

UNITED STATES ENVIRONMENTAL PROTECTION AGENCY REGION 8

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Ref: 8RA

MEMORANDUM

SUBJECT:

Region 8's Corrective Action Plan

OIG Evaluation Report:

An Overall Strategy Can Improve Communication Efforts at Asbestos Superfund

Site in Libby, Montana Report No. 11-P-0430

FROM:

ames B) Martin

Regional Aministrator, EPA Region 8

TO:

Wade T. Najjum

Assistant Inspector General for Program Evaluation

Attached is EPA Region 8's revised corrective action plan for the recommendations found in the Office of Inspector General's (OIG) Evaluation Report No. 11-P-0430, "An Overall Strategy Can Improve Communication Efforts at Asbestos Superfund Site in Libby, Montana," dated August 3, 2011. The plan outlines actions Region 8 will take to address the three recommendations in the report and identifies completion dates for each recommendation.

If you or your staff has any questions regarding this plan, please contact me by telephone at (303) 312-6308 or email at martin.jim@epa.gov; or Sonya Pennock, Supervisor, Public Affairs and Involvement/Office of Communications and Public Involvement, at (303) 312-6600, pennock.sonya@epa.gov.

Attachment

Cc: Mathy Stanislaus, Assistant Administrator for Solid Waste and Emergency Response, Jim Woolford, Director, Office of Superfund Remediation and Technology Innovation Paul Anastas, Assistant Administrator for Research and Development

REGION 8 CORRECTIVE ACTION PLAN

For
OIG EVALUATION REPORT NO. 11-P-0430

	Recommendation	Implementation Actions	Completion Date	Status
1.	Ensure that Libby outreach products are readable for a general audience.	Revise Q & A section on the Libby site web page to either rewrite shorter responses to a 12 th grade reading level (or as near a 12 th grade reading level as possible) or add a 12 th grade reading level "summary" of the longer, more detailed answers.	June 30, 2012	
		Review all future public information materials that will be widely distributed in the community for readability using the Flesch Kincaid Grade Level Readability Formula. To the extent possible given the scientific nature of some of the information provided at the Libby Asbestos Superfund Site, produce public information material that is at or below a 12 th grade reading level according to the Flesch Kincaid Grade Level Readability Formula.		Implemented/Ongoing
	Revise the Libby CEP to serve as an overall communication strategy by including:	Amend the CEP to include a summary of the community involvement program that includes key messages that address specific community	June 30, 2013	
	key messages that address specific public concerns and site activities	concerns, general timelines, measures for success and mechanisms for identifying community concerns and collecting feedback.		
b.	timelines for community involvement activities and outreach products	Using the template in Section 4 of Attachment 1 for Community Involvement Plans (7) in the	June 30, 2013	

measures for successful communication mechanisms for identifying community concerns and collecting feedback	Community Involvement Toolkit, EPA will produce key messages in CEP that track with the major themes of EPA's work and describe how EPA will address citizen concerns identified in the CEP.		
	Identify quantifiable measures of success and report annually. Examples might include such things as number of meetings EPA staff attend with stakeholders, number of attendees at EPA-sponsored public meetings, favorable or unfavorable feedback on meetings, number of fact sheets produced, favorable/unfavorable responses to fact sheet tear offs, number of calls received and responded to in the Information Center. These measures will be revised as needed.	September 30, 2012	
	 Expand the Information Center data base to track citizen complaints, questions, comments and EPA/contractor response. Provide a summary to the community involvement coordinator of concerns received quarterly. Track through a data base 	June 30, 2012	
	 Seek ongoing feedback on community involvement through fact sheet tear- offs, meeting comment cards, 	June 30, 2012	Partially implemented: meeting comment cards used in May 2011 public

	suggestion boxes in the information centers and links on the Libby web page. Track through a data base.		meeting, suggestion boxes in place in Libby and Troy Information Centers, Libby web page link produced.
	 Provide notification to the community of the anticipated timing of planned activities each year through the update fact sheet, announcements at the annual update meeting and a notice posted in the information center window and on the Libby web site. 	June 30, 2012	
	Seek public comment on the next major revision of the community involvement plan.	Within a year following the next ROD or December 31, 2015, whichever comes first	
Implement a process for ongoing evaluation of Region 8's communication strategy are incorporate results into community involvement planning	Conduct customer satisfaction survey after OSWER/OSTRI/ARD/CIPIB's Information Collection Request to OMB is approved. Arrange with manager of the Community Involvement and Public Initiatives Branch to notify Region 8 when the approval is received	Six months following receipt of OMB's approval	
	Conduct special round of community interviews and amend the CEP with actions Region 8 will take to address major concerns raised in customer satisfaction survey, interviews, tear offs, meeting comment cards,	Conduct interviews by December 31, 2012 Revise CEP by June 30, 2013	

Information Center calls, suggestion boxes and link on web page. Continue evaluation of Region 8's communication efforts through ongoing use of tear offs, meeting comment cards, Information Center calls, suggestion boxes and link on web page.	Partially Implemented
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