

Fermilab Community Task Force on Public Participation

Community Involvement at Brookhaven National Laboratory

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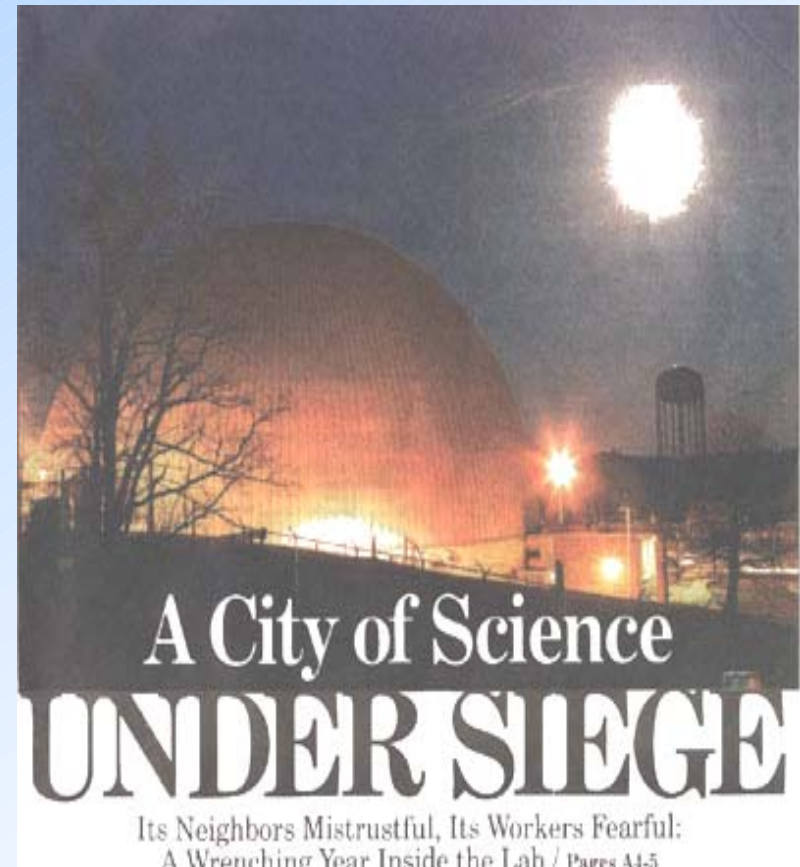
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OPERATING PRINCIPLES

- Building and maintaining trust with internal and external constituencies is strongly correlated to organizational success and effectiveness
- Trust allows organizations to exist

EVENTS LEADING TO PUBLIC DISTRUST

- **Defining events**
 - Lab added to federal superfund list – 1989
 - Public water hookups – 1996
 - Tritium discovered – 1997
- **Multiple oversight committees**
- **Management contract terminated**
- **DOE site and operations offices reorganized**



FOUR-PRONGED STRATEGY

- ✓ Commit to culture change
- ✓ Ensure open, accurate, timely, systematic response to community inquiries
- ✓ Focus on interested and impacted stakeholders
- ✓ Develop policy, plan and process for community involvement

**Challenge: Managing Crisis and Building Relationships
in an Atmosphere of Mistrust**

INSTITUTING A COMMUNITY INVOLVEMENT PROGRAM

- **Lab Director commitment**
- **Lab-wide community involvement policy, plan and procedures developed with stakeholder input**
- **Brookhaven Executive Roundtable**
- **Community Advisory Council**
- **Senior and middle manager responsibility and training**
- **Correspondence and commitments tracking system**

COMMUNITY ADVISORY COUNCIL

- Important forum to discuss Lab issues, initiatives, research and decisions
- CAC determines agenda
- Feedback solicited and considered in decision-making
- Member participation in roundtables, workshops, Lab celebrations
- Leadership on community issues

COMMUNITY INVOLVEMENT AND OUTREACH

- Multiple opportunities for community participation in Lab events and issues
 - Project and issue working groups, task forces
 - Open houses, tours, science museum and educational programs
- Employee participation
 - Envoy, education and speakers programs

PROGRAM EVALUATION

- ✓ Continuous feedback encouraged
- ✓ Surveys
- ✓ Peer Review
- ✓ Informal evaluations, audit reports, self-assessment
- ✓ One-on-one interviews and focus groups

LESSONS LEARNED

- **Lab benefits from community involvement**
 - Better decisions
 - Improved communications
 - Informed community and employees
 - Community support/acceptance for Lab
 - Broader support from policy makers & regulators
 - Programs widely recognized