highlights the need for EPA to provide community members many different means of reaching the Agency.

Figure 7b



EPA Response to Community Input: How EPA uses community input is critical to the

success of its community involvement program. Therefore, survey questions were designed to examine community perceptions of how EPA actually uses public input received through the public participation process. These questions look at perceptions of how responsive the Agency is to public concerns and how well EPA explains what went into making its decisions, including how and why public input was or was not used in reaching those decisions.

Using Public Input: Effective public participation involves more than providing opportunities for people to review and comment on official documents. Questions 2(f) through 2(k) deal with these aspects and ask respondents to rate how well EPA is doing at:

- understanding residents' concerns;
- responding to residents' concerns;
- treating residents courteously;
- having a fair decision making process;
- using resident's input; and
- explaining EPA's decisions.

Figures 8a and b, on the next page, show the percentages of respondents who expressed some level of satisfaction (i.e., gave a rating of 4, 5 or 6 on the six-point rating scale) for each of these survey questions. Responses show that, similar to previous questions, respondents who are involved with EPA are more satisfied with the Agency's public participation process, though not necessarily the outcomes of that process. In all six of these areas, mailing list respondents rated the Agency much higher than did respondents from the random sample. In five out of the six areas, the mailing list satisfaction was almost double the random sample satisfaction. The one exception was courteous treatment, where the random sample expressed considerably more satisfaction than in any other area. The dimension on which EPA received the lowest rating is "using your input." As discussed earlier, a large fraction of respondents very clearly indicated that they do not believe EPA cares about community concerns or uses their input in any way. Rather, they believe the Agency does as it pleases, no matter what local residents say.

Figure 8a

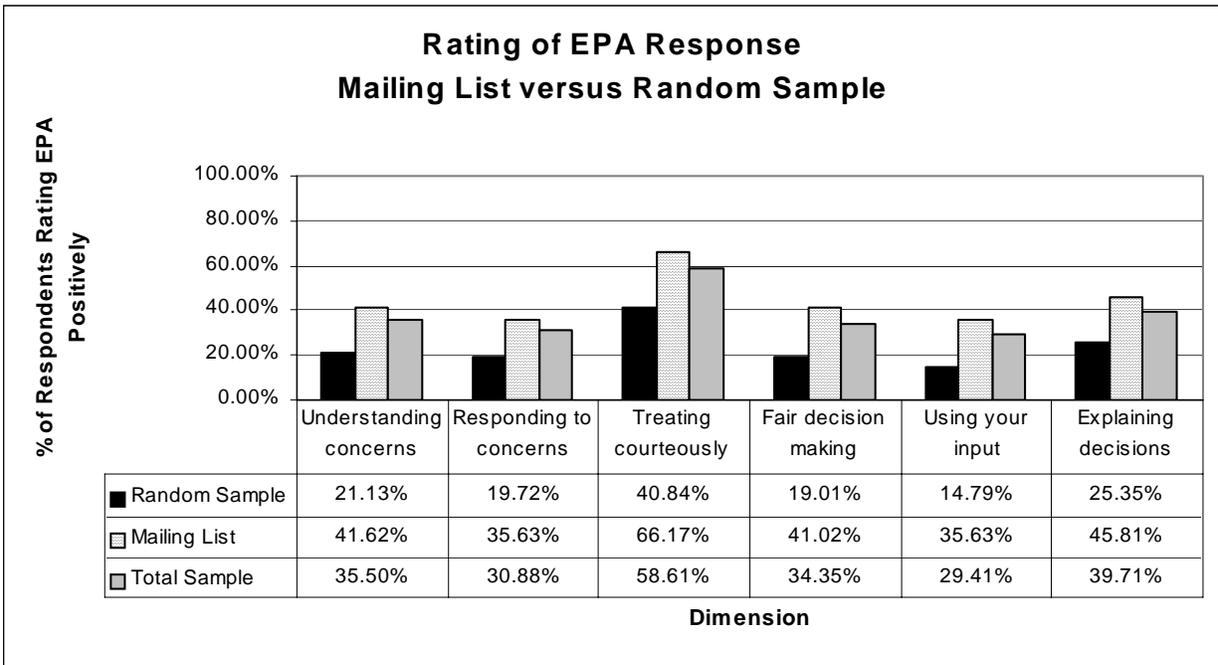
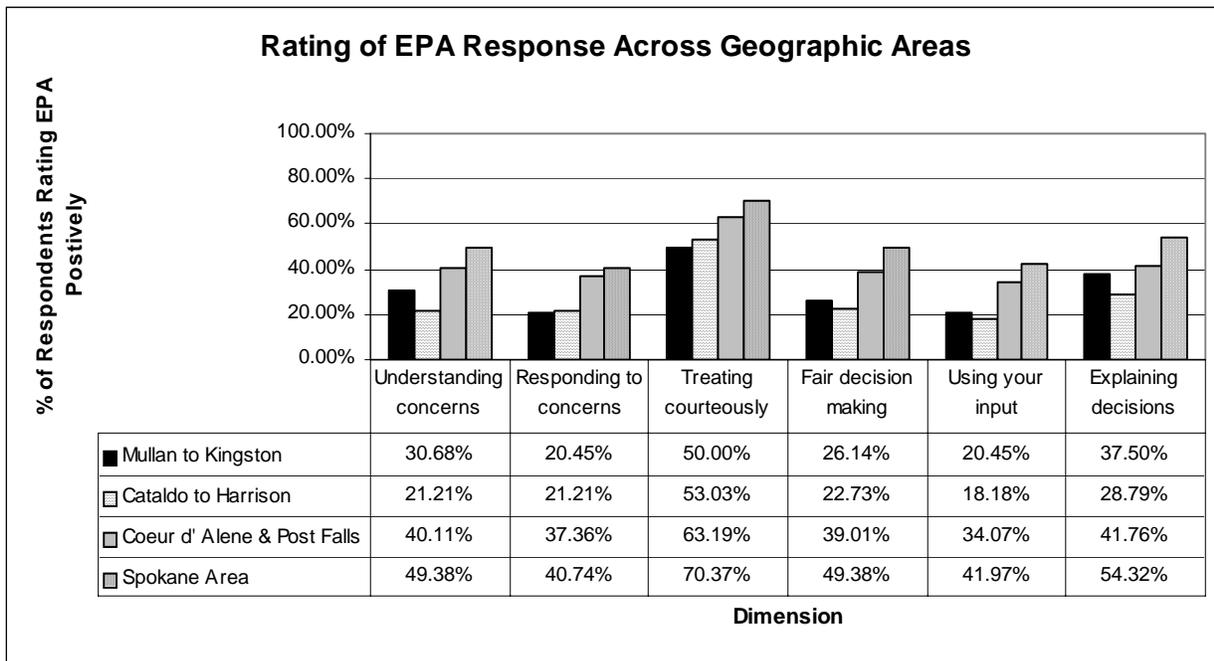


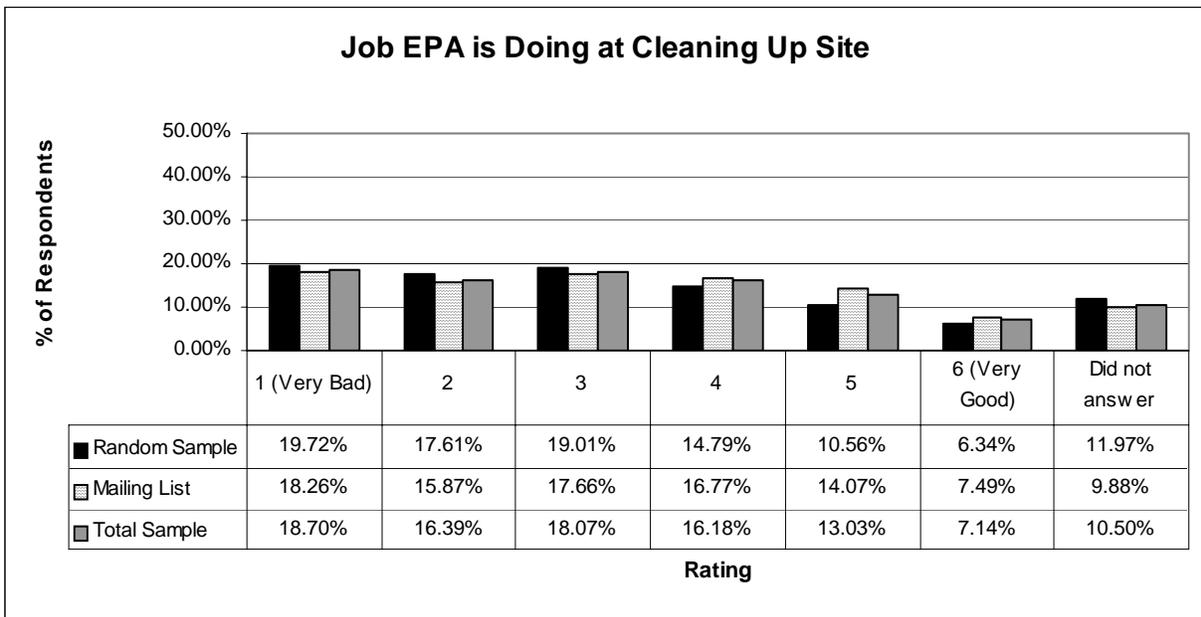
Figure 8b reveals a geographic pattern similar to that found in previous survey questions. Responses for each of the six dimensions varied significantly across the four areas, with respondents from the western end of the Basin rating EPA the best on each dimension. The most negative ratings again came from respondents living in the Mullan to Kingston and Cataldo to Harrison areas.

Figure 8b



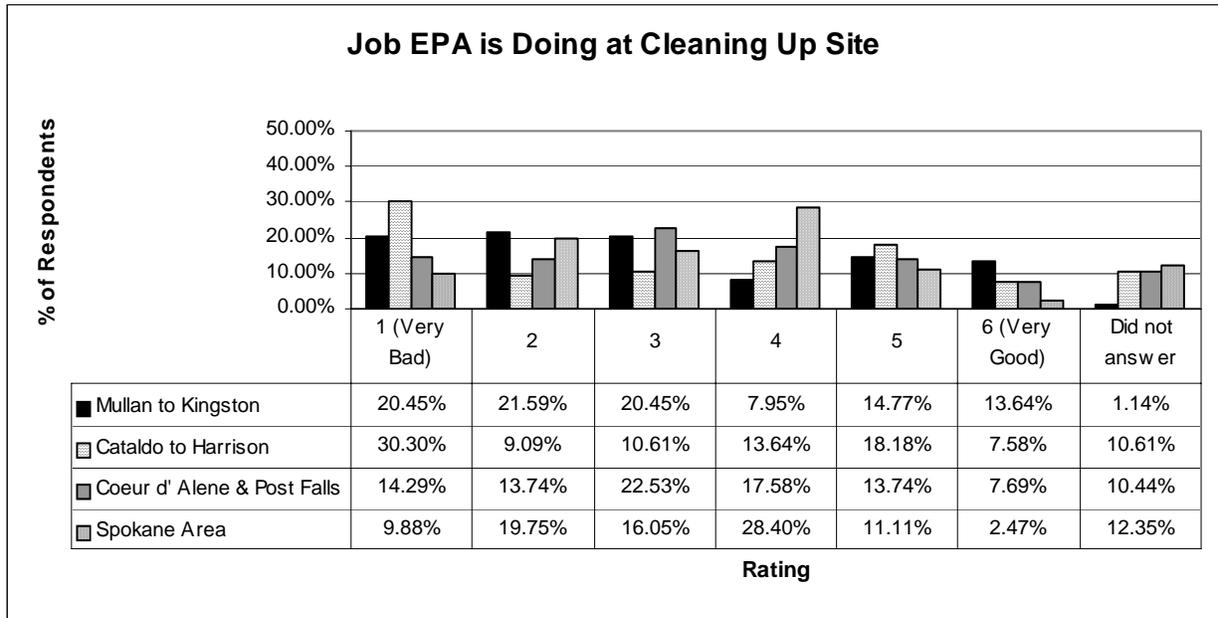
Community Perception of EPA’s Cleanup Effort: Question 2(1) specifically asks respondents to rate the job EPA is doing at cleaning up the site. As Figure 9a illustrates, a slight majority of respondents have a negative perception, with 53% of respondents rating EPA as a three or lower on the six-point scale. Written comments reveal, again, that these negative views reflect the opinion that EPA is overreacting to the situation. Respondents with this view appear to believe that EPA would actually be creating a greater human health problem by trying to remove contaminants rather than letting them remain undisturbed.

Figure 9a



While there was no major difference in responses between the mailing list and random samples, there were across the four geographic areas (see Figure 9b on the following page), though not as much as for other survey questions. As before, EPA received the most negative ratings from respondents in the Mullan to Kingston area, where 36% rated the job EPA is doing at cleaning up the site positively. Ratings from those living in the Cataldo to Harrison area and Coeur d’ Alene and Post Falls were about equal, with 39% of respondents from each area giving EPA a positive rating. Note, however, that more than twice as many respondents from the Cataldo to Harrison area (30%) as from Coeur d’ Alene and Post Falls (14%) said EPA is doing a “very bad” job at cleaning up the site. Residents from the Spokane area once again rated EPA the best, with 42% rating EPA’s job at cleaning up the site on the positive end of the scale.

Figure 9b



3. Summary

EPA’s outreach appears to work with the people who are contacted. Mailing list respondents indicated they are kept well informed by EPA and that they are fairly involved with the site through participation in citizens groups and communicating with the Agency. In addition, mailing list respondents rated EPA significantly higher than did respondents from the random sample in terms of the information the Agency provides and the public participation process itself. Lower ratings on the part of random sample respondents may be a result of frustration that they have not been kept better informed by EPA. While respondents were fairly positive in their assessment of EPA’s public involvement process, they do not believe the Agency responds to the input provided by the public through that process. On most of the survey questions, especially those related to outreach, risk, involvement and input, there was a clear geographic pattern – respondents in the eastern part of the Basin were always more dissatisfied than respondents in the west.

There were written comments from some people who were clearly angry with EPA over what they view as the Agency’s lack of concern and responsiveness to local input. These residents strongly believe that EPA has greatly exaggerated the risk present in the area and as a result is harming the local economy and unnecessarily inconveniencing the local population. Another equally concerned group supports EPA’s work at the site and sees it as vital to protecting both public health and the environment.

Appendix 1
Survey Instrument
(unformatted)

1. In which of the following four areas do you live, or which is closest to you?

- a. Mullan to Kingston
- b. Cataldo to Harrison
- c. Coeur d' Alene and Post Falls
- d. Spokane Valley/City of Spokane/Western Spokane County
- e. Other _____

2. How would you rate EPA at each of the following?

(6 point scale, 1 = Very Bad, 6 = Very Good)

- a. Providing the information you need
- b. Giving you accurate information
- c. Making the information easy to understand
- d. Earning your trust
- e. Making it easy to get involved
- f. Understanding your concerns
- g. Responding to your concerns
- h. Treating you courteously
- i. Having a fair decision making process
- j. Using your input
- k. Explaining your decisions
- l. Cleaning up the site

3. How important is each of the following issues to you?

(6 point scale, 1 = Very important, 6 = Not at all important)

- a. Effect of the mine waste cleanup project on people's health
- b. Effect of the mine waste cleanup project on the environment
- c. Effect of the mine waste cleanup project on the economy

4. How have you have learned about EPA's work in the Basin? (Check all that apply)

- EPA mailings (other than this survey)
- Newspaper articles
- Radio or TV news
- Community member
- Family or friends
- EPA's Web site
- Public meeting or information session held by EPA
- Direct conversation with someone from EPA
- Information about the site is "common knowledge"
- Know someone who worked at the site
- Participation in one or more citizens groups

5. How would you prefer to receive your information about the site? (Check the *one you most prefer*)

- Monthly "News Brief": project updates, contacts, calendar of events, new documents
- Short (1-2 pages), very focused (issue-specific) mailings, sent frequently
- Longer, general informational mailings, sent periodically
- Newspaper articles
- Radio or TV news
- A knowledgeable person in your community
- The EPA Web site
- Short, very focused meetings, held frequently
- Longer, general informational meetings, held periodically
- A direct conversation with an EPA representative
- Presentations at local clubs and organizations
- Other _____

6. How would you prefer to give information to EPA? (Check the *one you most prefer*)

- Send in written comments
- Attend public meetings where you can voice your comments
- Meet and talk informally with EPA staff
- Call a toll free telephone number with your comments.
- Participate in a community group
- Talk with independent experts
- Use a web site to provide comments
- Other _____

7. Please tell us whether you have ever: (SCALE = Yes, No)

- a. Provided information to EPA about the project and its history
- b. Expressed your concerns about the project to EPA
- c. Offered suggestions to EPA about how the site should be cleaned up
- d. Given comments to EPA on materials they have made available for public review

- e. Requested information from EPA about the site

If "no" to any of the above, why not?

Is there anything else you would like to tell us about this cleanup project?

Thank you for taking the time to share your views with us!

Appendix 2
Survey Data by Question

Coeur d' Alene: Total Sample Survey Data by Question

Question	Answer Choice	Random sample (142)	Mailing list (334)	Total (476)	Non-sample (17)
1. In which of the following four areas do you live, or which is closest to you?	Mullan to Kingston	35 24.65%	53 15.87%	88 18.49%	13 76.47%
	Cataldo to Harrison	36 25.35%	30 8.98%	66 13.87%	1 5.88%
	Coeur d' Alene and Post Falls	38 26.76%	144 43.11%	182 38.24%	1 5.88%
	Spokane Valley/City of Spokane/Western Spokane County	24 16.90%	57 17.07%	81 17.02%	2 11.76%
	Other	3 2.11%	39 11.68%	42 8.82%	0
	Did not answer	6 4.23%	11 3.29%	17 3.56%	0
2a. How would you rate EPA at providing the information you need, on a scale of 1 to 6?	(1) Very Bad	22 15.49%	30 8.98%	52 10.92%	13 76.47%
	(2)	29 20.42%	49 14.67%	78 16.39%	1 5.88%
	(3)	37 26.06%	53 15.87%	90 18.91%	0
	(4)	25 17.61%	69 20.66%	94 19.75%	3 17.65%
	(5)	7 4.93%	66 19.76%	73 15.34%	0
	(6) Very Good	5 3.52%	46 13.77%	51 10.71%	0
	Did not answer	17 11.97%	21 6.29%	38 7.89%	0
2b. How would you rate EPA at giving you accurate information, on a scale of 1 to 6?	(1) Very Bad	31 21.83%	51 15.27%	82 17.23%	14 82.35%
	(2)	27 19.01%	48 14.37%	75 15.76%	0
	(3)	28 19.72%	48 14.37%	76 15.97%	1 5.88%
	(4)	21 14.79%	55 16.47%	76 15.97%	1 5.88%
	(5)	10 7.04%	69 20.66%	79 16.60%	1 5.88%
	(6) Very Good	5 3.52%	40 11.98%	45 9.45%	0
	Did not answer	20 14.08%	23 6.89%	43 9.03%	0

Question	Answer Choice	Random sample (142)	Mailing list (334)	Total (476)	Non-sample (17)
2c. How would you rate EPA at making the information easy to understand, on a scale of 1 to 6?	(1) Very Bad	27 19.01%	48 14.37%	75 15.76%	11 64.71%
	(2)	23 16.20%	39 11.68%	62 13.03%	3 17.65%
	(3)	30 21.13%	63 18.86%	93 19.54%	2 11.76%
	(4)	23 16.20%	88 26.35%	111 23.32%	1 5.88%
	(5)	15 10.56%	46 13.77%	61 12.82%	0
	(6) Very Good	5 3.52%	31 9.28%	36 7.56%	0
	Did not answer	19 13.38%	19 5.69%	38 7.98%	0
2d. How would you rate EPA at earning your trust, on a scale of 1 to 6?	(1) Very Bad	49 34.51%	97 29.04%	146 30.67%	14 82.35%
	(2)	29 20.42%	43 12.87%	72 15.13%	0
	(3)	19 13.38%	42 12.57%	61 12.82%	1 5.88%
	(4)	13 9.15%	47 14.07%	60 12.61%	2 11.76%
	(5)	6 4.23%	48 14.37%	54 11.34%	0
	(6) Very Good	5 3.52%	34 10.18%	39 8.19%	0
	Did not answer	21 14.79%	23 6.89%	44 9.24%	0
2e. How would you rate EPA at making it easy to get involved, on a scale of 1 to 6?	(1) Very Bad	25 17.61%	30 8.98%	55 11.55%	13 76.47%
	(2)	30 21.13%	46 13.77%	76 15.97%	1 5.88%
	(3)	33 23.24%	54 16.17%	87 18.28%	0
	(4)	15 10.56%	65 19.46%	80 16.81%	3 17.65%
	(5)	10 7.04%	69 20.66%	79 16.60%	0
	(6) Very Good	7 4.93%	45 13.47%	52 10.92%	0
	Did not answer	22 15.49%	25 7.49%	47 9.87%	0

Question	Answer Choice	Random sample (142)	Mailing list (334)	Total (476)	Non-sample (17)
2f. How would you rate EPA at understanding your concerns, on a scale of 1 to 6?	(1) Very Bad	43 30.28%	82 24.55%	125 26.26%	12 70.59%
	(2)	22 15.49%	41 12.28%	63 13.24%	1 5.88%
	(3)	26 18.31%	43 12.87%	69 14.50%	0
	(4)	17 11.97%	57 17.07%	74 15.55%	2 11.76%
	(5)	8 5.63%	56 16.77%	64 13.45%	1 5.88%
	(6) Very Good	5 3.52%	26 7.78%	31 6.51%	0
	Did not answer	21 14.79%	29 8.68%	50 10.50%	1 5.88%
2g. How would you rate EPA at responding to your concerns, on a scale of 1 to 6?	(1) Very Bad	41 28.87%	92 27.54%	133 27.94%	11 64.71%
	(2)	27 19.01%	41 12.28%	68 14.29%	2 11.76%
	(3)	20 14.08%	49 14.67%	69 14.50%	0
	(4)	18 12.68%	54 16.17%	72 15.13%	3 17.65%
	(5)	4 2.82%	43 12.87%	47 9.87%	0
	(6) Very Good	6 4.23%	22 6.59%	28 5.88%	0
	Did not answer	26 18.31%	33 9.88%	59 12.39%	1 5.88%
2h. How would you rate EPA at treating you courteously, on a scale of 1 to 6?	(1) Very Bad	12 8.45%	20 5.99%	32 6.72%	7 41.18%
	(2)	13 9.15%	21 6.29%	34 7.14%	3 17.65%
	(3)	30 21.13%	42 12.57%	72 15.13%	1 5.88%
	(4)	22 15.49%	52 15.57%	74 15.55%	2 11.76%
	(5)	22 15.49%	93 27.84%	115 24.16%	1 5.88%
	(6) Very Good	14 9.86%	76 22.75%	90 18.91%	0
	Did not answer	29 20.42%	30 8.98%	59 12.39%	3 17.65%

Question	Answer Choice	Random sample (142)	Mailing list (334)	Total (476)	Non-sample (17)
2i. How would you rate EPA at having a fair decision making process, on a scale of 1 to 6?	(1) Very Bad	44 30.99%	78 23.35%	122 25.63%	14 82.35%
	(2)	23 16.20%	53 15.87%	76 15.97%	0
	(3)	25 17.61%	39 11.68%	64 13.45%	1 5.88%
	(4)	14 9.86%	59 17.66%	73 15.34%	2 11.76%
	(5)	6 4.23%	49 14.67%	55 11.55%	0
	(6) Very Good	7 4.93%	29 8.68%	36 7.56%	0
	Did not answer	23 16.20%	27 8.08%	50 10.50%	0
2j. How would you rate EPA at using your input, on a scale of 1 to 6?	(1) Very Bad	36 25.35%	74 22.16%	110 23.11%	12 70.59%
	(2)	29 20.42%	57 17.07%	86 18.07%	1 5.88%
	(3)	27 19.01%	46 13.77%	73 15.34%	1 5.88%
	(4)	13 9.15%	64 19.16%	77 16.18%	2 11.76%
	(5)	3 2.11%	40 11.98%	43 9.03%	0
	(6) Very Good	5 3.52%	15 4.49%	20 4.20%	0
	Did not answer	29 20.42%	38 11.38%	67 14.08%	1 5.88%
2k. How would you rate EPA at explaining decisions, on a scale of 1 to 6?	(1) Very Bad	27 19.01%	44 13.17%	71 14.92%	11 64.71%
	(2)	21 14.79%	51 15.27%	72 15.13%	1 5.88%
	(3)	32 22.54%	56 16.77%	88 18.49%	2 11.76%
	(4)	21 14.79%	65 19.46%	86 18.07%	1 5.88%
	(5)	9 6.34%	58 17.37%	67 14.08%	1 5.88%
	(6) Very Good	6 4.23%	30 8.98%	36 7.56%	0
	Did not answer	26 18.31%	30 8.98%	56 11.76%	1 5.88%

Question	Answer Choice	Random sample (142)	Mailing list (334)	Total (476)	Non-sample (17)
2l. How would you rate EPA at cleaning up the site, on a scale of 1 to 6?	(1) Very Bad	28 19.72%	61 18.26%	89 18.70%	11 64.71%
	(2)	25 17.61%	53 15.87%	78 16.39%	3 17.65%
	(3)	27 19.01%	59 17.66%	86 18.07%	2 11.76%
	(4)	21 14.79%	56 16.77%	77 16.18%	1 5.88%
	(5)	15 10.56%	47 14.07%	62 13.03%	0
	(6) Very Good	9 6.34%	25 7.49%	34 7.14%	0
	Did not answer	17 11.97%	33 9.88%	50 10.50%	0
3a. How important to you is the effect of the mine waste cleanup project on people's health, on a scale of 1 to 6?	(1) Very Important	72 50.70%	177 52.99%	249 52.31%	4 23.53%
	(2)	14 9.86%	42 12.57%	56 11.76%	0
	(3)	12 8.45%	30 8.98%	42 8.82%	0
	(4)	12 8.45%	25 7.49%	37 7.77%	1 5.88%
	(5)	9 6.34%	28 8.38%	37 7.77%	2 11.76%
	(6) Not at all Important	16 11.27%	25 7.49%	41 8.61%	10 58.82%
	Did not answer	7 4.93%	7 2.10%	14 2.94%	0
3b. How important to you is the effect of the mine waste cleanup project on the environment, on a scale of 1 to 6?	(1) Very Important	60 42.25%	164 49.10%	224 47.06%	3 17.65%
	(2)	21 14.79%	34 10.18%	55 11.55%	1 5.88%
	(3)	18 12.68%	43 12.87%	61 12.82%	0
	(4)	9 6.34%	28 8.38%	37 7.77%	1 5.88%
	(5)	12 8.45%	31 9.28%	43 9.03%	2 11.76%
	(6) Not at all Important	15 10.56%	26 7.78%	41 8.61%	10 58.82%
	Did not answer	7 4.93%	8 2.40%	15 3.15%	0

Question	Answer Choice	Random sample (142)	Mailing list (334)	Total (476)	Non-sample (17)
3c. How important to you is the effect of the mine waste cleanup project on the economy, on a scale of 1 to 6?	(1) Very Important	55 38.73%	112 33.53%	167 35.08%	2 11.76%
	(2)	24 16.90%	54 16.17%	78 16.39%	4 23.53%
	(3)	23 16.20%	75 22.46%	98 20.59%	2 11.76%
	(4)	11 7.75%	37 11.08%	48 10.08%	1 5.88%
	(5)	7 4.93%	27 8.08%	34 7.14%	0
	(6) Not at all Important	15 10.56%	22 6.59%	37 7.77%	8 47.06%
	Did not answer	7 4.93%	7 2.10%	14 2.94%	0
4. How have you learned about the site? (Check all that apply)	EPA mailings (other than this survey)	33 23.24%	270 80.84%	303 63.66%	9 52.94%
	Newspaper articles	112 78.87%	294 88.02%	406 85.29%	16 94.12%
	Radio or TV news	71 50.00%	154 46.11%	225 47.27%	10 58.82%
	Community member	37 26.06%	127 38.02%	164 34.45%	7 41.18%
	Family or friends	59 41.55%	79 23.65%	138 28.99%	10 58.82%
	EPA's Web site	2 1.41%	34 10.18%	36 7.56%	1 5.88%
	Public meeting or information session held by EPA	27 19.01%	196 58.68%	223 46.85%	5 29.41%
	Direct conversation with someone from EPA	19 13.38%	128 38.32%	147 30.88%	3 17.65%
	Information about the site is "common knowledge"	45 31.69%	101 30.24%	146 30.67%	3 17.65%
	Know someone who worked at the site	38 26.76%	83 24.85%	121 25.42%	6 35.29%
	Participation in one or more citizen groups	16 11.27%	161 48.20%	177 37.18%	5 29.41%
	Did not answer	10 7.04%	8 2.40%	18 3.78%	0

Question	Answer Choice	Random sample (142)	Mailing list (334)	Total (476)	Non-sample (17)
5. How would you prefer to receive your information about the site? (Check the one you most prefer)	Monthly "News Brief": project updates, contacts, calendar of events, new documents	39 27.46%	117 35.03%	156 32.77%	7 41.18%
	Short (1-2 pages), very focused (issue-specific) mailings, sent frequently	43 30.28%	113 33.83%	156 32.77%	1 5.88%
	Longer, general informational mailings, sent periodically	10 7.04%	28 8.38%	38 7.98%	1 5.88%
	Newspaper articles	34 23.94%	72 21.56%	106 22.27%	1 5.88%
	Radio or TV news	26 18.31%	34 10.18%	60 12.61%	0
	A knowledgeable person in your community	8 5.63%	29 8.68%	37 7.77%	3 17.65%
	The EPA Web site	5 3.52%	21 6.29%	26 5.46%	0
	Short, very focused meetings, held frequently	12 8.45%	32 9.58%	44 9.24%	0
	Longer, general informational meetings, held periodically	3 2.11%	25 7.49%	28 5.88%	0
	A direct conversation with an EPA representative	9 6.34%	32 9.58%	41 8.61%	4 23.53%
	Presentations at local clubs and organizations	8 5.63%	34 10.18%	42 8.82%	0
	Other	7 4.93%	20 5.99%	27 5.67%	0
	Did not answer	11 7.75%	21 6.29%	32 6.72%	2 11.76%
6. What is the best way to get your participation? (Check the one you most prefer)	Send in written comments.	32 22.54%	115 34.43%	147 30.88%	5 29.41%
	Attend public meetings where you can voice your comments.	24 16.90%	70 20.96%	94 19.75%	3 17.65%
	Meet and talk informally with EPA staff.	23 16.20%	66 19.76%	89 18.70%	3 17.65%
	Call a toll free telephone number with your comments.	43 30.28%	54 16.17%	97 20.38%	4 23.53%
	Participate in a community group.	7 4.93%	42 12.57%	49 10.29%	0
	Talk with independent experts.	8 5.63%	46 13.77%	54 11.34%	2 11.76%
	Use a web site to provide comments.	19 13.38%	56 16.77%	75 15.76%	2 11.76%
	Other	4 2.82%	18 5.39%	22 4.62%	0
	Did not answer	18 12.68%	25 7.49%	43 9.03%	1 5.88%

Question	Answer Choice	Random sample (142)	Mailing list (334)	Total (476)	Non-sample (17)
7a. Please tell us whether you have ever provided information to EPA about the project and its history.	Yes	20 14.08%	154 46.11%	174 36.55%	5 29.41%
	No	107 75.35%	145 43.41%	252 52.94%	11 64.71%
	Did not answer	15 10.56%	35 10.48%	10 10.50%	1 5.88%
7b. Please tell us whether you have ever expressed your concerns about the project to EPA.	Yes	36 25.35%	227 67.69%	263 55.25%	8 47.06%
	No	89 62.68%	91 27.25%	180 37.82%	8 47.06%
	Did not answer	17 11.97%	16 4.79%	33 6.93%	1 5.88%
7c. Please tell us whether you have ever offered suggestions to EPA about how the site should be cleaned up.	Yes	29 20.42%	134 40.12%	163 34.25%	5 29.41%
	No	98 69.01%	161 48.20%	259 54.41%	9 52.94%
	Did not answer	15 10.56%	39 11.68%	54 11.34%	3 17.65%
7d. Please tell us whether you have ever given comments to EPA on materials they have made available for public review.	Yes	16 11.27%	147 44.01%	163 34.24%	3 17.65%
	No	109 76.76%	141 42.22%	250 52.52%	11 64.71%
	Did not answer	17 11.97%	46 13.77%	63 13.24%	3 17.65%
7e. Please tell us whether you have ever requested information from EPA about the site.	Yes	27 19.01%	174 52.10%	201 42.23%	36 11.76%
	No	96 67.61%	119 35.63%	215 45.17%	214 69.93%
	Did not answer	19 13.38%	41 12.28%	60 12.61%	56 18.30%

Coeur d' Alene: Survey Data by Question - Mullan to Kingston

Question	Answer Choice	Random sample (35)	Mailing list (53)	Total (88)	Non-sample (13)
2a. How would you rate EPA at providing the information you need, on a scale of 1 to 6?	(1) Very Bad	8 22.86%	10 18.87%	18 20.45%	12 92.31%
	(2)	8 22.86%	9 16.98%	17 19.32%	1 7.69%
	(3)	11 31.43%	9 16.98%	20 22.73%	0
	(4)	4 11.43%	11 20.75%	15 17.05%	0
	(5)	2 5.71%	4 7.55%	6 6.82%	0
	(6) Very Good	2 5.71%	8 15.09%	10 11.36%	0
	Did not answer	0	2 3.77%	2 2.27%	0
2b. How would you rate EPA at giving you accurate information, on a scale of 1 to 6?	(1) Very Bad	14 40.00%	15 28.30%	29 32.95%	13 100%
	(2)	8 22.86%	8 15.09%	16 18.18%	0
	(3)	5 14.29%	8 15.09%	13 14.77%	0
	(4)	4 11.43%	8 15.09%	12 13.64%	0
	(5)	2 5.71%	6 11.32%	8 9.09%	0
	(6) Very Good	1 2.86%	6 11.32%	7 7.95%	0
	Did not answer	1 2.86%	2 3.77%	3 3.41%	0
2c. How would you rate EPA at making the information easy to understand, on a scale of 1 to 6?	(1) Very Bad	12 34.29%	16 30.19%	28 31.83%	11 84.62%
	(2)	6 17.14%	9 16.98%	15 17.05%	2 15.38%
	(3)	8 22.86%	8 15.09%	16 18.18%	0
	(4)	4 11.43%	12 22.64%	16 18.18%	0
	(5)	4 11.43%	2 3.77%	6 6.82%	0
	(6) Very Good	1 2.86%	5 9.43%	6 6.82%	0
	Did not answer	0	1 1.89%	1 1.14%	0

Question	Answer Choice	Random sample (35)	Mailing list (53)	Total (88)	Non-sample (13)
2d. How would you rate EPA at earning your trust, on a scale of 1 to 6?	(1) Very Bad	18 51.43%	26 49.06%	44 50.00%	13 100%
	(2)	6 17.14%	4 7.55%	10 11.36%	0
	(3)	4 11.43%	10 18.87%	14 15.91%	0
	(4)	3 8.57%	4 7.55%	7 7.95%	0
	(5)	1 2.86%	4 7.55%	5 5.68%	0
	(6) Very Good	1 2.86%	4 7.55%	5 5.68%	0
	Did not answer	2 5.71%	1 1.89%	3 3.41%	0
2e. How would you rate EPA at making it easy to get involved, on a scale of 1 to 6?	(1) Very Bad	9 25.71%	9 16.98%	18 20.45%	12 92.31%
	(2)	8 22.86%	8 15.09%	16 18.18%	1 7.69%
	(3)	8 22.86%	5 9.43%	13 14.77%	0
	(4)	4 11.43%	14 26.42%	18 20.45%	0
	(5)	2 5.71%	10 18.87%	12 13.64%	0
	(6) Very Good	2 5.71%	6 11.32%	8 9.09%	0
	Did not answer	2 5.71%	1 1.89%	3 3.41%	0
2f. How would you rate EPA at understanding your concerns, on a scale of 1 to 6?	(1) Very Bad	14 40.00%	19 35.85%	33 37.50%	11 84.62%
	(2)	5 14.29%	10 18.87%	15 17.05%	1 7.69%
	(3)	5 14.29%	5 9.43%	10 11.36%	0
	(4)	6 17.14%	7 13.21%	13 14.77%	0
	(5)	2 5.71%	8 15.09%	10 11.36%	0
	(6) Very Good	1 2.86%	3 5.66%	4 4.55%	0
	Did not answer	2 5.71%	1 1.89%	3 3.41%	1 7.69%

Question	Answer Choice	Random sample (35)	Mailing list (53)	Total (88)	Non-sample (13)
2g. How would you rate EPA at responding to your concerns, on a scale of 1 to 6?	(1) Very Bad	14 40.00%	25 47.17%	39 44.31%	11 84.62%
	(2)	7 20.00%	7 13.21%	14 15.91%	1 7.69%
	(3)	5 14.29%	8 15.09%	13 14.77%	0
	(4)	4 11.43%	5 9.43%	9 10.23%	0
	(5)	1 2.86%	4 7.55%	5 5.68%	0
	(6) Very Good	1 2.86%	3 5.66%	4 4.55%	0
	Did not answer	3 8.57%	1 1.89%	4 4.55%	1 7.69%
2h. How would you rate EPA at treating you courteously, on a scale of 1 to 6?	(1) Very Bad	4 11.43%	8 15.09%	12 13.64%	7 53.85%
	(2)	3 8.57%	6 11.32%	9 10.23%	2 15.38%
	(3)	14 40.00%	5 9.43%	19 21.59%	1 7.69%
	(4)	2 5.71%	10 18.87%	12 13.64%	0
	(5)	3 8.57%	15 28.30%	18 20.45%	0
	(6) Very Good	6 17.14%	8 15.09%	14 15.91%	0
	Did not answer	3 8.57%	1 1.89%	4 4.55%	3 23.08%
2i. How would you rate EPA at having a fair decision making process, on a scale of 1 to 6?	(1) Very Bad	15 42.86%	19 35.85%	34 38.64%	13 100%
	(2)	5 14.29%	11 20.75%	16 18.18%	0
	(3)	7 20.00%	4 7.55%	11 12.50%	0
	(4)	2 5.71%	7 13.21%	9 10.23%	0
	(5)	1 2.86%	7 13.21%	8 9.09%	0
	(6) Very Good	2 5.71%	4 7.55%	6 6.82%	0
	Did not answer	3 8.57%	1 1.89%	4 4.55%	0

Question	Answer Choice	Random sample (35)	Mailing list (53)	Total (88)	Non-sample (13)
2j. How would you rate EPA at using your input, on a scale of 1 to 6?	(1) Very Bad	12 34.29%	21 39.62%	33 37.50%	11 84.62%
	(2)	10 28.57%	9 16.98%	19 21.59%	1 7.69%
	(3)	6 17.14%	8 15.09%	14 15.91%	0
	(4)	2 5.71%	9 16.98%	11 12.50%	0
	(5)	1 2.86%	2 3.77%	3 3.41%	0
	(6) Very Good	1 2.86%	3 5.66%	4 4.55%	0
	Did not answer	3 8.57%	1 1.89%	4 4.55%	1 7.69%
2k. How would you rate EPA at explaining decisions, on a scale of 1 to 6?	(1) Very Bad	7 20.00%	12 22.64%	19 21.59%	11 84.62%
	(2)	5 14.29%	10 18.87%	15 17.05%	1 7.69%
	(3)	11 31.43%	7 13.21%	18 20.45%	0
	(4)	5 14.29%	13 24.53%	18 20.45%	0
	(5)	2 5.71%	7 13.21%	9 10.23%	0
	(6) Very Good	3 8.57%	3 5.66%	6 6.82%	0
	Did not answer	2 5.71%	1 1.89%	3 3.41%	1 7.69%
2l. How would you rate EPA at cleaning up the site, on a scale of 1 to 6?	(1) Very Bad	7 20.00%	11 20.75%	18 20.45%	11 84.62%
	(2)	6 17.14%	13 24.53%	19 21.59%	1 7.69%
	(3)	11 31.43%	7 13.21%	18 20.45%	1 7.69%
	(4)	2 5.71%	5 9.43%	7 7.95%	0
	(5)	3 8.57%	10 18.87%	13 14.77%	0
	(6) Very Good	6 17.14%	6 11.32%	12 13.64%	0
	Did not answer	0	1 1.89%	1 1.14%	0

Question	Answer Choice	Random sample (35)	Mailing list (53)	Total (88)	Non-sample (13)
3a. How important to you is the effect of the mine waste cleanup project on people's health, on a scale of 1 to 6?	(1) Very Important	17 48.57%	22 41.51%	39 44.32%	1 7.69%
	(2)	3 8.57%	8 15.09%	11 12.50%	0
	(3)	4 11.43%	6 11.32%	10 11.36%	0
	(4)	2 5.71%	3 5.66%	5 5.68%	1 7.69%
	(5)	4 11.43%	5 9.43%	9 10.23%	2 15.38%
	(6) Not at all Important	5 14.29%	7 13.21%	12 13.64%	9 69.23%
	Did not answer	0	2 3.77%	2 2.27%	0
3b. How important to you is the effect of the mine waste cleanup project on the environment, on a scale of 1 to 6?	(1) Very Important	12 34.29%	20 37.74%	32 36.36%	1 7.69%
	(2)	3 8.57%	5 9.43%	8 9.09%	0
	(3)	7 20.00%	6 11.32%	13 14.77%	0
	(4)	2 5.71%	6 11.32%	8 9.09%	1 7.69%
	(5)	7 20.00%	7 13.21%	14 15.91%	2 15.38%
	(6) Not at all Important	4 11.43%	7 13.21%	11 12.50%	9 69.23%
	Did not answer	0	2 3.77%	2 2.27%	0
3c. How important to you is the effect of the mine waste cleanup project on the economy, on a scale of 1 to 6?	(1) Very Important	17 48.57%	23 43.40%	40 45.45%	1 7.69%
	(2)	4 11.43%	11 20.75%	15 17.05%	3 23.08%
	(3)	5 14.29%	10 18.87%	15 17.05%	0
	(4)	1 2.86%	1 1.89%	2 2.27%	1 7.69%
	(5)	3 8.57%	2 3.77%	5 5.68%	0
	(6) Not at all Important	5 14.29%	4 7.55%	9 10.23%	8 61.54%
	Did not answer	0	2 3.77%	2 2.27%	0

Question	Answer Choice	Random sample (35)	Mailing list (53)	Total (88)	Non-sample (13)
4. How have you learned about the site? (Check all that apply)	EPA mailings (other than this survey)	10 28.57%	44 83.02%	54 61.36%	7 53.85%
	Newspaper articles	34 97.14%	43 81.13%	77 87.50%	13 100%
	Radio or TV news	18 51.43%	19 35.85%	37 42.05%	9 69.23%
	Community member	13 37.14%	28 52.83%	41 46.59%	6 46.15%
	Family or friends	24 68.57%	21 39.62%	45 51.14%	10 79.92%
	EPA's Web site	1 2.86%	4 7.55%	5 5.68%	1 7.69%
	Public meeting or information session held by EPA	9 25.71%	37 69.81%	46 52.27%	4 30.77%
	Direct conversation with someone from EPA	6 17.14%	26 49.06%	32 26.26%	3 23.08%
	Information about the site is "common knowledge"	16 45.71%	18 33.96%	34 38.64%	2 15.38%
	Know someone who worked at the site	14 40.00%	22 41.51%	36 40.91%	6 46.15%
	Participation in one or more citizen groups	5 14.29%	21 39.62%	26 29.55%	3 23.08%
	Did not answer	0	1 1.89%	1 1.14%	0

Question	Answer Choice	Random sample (35)	Mailing list (53)	Total (88)	Non-sample (13)
5. How would you prefer to receive your information about the site? (Check the one you most prefer)	Monthly "News Brief": project updates, contacts, calendar of events, new documents	11 31.43%	15 28.30%	26 29.55%	5 38.46%
	Short (1-2 pages), very focused (issue-specific) mailings, sent frequently	10 28.57%	18 33.96%	28 31.82%	1 7.69%
	Longer, general informational mailings, sent periodically	2 5.71%	3 5.66%	5 5.68%	1 7.69%
	Newspaper articles	11 31.43%	8 15.09%	19 21.59%	0
	Radio or TV news	5 14.29%	2 3.77%	7 7.95%	0
	A knowledgeable person in your community	5 14.29%	3 5.66%	8 9.09%	3 23.08%
	The EPA Web site	0	2 3.77%	2 2.27%	0
	Short, very focused meetings, held frequently	4 11.43%	11 20.75%	15 17.05%	0
	Longer, general informational meetings, held periodically	1 2.86%	2 3.77%	3 3.41%	0
	A direct conversation with an EPA representative	2 5.71%	5 9.43%	7 7.95%	2 15.38%
	Presentations at local clubs and organizations	4 11.43%	4 7.55%	8 9.09%	0
	Other	1 2.86%	4 7.55%	5 5.68%	0
	Did not answer	1 2.86%	5 9.43%	6 6.82%	2 15.38%
	6. What is the best way to get your participation? (Check the one you most prefer)	Send in written comments.	8 22.86%	19 35.85%	27 30.68%
Attend public meetings where you can voice your comments.		8 22.86%	6 11.32%	14 15.91%	2 15.38%
Meet and talk informally with EPA staff.		7 20.00%	14 26.42%	21 23.86%	2 15.38%
Call a toll free telephone number with your comments.		12 34.29%	12 22.64%	24 27.27%	3 23.08%
Participate in a community group.		4 11.43%	6 11.32%	10 11.36%	0
Talk with independent experts.		1 2.86%	7 13.21%	8 9.09%	1 7.69%
Use a web site to provide comments.		3 8.57%	5 9.43%	8 9.09%	1 7.69%
Other		1 2.86%	4 7.55%	5 5.68%	0 5.56%
Did not answer		3 8.57%	5 9.43%	8 9.09%	1 7.69%

Question	Answer Choice	Random sample (35)	Mailing list (53)	Total (88)	Non-sample (13)
7a. Please tell us whether you have ever provided information to EPA about the project and its history.	Yes	8 22.86%	34 64.15%	42 47.73%	3 23.08%
	No	24 68.57%	13 24.53%	37 42.05%	9 69.23%
	Did not answer	3 8.57%	6 11.32%	9 10.23%	1 7.69%
7b. Please tell us whether you have ever expressed your concerns about the project to EPA.	Yes	17 48.57%	43 81.13%	60 68.18%	5 38.46%
	No	14 40.00%	7 13.21%	21 23.86%	7 53.85%
	Did not answer	4 11.43%	3 5.66%	7 7.95%	1 7.69%
7c. Please tell us whether you have ever offered suggestions to EPA about how the site should be cleaned up.	Yes	11 31.43%	33 62.26%	44 50.00%	4 30.77%
	No	20 57.14%	17 32.08%	37 42.05%	7 53.85%
	Did not answer	4 11.43%	3 5.66%	7 7.95%	2 15.38%
7d. Please tell us whether you have ever given comments to EPA on materials they have made available for public review.	Yes	5 14.29%	28 52.83%	33 37.50%	2 15.38%
	No	24 68.57%	18 33.96%	42 47.73%	8 61.54%
	Did not answer	6 17.14%	7 13.21%	13 14.77%	3 23.08%
7e. Please tell us whether you have ever requested information from EPA about the site.	Yes	9 25.71%	30 56.60%	39 44.32%	2 15.38%
	No	20 57.14%	17 32.08%	37 42.05%	9 69.23%
	Did not answer	6 17.14%	6 11.32%	12 13.64%	2 15.38%

Coeur d' Alene: Survey Data by Question - Cataldo to Harrison

Question	Answer Choice	Random sample (36)	Mailing list (30)	Total (66)	Non-sample (1)
2a. How would you rate EPA at providing the information you need, on a scale of 1 to 6?	(1) Very Bad	8 22.22%	5 16.67%	13 19.70%	1 100%
	(2)	8 22.22%	6 20.00%	14 21.21%	0
	(3)	9 25.00%	6 20.00%	15 22.73%	0
	(4)	5 13.89%	0	5 7.58%	0
	(5)	2 5.56%	7 23.33%	9 13.64%	0
	(6) Very Good	1 2.78%	3 10.00%	4 6.06%	0
	Did not answer	3 8.33%	3 10.00%	6 9.09%	0
2b. How would you rate EPA at giving you accurate information, on a scale of 1 to 6?	(1) Very Bad	13 36.11%	6 20.00%	19 28.79%	1 100%
	(2)	6 16.67%	5 16.67%	11 16.67%	0
	(3)	5 13.89%	6 20.00%	11 16.67%	0
	(4)	6 16.67%	3 10.00%	9 13.64%	0
	(5)	1 2.78%	5 16.67%	6 9.09%	0
	(6) Very Good	2 5.56%	3 10.00%	5 7.58%	0
	Did not answer	3 8.33%	2 6.67%	5 7.58%	0
2c. How would you rate EPA at making the information easy to understand, on a scale of 1 to 6?	(1) Very Bad	10 27.78%	4 13.33%	14 21.21%	0
	(2)	5 13.89%	4 13.33%	9 13.64%	1 100%
	(3)	8 22.22%	8 26.67%	16 24.24%	0
	(4)	3 8.33%	7 23.33%	10 15.15%	0
	(5)	4 11.11%	4 13.33%	8 12.12%	0
	(6) Very Good	2 5.56%	2 6.67%	4 6.06%	0
	Did not answer	4 11.11%	1 3.33%	5 7.58%	0

Question	Answer Choice	Random sample (36)	Mailing list (30)	Total (66)	Non-sample (1)
2d. How would you rate EPA at earning your trust, on a scale of 1 to 6?	(1) Very Bad	19 52.78%	14 46.67%	33 50.00%	1 100%
	(2)	8 22.22%	5 16.67%	13 19.70%	0
	(3)	1 2.78%	1 3.33%	2 3.03%	0
	(4)	2 5.56%	3 10.00%	5 7.58%	0
	(5)	2 2.78%	3 10.00%	4 6.06%	0
	(6) Very Good	2 5.56%	3 10.00%	5 7.58%	0
	Did not answer	3 8.33%	1 3.33%	4 6.06%	0
2e. How would you rate EPA at making it easy to get involved, on a scale of 1 to 6?	(1) Very Bad	8 22.22%	3 10.00%	11 16.67%	1 100%
	(2)	8 22.22%	6 20.00%	14 21.21%	0
	(3)	9 25.00%	7 23.33%	16 24.24%	0
	(4)	1 2.78%	1 3.33%	2 3.03%	0
	(5)	3 8.33%	5 16.67%	8 12.12%	0
	(6) Very Good	3 8.33%	5 16.67%	8 12.12%	0
	Did not answer	4 11.11%	3 10.00%	7 10.61%	0
2f. How would you rate EPA at understanding your concerns, on a scale of 1 to 6?	(1) Very Bad	19 52.78%	12 40.00%	31 46.97%	1 100%
	(2)	6 16.67%	4 13.33%	10 15.15%	0
	(3)	4 11.11%	2 6.67%	6 9.09%	0
	(4)	2 5.56%	3 10.00%	5 7.58%	0
	(5)	0	3 10.00%	3 4.55%	0
	(6) Very Good	2 5.56%	4 13.33%	6 9.09%	0
	Did not answer	3 8.33%	2 6.67%	5 7.58%	0

Question	Answer Choice	Random sample (36)	Mailing list (30)	Total (66)	Non-sample (1)
2g. How would you rate EPA at responding to your concerns, on a scale of 1 to 6?	(1) Very Bad	17 47.22%	12 40.00%	29 43.94%	0
	(2)	9 25.00%	5 16.67%	14 21.21%	1 100%
	(3)	1 2.78%	2 6.67%	3 4.55%	0
	(4)	2 5.56%	2 6.67%	4 6.06%	0
	(5)	1 2.78%	6 20.00%	7 10.61%	0
	(6) Very Good	2 5.56%	1 3.33%	3 4.55%	0
	Did not answer	4 11.11%	2 6.67%	6 9.09%	0
2h. How would you rate EPA at treating you courteously, on a scale of 1 to 6?	(1) Very Bad	4 11.11%	2 6.67%	6 9.09%	0
	(2)	4 11.11%	2 6.67%	6 9.09%	1 100%
	(3)	3 8.33%	8 26.67%	11 16.67%	0
	(4)	6 16.67%	2 6.67%	8 12.12%	0
	(5)	8 22.22%	8 26.67%	16 24.24%	0
	(6) Very Good	5 13.89%	6 20.00%	11 16.67%	0
	Did not answer	6 16.67%	2 6.67%	8 12.12%	0
2i. How would you rate EPA at having a fair decision making process, on a scale of 1 to 6?	(1) Very Bad	19 52.78%	11 36.67%	30 45.45%	1 100%
	(2)	4 11.11%	3 10.00%	7 10.61%	0
	(3)	4 11.11%	5 16.67%	9 13.64%	0
	(4)	2 5.56%	3 10.00%	5 7.58%	0
	(5)	2 2.56%	3 10.00%	5 7.58%	0
	(6) Very Good	2 5.56%	3 10.00%	5 7.58%	0
	Did not answer	3 8.33%	2 6.67%	5 7.58%	0

Question	Answer Choice	Random sample (36)	Mailing list (30)	Total (66)	Non-sample (1)
2j. How would you rate EPA at using your input, on a scale of 1 to 6?	(1) Very Bad	14 38.89%	11 36.67%	25 37.88%	1 100%
	(2)	7 19.44%	7 23.33%	14 21.21%	0
	(3)	4 11.11%	2 6.67%	6 9.09%	0
	(4)	2 5.56%	2 6.67%	4 6.06%	0
	(5)	0	4 13.33%	4 6.06%	0
	(6) Very Good	2 5.56%	2 6.67%	4 6.06%	0
	Did not answer	7 19.44%	2 6.67%	9 13.64%	0
2k. How would you rate EPA at explaining decisions, on a scale of 1 to 6?	(1) Very Bad	11 30.56%	4 13.33%	15 22.73%	0
	(2)	4 11.11%	7 23.33%	11 16.67%	0
	(3)	8 22.22%	5 16.67%	13 19.70%	1 100%
	(4)	3 8.33%	5 16.67%	8 12.12%	0
	(5)	2 5.56%	4 13.33%	6 9.09%	0
	(6) Very Good	2 5.56%	3 10.00%	5 7.58%	0
	Did not answer	6 16.67%	2 6.67%	8 12.12%	0
2l. How would you rate EPA at cleaning up the site, on a scale of 1 to 6?	(1) Very Bad	10 27.78%	10 33.33%	20 30.30%	0
	(2)	3 8.33%	3 10.00%	6 9.09%	0
	(3)	4 11.11%	3 10.00%	7 10.61%	1 100%
	(4)	7 19.44%	2 6.67%	9 13.64%	0
	(5)	7 19.44%	5 16.67%	12 18.18%	0
	(6) Very Good	1 2.78%	4 13.33%	5 7.58%	0
	Did not answer	4 11.11%	3 10.00%	7 10.61%	0

Question	Answer Choice	Random sample (36)	Mailing list (30)	Total (66)	Non-sample (1)
3a. How important to you is the effect of the mine waste cleanup project on people's health, on a scale of 1 to 6?	(1) Very Important	15 41.67%	11 36.67%	26 39.39%	0
	(2)	3 8.33%	2 6.67%	5 7.58%	0
	(3)	5 13.89%	5 16.67%	10 15.15%	0
	(4)	6 16.67%	5 16.67%	11 16.67%	0
	(5)	1 2.78%	3 10.00%	4 6.06%	0
	(6) Not at all Important	5 13.89%	4 13.33%	9 13.64%	1 100%
	Did not answer	1 2.78%	0	1 1.52%	0
3b. How important to you is the effect of the mine waste cleanup project on the environment, on a scale of 1 to 6?	(1) Very Important	13 36.11%	9 30.00%	22 33.33%	0
	(2)	4 11.11%	2 6.67%	6 9.09%	0
	(3)	8 22.22%	7 23.33%	15 22.73%	0
	(4)	4 11.11%	2 6.67%	6 9.09%	0
	(5)	2 5.56%	6 20.00%	8 12.12%	0
	(6) Not at all Important	4 11.11%	3 10.00%	7 10.61%	1 100%
	Did not answer	1 2.78%	1 3.33%	2 3.03%	0
3c. How important to you is the effect of the mine waste cleanup project on the economy, on a scale of 1 to 6?	(1) Very Important	17 47.22%	8 26.67%	25 37.88%	1 100%
	(2)	4 11.11%	4 13.33%	8 12.12%	0
	(3)	4 11.11%	7 23.33%	11 16.67%	0
	(4)	5 13.89%	2 6.67%	7 10.61%	0
	(5)	2 5.56%	4 13.33%	6 9.09%	0
	(6) Not at all Important	3 8.33%	5 16.67%	8 12.12%	0
	Did not answer	1 2.78%	0	1 1.52%	0

Question	Answer Choice	Random sample (36)	Mailing list (30)	Total (66)	Non-sample (1)
4. How have you learned about the site? (Check all that apply)	EPA mailings (other than this survey)	12 33.33%	27 90.00%	39 59.09%	0
	Newspaper articles	31 86.11%	27 90.00%	58 87.88%	1 100%
	Radio or TV news	17 47.22%	14 46.67%	31 46.97%	1 100%
	Community member	16 44.44%	11 36.67%	27 40.91%	0
	Family or friends	18 50.00%	11 36.67%	29 43.94%	0
	EPA's Web site	1 2.78%	2 6.67%	3 4.55%	0
	Public meeting or information session held by EPA	12 33.33%	18 60.00%	30 45.45%	1 100%
	Direct conversation with someone from EPA	10 27.78%	14 46.67%	24 36.36%	0
	Information about the site is "common knowledge"	13 36.11%	11 36.67%	24 36.36%	0
	Know someone who worked at the site	14 38.89%	8 26.67%	22 33.33%	0
	Participation in one or more citizen groups	3 8.33%	12 40.00%	15 22.73%	1 100%
	Did not answer	0	0	0	0

Question	Answer Choice	Random sample (36)	Mailing list (30)	Total (66)	Non-sample (1)
5. How would you prefer to receive your information about the site? (Check the one you most prefer)	Monthly "News Brief": project updates, contacts, calendar of events, new documents	10 27.78%	8 26.67%	18 27.27%	0
	Short (1-2 pages), very focused (issue-specific) mailings, sent frequently	14 38.89%	6 20.00%	20 30.30%	0
	Longer, general informational mailings, sent periodically	3 8.33%	2 6.67%	5 7.58%	0
	Newspaper articles	7 19.44%	6 20.00%	13 19.70%	0
	Radio or TV news	3 8.33%	1 3.33%	4 6.06%	0
	A knowledgeable person in your community	0	1 3.33%	1 1.52%	0
	The EPA Web site	2 5.56%	0	2 3.03%	0
	Short, very focused meetings, held frequently	8 22.22%	4 13.33%	12 18.18%	0
	Longer, general informational meetings, held periodically	1 2.78%	4 13.33%	5 7.58%	0
	A direct conversation with an EPA representative	6 16.67%	4 13.33%	10 15.15%	1 100%
	Presentations at local clubs and organizations	1 2.78%	1 3.33%	2 3.03%	0
	Other	1 2.78%	3 10.00%	4 6.06%	0
	Did not answer	1 2.78%	3 10.00%	4 6.06%	0
	6. What is the best way to get your participation? (Check the one you most prefer)	Send in written comments.	10 27.78%	8 26.67%	18 27.27%
Attend public meetings where you can voice your comments.		8 22.22%	7 23.33%	15 22.73%	0
Meet and talk informally with EPA staff.		9 25.00%	3 10.00%	12 18.18%	0
Call a toll free telephone number with your comments.		9 25.00%	2 6.67%	11 16.67%	0
Participate in a community group.		1 2.78%	2 6.67%	3 4.55%	0
Talk with independent experts.		4 11.11%	3 10.00%	7 10.61%	1 100%
Use a web site to provide comments.		5 13.89%	5 16.67%	10 15.15%	0
Other		2 5.56%	4 13.33%	6 9.09%	0
Did not answer		3 8.33%	6 20.00%	9 13.64%	0

Question	Answer Choice	Random sample (36)	Mailing list (30)	Total (66)	Non-sample (1)
7a. Please tell us whether you have ever provided information to EPA about the project and its history.	Yes	8 22.22%	13 43.33%	21 31.82%	1 100%
	No	24 66.67%	12 40.00%	36 54.55%	0
	Did not answer	4 11.11%	5 16.67%	9 13.64%	0
7b. Please tell us whether you have ever expressed your concerns about the project to EPA.	Yes	13 36.11%	19 63.33%	32 48.48%	1 100%
	No	18 50.00%	8 26.67%	26 39.39%	0
	Did not answer	5 13.89%	3 10.00%	8 12.12%	0
7c. Please tell us whether you have ever offered suggestions to EPA about how the site should be cleaned up.	Yes	13 36.11%	13 43.33%	26 39.39%	0
	No	19 52.78%	11 36.67%	30 45.45%	0
	Did not answer	4 11.11%	6 20.00%	10 15.15%	1 100%
7d. Please tell us whether you have ever given comments to EPA on materials they have made available for public review.	Yes	9 25.00%	18 60.00%	27 40.91%	1 100%
	No	24 66.67%	9 30.00%	33 50.00%	0
	Did not answer	3 8.33%	3 10.00%	6 9.09%	0
7e. Please tell us whether you have ever requested information from EPA about the site.	Yes	10 27.78%	17 56.67%	27 40.91%	0
	No	21 58.33%	10 33.33%	31 46.97%	0
	Did not answer	5 13.89%	3 10.00%	8 12.12%	1 100%

Coeur d' Alene: Survey Data by Question - Coeur d' Alene and Post Falls

Question	Answer Choice	Random sample (38)	Mailing list (144)	Total (182)	Non-sample (1)
2a. How would you rate EPA at providing the information you need, on a scale of 1 to 6?	(1) Very Bad	5 13.16%	4 2.78%	9 4.95%	0
	(2)	8 21.05%	22 15.28%	30 16.48%	0
	(3)	7 18.42%	22 15.28%	29 15.93%	0
	(4)	9 23.68%	38 26.39%	47 25.82%	1 100%
	(5)	1 2.63%	29 20.14%	30 16.48%	0
	(6) Very Good	1 2.63%	21 14.58%	22 12.09%	0
	Did not answer	7 18.42%	8 5.56%	15 8.24%	0
2b. How would you rate EPA at giving you accurate information, on a scale of 1 to 6?	(1) Very Bad	2 5.26%	15 10.42%	17 9.34%	0
	(2)	6 15.79%	21 14.58%	27 14.84%	0
	(3)	12 31.58%	20 13.89%	32 17.58%	0
	(4)	5 13.16%	29 20.14%	34 18.68%	1 100%
	(5)	3 7.89%	30 20.83%	33 18.13%	0
	(6) Very Good	1 2.63%	19 13.19%	20 10.99%	0
	Did not answer	9 23.68%	10 6.94%	19 10.44%	0
2c. How would you rate EPA at making the information easy to understand, on a scale of 1 to 6?	(1) Very Bad	4 10.53%	13 9.03%	17 9.34%	0
	(2)	5 13.16%	19 13.19%	24 13.19%	0
	(3)	9 23.68%	26 18.06%	35 19.23%	0
	(4)	8 21.05%	41 28.47%	49 26.92%	1 100%
	(5)	3 7.89%	21 14.58%	24 13.19%	0
	(6) Very Good	1 2.63%	15 10.42%	16 8.79%	0
	Did not answer	8 21.05%	9 6.25%	17 9.34%	0

Question	Answer Choice	Random sample (38)	Mailing list (144)	Total (182)	Non-sample (1)
2d. How would you rate EPA at earning your trust, on a scale of 1 to 6?	(1) Very Bad	6 15.79%	31 21.53%	37 20.33%	0
	(2)	9 23.68%	18 12.50%	27 14.84%	0
	(3)	9 23.68%	20 13.89%	29 15.93%	0
	(4)	2 5.26%	22 15.28%	24 13.19%	1 100%
	(5)	2 5.26%	24 16.67%	26 14.29%	0
	(6) Very Good	1 2.63%	17 11.81%	18 9.89%	0
	Did not answer	9 23.68%	12 8.33%	21 11.54%	0
2e. How would you rate EPA at making it easy to get involved, on a scale of 1 to 6?	(1) Very Bad	5 13.16%	7 4.86%	12 6.59%	0
	(2)	7 18.42%	14 9.72%	21 11.54%	0
	(3)	9 23.68%	26 18.06%	35 19.23%	0
	(4)	4 10.53%	30 20.83%	34 18.68%	1 100%
	(5)	4 10.53%	33 22.92%	37 20.33%	0
	(6) Very Good	0	22 15.28%	22 12.09%	0
	Did not answer	9 23.68%	12 8.33%	21 11.54%	0
2f. How would you rate EPA at understanding your concerns, on a scale of 1 to 6?	(1) Very Bad	6 15.79%	27 18.75%	33 18.13%	0
	(2)	7 18.42%	13 9.03%	20 10.99%	0
	(3)	10 26.32%	24 16.67%	34 18.68%	0
	(4)	2 5.26%	28 19.44%	30 16.48%	1 100%
	(5)	4 10.53%	27 18.75%	31 17.03%	0
	(6) Very Good	1 5.63%	11 7.64%	12 6.59%	0
	Did not answer	8 21.05%	14 9.72%	22 12.09%	0

Question	Answer Choice	Random sample (38)	Mailing list (144)	Total (182)	Non-sample (1)
2g. How would you rate EPA at responding to your concerns, on a scale of 1 to 6?	(1) Very Bad	6 15.79%	33 22.92%	39 21.43%	0
	(2)	5 13.16%	15 10.42%	20 10.99%	0
	(3)	8 21.05%	20 13.89%	28 15.38%	0
	(4)	6 15.79%	27 18.75%	33 18.13%	1 100%
	(5)	1 2.63%	20 13.89%	21 11.54%	0
	(6) Very Good	1 2.63%	13 9.03%	14 7.69%	0
	Did not answer	11 28.95%	16 11.11%	27 14.84%	0
2h. How would you rate EPA at treating you courteously, on a scale of 1 to 6?	(1) Very Bad	3 7.89%	4 2.78%	7 3.85%	0
	(2)	3 7.89%	8 5.56%	11 6.04%	0
	(3)	7 18.42%	15 10.42%	22 12.09%	0
	(4)	7 18.42%	22 15.28%	29 15.93%	1 100%
	(5)	6 15.79%	43 29.86%	49 26.92%	0
	(6) Very Good	1 2.63%	36 25.00%	37 20.33%	0
	Did not answer	11 28.95%	16 11.11%	27 14.84%	0
2i. How would you rate EPA at having a fair decision making process, on a scale of 1 to 6?	(1) Very Bad	6 15.79%	26 18.06%	32 17.58%	0
	(2)	8 21.05%	21 14.58%	29 15.93%	0
	(3)	8 21.05%	19 13.19%	27 14.84%	0
	(4)	5 13.16%	25 17.36%	30 16.48%	1 100%
	(5)	1 2.63%	25 17.36%	26 14.29%	0
	(6) Very Good	1 2.63%	14 9.72%	15 8.24%	0
	Did not answer	9 23.68%	14 9.72%	23 12.64%	0

Question	Answer Choice	Random sample (38)	Mailing list (144)	Total (182)	Non-sample (1)
2j. How would you rate EPA at using your input, on a scale of 1 to 6?	(1) Very Bad	6 15.79%	23 15.97%	29 15.93%	0
	(2)	9 23.68%	24 16.67%	33 18.13%	0
	(3)	8 21.05%	18 12.50%	26 14.29%	0
	(4)	4 10.53%	28 19.44%	32 17.58%	1 100%
	(5)	0	23 15.97%	23 12.64%	0
	(6) Very Good	0	7 4.86%	7 3.85%	0
	Did not answer	11 28.95%	21 14.58%	32 17.58%	0
2k. How would you rate EPA at explaining decisions, on a scale of 1 to 6?	(1) Very Bad	5 13.16%	14 9.72%	19 10.44%	0
	(2)	8 21.05%	19 13.19%	27 14.84%	0
	(3)	8 21.05%	27 18.75%	35 19.23%	0
	(4)	5 13.16%	29 20.14%	34 18.68%	1 100%
	(5)	2 5.26%	24 16.67%	26 14.29%	0
	(6) Very Good	0	16 11.11%	16 8.79%	0
	Did not answer	10 26.32%	15 10.42%	25 13.74%	0
2l. How would you rate EPA at cleaning up the site, on a scale of 1 to 6?	(1) Very Bad	7 18.42%	19 13.19%	26 14.29%	0
	(2)	10 26.32%	15 10.42%	25 13.74%	0
	(3)	9 26.38%	32 22.22%	41 22.53%	0
	(4)	3 7.89%	29 20.14%	32 17.58%	1 100%
	(5)	4 10.53%	21 14.58%	25 13.74%	0
	(6) Very Good	0	14 9.72%	14 7.69%	0
	Did not answer	5 13.16%	14 9.72%	19 10.44%	0

Question	Answer Choice	Random sample (38)	Mailing list (144)	Total (182)	Non-sample (1)
3a. How important to you is the effect of the mine waste cleanup project on people's health, on a scale of 1 to 6?	(1) Very Important	27 71.05%	85 59.03%	112 61.54%	1 100%
	(2)	3 7.89%	21 14.58%	24 13.19%	0
	(3)	2 5.26%	11 7.64%	13 7.14%	0
	(4)	1 2.63%	7 4.86%	8 4.40%	0
	(5)	2 5.26%	11 7.64%	13 7.14%	0
	(6) Not at all Important	2 5.26%	9 6.25%	11 6.04%	0
	Did not answer	1 2.63%	0	1 0.55%	0
3b. How important to you is the effect of the mine waste cleanup project on the environment, on a scale of 1 to 6?	(1) Very Important	23 60.53%	82 56.94%	105 57.69%	0
	(2)	7 18.42%	15 10.42%	22 12.09%	1 100%
	(3)	2 5.26%	19 13.19%	21 11.54%	0
	(4)	1 2.63%	9 6.25%	10 5.49%	0
	(5)	2 5.26%	11 7.64%	13 7.14%	0
	(6) Not at all Important	2 5.26%	8 5.56%	10 5.49%	0
	Did not answer	1 2.63%	0	1 0.55%	0
3c. How important to you is the effect of the mine waste cleanup project on the economy, on a scale of 1 to 6?	(1) Very Important	15 39.47%	39 27.08%	54 29.67%	0
	(2)	11 28.95%	27 18.75%	38 20.88%	1 100%
	(3)	7 18.42%	40 27.78%	47 25.82%	0
	(4)	3 7.89%	18 12.50%	21 11.54%	0
	(5)	0	14 9.72%	14 7.69%	0
	(6) Not at all Important	1 2.63%	6 4.17%	7 3.85%	0
	Did not answer	1 2.63%	0	1 0.55%	0

Question	Answer Choice	Random sample (38)	Mailing list (144)	Total (182)	Non-sample (1)
4. How have you learned about the site? (Check all that apply)	EPA mailings (other than this survey)	6 15.79%	115 79.86%	121 66.48%	0
	Newspaper articles	29 76.32%	135 93.75%	164 90.11%	0
	Radio or TV news	21 55.26%	77 53.47%	98 53.85%	0
	Community member	6 15.79%	49 34.03%	55 30.22%	0
	Family or friends	13 34.21%	29 20.14%	42 23.08%	0
	EPA's Web site	0	17 11.81%	17 9.34%	0
	Public meeting or information session held by EPA	3 7.89%	86 59.72%	89 48.90%	0
	Direct conversation with someone from EPA	3 7.89%	48 33.33%	51 28.02%	0
	Information about the site is "common knowledge"	12 31.58%	45 31.25%	57 31.32%	1 100%
	Know someone who worked at the site	8 21.05%	27 18.75%	35 19.23%	0
	Participation in one or more citizen groups	5 13.16%	64 44.44%	69 37.91%	0
	Did not answer	3 7.89%	0	3 1.65%	0

Question	Answer Choice	Random sample (38)	Mailing list (144)	Total (182)	Non-sample (1)
5. How would you prefer to receive your information about the site? (Check the one you most prefer)	Monthly "News Brief": project updates, contacts, calendar of events, new documents	14 36.84%	44 30.56%	58 31.87%	0
	Short (1-2 pages), very focused (issue-specific) mailings, sent frequently	12 31.58%	61 42.36%	73 40.11%	0
	Longer, general informational mailings, sent periodically	3 7.89%	13 9.03%	16 8.79%	0
	Newspaper articles	6 15.79%	38 26.39%	44 24.18%	1 100%
	Radio or TV news	9 23.68%	19 13.19%	28 15.38%	0
	A knowledgeable person in your community	3 7.89%	15 10.42%	18 9.89%	0
	The EPA Web site	2 5.26%	13 9.03%	15 8.24%	0
	Short, very focused meetings, held frequently	0	11 7.64%	11 6.04%	0
	Longer, general informational meetings, held periodically	1 2.63%	10 6.94%	11 6.04%	0
	A direct conversation with an EPA representative	1 2.63%	14 9.72%	15 8.24%	0
	Presentations at local clubs and organizations	2 5.26%	20 13.89%	22 12.09%	0
	Other	4 10.53%	6 4.17%	10 5.49%	0
	Did not answer	2 5.26%	4 2.78%	6 3.30%	0
	6. What is the best way to get your participation? (Check the one you most prefer)	Send in written comments.	6 15.79%	49 34.03%	55 30.22%
Attend public meetings where you can voice your comments.		4 10.53%	37 25.69%	41 22.53%	0
Meet and talk informally with EPA staff.		5 13.16%	24 16.67%	29 15.93%	0
Call a toll free telephone number with your comments.		17 44.74%	29 20.14%	46 25.27%	0
Participate in a community group.		2 5.26%	18 12.50%	20 10.99%	0
Talk with independent experts.		2 5.26%	17 11.81%	19 10.44%	0
Use a web site to provide comments.		7 18.42%	25 17.36%	32 17.58%	1 100%
Other		1 2.63%	6 4.17%	7 3.85%	0
Did not answer		3 7.89%	4 2.78%	7 3.85%	0

Question	Answer Choice	Random sample (38)	Mailing list (144)	Total (182)	Non-sample (1)
7a. Please tell us whether you have ever provided information to EPA about the project and its history.	Yes	2 5.26%	61 42.36%	63 34.62%	0
	No	34 89.47%	72 50.00%	106 58.24%	1 100%
	Did not answer	2 5.26%	11 7.64%	13 7.14%	0
7b. Please tell us whether you have ever expressed your concerns about the project to EPA.	Yes	4 10.53%	94 65.28%	98 53.85%	0
	No	32 84.21%	47 32.64%	79 43.41%	1 100%
	Did not answer	2 5.26%	3 2.08%	5 2.75%	0
7c. Please tell us whether you have ever offered suggestions to EPA about how the site should be cleaned up.	Yes	3 7.89%	43 29.86%	46 25.27%	0
	No	33 86.84%	85 59.03%	118 64.84%	1 100%
	Did not answer	2 5.26%	16 11.11%	18 9.89%	0
7d. Please tell us whether you have ever given comments to EPA on materials they have made available for public review.	Yes	1 2.63%	56 38.89%	57 31.32%	0
	No	35 92.11%	69 47.92%	104 57.14%	1 100%
	Did not answer	2 5.26%	19 13.19%	21 11.54%	0
7e. Please tell us whether you have ever requested information from EPA about the site.	Yes	6 15.79%	73 50.69%	79 43.41%	0
	No	30 78.95%	54 37.50%	84 46.15%	1 100%
	Did not answer	2 5.26%	17 11.81%	19 10.44%	0

Coeur d' Alene: Survey Data by Question - Spokane Valley/City of

Spokane/Western Spokane County

Question	Answer Choice	Random sample (24)	Mailing list (57)	Total (81)	Non-sample (2)
2a. How would you rate EPA at providing the information you need, on a scale of 1 to 6?	(1) Very Bad	0	1 1.75%	1 1.23%	0
	(2)	3 12.50%	7 12.28%	10 12.35%	0
	(3)	8 33.33%	8 14.04%	16 19.75%	0
	(4)	7 29.17%	12 21.05%	19 23.46%	2 100%
	(5)	2 8.33%	17 29.82%	19 23.46%	0
	(6) Very Good	0	11 19.30%	11 13.58%	0
	Did not answer	4 16.67%	1 1.75%	5 6.17%	0
2b. How would you rate EPA at giving you accurate information, on a scale of 1 to 6?	(1) Very Bad	0	1 1.75%	1 1.23%	0
	(2)	5 20.83%	7 12.28%	12 14.81%	0
	(3)	5 20.83%	10 17.54%	15 18.52%	1 50.00%
	(4)	6 25.00%	8 14.04%	14 17.28%	0
	(5)	4 16.67%	20 35.09%	24 29.63%	1 50.00%
	(6) Very Good	0	9 15.79%	9 11.11%	0
	Did not answer	4 16.67%	2 3.51%	6 7.41%	0
2c. How would you rate EPA at making the information easy to understand, on a scale of 1 to 6?	(1) Very Bad	0	1 1.75%	1 1.23%	0
	(2)	4 16.67%	6 10.53%	10 12.35%	0
	(3)	4 16.67%	12 21.05%	16 19.75%	2 100%
	(4)	8 33.33%	18 31.58%	26 32.10%	0
	(5)	4 16.67%	12 21.05%	16 19.75%	0
	(6) Very Good	0	7 12.28%	7 8.64%	0
	Did not answer	4 16.67%	1 1.75%	5 6.17%	0
2d. How would you rate EPA at earning your trust, on a scale of 1 to 6?	(1) Very Bad	3 12.50%	6 10.53%	9 11.11%	0
	(2)	5 20.83%	9 15.79%	14 17.28%	0

Question	Answer Choice	Random sample (24)	Mailing list (57)	Total (81)	Non-sample (2)
	(3)	4 16.67%	8 14.04%	12 14.81%	0
	(4)	6 25.00%	11 19.30%	17 20.99%	2 100%
	(5)	2 8.33%	12 21.05%	14 17.28%	0
	(6) Very Good	0	8 14.04%	8 9.88%	0
	Did not answer	4 16.67%	3 5.26%	7 8.64%	0
2e. How would you rate EPA at making it easy to get involved, on a scale of 1 to 6?	(1) Very Bad	2 8.33%	1 1.75%	3 3.70%	0
	(2)	4 16.67%	9 15.79%	13 16.05%	0
	(3)	6 25.00%	10 17.54%	16 19.75%	0
	(4)	6 25.00%	13 22.81%	19 23.46%	1 50.00%
	(5)	1 4.17%	11 19.30%	12 14.81%	1 50.00%
	(6) Very Good	1 4.17%	10 17.54%	11 13.58%	0
	Did not answer	4 16.67%	3 5.26%	7 8.64%	0
2f. How would you rate EPA at understanding your concerns, on a scale of 1 to 6?	(1) Very Bad	1 4.17%	6 10.53%	7 8.64%	0
	(2)	2 8.33%	7 12.28%	9 11.11%	0
	(3)	7 29.17%	7 12.28%	14 17.28%	0
	(4)	7 29.17%	12 21.05%	19 23.46%	2 100%
	(5)	2 8.33%	13 22.81%	15 18.52%	0
	(6) Very Good	0	6 10.53%	6 7.41%	0
	Did not answer	5 20.83%	6 10.53%	11 13.58%	0

Question	Answer Choice	Random sample (24)	Mailing list (57)	Total (81)	Non-sample (2)
2g. How would you rate EPA at responding to your concerns, on a scale of 1 to 6?	(1) Very Bad	1 4.17%	5 8.77%	6 7.41%	0
	(2)	4 16.67%	8 14.04%	12 14.81%	0
	(3)	6 25.00%	12 21.05%	18 22.22%	0
	(4)	6 25.00%	12 21.05%	18 22.22%	1 50.00%
	(5)	1 4.17%	10 17.54%	11 13.58%	1 50.00%
	(6) Very Good	1 4.17%	3 5.26%	4 4.94%	0
	Did not answer	5 20.83%	7 12.28%	12 14.81%	0
2h. How would you rate EPA at treating you courteously, on a scale of 1 to 6?	(1) Very Bad	0	1 1.75%	1 1.23%	0
	(2)	1 4.17%	2 3.51%	3 3.70%	0
	(3)	5 20.83%	6 10.53%	11 13.58%	1 50.00%
	(4)	6 25.00%	10 17.54%	16 19.75%	1 50.00%
	(5)	5 20.83%	16 28.07%	21 25.93%	0
	(6) Very Good	1 4.17%	19 33.33%	20 24.69%	0
	Did not answer	6 25.00%	3 5.26%	9 11.11%	0
2i. How would you rate EPA at having a fair decision making process, on a scale of 1 to 6?	(1) Very Bad	1 4.17%	5 8.77%	6 7.41%	0
	(2)	5 20.83%	8 14.04%	13 16.05%	0
	(3)	5 20.83%	8 14.04%	13 16.05%	1 50.00%
	(4)	5 20.83%	17 29.82%	22 27.16%	1 50.00%
	(5)	2 8.33%	9 15.79%	11 13.58%	0
	(6) Very Good	1 4.17%	6 10.53%	7 8.64%	0
	Did not answer	5 20.83%	4 7.02%	9 11.11%	0

Question	Answer Choice	Random sample (24)	Mailing list (57)	Total (81)	Non-sample (2)
2j. How would you rate EPA at using your input, on a scale of 1 to 6?	(1) Very Bad	1 4.17%	6 10.53%	7 8.64%	0
	(2)	2 8.33%	7 12.28%	9 11.11%	0
	(3)	8 33.33%	11 19.30%	19 23.46%	1 50.00%
	(4)	5 20.83%	16 28.07%	21 25.93%	1 50.00%
	(5)	2 8.33%	8 14.04%	10 12.35%	0
	(6) Very Good	1 4.17%	2 3.51%	3 3.70%	0
	Did not answer	5 20.83%	7 12.28%	12 14.81%	0
2k. How would you rate EPA at explaining decisions, on a scale of 1 to 6?	(1) Very Bad	1 4.17%	3 5.26%	4 4.94%	0
	(2)	3 12.50%	7 12.28%	10 12.35%	0
	(3)	4 16.67%	10 17.54%	14 17.28%	1 50.00%
	(4)	8 33.33%	10 17.54%	18 22.22%	0
	(5)	3 12.50%	17 29.82%	20 24.69%	1 50.00%
	(6) Very Good	0	6 10.53%	6 7.41%	0
	Did not answer	5 20.83%	4 7.02%	9 11.11%	0
2l. How would you rate EPA at cleaning up the site, on a scale of 1 to 6?	(1) Very Bad	2 8.33%	6 10.53%	8 9.88%	0
	(2)	3 12.50%	13 22.81%	16 19.75%	2 100%
	(3)	3 12.50%	10 17.54%	13 16.05%	0
	(4)	9 37.50%	14 24.56%	23 28.40%	0
	(5)	1 4.17%	8 14.04%	9 11.11%	0
	(6) Very Good	1 4.17%	1 1.75%	2 2.47%	0
	Did not answer	5 20.83%	5 8.77%	10 12.35%	0

Question	Answer Choice	Random sample (24)	Mailing list (57)	Total (81)	Non-sample (2)
3a. How important to you is the effect of the mine waste cleanup project on people's health, on a scale of 1 to 6?	(1) Very Important	10 41.67%	40 70.18%	50 61.73%	2 100%
	(2)	5 20.83%	6 10.53%	11 13.58%	0
	(3)	1 4.17%	4 7.02%	5 6.17%	0
	(4)	3 12.50%	2 3.51%	5 6.17%	0
	(5)	1 4.17%	4 7.02%	5 6.17%	0
	(6) Not at all Important	2 8.33%	1 1.75%	3 3.70%	0
	Did not answer	2 8.33%	0	2 2.47%	0
3b. How important to you is the effect of the mine waste cleanup project on the environment, on a scale of 1 to 6?	(1) Very Important	10 41.67%	35 61.40%	45 55.56%	2 100%
	(2)	6 25.00%	8 14.04%	14 17.28%	0
	(3)	1 4.17%	7 12.28%	8 9.88%	0
	(4)	2 8.33%	3 5.26%	5 6.17%	0
	(5)	0	2 3.51%	2 2.47%	0
	(6) Not at all Important	3 12.50%	2 3.51%	5 6.17%	0
	Did not answer	2 8.33%	0	2 2.47%	0
3c. How important to you is the effect of the mine waste cleanup project on the economy, on a scale of 1 to 6?	(1) Very Important	5 20.83%	22 38.60%	27 33.33%	0
	(2)	4 16.67%	5 8.77%	9 11.11%	0
	(3)	6 25.00%	13 22.81%	19 23.46%	2 100%
	(4)	2 8.33%	12 21.05%	14 17.28%	0
	(5)	2 8.33%	3 5.26%	5 6.17%	0
	(6) Not at all Important	3 12.50%	2 3.51%	5 6.17%	0
	Did not answer	2 8.33%	0	2 2.47%	0

Question	Answer Choice	Random sample (24)	Mailing list (57)	Total (81)	Non-sample (2)
4. How have you learned about the site? (Check all that apply)	EPA mailings (other than this survey)	4 16.67%	45 78.95%	49 60.49%	2 100%
	Newspaper articles	15 62.50%	50 87.72%	65 80.25%	2 100%
	Radio or TV news	14 58.33%	23 40.35%	37 45.68%	0
	Community member	2 8.33%	20 35.09%	22 27.16%	1 50.00%
	Family or friends	3 12.50%	7 12.28%	10 12.35%	0
	EPA's Web site	0	6 10.53%	6 7.41%	0
	Public meeting or information session held by EPA	1 4.17%	31 54.39%	32 39.51%	0
	Direct conversation with someone from EPA	0	21 36.84%	21 25.93%	0
	Information about the site is "common knowledge"	1 4.17%	10 17.54%	11 13.58%	0
	Know someone who worked at the site	1 4.17%	13 22.81%	14 17.28%	0
	Participation in one or more citizen groups	2 8.33%	37 64.91%	39 48.15%	1 50.00%
	Did not answer	3 12.50%	1 1.75%	4 4.94%	0

Question	Answer Choice	Random sample (24)	Mailing list (57)	Total (81)	Non-sample (2)
5. How would you prefer to receive your information about the site? (Check the one you most prefer)	Monthly "News Brief": project updates, contacts, calendar of events, new documents	4 16.67%	31 54.39%	35 43.21%	2 100%
	Short (1-2 pages), very focused (issue-specific) mailings, sent frequently	5 20.83%	17 29.82%	22 27.16%	0
	Longer, general informational mailings, sent periodically	2 8.33%	8 14.04%	10 12.35%	0
	Newspaper articles	9 37.50%	14 24.56%	23 28.40%	0
	Radio or TV news	8 33.33%	6 10.53%	14 17.28%	0
	A knowledgeable person in your community	0	3 5.26%	3 3.70%	0
	The EPA Web site	1 4.17%	2 3.51%	3 3.70%	0
	Short, very focused meetings, held frequently	0	1 1.75%	1 1.23%	0
	Longer, general informational meetings, held periodically	0	6 10.53%	6 7.41%	0
	A direct conversation with an EPA representative	0	2 3.51%	2 2.47%	1 50.00%
	Presentations at local clubs and organizations	0	4 7.02%	4 4.94%	0
	Other	0	3 5.26%	3 3.70%	0
	Did not answer	2 8.33%	1 1.75%	3 3.70%	0
	6. What is the best way to get your participation? (Check the one you most prefer)	Send in written comments.	8 33.33%	11 19.30%	31 38.27%
Attend public meetings where you can voice your comments.		2 8.33%	11 19.30%	13 16.05%	1 50.00%
Meet and talk informally with EPA staff.		2 8.33%	13 22.81%	15 18.52%	1 50.00%
Call a toll free telephone number with your comments.		3 12.50%	6 10.53%	9 11.11%	1 50.00%
Participate in a community group.		0	8 14.04%	8 9.88%	0
Talk with independent experts.		1 4.17%	8 14.04%	9 11.11%	0
Use a web site to provide comments.		4 16.67%	18 31.58%	22 27.16%	0
Other		0	1 1.75%	1 1.23%	0
Did not answer		4 16.67%	1 1.75%	5 6.17%	0

Question	Answer Choice	Random sample (24)	Mailing list (57)	Total (81)	Non-sample (2)
7a. Please tell us whether you have ever provided information to EPA about the project and its history.	Yes	1 4.17%	22 38.60%	23 28.40%	1 50.00%
	No	22 91.67%	32 56.14%	54 66.67%	1 50.00%
	5Did not answer	1 4.17%	3 5.26%	4 4.94%	0
7b. Please tell us whether you have ever expressed your concerns about the project to EPA.	Yes	1 4.17%	36 63.16%	37 45.68%	2 100%
	No	22 91.67%	20 35.09%	42 51.85%	0
	Did not answer	1 4.17%	1 1.75%	2 2.47%	0
7c. Please tell us whether you have ever offered suggestions to EPA about how the site should be cleaned up.	Yes	0	20 35.09%	20 24.69%	1 50.00%
	No	23 95.83%	33 57.89%	56 69.14%	1 50.00%
	Did not answer	1 4.17%	4 7.02%	5 6.17%	0
7d. Please tell us whether you have ever given comments to EPA on materials they have made available for public review.	Yes	0	22 38.60%	22 27.16%	1 50.00%
	No	23 95.83%	29 50.88%	52 64.20%	1 50.00%
	Did not answer	1 4.17%	6 10.53%	7 8.64%	0
7e. Please tell us whether you have ever requested information from EPA about the site.	Yes	1 4.17%	29 50.88%	30 37.04%	1 50.00%
	No	22 91.67%	24 42.11%	46 56.79%	1 50.00%
	Did not answer	1 4.17%	4 7.02%	5 6.17%	0