Avaltroni, Robert

From: Avaltroni, Robert
Sent: Friday, December 06, 2002 2:44 PM
To: Radhakrishnan, Krish
Subject: FW: Residential Cleaning and Testing Program - Cancellation Polic y

C.DTF Cannot bring up

-----Original Message-----
From: Callahan.Kathy@epamail.epa.gov
[mailto:Callahan.Kathy@epamail.epa.gov]
Sent: Friday, December 06, 2002 2:02 PM
To: Robert Avaltroni (E-mail)
Cc: Callahan.Kathy@epamail.epa.gov
Subject: FW: Residential Cleaning and Testing Program - Cancellation Polic y

bob, we did change the cancellation policy to make it more stringent. we have distributed it to the contractors. we did not change it to make it applicable "since inception of the program". to do so would require additional detailed follow up, for example, tracking down the situations where this had occurred and contacting the contractors and residents who might be involved, perhaps even calling people who had been rescheduled and telling them that we had a more stringent policy and now they were no longer eligible. this has potential for adverse public reaction (we never told the public they would be eliminated from the program until the new policy) as well as consuming resources on a now small universe of residents. we never discussed a retroactive application, either between us, or the day we met with fema.

if you have thoughts on this, i would appreciate your sharing them with me. i did not get back to brad gair because, given the issues we have been dealing with in the last week, i felt this one did not warrant top priority. we did, timely, change the policy. it is the retroactive part that i have a concern with. but let me know what you think. if you agree with me that retroactive application is not appropriate, perhaps you can tell brad gair.

call if you have questions. thanks. kathy

Kathleen C. Callahan
212-637-3116
212-637-3115 (fax)

Bob,

As you will recall, I raised the Cancellation Policy issue at our meeting
with EPA a few weeks ago. I sent Kathy Callahan the email (below) for follow-up, but I have not received a response. Can you confirm for me that
we have now formally adopted a Cancellation Policy that provides for efficiently dropping applicants who do are not home for or cancel their

initial appointments.

I am convinced that implementing a stronger Cancellation Policy is essential
to expeditiously completing the program and maximizing use of our available
federal assistance.

I hope that you share this position and thought that perhaps NYC DEP and EPA
have already resolved this issue.

Please advise.

Brad Gair
FEMA
WTC Federal Recovery Office
646.746.1888 (office)
917.842.7947 (mobile)

-----Original Message-----
From: Gair, Brad
Sent: Saturday, November 30, 2002 3:27 PM
To: Kathy Callahan (E-mail)
Cc: Picciano, Joe; Melnick, Walter
Subject: Residential Cleaning and Testing Program - Cancellation Policy
Importance: High

Kathy,

Since our last meeting, I have not heard anything about how you are
implementing the Cancellation Policy in conjunction with the Residential
Cleaning and Testing Program. As we discussed, it is unfair to expect the
contractors to bear the financial burden of missed appointments unless we
are going to enforce a strict Cancellation Policy. I hope that by now, we
have dropped all applicants who have missed more than one appointment since
the inception of the program. This is absolutely essential in order to
focus available resources on those applicants who actually want the service.

Please advise.

Brad Gair
FEMA WTC
646.746.1888 (office)
917.842.7947 (mobile)

(See attached file: C.DTF)

Tracking: **Recipient**
Radhakrishnan, Krish