

DECISION RESOURCES, LTD.
3128 DEAN COURT
MINNEAPOLIS, MN 55416

COMMUNITY ADVISORY COUNCIL
FLINT HILLS RESOURCES
Revised Draft 2/6/08

Hello, I'm _____ of Decision Resources, Ltd., a nationwide polling firm located in Minneapolis. We're conducting a survey on opinions about quality of life issues facing your area. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported. (DO NOT PAUSE)

- A. Do you or any member of your household work for any of the following companies: 3M, Flint Hills Resources' Pine Bend Refinery, or the Marathon Ashland Refinery? (IF "YES," ASK:) Which one?
- | | |
|------------------|-----------|
| NO..... | 1 |
| 3M..... | 2 |
| MARATHON..... | 3 |
| FLINT HILLS..... | TERMINATE |

IF "NO" OR "3M" OR "MARATHON ASHLAND," CONTINUE.
IF "FLINT HILLS RESOURCES," THANK AND TERMINATE.

1. In your opinion, what is the most important issue facing your community today?
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2. How would you rate the quality of life in your community in comparison with most other communities -- much better, somewhat better, about the same, somewhat worse, or much worse?
- | | |
|-------------------------|---|
| MUCH BETTER..... | 1 |
| SOMEWHAT BETTER..... | 2 |
| ABOUT THE SAME..... | 3 |
| SOMEWHAT WORSE..... | 4 |
| MUCH WORSE..... | 5 |
| DON'T KNOW/REFUSED..... | 6 |

3. How would you rate the quality of the environment in your area in comparison with most other communities -- much better, somewhat better, about the same, somewhat worse, or much worse?
- | | |
|-------------------------|---|
| MUCH BETTER..... | 1 |
| SOMEWHAT BETTER..... | 2 |
| ABOUT THE SAME..... | 3 |
| SOMEWHAT WORSE..... | 4 |
| MUCH WORSE..... | 5 |
| DON'T KNOW/REFUSED..... | 6 |

4. On a scale of "one" to "nine," with "nine" being the best and "one" being the worst, how would you rate the quality of water you drink?
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- 5. Using the same scale, how would you rate the quality of the air you breathe? _____
- 6. How would you rate the economic future of your community from "one" to "nine," with "nine" being "bright" and "one" being "not at all bright?" _____
- 7. Using the same scale of "one" to "nine," with "nine" being "very concerned" and "one" being "not very concerned," how concerned are you about jobs being available in the community a year from now? _____

Now, I'd like you to focus on one area company -- Flint Hills Resources' Pine Bend Refinery, which used to be called Koch (COKE) Refinery.

- 8. When I say the name, "Flint Hills Resources," what is the first thing that comes to your mind?

- 9. Would you say your opinion of Flint Hills Resources during the past few years has -- changed for the better, stayed the same and is favorable, stayed the same and is unfavorable, or changed for the worse?

BETTER.....	1
SAME/FAVORABLE.....	2
SAME/UNFAVORABLE.....	3
WORSE.....	4
DON'T KNOW/REFUSED.....	5

IF A RESPONSE IS GIVEN, ASK:

- 10. Why do you feel that way?

I'm going to read you pairs of words or phrases that may apply to the Flint Hills Resources' Pine Bend Refinery in Rosemount. Tell me, in your opinion, which one best describes the facility.

- 11. Is it modern or does it need to be modernized?
 - MODERN.....1
 - MODERNIZED.....2
 - DON'T KNOW/REFUSED.....3

- 12. Does it have state-of-the-art pollution control equipment or does it have outdated pollution control equipment?
 - STATE OF THE ART.....1
 - OUTDATED.....2
 - DON'T KNOW/REFUSED.....3

- 13. Is it an environmental concern or is it environmentally responsible?
 - CONCERN.....1
 - RESPONSIBLE.....2
 - DON'T KNOW/REFUSED.....3

Changing focus....

- 14. How much do you know about the Flint Hills Resources' Pine Bend Refinery process -- a great deal, some, not too much, or nothing?
 - GREAT DEAL.....1
 - SOME.....2
 - NOT TOO MUCH.....3
 - NOTHING.....4
 - DON'T KNOW/REFUSED.....5

- 15. Have you accessed the Flint Hills Resources' website on the Internet?
 - YES.....1
 - NO.....2
 - DON'T KNOW/REFUSED.....3

IF "YES," ASK:

- 16. How would you rate its information content -- excellent, good, only fair, or poor?
 - EXCELLENT.....1
 - GOOD.....2
 - ONLY FAIR.....3
 - POOR.....4
 - DON'T KNOW/REFUSED.....5

- 17. How would you rate the ease of navigating the website -- excellent, good, only fair, or poor?
 - EXCELLENT.....1
 - GOOD.....2
 - ONLY FAIR.....3
 - POOR.....4
 - DON'T KNOW/REFUSED.....5

- 18. What further information, if any, would you like to see added to the Flint Hills Resources' website?

19. Other than gasoline, what kinds of products are produced at the Pine Bend Refinery?

Here are some statements that could be made about Flint Hills Resources' Pine Bend Refinery in Rosemount. Please tell me how well you believe each statement describes the company -- very well, fairly well, not very well, or not at all well.

	VWL	FWL	NTW	NAA	DKR
20. Flint Hills Resources is responsible when area citizens express concerns about the company's operations.	1	2	3	4	5
21. Flint Hills Resources is open and honest in providing information about the company's operations.	1	2	3	4	5
22. Flint Hills Resources does all it can to ensure the health and safety of people living and working around its refinery.	1	2	3	4	5

I would like your opinion of the performance of Flint Hills Resources on the following attributes. For each one, please rate it as excellent, good, only fair, or poor.

	EXC	GOO	FAI	POO	DKR
23. Effectively guarding the environmental quality of the area?	1	2	3	4	5
24. Taking steps to protect the community from industrial accidents that might occur there?	1	2	3	4	5
25. Providing good jobs for area residents?	1	2	3	4	5
26. Being a socially responsible corporate citizen and playing a constructive role in helping the area and its residents?	1	2	3	4	5

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|---|---|
| 32. How serious of a problem is odor -- very serious, somewhat serious, not too serious, or not at all serious? | VERY SERIOUS.....1
SOMEWHAT SERIOUS.....2
NOT TOO SERIOUS.....3
NOT AT ALL SERIOUS.....4
DON'T KNOW/REFUSED.....5 |
|---|---|

As you may know, there is a Community Advisory Council (CAC) to Flint Hills Resources' Pine Bend Refinery. It is composed of twenty citizen members from the communities surrounding the refinery.

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|--|---|
| 33. Prior to this survey, were you aware of this Community Advisory Council? | YES.....1
NO.....2
DON'T KNOW/REFUSED.....3 |
|--|---|

IF "YES," ASK:

34. How did you learn of the Community Advisory Council?
-
-

- | | |
|---|---|
| 35. Do you have a very favorable impression of the Council, favorable impression, neither favorable nor unfavorable impression, unfavorable impression, or a very unfavorable impression of the Community Advisory Council? | VERY FAVORABLE.....1
FAVORABLE.....2
NEITHER.....3
UNFAVORABLE.....4
VERY UNFAVORABLE.....5
DON'T KNOW/REFUSED.....6 |
|---|---|

- | | |
|--|---|
| 36. Are you aware one of the roles of the Community Advisory Council is to answer residents' questions and register complaints about Pine Bend Refinery? | YES.....1
NO.....2
DON'T KNOW/REFUSED.....3 |
|--|---|

The purpose of the Community Advisory Council is to provide two-way communications between the community and Flint Hills Resources management. It provides members with an opportunity to discuss issues and make recommendations about environmental, safety and other issues of concern to citizens living within close proximity of the Pine Bend Refinery. It also provides a mechanism for Flint Hills Resources to receive direct feedback from the community regarding refinery operations and plans.

I would like to read you a list of current and future Community Advisory Council functions. For each one, please tell me how you would rate that function of the Community Advisory Council -- very important, somewhat important, not too important, or not at all important? (ROTATE)

	VIM	SIM	NTI	NAA	DKR
37. Oversee independent monitoring of the air quality in the areas around the refinery?	1	2	3	4	5
38. Improve accessibility of information about the refinery?	1	2	3	4	5
39. Work with the refinery on initiatives to improve safety in and around the refinery?	1	2	3	4	5
40. Work with the refinery on initiatives to reduce the greenhouse gas emissions associated with the refinery operations?	1	2	3	4	5
41. Monitor progress towards air emissions targets associated with the recent refinery expansion projects?	1	2	3	4	5
42. Hold community meetings in the area on topics of interest and concern about the Flint Hills Resources' Pine Bend Refinery?	1	2	3	4	5
43. Prior to this survey, were you aware of the Emergency Response Network Telephone System which automatically calls all residents within a three mile radius of the Pine Bend Refinery, in the event of a major industrial accident?	YES.....1	NO.....2	DON'T KNOW/REFUSED.....3		
44. Have you visited the Community Advisory Council's website on the Internet?	YES.....1	NO.....2	DON'T KNOW/REFUSED.....3		

IF "YES," ASK:

45. What was the purpose of your last visit to the website -- find information about the Council, contact the Council with a question, register a complaint with the Council, or something else? FIND INFORMATION.....1
CONTACT WITH QUESTION...2
REGISTER COMPLAINT.....3
SOMETHING ELSE (VOL.)...4
DON'T KNOW/REFUSED.....5
46. How would you rate the ease of navigating the website -- excellent, good, only fair, or poor? EXCELLENT.....1
GOOD.....2
ONLY FAIR.....3
POOR.....4
DON'T KNOW/REFUSED.....5
47. What further information, if any, would you like to see added to the Community Advisory Council's website?
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Changing topics....

48. Where do you get most of your information about the Flint Hills Resources' Pine Bend Refinery -- TV advertising, radio commercials, newspaper advertisements, TV news, radio news, newspaper reports, word of mouth, or other sources? (IF "OTHER," ASK:) What is that source? TV ADVERTISING.....1
RADIO COMMERCIALS.....2
NEWSPAPER ADVERTISE.....3
TV NEWS.....4
RADIO NEWS.....5
NEWSPAPER REPORTS.....6
WORD OF MOUTH.....7
OTHER SOURCES.....8
DON'T KNOW/REFUSED.....9
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I would like to read you a list of potential sources of information about the Flint Hills Resources' Pine Bend Refinery. For each one, tell me if it would be a very effective way to reach YOU, a somewhat effective way, or not an effective way to reach YOU. (ROTATE LIST)

- | | VEF | SEF | NEF | DKR |
|---|-----|-----|-----|-----|
| 49. Information from Flint Hills Resources' sponsored events? | 1 | 2 | 3 | 4 |

IF "VERY EFFECTIVE" OR "SOMEWHAT EFFECTIVE," ASK:

50. Which events would you like to see information available?

	VEF	SEF	NEF	DKR
51. Local radio shows?	1	2	3	4
52. Mailings to your home?	1	2	3	4
53. Local newspaper stories?	1	2	3	4
54. Local newspaper advertising?	1	2	3	4

IF "VERY EFFECTIVE" OR "SOMEWHAT EFFECTIVE," ASK:

55. Which local newspaper do you read most often?

	VEF	SEF	NEF	DKR
56. Stories in the major daily newspapers?	1	2	3	4
57. Conversations with Refinery employees you know?	1	2	3	4
58. Websites on the Internet?	1	2	3	4
59. Cable television broadcasts of presentations to your City Council or Township Board?	1	2	3	4
60. Conversations with current or former Citizen Advisory Council members you know?	1	2	3	4
61. Do you feel you receive enough information about the Flint Hills Resources' Pine Bend Refinery?	YES/YES.....1	YES/NO.....2	NO/YES.....3	NO/NO.....4
(WAIT FOR RESPONSE) Would you like to receive more information about the Pine Bend Refinery in Rosemount?	DON'T KNOW/REFUSED.....5			

IF "NO/YES" OR "YES/YES," ASK:

62. What type of information would you be most interested in receiving -- safety, environmental, refinery processes and procedures or something else? (IF "SOMETHING ELSE," ASK:) What would that be?	SAFETY.....1 ENVIRONMENTAL.....2 PROCESSES/PROCEDURES...3 SOMETHING ELSE.....4 DON'T KNOW/REFUSED.....5
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Now, just a few more questions for demographic purposes....

63. How long have you lived in this area?	LESS THAN TWO YEARS.....1 TWO TO FIVE YEARS.....2 SIX TO TEN YEARS.....3 11 TO 20 YEARS.....4 21 TO 30 YEARS.....5 OVER THIRTY YEARS.....6 REFUSED.....7
64. And, how long have you lived at your current residence?	LESS THAN TWO YEARS.....1 TWO TO FIVE YEARS.....2 SIX TO TEN YEARS.....3 11 TO 20 YEARS.....4 21 TO 30 YEARS.....5 OVER THIRTY YEARS.....6 REFUSED.....7
65. Which of the following categories contains your age?	18-24.....1 25-34.....2 35-44.....3 45-54.....4 55-64.....5 65 AND OVER.....6 REFUSED.....7
66. Do you have school-age children or pre-schoolers living with you at home?	YES.....1 NO.....2 REFUSED.....3
67. Are you employed by: a government agency or political subdivision, such as state or local government or a school district; a business or corporation; self-employed; work on a farm; currently not working OR retired?	GOV AGENCY/POLITICAL....1 BUSINESS/CORPORATION...2 SELF-EMPLOYED.....3 WORKING ON FARM.....4 NOT WORKING.....5 RETIRED.....6 DON'T KNOW/REFUSED.....7

68. What is the last grade of formal education you completed?
- | | |
|--------------------------|---|
| HS GRADUATE OR LESS..... | 1 |
| VO-TECH/TECH COLLEGE.... | 2 |
| SOME COLLEGE..... | 3 |
| COLLEGE GRADUATE..... | 4 |
| POST-GRADUATE..... | 5 |
| REFUSED..... | 6 |

Keeping in mind your responses are completely confidential....

69. Which of the following categories contains your total household income for last year -- under \$25,000, \$25,000-\$50,000, \$50,000-\$75,000, \$75,000-\$100,000, \$100,000-\$150,000, \$150,000-\$200,000, \$200,000-\$250,000, \$250,000-\$300,000, \$300,000-\$350,000, \$350,000-\$400,000, \$400,000-\$450,000, \$450,000-\$500,000, or over \$500,000?
- | | |
|-------------------------|---|
| UNDER \$25,000..... | 1 |
| \$25,000-\$50,000..... | 2 |
| \$50,000-\$75,000..... | 3 |
| \$75,000-\$100,000..... | 4 |
| OVER \$100,000..... | 5 |
| DON'T KNOW/REFUSED..... | 6 |

Thank you for your time. Good-bye.

70. Gender (DO NOT ASK)
- | | |
|-------------|---|
| MALE..... | 1 |
| FEMALE..... | 2 |

71. Geographic Area (FROM LIST)
- | | |
|---------------------|---|
| ROSEMOUNT/EAST..... | 1 |
| ROSEMOUNT/WEST..... | 2 |
| IGH/NORTH..... | 3 |
| IGH/SOUTH..... | 4 |
| RURAL..... | 5 |
| HASTINGS..... | 6 |
| APPLE VALLEY..... | 7 |
| EAGAN..... | 8 |

LIST: _____

PHONER: _____

PHONE #: _____ DATE: _____