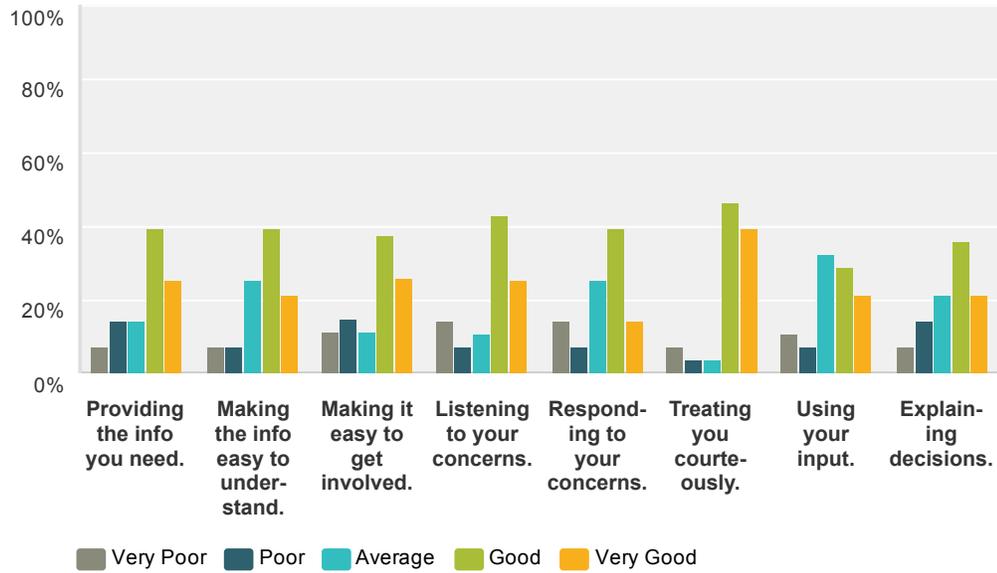


Libby Customer Satisfaction Survey

Q1 How do you rate the EPA at each of the following?

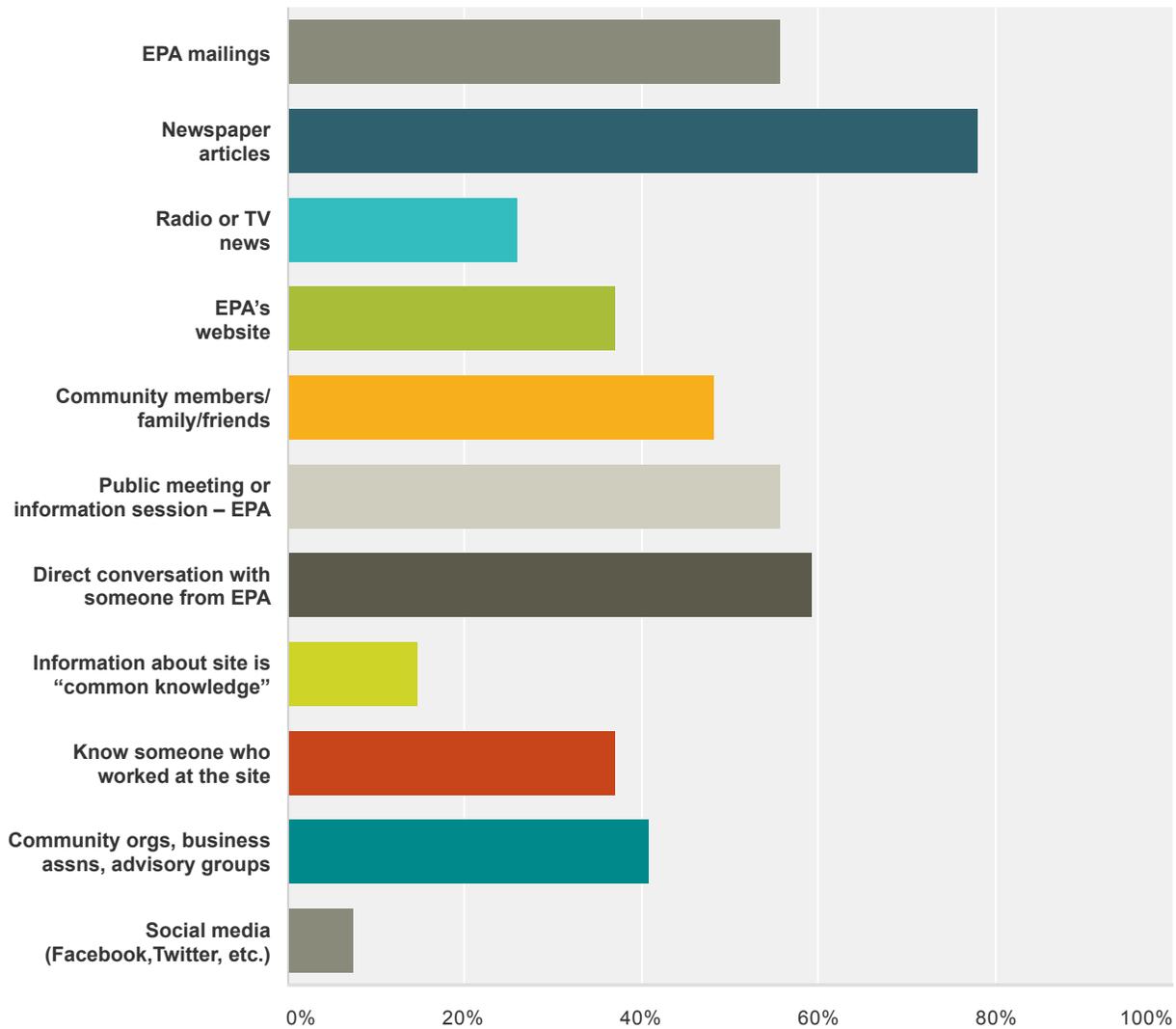
Answered: 28 Skipped: 0



| | Very Poor | Poor | Average | Good | Very Good | Total | Average Rating |
|--|-------------|-------------|-------------|--------------|--------------|-------|----------------|
| Providing the information you need. | 7.14% 2 | 14.29% 4 | 14.29% 4 | 39.29% 11 | 25% 7 | 28 | 3.61 |
| Making the information easy to understand. | 7.14% 2 | 7.14% 2 | 25% 7 | 39.29% 11 | 21.43% 6 | 28 | 3.61 |
| Making it easy to get involved. | 11.11% 3 | 14.81% 4 | 11.11% 3 | 37.04% 10 | 25.93% 7 | 27 | 3.52 |
| Listening to your concerns. | 14.29% 4 | 7.14% 2 | 10.71% 3 | 42.86% 12 | 25% 7 | 28 | 3.57 |
| Responding to your concerns. | 14.29% 4 | 7.14% 2 | 25% 7 | 39.29% 11 | 14.29% 4 | 28 | 3.32 |
| Treating you courteously. | 7.14% 2 | 3.57% 1 | 3.57% 1 | 46.43% 13 | 39.29% 11 | 28 | 4.07 |
| Using your input. | 10.71% 3 | 7.14% 2 | 32.14% 9 | 28.57% 8 | 21.43% 6 | 28 | 3.43 |
| Explaining decisions. | 7.14% 2 | 14.29% 4 | 21.43% 6 | 35.71% 10 | 21.43% 6 | 28 | 3.50 |

Q2 How do you learn about the EPA's work at the site? (Check all that apply)

Answered: 27 Skipped: 1



| Answer Choices | Responses |
|--|-----------|
| EPA mailings | 55.56% 15 |
| Newspaper articles | 77.78% 21 |
| Radio or TV news | 25.93% 7 |
| EPA's website | 37.04% 10 |
| Community members/family/friends | 48.15% 13 |
| Public meeting or information session held by the EPA | 55.56% 15 |
| Direct conversation with someone from the EPA | 59.26% 16 |
| Information about the site is "common knowledge" | 14.81% 4 |
| Know someone who worked at the site | 37.04% 10 |
| Through one or more community organizations, business associations, or advisory groups (CAG) | 40.74% 11 |

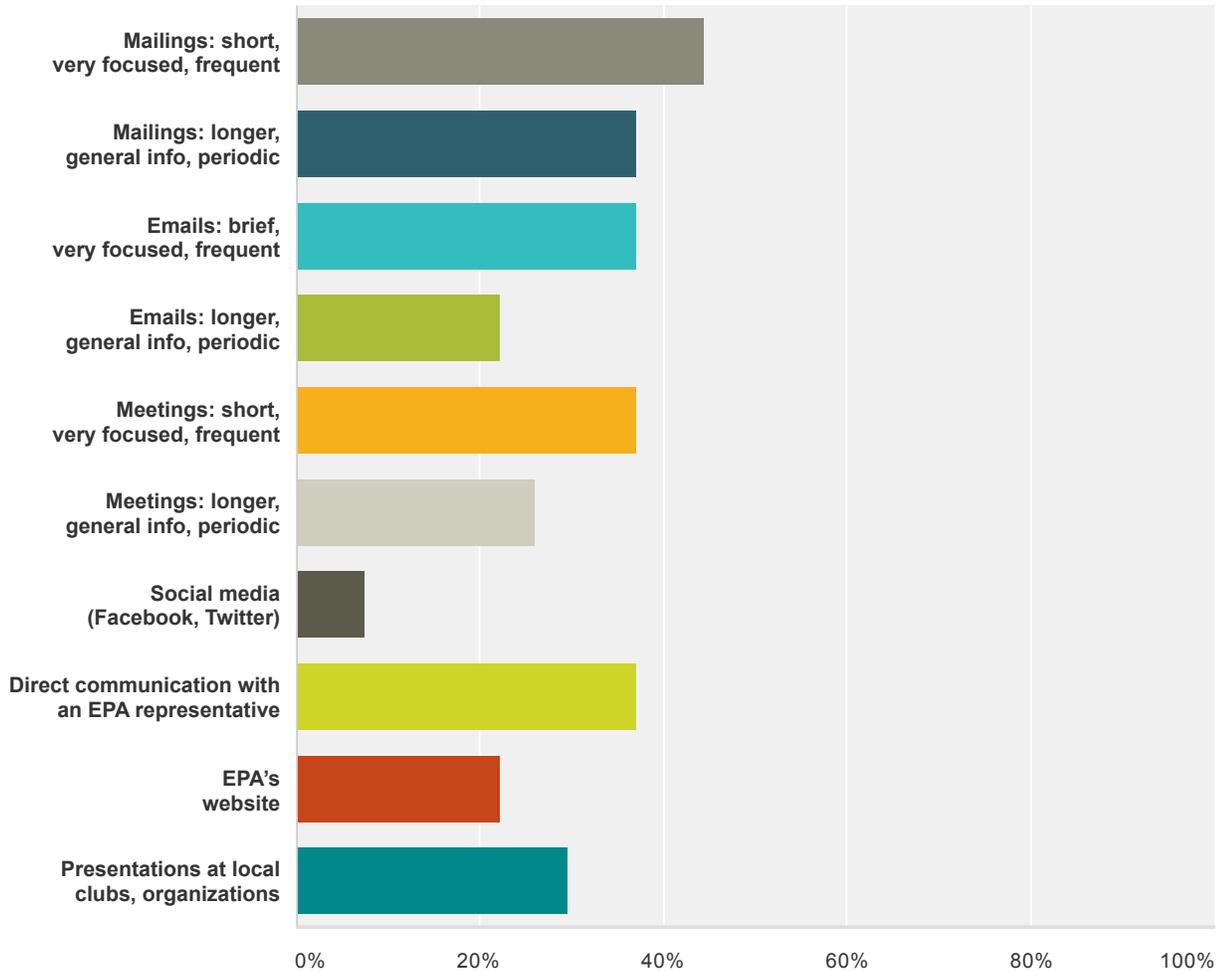
Libby Customer Satisfaction Survey

| | | |
|--|-------|---|
| Social Media (Facebook, Twitter, etc.) | 7.41% | 2 |
| Total Respondents: 27 | | |

| # | Other (please specify): | Date |
|---|--|------------------|
| 1 | Libby Area Chamber of Commerce Displayed Information | 8/8/2013 4:23 PM |

**Q3 How would you prefer to receive information from the EPA about the site?
(Check up to three choices)**

Answered: 27 Skipped: 1



| Answer Choices | Responses |
|--|-----------|
| Mailings—short (1-2 pages) very focused (issue-specific) sent frequently | 44.44% 12 |
| Mailings—longer, general information, sent periodically | 37.04% 10 |
| Emails—brief, very focused (issue-specific) sent frequently | 37.04% 10 |
| Emails—longer, general information, sent periodically | 22.22% 6 |
| Meetings—short, very focused, held frequently | 37.04% 10 |
| Meetings—longer, general informational meetings, held periodically | 25.93% 7 |
| Social media (Facebook, Twitter) | 7.41% 2 |
| Direct communication with an EPA representative | 37.04% 10 |
| EPA's website | 22.22% 6 |
| Presentations at local clubs and organizations | 29.63% 8 |
| Total Respondents: 27 | |

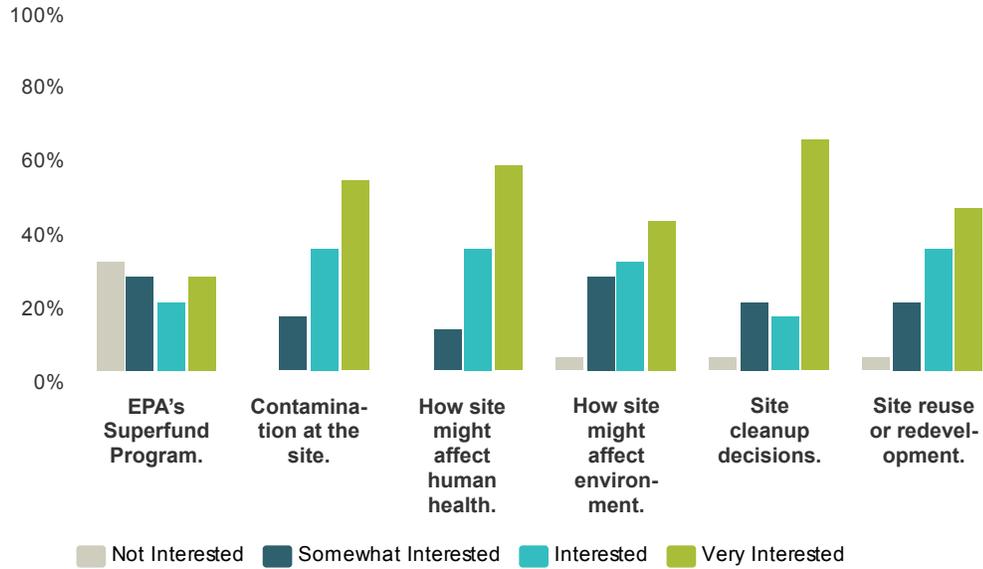
Libby Customer Satisfaction Survey

| # | Other (please specify): | Date |
|---|-------------------------|------|
| | There are no responses. | |

Libby Customer Satisfaction Survey

Q4 How interested are you in obtaining information about the following topics? (Choose one answer for each topic)

Answered: 27 Skipped: 1



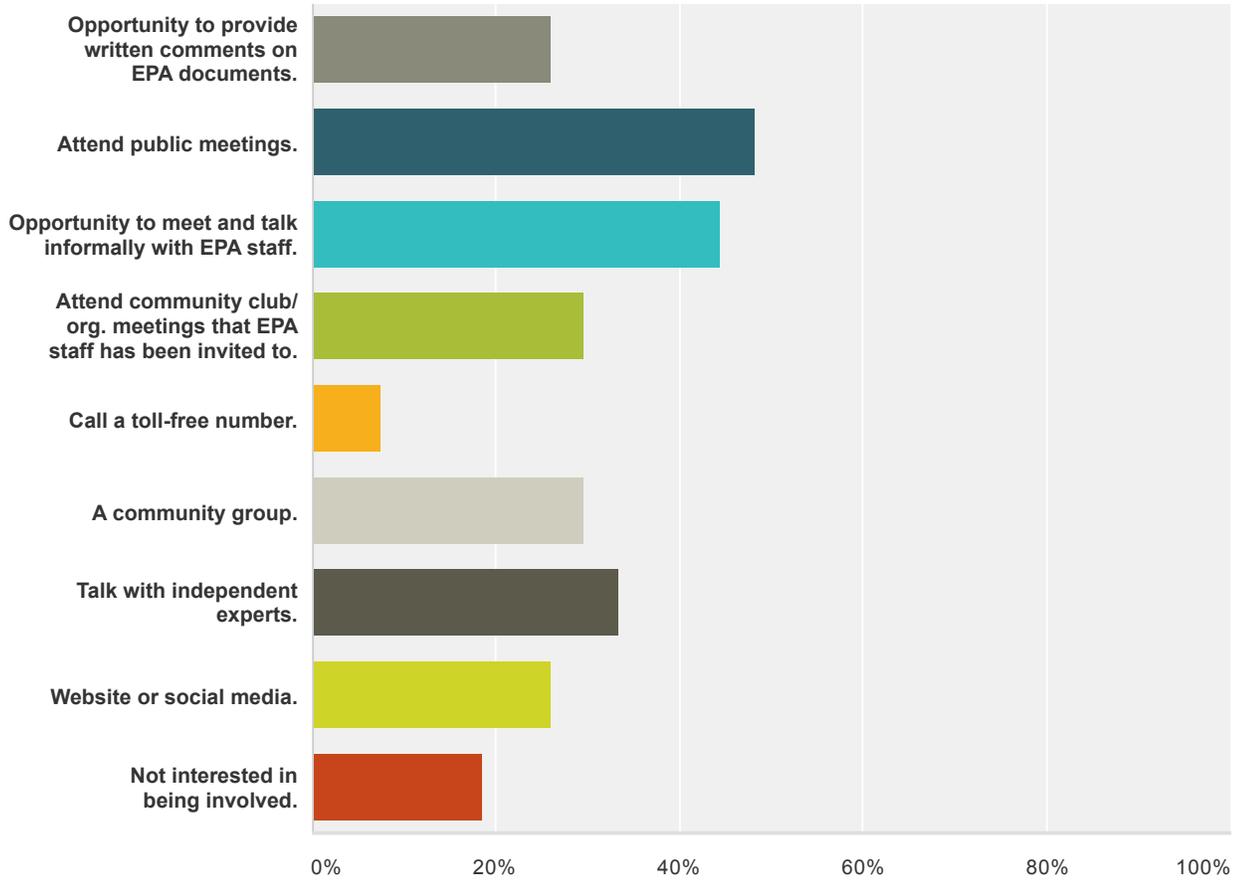
| | Not Interested | Somewhat Interested | Interested | Very Interested | Total | Average Rating |
|--|----------------|---------------------|-------------|-----------------|-------|----------------|
| EPA's Superfund Program. | 29.63% 8 | 25.93% 7 | 18.52% 5 | 25.93% 7 | 27 | 2.41 |
| Contamination at the site. | 0% 0 | 14.81% 4 | 33.33% 9 | 51.85% 14 | 27 | 3.37 |
| How the site might affect human health. | 0% 0 | 11.11% 3 | 33.33% 9 | 55.56% 15 | 27 | 3.44 |
| How the site might affect the environment. | 3.70% 1 | 25.93% 7 | 29.63% 8 | 40.74% 11 | 27 | 3.07 |
| Site cleanup decisions. | 3.70% 1 | 18.52% 5 | 14.81% 4 | 62.96% 17 | 27 | 3.37 |
| Site reuse or redevelopment. | 3.70% 1 | 18.52% 5 | 33.33% 9 | 44.44% 12 | 27 | 3.19 |

| # | Other (please specify) | Date |
|---|-------------------------|------|
| | There are no responses. | |

Libby Customer Satisfaction Survey

Q5 In what ways do you prefer to participate at this site? (Check all that apply)

Answered: 27 Skipped: 1

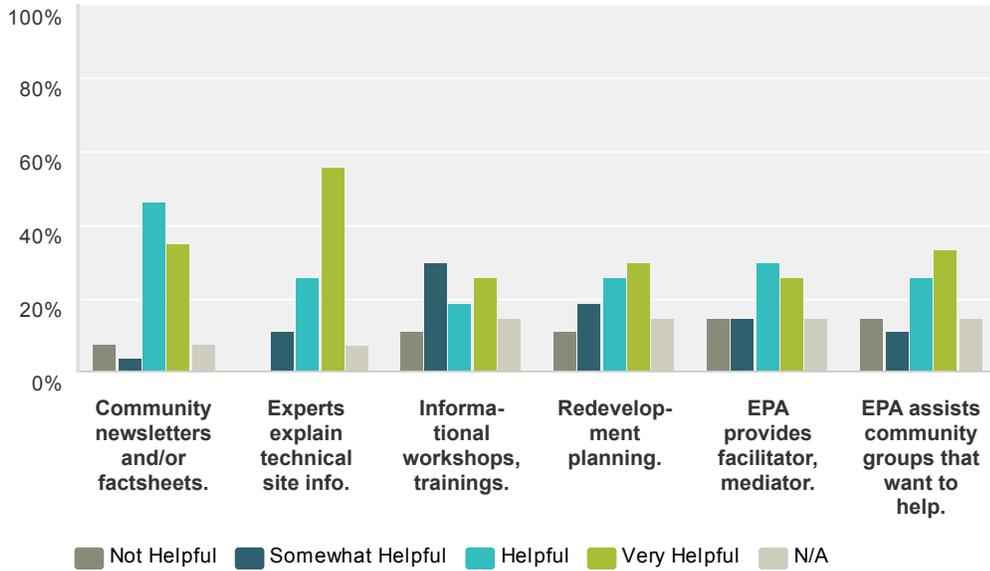


| Answer Choices | Responses |
|--|-----------|
| Through opportunities to provide written comments on EPA documents. | 25.93% 7 |
| Through public meetings. | 48.15% 13 |
| Through opportunities to meet and talk informally with EPA staff. | 44.44% 12 |
| By attending community club/organization meetings that EPA staff have been invited to. | 29.63% 8 |
| By calling a toll-free telephone number. | 7.41% 2 |
| Through a community group. | 29.63% 8 |
| Through opportunities to talk with independent experts. | 33.33% 9 |
| Through a website or social media. | 25.93% 7 |
| Not interested in being involved. | 18.52% 5 |
| Total Respondents: 27 | |

| # | Other (please specify): | Date |
|---|-------------------------|-------------------|
| 1 | Research symposiums | 11/1/2013 9:32 AM |

Q6 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:

Answered: 27 Skipped: 1



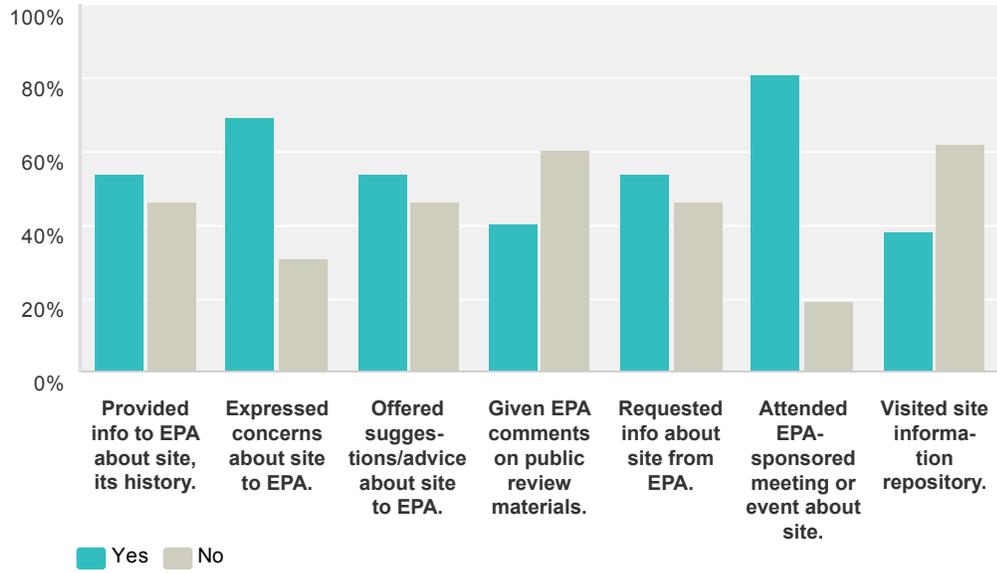
| | Not Helpful | Somewhat Helpful | Helpful | Very Helpful | N/A | Total | Average Rating |
|---|-------------|------------------|--------------|--------------|-------------|-------|----------------|
| Community informational newsletters and/or factsheets. | 7.69% 2 | 3.85% 1 | 46.15% 12 | 34.62% 9 | 7.69% 2 | 26 | 3.17 |
| Presentations by experts to explain technical site information to the community. | 0% 0 | 11.11% 3 | 25.93% 7 | 55.56% 15 | 7.41% 2 | 27 | 3.48 |
| Community informational workshops/trainings. | 11.11% 3 | 29.63% 8 | 18.52% 5 | 25.93% 7 | 14.81% 4 | 27 | 2.70 |
| Redevelopment planning. | 11.11% 3 | 18.52% 5 | 25.93% 7 | 29.63% 8 | 14.81% 4 | 27 | 2.87 |
| The EPA provides facilitator or mediator to help the community. | 14.81% 4 | 14.81% 4 | 29.63% 8 | 25.93% 7 | 14.81% 4 | 27 | 2.78 |
| The EPA assists community groups that want to help the community understand or participate in the site cleanup process. | 14.81% 4 | 11.11% 3 | 25.93% 7 | 33.33% 9 | 14.81% 4 | 27 | 2.91 |

| # | Other (please specify) | Date |
|---|------------------------|-------------------|
| 1 | Research symposiums | 11/1/2013 9:33 AM |

Libby Customer Satisfaction Survey

Q7 Please tell us whether you have ever:

Answered: 26 Skipped: 2



| | Yes | No | Total |
|---|--------------|--------------|-------|
| Provided information to the EPA about the site and its history. | 53.85% 14 | 46.15% 12 | 26 |
| Expressed your concerns about the site to the EPA. | 69.23% 18 | 30.77% 8 | 26 |
| Offered suggestions or advice about the site to the EPA. | 53.85% 14 | 46.15% 12 | 26 |
| Given comments to the EPA on materials available for public review. | 40% 10 | 60% 15 | 25 |
| Requested information from the EPA about the site. | 53.85% 14 | 46.15% 12 | 26 |
| Attended an EPA-sponsored meeting or event about the site. | 80.77% 21 | 19.23% 5 | 26 |
| Visited the site's information repository. | 38.46% 10 | 61.54% 16 | 26 |

Libby Customer Satisfaction Survey

Q8 In a few words, what is your understanding of the cleanup work the EPA plans to do at the site?

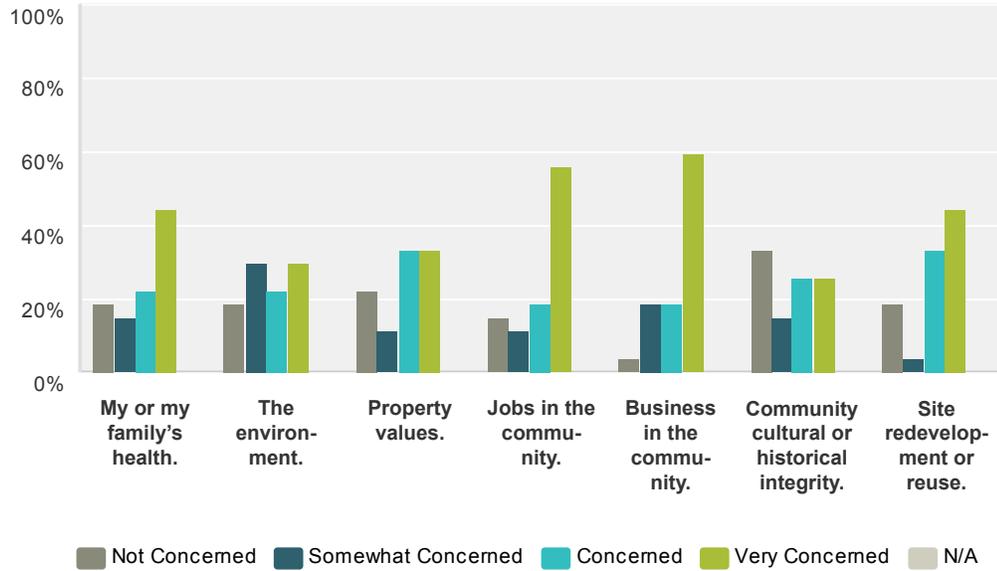
Answered: 21 Skipped: 7

| # | Responses | Date |
|----|---|--------------------|
| 1 | I have gained much needed knowledge & information through city council mtgs. & a multitude of other community group mtgs. | 11/1/2013 9:44 AM |
| 2 | Clean up of residents & business - toxicity & risk assessment which should have been done 13 yrs. ago to reduce danger to residents health. | 11/1/2013 9:35 AM |
| 3 | Same as they've always done. | 11/1/2013 9:27 AM |
| 4 | What site? | 10/18/2013 3:13 PM |
| 5 | To make the surrounding areas of Libby and Troy safer places to live and play in, remove the contamination in SUA's and lessen exposure. More air sampling studies (ABS) need to be done in Troy with the results available when requested. | 10/1/2013 2:29 PM |
| 6 | they don't have scientific basis to claim they are cleaning anything. | 9/19/2013 8:05 PM |
| 7 | Not being done properly, Currently mission impossible. | 9/19/2013 2:59 PM |
| 8 | My yard was done and it was done in a very timely manner and with as little disruption as possible. Thank you very much! | 9/19/2013 8:39 AM |
| 9 | Clean up in Libby/Troy is winding down. EPA is working on exit strategy. Everything is subject to change based on anticipated June 2014 release of new toxicology numbers. | 9/17/2013 4:53 PM |
| 10 | Reduce human exposure to Libby Amphibole by removing identifiable vermiculite in homes and yards where the greatest risk has been found. | 9/17/2013 2:46 PM |
| 11 | Make it safe for public health. | 9/17/2013 1:01 PM |
| 12 | The EPA is working to remove contamination in the area to make living in the area safer. | 8/27/2013 1:57 PM |
| 13 | Remove the contaminated soil from the immediate site on private property and surrounding communities. What about all the public land ? | 8/19/2013 1:24 PM |
| 14 | Removal of vermiculite in interior and exterior at residential and businesses when above the current removal criteria. | 8/14/2013 12:51 PM |
| 15 | It is my understanding is that they plan to cover the area with material. | 8/13/2013 3:19 PM |
| 16 | I believe they are trying to create a healthy enviroment for Libby residents to enjoy. | 8/12/2013 4:19 PM |
| 17 | The work is to be done and finished in a timely manner with as little disruption as possible to the people who will have to vacate their homes for the process. | 8/9/2013 8:34 AM |
| 18 | Clean up the areas that were impacted and restore the safety of the various buildings and land so that it can continued to be used whether residential or commercial without the harmful affects. | 8/8/2013 4:32 PM |
| 19 | Make it safe for the community - does ? 9 apply to the general contamination at the site & not the EPA's approach to clean-up the contamination. | 8/5/2013 12:19 PM |
| 20 | In process, but determining what is fully complete should wait to be determined until the toxicity studies are done, uncertain if EPA will actually use this information to improve clean up if indicated | 8/5/2013 9:22 AM |
| 21 | Make Libby/Troy a healthy place to live. | 8/3/2013 5:31 AM |

Libby Customer Satisfaction Survey

Q9 How concerned are you that the site may be harmful to each of the following: (Choose one answer for each question)

Answered: 27 Skipped: 1



| | Not Concerned | Somewhat Concerned | Concerned | Very Concerned | N/A | Total | Average Rating |
|---|---------------|--------------------|-------------|----------------|---------|-------|----------------|
| My or my family's health. | 18.52% 5 | 14.81% 4 | 22.22% 6 | 44.44% 12 | 0% 0 | 27 | 2.93 |
| The environment. | 18.52% 5 | 29.63% 8 | 22.22% 6 | 29.63% 8 | 0% 0 | 27 | 2.63 |
| Property values. | 22.22% 6 | 11.11% 3 | 33.33% 9 | 33.33% 9 | 0% 0 | 27 | 2.78 |
| Jobs in the community. | 14.81% 4 | 11.11% 3 | 18.52% 5 | 55.56% 15 | 0% 0 | 27 | 3.15 |
| Business in the community. | 3.70% 1 | 18.52% 5 | 18.52% 5 | 59.26% 16 | 0% 0 | 27 | 3.33 |
| Community historical or cultural integrity. | 33.33% 9 | 14.81% 4 | 25.93% 7 | 25.93% 7 | 0% 0 | 27 | 2.44 |
| Site redevelopment or reuse. | 18.52% 5 | 3.70% 1 | 33.33% 9 | 44.44% 12 | 0% 0 | 27 | 3.04 |

Libby Customer Satisfaction Survey

Q10 Is there anything else you would like to tell us about the EPA's community involvement efforts or about the cleanup activities at this site?

Answered: 12 Skipped: 16

| # | Responses | Date |
|----|---|--------------------|
| 1 | You have been very good to work with. I believe you show real concern for Libby & that your concern & help is sincere. Thank you! | 11/1/2013 9:45 AM |
| 2 | Many residents very unhappy about clean up efforts. In my own personal experience, the EPA cleaned up a small portion of ground at my shop, without permission & then after had me sign permission & then would not go inside fence & clean rest of property because they would have to move eqpt.to do so. | 11/1/2013 9:37 AM |
| 3 | Why is the city of Libby all cleaned? | 11/1/2013 9:27 AM |
| 4 | The community has been very fortunate to have the EPA step up and take care of the most contaminated sites to start out with and with the continuous sampling events that the perform. There have been many homes that were inspected in 2002 that have had second inspections and I worry about the homes that contamination may have been missed and the tenants/homeowners don't really know what vermiculite looks like, etc. | 10/1/2013 2:32 PM |
| 5 | ██████████ is a liar. | 9/19/2013 8:06 PM |
| 6 | Asbestos issues (exposure at Zonolite mountain) known for ~80 + years Health effects known for ~ 30 + years. US EPA? Welcome!!!. | 9/19/2013 3:02 PM |
| 7 | It is difficult to be a newcomer to CAG meetings. The group that attends regularly was not particularly welcoming at the first meeting I attended. If you're looking for community involvement, it would go a long way to be more inviting. | 9/3/2013 10:33 AM |
| 8 | Make a decision about the lowest level that Libby Amphibole is dangerous to human health so that we can make more informed decision about the issues that are impacted by Libby amphibole. | 8/19/2013 1:31 PM |
| 9 | I feel that the EPA should be more concerned about the Pre 2007 properties. Atleast looking at them on a case by case basis. For instance if a property had a "Miss" during CSS 2002 investigation status | 8/14/2013 12:52 PM |
| 10 | I believe the EPA has good intentions in mind for the Libby area. They have made several mistakes and still continue to make mistakes yet I hope they still get the job accomplished! | 8/12/2013 4:24 PM |
| 11 | There is way to much negative publicity especially on the internet regarding the dangers of asbestos and the impact it had on Libby. I have been told by potential relocators that the information they find usually scares them to the point that they look at elsewhere in Montana to relocate. | 8/8/2013 4:35 PM |
| 12 | Agree strongly with and appreciate the EPA's efforts and methods used to clean up my community. Great job! | 8/5/2013 12:20 PM |