

# Hanford Cleanup Managing Public Involvement in a Diverse Environment

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*Dialogue*



*Cleanup*



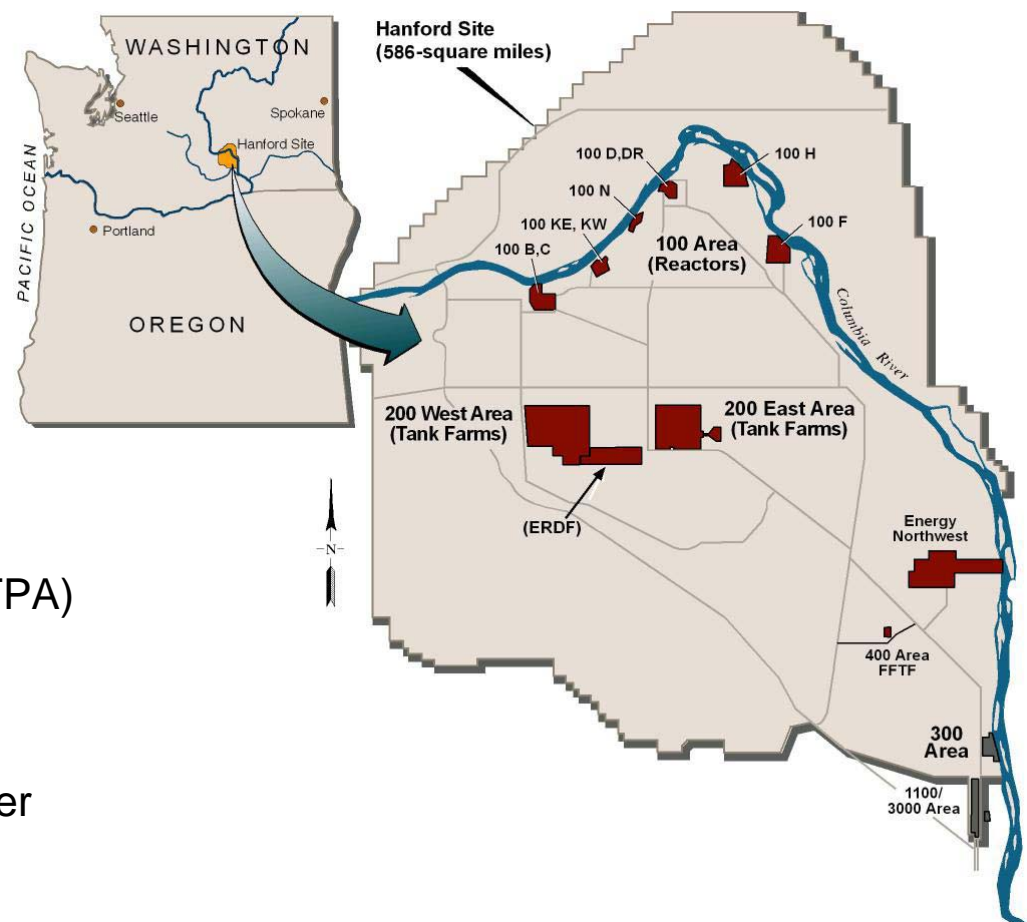
*Future*



**United States Department of Energy**  
*Richland Operations Office*

# Hanford Overview

- 586 square miles
- Adjacent to Tri-Cities community, population ~300,000
- Two federal offices & Multiple Contractors (5)
  - Richland Operations Office
    - River Corridor and Central Plateau cleanup
  - Office of River Protection
    - Tank Farm cleanup
- Regulatory Tri-Party Agreement (TPA) guides cleanup
- Workforce of ~7,000 Oversight
- Legacy contamination includes plutonium, strontium, uranium, other metals, and organic compounds
- Seen as “ONE” Hanford

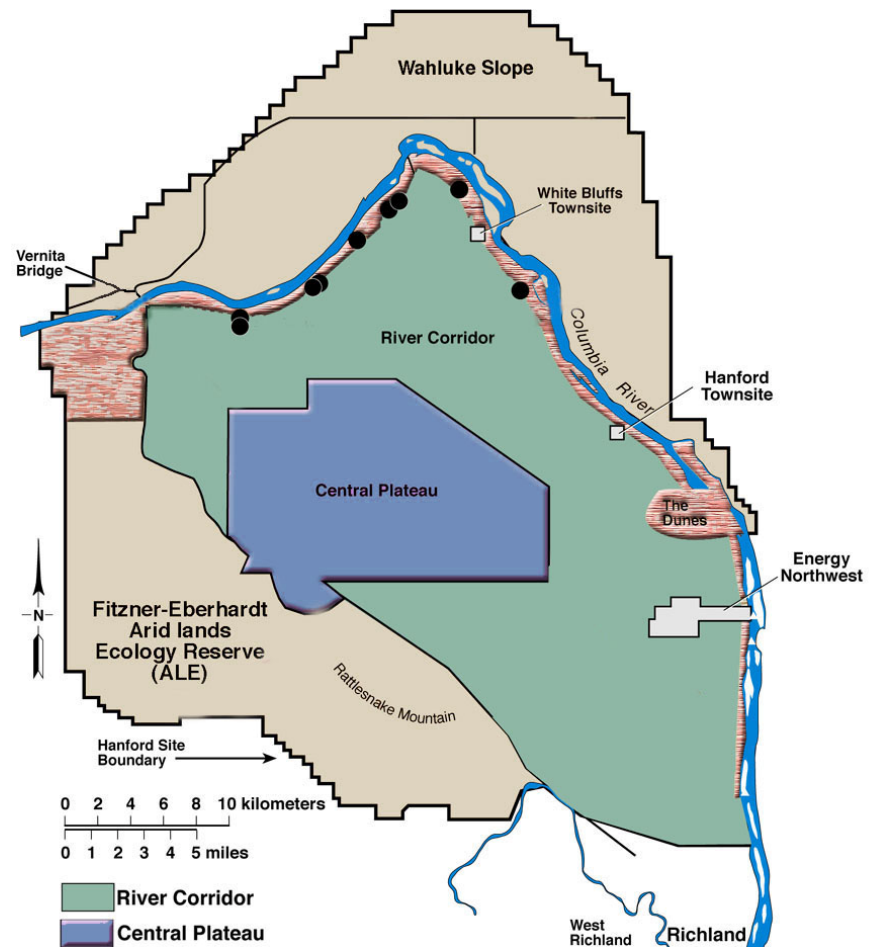


**EM Environmental Management**

safety ❖ performance ❖ cleanup ❖ closure

# Managing Public Involvement within Multiple Contract Scope

- River Corridor – Washington Closure Hanford
  - Closure Contract
  - Established end goal
- Central Plateau – Fluor Hanford
  - Ongoing cleanup – not an accepted defined end state
  - Embarking on controversial decisions



# Public Involvement Balancing Multiple Perspectives & Issues



# Managing Public Involvement

- Integrate communications with decision making and regulatory strategy
- Direct involvement by decision-makers
- Set the boundaries for decision process
- Openness – share information often and early
- Credibility “No Surprises” – share the good, bad and the ugly (if you don’t, someone else will)
- Ongoing two-way communications – know your audience’s issues
- Be flexible – use various approaches to gain feedback – modify approaches/efforts as needed
- Demystify the issues
- Collaborate – Collaborate – Collaborate



# Lessons Learned

- One size doesn't fit all – modify programs as needed
- Integrate activities across the site – minimize and coordinate information
- Public involvement is a resource NOT a barrier
- Credibility is not a state that you reach – it's an ongoing process

