May 2017
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What Do You Think About the U.S. EPA's Community Involvement Efforts at the _____ Site?

Purpose for this Questionnaire: *This customer satisfaction survey is meant to help understand how well EPA staff are listening to community member concerns about the cleanup and how well EPA staff make it possible for community members to participate in the planning and decision making process.*
Instructions: *You may be asked some of the questions on this questionnaire. This questionnaire should take no more than 15 minutes to complete, and responses are voluntary.*

Burden Statement: The public reporting and recordkeeping burden for this collection of information is estimated to average 15 minutes per response. An agency may not conduct a collection of information without a valid OMB control number. The OMB control number for this collection is OMB 2050-0179. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggested methods for minimizing respondent burden, including through the use of automated collection techniques to the Director, Collection Strategies Division, U.S. Environmental Protection Agency (2822T), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460. Include the OMB control number in any correspondence. Do not send the completed survey to this address.

The U.S. Environmental Protection Agency (U.S. EPA) is cleaning up the contamination at the _____ Superfund site in your community. The U.S. EPA believes the active, meaningful involvement of community members is critical to the success of a cleanup effort. This survey is an opportunity for you to tell us how well we are doing at listening to your concerns about the cleanup and making it possible for you to participate in the planning and decision making process. Please take a few minutes to answer the questions. Your views are important and will help us to be more responsive to your needs and interests.

This survey is being conducted in accordance with the Federal Paperwork Reduction Act Information Collection Request # 1487.13. You will need about 15 minutes to answer the questions.

***Note to surveyors: It is intended that each survey given will include the introductory paragraph, above, and Section G with the closing disclosure. Sections A-F are optional sections with questions that may be used as a specific situation dictates. This survey is NOT intended to be given in its entirety. The surveyor may also choose, in addition to paper copies, to provide the survey to participants online via commercially available software.**

Section A: Assessing Overall U.S. EPA Community Involvement Efforts

A-1. How do you rate the U.S. EPA at each of the following? (Circle one choice for each question)

a. Providing the information you need.	**Very Poor**	**Poor**	**Average**	**Good**	**Very Good**
b. Making the information easy to understand.	**Very Poor**	**Poor**	**Average**	**Good**	**Very Good**
c. Making it easy to get involved.	**Very Poor**	**Poor**	**Average**	**Good**	**Very Good**
d. Listening to your concerns.	**Very Poor**	**Poor**	**Average**	**Good**	**Very Good**
e. Responding to your concerns.	**Very Poor**	**Poor**	**Average**	**Good**	**Very Good**
f. Treating you courteously.	**Very Poor**	**Poor**	**Average**	**Good**	**Very Good**
g. Using your input.	**Very Poor**	**Poor**	**Average**	**Good**	**Very Good**
h. Explaining decisions.	**Very Poor**	**Poor**	**Average**	**Good**	**Very Good**

Section B: Assessing U.S. EPA Efforts at Keeping Communities Informed

B-1. How do you learn about the U.S. EPA's work at the site? (Check all that apply)

_____ U.S. EPA mailings
_____ Newspaper articles
_____ Radio or TV news
_____ U.S. EPA's web page
_____ Community members/family/friends
_____ Public meeting or information session held by the U.S. EPA
_____ Direct conversation with someone from the U.S. EPA
_____ Information about the site is "common knowledge"
_____ Know someone who worked at the site
_____ Through one or more community organizations, business associations, or advisory groups (CAG)
_____ Social Media (Facebook, Twitter, etc.)
_____ Other (Please specify): _____

B-2. How would you prefer to receive information from the U.S. EPA about the site?
(Check up to 3 choices)

_____ Mailings—short (1-2 pages) very focused (issue-specific) sent *frequently*
_____ Mailings—longer, general information, sent periodically
_____ Emails—brief, very focused (issue-specific) sent *frequently*
_____ Emails—longer, general information, sent periodically
_____ Meetings—short, very focused, held frequently
_____ Meetings—longer, general informational meetings, held periodically
_____ Social media (Facebook, Twitter)
_____ Direct communication with an U.S. EPA representative
_____ The U.S. EPA website
_____ Presentations at local clubs and organizations
_____ Other (Please specify):
_____

B-3. How interested are you in obtaining information about the following topics? (Circle one answer for each question)

a. U.S. EPA's Superfund Program.	**Not Interested**	**Somewhat Interested**	**Interested**	**Very Interested**
b. Contamination at the site.	**Not Interested**	**Somewhat Interested**	**Interested**	**Very Interested**
c. How the site might affect human health.	**Not Interested**	**Somewhat Interested**	**Interested**	**Very Interested**
d. How the site might affect the environment.	**Not Interested**	**Somewhat Interested**	**Interested**	**Very Interested**
e. Site cleanup decisions.	**Not Interested**	**Somewhat Interested**	**Interested**	**Very Interested**
f. Site reuse or redevelopment.	**Not Interested**	**Somewhat Interested**	**Interested**	**Very Interested**
g. Other (Please specify):_____	**Not Interested**	**Somewhat Interested**	**Interested**	**Very Interested**

B-4. In what ways do you prefer to participate at this site? (Check all that apply)

_____ Through opportunities to provide written comments on U.S. EPA documents.
_____ Through public meetings.
_____ Through opportunities to meet and talk informally with U.S. EPA staff.
_____ By attending community club/organization meetings that U.S. EPA staff have been invited to.
_____ By calling a toll-free telephone number.
_____ Through a community group.
_____ Through opportunities to talk with independent experts.
_____ Through a web site or social media.
_____ Other (Please specify): _____
_____ Not interested in being involved.

B-5. Please tell us whether you have ever:

a.	Provided information to the U.S. EPA about the site and its history.	**Yes**	**No**
b.	Expressed your concerns about the site to the U.S. EPA.	**Yes**	**No**
c.	Offered suggestions or advice about the site to the U.S. EPA.	**Yes**	**No**
d.	Given comments to the U.S. EPA on materials available for public review.	**Yes**	**No**
e.	Requested information from the U.S. EPA about the site.	**Yes**	**No**
f.	Attended a U.S. EPA-sponsored meeting or event about the site.	**Yes**	**No**
g.	Visited the site's information repository.	**Yes**	**No**

B-6. In a few words, what is your understanding of the cleanup work U.S. EPA plans to do at the site?

_____

_____

_____

B-7. How concerned are you that the site may be harmful to each of the following: (Circle one answer for each question.)

a. My or my family's health.	**Not Concerned**	**Somewhat Concerned**	**Concerned**	**Very Concerned**	**Not Applicable**
b. The environment.	**Not Concerned**	**Somewhat Concerned**	**Concerned**	**Very Concerned**	**Not Applicable**
c. Property values.	**Not Concerned**	**Somewhat Concerned**	**Concerned**	**Very Concerned**	**Not Applicable**
d. Jobs in the community.	**Not Concerned**	**Somewhat Concerned**	**Concerned**	**Very Concerned**	**Not Applicable**
e. Business in the community.	**Not Concerned**	**Somewhat Concerned**	**Concerned**	**Very Concerned**	**Not Applicable**
f. Community historical or cultural integrity.	**Not Concerned**	**Somewhat Concerned**	**Concerned**	**Very Concerned**	**Not Applicable**
g. Site redevelopment or reuse.	**Not Concerned**	**Somewhat Concerned**	**Concerned**	**Very Concerned**	**Not Applicable**

Section C: Public Meeting Feedback Questions

These questions will help the U.S. EPA better understand what worked well and what improvements to consider making before holding future public meetings.

C-1. How did you learn about this public meeting? (Check all that apply)

_____ U.S. EPA mailings (other than this survey)
_____ Newspaper articles
_____ Radio or TV news
_____ Community organization
_____ Family or friends
_____ Email from U.S. EPA
_____ U.S. EPA's website
_____ Social media (Facebook, Twitter, etc.)
_____ Flyers in store windows/bulletin boards
_____ Direct conversation with someone from the U.S. EPA
_____ Other (Please specify): _____

C-2. Please give us your feedback on the following: (Circle one choice for each question)

a. Information about the meeting was available early enough to make plans to attend.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**
b. Meeting location was convenient.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**
c. Meeting facility was comfortable.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**
d. Meeting time was convenient.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**
e. The length of the meeting was appropriate.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**
f. Language interpreters were available (if needed).	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**
g. Provisions were made to accommodate the	**Strongly**	**Disagree**	**Agree**	**Strongly**

needs of persons with disabilities	**Disagree**			**Agree**
h. Meeting facility was well-equipped for all planned activities (enough seats, work space, supplies, etc.).	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**

C-3. What topics were of most interest to you at the meeting?

_____

_____

_____

_____

C-4. How was the meeting useful to you?

_____

_____

_____

_____

C-5. How can U.S. EPA improve the next public meeting?

_____

_____

_____

_____

Section D: Questions for Use During Site Cleanup-Removal/Relocation

These questions will help the U.S. EPA better understand what worked well and what improvements to consider when implementing future removals requiring temporary relocation of residents.

Introduction: You were recently relocated while removal and restoration activities were completed at your property. These activities were designed to remove significant potential sources of _[contaminant]_ from your property, thereby reducing any potential _[contaminant]_-related health exposures. We would appreciate it if you could take a few moments to provide feedback on your relocation experience and the removal/restoration work that was completed on your property.

D-1. Relocation (Circle one choice for each question)

a. U.S. EPA staff were friendly and helpful.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
b. The relocation handouts I was given were useful and understandable.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
c. U.S. EPA staff responded to my questions in a timely manner.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
d. I was treated with courtesy and respect by U.S. EPA staff.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
e. U.S. EPA staff contacted me as often as I would have liked:					
• Before my relocation.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
• While I was relocated.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
• After my property was cleaned up and I was back in my home.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
f. I was well-informed of my choices for relocation (hotel, friend's home, etc.).	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
g. I was well-informed about the expected length of my relocation and was kept informed of any changes.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
h. I was told when I needed to relocate with enough time to plan my move.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
i. The reimbursement paperwork was understandable.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
j. I received my reimbursement within 30 days.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**

D-2. U.S. EPA's Work on My Property: Removal and Restoration (Circle one choice for each question)

a. I was well-informed about the extent of the work U.S. EPA would do on my property.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
b. The specifics of the property restoration were explained in writing and provided to me.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
c. I was informed of the landscape options for my property.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
d. I understood what I had to do following the removal at my property in order for the landscaping to be successful.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
e. The on-site workers were courteous and respectful.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
f. I was kept informed about any changes in the schedule for the work on my property.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
g. I was informed if any of my possessions could NOT be decontaminated.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
h. My property was restored to a condition at least equal to its previous condition (recognizing that it may take time and water/aerating on my part for the seed to take or plants to grow).	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**
i. The work done on my property met my expectations.	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Not Applicable**

D-3. Do you have any additional comments/feedback regarding your relocation or the removal/restoration work on your property? (Use the space below)

_____

_____

_____

Section E: Questions for Use at Sites with Institutional Controls

These questions will help the U.S. EPA better understand whether community members are aware of, or interested in, information about any institutional controls (ICs) at the site, which are administrative and legal controls, including limitations on land use or resource use, deed restrictions, or building codes. An example of an IC might be building code restrictions to prevent vapor intrusion, or preventing development on a landfill cap to avoid damage to the integrity of the cap surface. Community input can be essential to selecting, using, and monitoring ICs that are the best fit for the community and the protectiveness of the remedy.

E-1. Are you aware of any restrictions (institutional controls) in place at the site including limitations on land and/or resource use, building code requirements or deed restrictions?

___Yes ___ No

E-2. Would you like more information about restrictions (institutional controls) on the use of land or resources or any deed restrictions in place at the site?

___Yes ___ No

If yes, please contact (Name and phone number) to request the information.

Section F: Questions about Technical Assistance Resources Provided to the Community

These questions will help the U.S. EPA better understand how to provide the most effective technical assistance resources at sites.

F-1. Do you know of any assistance U.S. EPA has provided to help you and other community members/groups better understand technical and scientific information regarding the site cleanup?

____Yes _____No (Please skip to question F-3)

F-2. How was technical assistance provided to your community? (check all that apply)

____ Through a Technical Assistance Grant (TAG)

____ Through Technical Assistance Services for Communities (TASC)

____ Through U.S. EPA site staff

____ Through assistance from a local, regional or national organization/entity/university

____ Through a Pediatric Environmental Health Specialty Unit (PEHSU)

____ Through a Technical Assistance Plan (TAP)

____ Through Technical Assistance for Public Participation (TAPP)

____ I do not know how the assistance was provided

____ Other (Please specify):_____

Please rate how useful each of the following has been in helping community members better understand information about the site and take a more active role in the process:

a. Community informational newsletters and/or factsheets.	**Not Helpful**	**Somewhat Helpful**	**Helpful**	**Very Helpful**	**Not Applicable**
b. Presentations by experts to explain technical site information to the community.	**Not Helpful**	**Somewhat Helpful**	**Helpful**	**Very Helpful**	**Not Applicable**
c. Community informational workshops/trainings.	**Not Helpful**	**Somewhat Helpful**	**Helpful**	**Very Helpful**	**Not Applicable**
d. Redevelopment planning.	**Not Helpful**	**Somewhat Helpful**	**Helpful**	**Very Helpful**	**Not Applicable**
e. U.S. EPA provides facilitator or mediator to help the community.	**Not Helpful**	**Somewhat Helpful**	**Helpful**	**Very Helpful**	**Not Applicable**
f. U.S. EPA assists community groups that want to help the community understand or participate in the site cleanup process.	**Not Helpful**	**Somewhat Helpful**	**Helpful**	**Very Helpful**	**Not Applicable**
g. Other (Please specify): _____	**Not Helpful**	**Somewhat Helpful**	**Helpful**	**Very Helpful**	**Not Applicable**

F-3. If technical assistance *has not* been provided to your community, which of the following activities could help you and other community members/groups better understand technical and scientific information regarding the site cleanup? (Check all that apply)

____ Community informational newsletters and/or factsheets.

____ Presentations by experts to explain technical site information to the community.

____ Community informational workshops/trainings.

____ Redevelopment planning.

____ U.S. EPA provided facilitator or mediator to help the community.

____ U.S. EPA gave assistance to one or more community groups that wanted to help the community understand or participate more actively in the site cleanup process.

____ Other (Please specify):_____

____ I don't feel that any technical assistance is needed.

Section G: General Information [REQUIRED Section]

This section must be included at the end of all surveys.

G-1. Is there anything else you would like to tell us about the U. S. EPA's community involvement efforts or about the cleanup activities at this site?

_____

_____

_____

_____

Thank you for taking the time to share your views with us. If you would like to be on the U.S. EPA's mailing list, please contact (Name, Telephone Number).