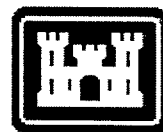

Formerly Utilized Sites Remedial
Action Program (FUSRAP)

Maywood Chemical Company Superfund Site

ADMINISTRATIVE RECORD

Document Number

MISS - 132



**US Army Corps
of Engineers®**

MAYWOOD COMMUNICATIONS WORKING GROUP

Recommendations to U.S. Army Corps of Engineers

August, 1999

Introduction

The Maywood Communications Working Group ("CWG" and "the group") was organized upon the request of the U.S. Army Corps of Engineers ("the Corps"). The purpose of the CWG was to create specific recommendations for the Corps relating to community input and for establishing a viable two-way communication process between the community and the Corps during commercial clean-up (or, Phase II). Upon completion of its task and in anticipation of the revision of the Community Relations Plan ("CRP"), the Corps would review and consider the recommendations developed by the CWG. The Corps' response to the recommendations would be included in the revised CRP as well as all selected community relations activities and processes.

Membership in the group was drawn from various groups, including commercial property and business owners, realtors and residents; all members served on a voluntary basis. A list of participants (a participant is described as anyone who joined the CWG and attended at least one working meeting) is attached. The group met between April and August 1999 for five working meetings and one final meeting which Sue Hopkins, Public Affairs Specialist with the Corps, attended to receive the recommendations.

Preamble

The CWG recommends that the Corps reaffirm its philosophical commitment to Community Relations and a viable two-way communication process between itself and the community. The philosophical commitment extends to providing information that is accurate and is available in a timely fashion (e.g., offered with sufficient lead time to avoid community surprise and trigger relevant questions and feedback to the Corps). In addition, the group recommends that in the future, technical and scientific information be better presented in user-friendly (layman's) language, that there be more and better publicity of clean-up progress and successes, and that the Corps be alert and sensitive to public misconceptions to allow for any necessary corrections and provision of correct and complete information to the public.

An underlying concern expressed by the group was a skepticism concerning the Corps' intention to seriously consider its recommendations (i.e., that the group itself may have been created for a pro forma purpose – only to represent a symbolic attempt to gather community input). In a broader context, the question raised is whether the Corps will actually be forthcoming with full information, and listen to and involve the community in a dialogue.

Organization of the Recommendations

The CWG developed recommendations for the public-at-large and for specific target groups with differing informational needs. The recommendations are presented below in outline form for both the public and the various identified audiences.

Recommendations for Target Groups

Commercial Property/Business Owners:

- Within the first three months of Remedial Design, the Corps would conduct a door-to-door assessment with each commercial property/business owner to discuss individual needs and issues, and organizing small group meetings with employees and unions (the timing of these small group meetings as well as identifying the audience – Safety Team, department heads, Public Relations firms).
- As soon as funding was confirmed for a particular piece of property, quarterly updates and reports would be provided to the individual property/business owner; a designated person at the Corps would be identified as a contact for the property/business owner.
- During Remedial Action, any inter-agency (e.g., EPA activity) at a site would be automatically reported to the commercial property/business owner at a meeting scheduled by the Corps.
- Revision of Feasibility Study for commercial property/business owners – meeting or availability session would be scheduled with owners to delineate nature/extent of contamination on property, at RI and after FS.
- Notice to commercial property/business owners before any actual clean-up work is done (as soon as the Corps is aware of the start date).

Elected Officials:

- Initial meeting with Corps early in RD to discuss logistical issues, needs, contracts, etc. (before meetings with individual commercial/business property owners), and small group employee meetings (see above and below).
- Copies of non-technical handouts (health, logistics, value of properties, etc.) to be distributed to public and at public meetings as needed.
- Traffic issues, order of property work (and any schedule changes), work relating to electrical or water systems – as soon as decisions made or under discussion by Corps.
- Milestones and completion of work on individual property as soon as event is achieved.
- Information to Mayor, Town Council, Police, Fire Department, DPW/Engineers – routed through the Borough Clerk.
- Speaker from Corps available at Town Council meetings as appropriate; Corps will request participation at various meetings.

- Sensitivity training/communication training for employees of Borough Hall providing information for public.

Employees of Business Owners and of Municipalities/Unions:

- Non-technical handouts concerning health issues, parking/logistics and business closings – phone number of Information Center on each handout.
- Small-group briefings with employees/unions to discuss Phase II and answer questions.

Realtors:

- Non-technical handouts about health issues to be distributed to all area realtors.
- Traffic issues/street closings (3 weeks prior to event) (Shopper and Channel 9, 12, and 20).
- Milestones and completion of work on different properties to be communicated as soon as achieved (flyers and Shopper, Channel 9, 12, and 20).
- Briefing and Q/A with area realtors (date to be determined At Realtor Association meeting, below).
- Speaker from Corps at Realtor Association meeting.
- Map to all realtors indicating property where work was completed.

Residents Living in Close Proximity to Commercial Property:

- Leaflets at houses south of the intersection of Maywood and Central Avenues down to Lodi/Route 17 and Essex Street, 3 weeks prior to work beginning and street closings/traffic issues – to be distributed by civic groups.
- Bulletin Board at Borough Hall (see Public-at-Large section, below)
- Cablevision (see Public-at-Large section, below)
- Emergency information on changes in schedule - see General public, below

Media:

- Local newspapers (Our Town, Record, Shopper, etc. – news releases and/or inserts regarding meetings open to public, different phases) (Proposed Plan, Public Comment, RD, RA, etc.), work schedule, traffic issues/street closings (see Public-at-Large section, below).
- Create a program for cable/public access channel with information about Phase II issues. Program should be user-friendly. Scheduling should be announced in flyers and newspapers (see below, Public at Large), and should be arranged for periodic showings at different times of the day.

Program should be described in the Proposed Plan. A copy of the program should also be placed in the public library.

Recommendation for the Public-at-Large

Flyers

- To be distributed by bulk mail, or left at each address in Maywood and Lodi (residential and commercial addresses) and in public places (e.g., post office, Borough Hall, storefronts, malls, library, Information Center, etc.) by volunteers (e.g., members of Rotary, American Legion) – designated volunteer in charge, with call down list of people at local groups; twenty volunteers needed for one-half day for each distribution).
- Flyer text also to be published in the Record and the Shopper. If only one method of distribution is possible, publication in the newspapers is the priority; the group recognizes that preparation/distribution costs may be high but feels that this is an important process to be implemented.
- Content/writing responsibility is the Corps
- Content should include:
 - Progress of clean-up
 - Upcoming schedule
 - Revisions in timeframe
 - Traffic/street closings and any revisions in these plans
 - Schedule of upcoming meetings/availability session
 - Identification of any new phase being entered into (e.g., RD, RA, etc.) and clear description of each phase
 - Website address, 800#, and Information Center phone number and hours of operation
 - Q/A section (e.g., questions forwarded to Corps from public/citizens – “is it true that”; opportunity to dispel myths).
- Frequency – prepared at a minimal of one time per every six months; more if necessary/an important point in time (e.g.; entering a new phase), also before holidays like July 4th, Night Out – placed in public places
- Group discussed costs of the preparation of such a flyer – general sense that printing costs would be quite low in bulk at place like Staples.

Information Center

- More regular/definitive schedule of hours and staffing -- part-time OK (less expensive) as long as routinized.

Availability Sessions

- Alternate evening and afternoon sessions so people with different schedules can attend (not on Zoning/Planning Board or Mayor/Council meeting nights)
- Availability sessions that are expected to draw a small audience will be held at the Information Center; availability sessions that are expected to draw large audiences will be held at Borough Hall or the Maywood High School gym.

- During RD – at 2 months (e.g.; to consider Quality of Life issues such as noise barriers, emissions, etc), 4 months, 8 months and 13 months
- During RA – quarterly/every three months
- Before Operations/Maintenance and Surveillance phases
- Notify public of these availability sessions 2-3 weeks prior through flyers (see above), cable TV/radio, displays in stores, malls, post office, library, etc.

Change of Circumstances/Emergency Information (e.g., ruptures, street closings, business closings, other) –

- Immediate, emergency announcements on radio/TV, cable; person circulating through area with bullhorn; posted in public places (see list in section on flyers, above)

“Kick-off” meeting between RD and RA phases

Changes/Evolution in current information available (e.g., higher contamination levels, change in action levels and clean-up standards)

- Revision of Feasibility Study for commercial property/business owners – meeting or availability session with commercial property owners to delineate nature/extent of contamination on property, at R1 and after FS
- In relation to presenting this information to the public, the group asks the Corps to identify an accurate and timely process which would be used to present new/changed information (and an opportunity to meet/ask questions, and a specific contact person/phone number for more information/questions).

Post-clean up (was work done properly? Clean/unrestricted use?)

- Annual property inspections on all commercial properties, including building foundations
- Annual report after inspection, to be available in library
- Individual owner must be notified immediately of any problem
- If any ground water contamination, annual monitoring of water quality
- If the EPA begins work on any site in relation to chemical contamination, property/business owners will be notified and the names and phone numbers of contact people at EPA will be provided
- If any equipment left, annual inspections
- After Information Center closes, names and phone numbers of contact people at the Corps

Corps would revisit communication needs/processes prior to entering each new phase (e.g., RD, O/M, Surveillance); also will be discussed at regular or special availability sessions.

In revised Community Relations Plan the Corps will respond to CWG’s recommendations and explain decisions/choices made, as well as budgeting/cost and other relevant information.

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21291-4303

201 846-7417 7 BRANCA CT LODI

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21-845-5444 Pleasant Leathers
Beth. Almost 20 years

Via Phone SEWS

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2011909-2320 SEANS 700 Rt 17 South

Communications Working Group

~~May 25, 1999~~ June 15, 1999

Name	Address/Phone	Organization	Add to Mailing List?
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(1st @ 2:45)

Lillian Single The Alliance To Protect Maywood

Legene Chris team

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Communications Working Group

July 13, 1979

Name	Address/Phone	Organization	Add to Mailing List?
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Communications Working Group

AUGUST 4, 1999

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