

Statistically Valid Pilot Project - Phone Survey (rev 03 18 10)

Date of Phone Interview: _____

Shop Identifier Number: _____

Interviewer Name: _____

Interviewer Organization: _____

Facility Name: _____

Phone#: _____

If phone survey was attempted but not completed, check applicable reason(s) below:

<p>___ Language barrier</p>	<p>If there are language barriers encountered during attempt to conduct phone survey, ask whether an English speaker is available to help translate. If a translator is used, record the translator's name below. If not translator is available when you call, try to schedule a time to call back when an English speaker is available. Record this situation in the phone survey log.</p> <p>If no translator will be available, check "Language barrier" to the left and move on to the next shop on the list.</p>
<p>___ Shop refused to participate at all</p>	<p>Record notes/observations about why shop refused:</p>
<p>___ Shop terminated phone survey early</p>	<p>Record notes/observations about why shop terminated survey early:</p>

Name and Title of Facility Contact Person: _____

Name and Title of Translator (if applicable): _____

Introduction

Hi, my name is [interviewer name]. I am [contractors should state "I am a contractor"] calling on behalf of the U.S. Environmental Protection Agency. We are conducting a survey related to environmental practices at autobody shops. Are you the person I should speak to about environmental issues in your shop?

(If no, ask to speak with appropriate person and repeat above introduction. If target respondent not available, schedule a callback date and time. The ideal respondent (in survey research this is called the "most knowledgeable person" -- MKP) is the person from the shop who keeps up with environmental requirements, is familiar with shop set up and operations, and perhaps receives information through training or attending workshops or manages the operations of the shop.)

Ok, Great. The survey should take only about 10 minutes and you won't need to review any documentation in order to respond to our questions. The purpose of this phone call is to ask about the shop conditions to help EPA develop appropriate future compliance assistance measures. The information gathered is not intended to be used for inspection or enforcement purposes.

Survey Question	Instructions & Tips	Recorded comments or questions by shop rep or other relevant info
Section A: INTRODUCTION		
<p>A1. Which of the following categories best describes your role at this shop?</p> <p><input type="checkbox"/> Owner</p> <p><input type="checkbox"/> Manager</p> <p><input type="checkbox"/> Technician who applies spray coatings</p> <p><input type="checkbox"/> Another role</p> <p>(specify) _____</p>	<ul style="list-style-type: none"> •Read categories •Record any other role they provide 	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>A2. a. Do the operations at your shop include the application of surface coatings to vehicles or parts?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No → End survey</p> <p>b. When did initial construction of spray painting or paint stripping equipment begin?</p> <p>_____ (Month/Year) <input type="checkbox"/> Don't recall</p>	<ul style="list-style-type: none"> •A2a: If shop rep says "no" say this: At this point we don't have to move forward with the rest of the survey regarding spray coating operations. So, I thank you for your time and I'll let you get back to your business. Record that phone survey ended. •QA2b: if shop rep needs more information regarding what we mean by construction, we mean the earliest date spray coating operations first began at that facility, even if the business itself changed owners. 	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>A3. Is this shop part of a corporate chain?</p> <p><input type="checkbox"/> Yes (specify which one _____)</p> <p><input type="checkbox"/> No</p>		<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

Survey Question	Instructions & Tips	Recorded comments or questions by shop rep or other relevant info
<p>B6. Do you use waterborne paints? ___ Yes ___ No → <i>Skip B8</i> ___ Don't know → <i>Skip B8</i></p>		_____ _____ _____
<p>B7. Do you use waterborne paints for your: <i>(read responses)</i> ___ Basecoat ___ Primer ___ Another use (specify) _____</p>		_____ _____ _____
<p>B8. On average, about how many gallons of each of the following coatings are applied (not purchased) in your shop each week? Basecoat: _____ gallons _____ don't know Primer: _____ gallons _____ don't know Topcoat: _____ gallons _____ don't know Total Estimate: _____ gallons _____ don't know <i>If gallons estimate not provided, ask for:</i> _____ Number of jobs per week</p>	<ul style="list-style-type: none"> • <i>Ask for gallons per week. Ok if they can only provide total weekly estimate.</i> • <i>If no estimates in gallons provided, ask if they can provide the average number of spray paint jobs per week.</i> 	_____ _____ _____ _____ _____
<p>B9. Who is your primary supplier of paint coating products? Would you please provide contact information for that supplier? We are asking because we would like to partner with the suppliers to provide compliance assistance in the future. Supplier: _____ Paint Line: _____ Contact Name: _____ Phone number: _____ Email address: _____</p> <p>Supplier: _____ Paint Line: _____ Contact Name: _____ Phone number: _____ Email address: _____</p>	<ul style="list-style-type: none"> • <i>B9: Record both supplier and paint line (e.g. PPG, DuPont, Sherwin Williams, BASF, etc.)</i> • <i>Record phone and or email addresses.</i> 	_____ _____ _____ _____ _____ _____ _____ _____

Survey Question	Instructions & Tips	Recorded comments or questions by shop rep or other relevant info
SECTION C: RCRA GENERATOR AND WASTE DETERMINATION		
Now I have a few questions about how you manage your hazardous waste.		
<p>C1. About how much hazardous waste does your shop generate each month? (read options) <input type="checkbox"/> 0 - 26 gal/mo (VSQG or equivalent) <input type="checkbox"/> 27-270 gal/mo (SQG) <input type="checkbox"/> >270 gal/mo (LQG) <input type="checkbox"/> Don't know or your waste hauler handles that for you</p>	<ul style="list-style-type: none"> • Ok to tell rep: You should rely on your own understanding about what is considered a hazardous waste. • Regarding quantity, if they seem to need help, ok to say: One drum is 55 gallons. A half drum is ~27.5 gallons. 	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>C2. Are all hazardous waste containers labeled? <input type="checkbox"/> Yes (all containers) <input type="checkbox"/> Yes (some containers) <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>		<hr/> <hr/> <hr/> <hr/>
<p>C3. Does your shop send all hazardous waste to a permitted or state authorized hazardous waste treatment, storage, or disposal facility, or a state authorized facility? (Example: Clean Harbors in Braintree) <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Recycled</p>	<ul style="list-style-type: none"> • <i>Ok to check both "Yes" and "recycled"</i> 	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>C4. Are used absorbent paint applicators such as shop rags and towels stored in closed containers? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Don't use (e.g., just use paper towels)</p>		<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Survey Question	Instructions & Tips	Recorded comments or questions by shop rep or other relevant info
SECTION D: COMPLIANCE ASSURANCE		
<p>D1. How do you obtain information about complying with federal and state environmental regulations?</p> <p> <input type="checkbox"/> Coating manufacturers or suppliers <input type="checkbox"/> Corporate environmental division <input type="checkbox"/> Educational institutions (vocational technical school, community college, specialized training center, etc.) <input type="checkbox"/> Environmental consultant <input type="checkbox"/> Other auto body shops <input type="checkbox"/> Local government (town, city, or county) <input type="checkbox"/> OSHA <input type="checkbox"/> State environmental agencies <input type="checkbox"/> Suppliers <input type="checkbox"/> Trade association <input type="checkbox"/> U.S. EPA <input type="checkbox"/> Other (Specify) _____ <input type="checkbox"/> Don't know </p>	<ul style="list-style-type: none"> • Give shop a chance to respond. If they seem to need help tell them you can read through the whole list. 	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>D2. Has your shop been inspected or visited by a government environmental or health and safety official within the last six months?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No → End survey <input type="checkbox"/> Don't know → End survey </p>	<ul style="list-style-type: none"> • If survey ended, please state: Ok, that concludes all the questions I have for you. I want to thank you for your time. 	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>D3. What type of government official inspected or visited your shop?</p> <p> <input type="checkbox"/> EPA <input type="checkbox"/> State <input type="checkbox"/> Local government (environmental, health or fire department) <input type="checkbox"/> OSHA <input type="checkbox"/> Other (specify) _____ <input type="checkbox"/> Don't know/Cannot recall </p>	<ul style="list-style-type: none"> • Allow for a response, if they need help, state: I have a list that I can read. Then read whole list • Check all that apply. 	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Thank you for your time.

Shop ID#: _____

Remember: Do NOT attempt to offer guidance to the shop, answer substantive questions, or interpret requirements. If a shop asks you about compliance requirements, offer to have EPA send them a compliance assistance package (but do not say anything about how soon the materials will arrive, as there may be a delay). Note the need for a compliance assistance package in the phone survey log. This package has contact information for EPA staff if the shop has further questions. If the shop asks who they can contact at EPA for more information, they may call or email:

Mary Dever-Putnam, Acting Manager
Environmental & Compliance Assistance Unit
U.S. Environmental Protection Agency - New England
617-918-1717 (ph)
Dever.Mary@epamail.epa.gov

SV Phone Survey Protocol

You will be given a list of randomly selected auto body shops to contact. You may call the shops in any order you like. Attempt to reach each shop on the list.

When conducting phone survey for the EPA Statistically-Valid Measurement Pilot project, follow these steps:

1. Make initial calls to shops between 8:30 AM and 10 AM. Typically, the shops get busy from mid-morning until late afternoon, therefore, by calling the shops shortly after they open will yield better result in reaching the right person for the survey.
2. Use the script in the phone survey questionnaire. Note, IEC staff should be clear that they are contractors working for EPA, and not EPA staff.
3. There are several potential outcomes associated with each call, as described below. Document the result of each call attempt and whether the contact was successful using the attached phone survey log. Unless otherwise noted, you do not need to get a back up shop for an unsuccessful attempt.
 - a. **Shop no longer in business, number does not work, or shop is not an auto body shop.** For any of these outcomes, note this in the phone log and contact Tracy Dyke Redmond (617-354-0074 x 193 or tdr@indecon.com) for a randomly selected back up shop.
 - b. **Shop has changed names/ownership.** Note this in the phone log. Continue with the phone survey, but enter the current facility name on the survey form and in the database. Use the shop ID number assigned.
 - c. **Busy or no answer.** Note this in the phone log and try the call again at a different time of day. If no one answers the phone at a different time of day, try the call again in a day or two. If the contact is still unsuccessful, try the call a third time on a different day. If the contact is unsuccessful after three attempts, note the shop as unreachable in the phone log, and do not attempt to contact it again.
 - d. **Answering machine.** Do not leave a voicemail; instead note this in the phone log and try the call again within the next day or two at a different time of day. If unsuccessful in reaching a person, try a third time at a different time of day. If you do not reach a person at the shop after three attempts, note the shop as unreachable in the phone log, and do not attempt to contact it again.
 - e. **Language barrier.** If there are language barriers encountered during attempt to conduct phone survey, ask whether an English speaker is available to help translate. If a translator is used, record the translator's name on the survey form. If not translator is available when you call, try to schedule a time to call back when an English speaker is available. Record this situation as an "appointment for followup" in the phone survey log. If no translator will be available, record this as "language barrier" in the phone survey long and on the survey form, and move on to the next shop on the list.
 - f. **Refusal to participate.** Offer to call back at a different time, and see if you can get the shop to agree to participate. If you cannot, note this in the phone log and in the phone survey form. Move to the next shop on the list.

- g. **Partial interview.** If the shop refuses to continue part-way through the survey, note this in the phone survey log, on the survey form, and in the phone survey database, as described in the data handling procedures below. Enter the data you did collect in the database.
 - h. **Target not there.** If you cannot locate the person who has the necessary knowledge to answer the phone survey, ask for a date and time that this person will be available and make an appointment (specific day/time) to call back, and note this in the phone log. If the targeted person works in a different location (e.g., corporate office), ask to speak with the most knowledgeable person in the shop.
 - i. **Appointment for follow-up.** Note this in the phone log, and call the shop at the appointed time.
4. Follow all instructions on the phone survey and clearly and legibly document the responses on the survey form:
 - Read questions exactly as written.
 - Read the questions in the order that they appear on the survey form.
 - Only read responses aloud when instructed to do so. Never read the “Don’t know” response option aloud.
 5. After each call, note any issues or questions that arose in the phone log, such as:
 - Respondent questions about the survey that the interviewer didn’t know how to address, or
 - Uncertainty about how to record certain responses.
 6. Submit the completed log (in electronic format) with your database to Tracy Dyke Redmond at IEC (tdr@indecon.com) at the end of the data collection period.
 7. See Phone Survey Data Handling Procedures at the end of this document for details on how to enter phone survey data in the appropriate database.

Notes:

It is extremely important to be polite, friendly, and respectful throughout every call, since you will be seen as representing the EPA (even though you may be a contractor). In addition, a friendly, professional attitude will encourage respondents to complete the survey.

- Conduct the survey in a quiet area where there is no background noise and where interruptions will not occur.
- Never interrupt a call or put the respondent on hold.

Be careful not to indicate a preference for certain types of responses over others.

- Do not express any opinions on any of the survey topics.
- Do not volunteer any personal background to the respondent that would provide clues as to which responses are “desirable” to the interviewer (e.g., indicating that the interviewer is environmental consultant).
- If an initial response is unclear, probe in a manner that does not point the respondent towards a particular response.

Do NOT attempt to offer guidance to the shop, answer substantive questions, or interpret requirements. If a shop asks you about compliance requirements, offer to have EPA send them a compliance assistance package (but do not say anything about how soon the materials will arrive, as there may be a delay). Note the need for a compliance assistance package in the phone survey log. This package has contact information for EPA staff if the shop has further questions. If the shop is not clear about what is being asked, you may offer a simple

explanation/rephrasing, but if the respondent still isn't sure, mark "don't know." Report any questions that respondents have said are unclear to the phone survey managers ((Mary Dever Putnam for EPA staff or Tracy Dyke Redmond for IEC staff).

Phone Survey Data Handling Procedures:

Materials:

- Copies of phone survey questionnaire
- Permanent marker
- List of shops selected for phone surveys in your region, with phone numbers and unique ID numbers
- Your personal copy of the Phone Survey database (your name or initials will be part of the file name)
 - IEC will email you a copy of your database, along with an application (Mousehook.dll) that prevents your mouse from scrolling while you are using the database to avoid accidentally moving between records. If you have any trouble receiving or opening the database, please contact Tracy Dyke Redmond at IEC (tdr@indecon.com, 617-354-0074 x 193) and she will work with you individually to transfer the database.
 - Save both the database and the mousehook application in the same folder on your computer. The folder where you save the database should be backed up nightly.

Steps in Data Handling:

For each shop you will call:

1. Write the shop's unique ID number from the list given to you by EPA on **each page** of the phone survey questionnaire. Also write the name and phone number of the shop on the front page. Use a permanent marker.
2. During the phone survey, fill out the phone survey questionnaire in pen, making notes as needed. Be sure to fill in an answer to **every** question.
 - a. If a shop refuses to answer a question, note this in the comment field, along with any apparent explanation of why the shop would not answer the question. You will enter this in the phone survey database, as described in below. If a shop concludes a survey before you have asked all the questions, note the last question that was answered in the relevant comment field. You will also enter this in Section A of the phone survey database, as described below.
 - b. If you make an error as you fill out the form, draw a single line through the incorrect information and sign your initials so it is clear that you made the change. Then enter the correct information.
 - c. Keep all phone survey questionnaires, even if a shop concluded the survey early. Keep any notes you have directly on the phone survey questionnaire. If you have additional notes that do not fit on the phone survey questionnaire form (this is not expected and should be avoided if possible), staple your notes to the phone survey questionnaire form, and write the shop's unique ID on each page of your notes.
 - d. Keep all phone survey questionnaires in a secure location. These records are critical, and it is very important that they not be misplaced or damaged.
3. At the end of each working day during the data collection period, create a duplicate copy of all phone survey questionnaires completed that day. Phone surveyors should keep the

original questionnaire, and send the duplicate copies to person who will be conducting duplicate data entry for your region. Duplicate copies should be sent or given to the duplicate data entry person as soon as feasible, but no less frequently than once a week. Individuals responsible for original and duplicate data entry are shown below.

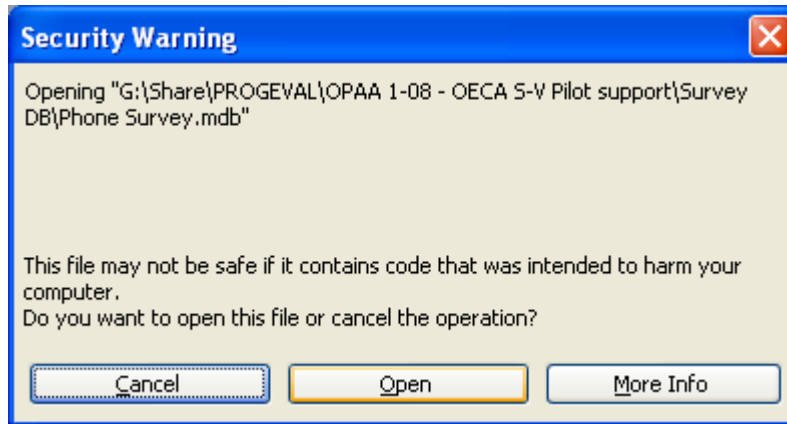
Region 1 Staff Involved in Data Handling

Phone Surveyor Name	Phone Survey Location	Original Data Entry Staff	Duplicate Data Entry Staff
Jorge Burgos	MA	Jorge Burgos	Andrew Husick

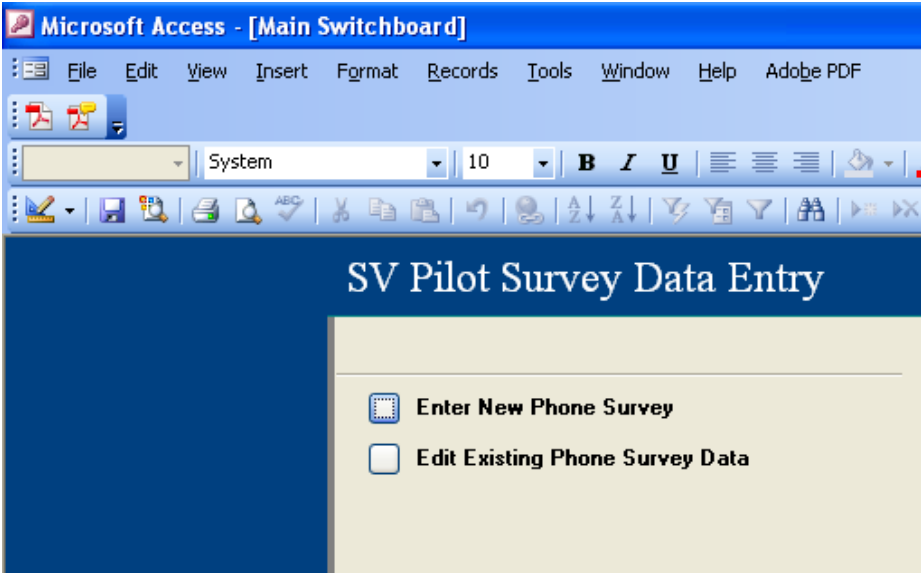
IEc Staff Involved in Data Handling

Phone Surveyor Name	Phone Survey Location	Original Data Entry Staff	Duplicate Data Entry Staff
Colin Mahoney	MA	Colin Mahoney	Margaret Cella
Kate Daniel	MA	Kate Daniel	Margaret Cella

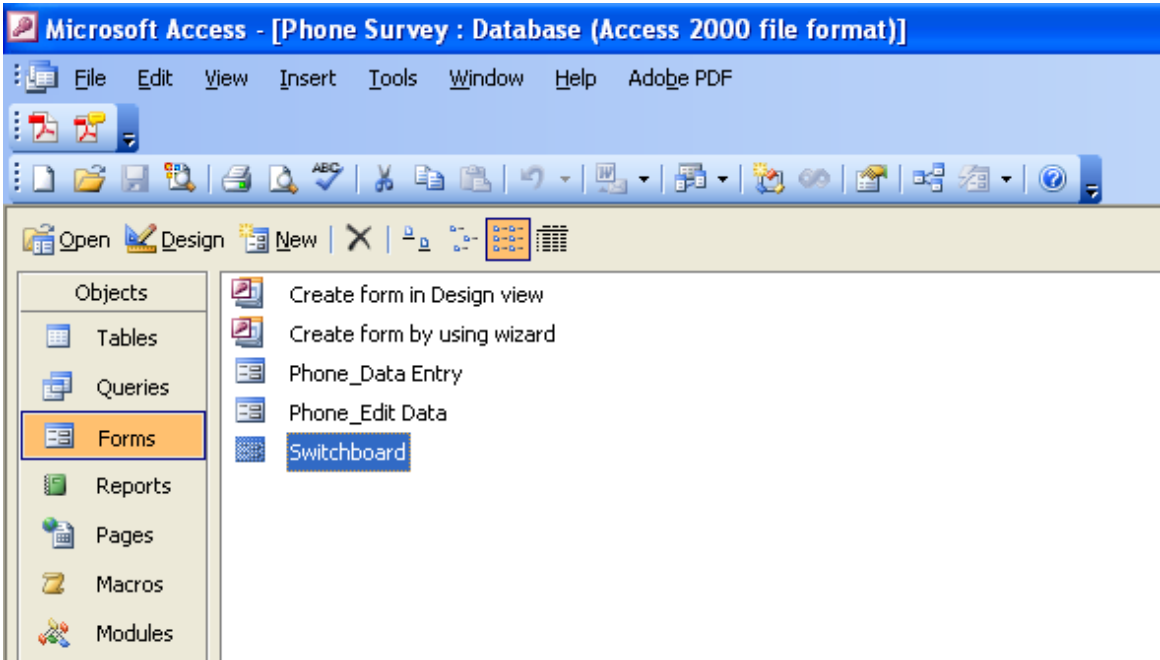
4. At the end of each working day during the data collection period, or at the earliest practical time following a phone survey, enter each phone survey questionnaire into your personal copy of the phone survey database.
 - a. Open the **Phone Survey.mdb** database file (the file format is Microsoft Access).
 - b. You may get a security warning similar to that below. If so, simply click **Open**.



- c. The database will load the **SV Pilot Survey Data Entry – Main Switchboard** form (shown below)



Note, If the SV Pilot Survey Data Entry – Main Switchboard does not load automatically, click on **Forms** and then **Switchboard** as shown below. This will bring you to the SV Pilot Survey Data Entry – Main Switchboard form shown above.



- d. Once you are at the Pilot Survey Data Entry – Main Switchboard form, choose **Enter New Phone Survey**. This will bring you to the **Phone Survey Data Entry – New Survey** form, where you can enter data for a new phone survey questionnaire (i.e., one that you have not already begun entering).

The screenshot shows the Microsoft Access application window titled "Microsoft Access - [Phone_Data Entry]". The menu bar includes File, Edit, View, Insert, Format, Records, Tools, Window, Help, and Adobe PDF. The toolbar contains various icons for file operations and editing. The main content area is titled "SV Pilot Phone Survey Data Entry - New Survey". It contains the following text: "This form is intended only for entering new data." and "Once you have completed entering responses to the survey, select 'Enter New Survey' to clear the form and begin entering another survey. Select 'Return to Main Menu' to close this form and return to the main menu." Below this text are two buttons: "Enter New Survey" and "Return to Main Menu". A bolded note states: "Please note that any data you have entered will be saved immediately, though may be edited while this form is open." The form is divided into four tabs: "Section A", "Section B", "Section C", and "Section D". The "Section A" tab is active and contains the following fields: "ID" (highlighted with a red circle), "Date of Survey:", "Agency/Regional Office:" (with a dropdown arrow), "Interviewer:", and "Tel:". A tooltip for the "ID" field reads: "(The ID should be a unique identifier assigned to this set of survey responses)".

- e. Be sure to enter the unique ID from the phone survey questionnaire at the top of the Section A tab, as shown in the red circle above. Once you enter the ID number here, it will show up on each subsequent tab.
- f. Fill out the answer to each question in Section A, and then click on the Next button at the bottom of the tab to proceed to Section B. Continue through each tab until the entire questionnaire has been entered in the database.
- g. When you are finished, click on the **Return to Main Menu** button to close the questionnaire form and, if desired, enter a new questionnaire.
- h. If you need to close the database before you are finished entering a particular questionnaire, simply click on the **Return to Main Menu** button and the close the database file. When you return, you will be able to resume data entry.

Notes:

Be sure to answer each question on the form.

Data is saved as you enter it, so you need not take any extra steps to save the data.

Use the tab buttons to navigate through the form (e.g., to return to a prior Section tab). Tab buttons are at the top of the page. Do NOT use the scroll button on your mouse, as this will move you to a different record.

If a shop refuses to answer a particular question, choose this option in the database (each question has a "refused" response option).

If a shop concludes a phone survey before you have asked all the questions, check “Shop terminated phone survey early” in Section A and note the last question that was answered in as shown below. In the comment field in the database, give an indication of why the shop would not complete the survey (e.g., lack of time).

SV Pilot Phone Survey Data Entry - New Survey

This form is intended only for entering new data.

Once you have completed entering responses to the survey, select 'Enter New Survey' to clear the form and begin entering another survey. Select 'Return to Main Menu' to close this form and return to the main menu.

Section A | Section B | Section C | Section D

ID: (This ID should be a unique identifier assigned to this set of survey responses)

Date of Survey:

Interviewer:

Facility Name:

If phone survey was attempted but not completed, check applicable reason(s) below:

Language barrier

Shop refused to participate at all

Shop terminated phone survey early At question number:

- i. If you need to return to a record you have previously begun entering, select **Edit Existing Phone Survey Data** from the **Switchboard** form. This will bring you to the **SV Pilot Phone Survey – Edit Existing Data** form. Place your cursor in the **ID** field, then select the **Find Record** button. (see below).

Microsoft Access - [Phone_Data Entry]

File Edit View Insert Format Records Tools Window Help Adobe PDF

SV Pilot Phone Survey - Edit Existing Data

This form is intended only for editing previously entered data.

With the cursor in the ID field, select the 'Find Record' button to search for the ID number of the record you would like to modify. In the box that appears, type the ID number you wish to search for and select 'Find Next'. The form will reflect the record you specified. Close the find box to make the desired changes to the data.

Note that a scroll wheel on a computer mouse will move through the records in the database when turned, therefore use the scroll wheel with care and always ensure you are editing the correct record by checking the ID number shown on each tab.

Select 'Return to Main Menu' to exit this form and return to the Main Menu.

Section A | Section B | Section C | Section D

ID: (This ID is a unique identifier assigned to this set of survey responses and should not be changed)

Date of Survey: Agency/Regional Office:

Interviewer: Tel.:

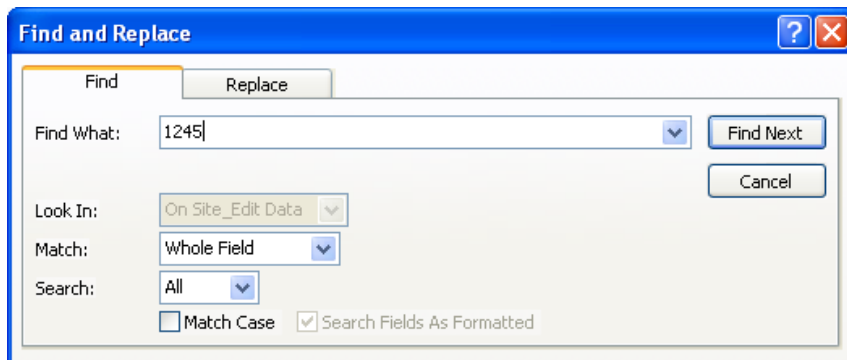
Facility Name:

Facility Address Line 1: Town:

Find Record **Return to Main Menu**

Please note that any changes made will be saved immediately, though may be edited while this form is open.

In the Find and Replace box that appears, type the ID number you wish to search for and select **Find Next**. This command will bring up the record you specified. Then select **Cancel** to close the Find and Replace box and make the desired changes to the data. (Do not use the replace command.)



5. Duplicate data entry staff should enter duplicate records as described in Step 4 above. However, note that only yes/no, multiple choice, and pull-down menu data will be entered in the duplicate records. (Because it is difficult to enter data in an open text format consistently, e.g., due to extra spaces or different punctuation, it is not necessary to double-enter the open text data.)
6. When all records are entered in your copy of the database (i.e, all phone surveys are complete, and all phone survey questionnaires have been entered), email your copy of the database to Tracy Dyke Redmond at IEC (tdr@indecon.com). If you have any questions about how to enter the data in the database, you may also call Tracy at 617-354-0074 x 193. IEC will be responsible for compiling all of the database records and cross-checking original and duplicate data records. If any discrepancies are found, IEC will contact the phone surveyor to determine the correct information. IEC will then ensure that both original and duplicate data sets match the true values.
7. Keep your paper versions of the phone survey questionnaires until the first round of data collection is complete (in late spring 2009). EPA will alert you when you should submit your paper versions of the questionnaires. All paper versions should be sent to:

Mary Dever Putnam
Environmental & Compliance Assistance Unit, A&P2, OES
U.S. Environmental Protection Agency - New England
5 Post Office Square, Suite 100
Mailcode: OES04-1
Boston MA 02109-3912