

Gilsenan, Michael

From: Theodorellys, Penny
Sent: Monday, January 27, 2003 10:04 AM
To: Radhakrishnan, Krish
Cc: Gilsenan, Michael
Subject: Warren and Panzer

On Friday, January 24, 2003, I visited the offices of Warren and Panzer (WP) to examine the monitoring contractor's performance with regards to the USEPA indoor residential cleaning and testing program.

Overall, I found WP to be organized and methodical in scheduling and maintaining records. The program rests on a few key employees. Only one individual is performing all pre-cleaning or testing visits, this includes the preliminary walk through, the discussion of aggressive vs. modified aggressive, and the HVAC in the common space requests.

A summary of my key observations and the numbers follows:

1. 1764 requests were received. Of those, 1477 requested cleaning and testing and 286 requested testing only. These breakdown figures were not finalized because WP (under USEPA instructions) allows residents to alter their requests up until the point they sign the agreement. Once the agreements are signed changes are no longer allowed.
2. Resident contact is based on a caller list supplied by USEPA. A final list was supplied to WP on 1/16/03. I briefly examined this list and found some duplication. The duplication appears to be from residents who filed more than one request (difference in confirmation number) and did not enter the requested data exactly the same on both requests (extra space, a "0" instead of a " "), misspelled address, etc). WP indicated they will not remove the duplicates until after the site visit to ensure no one is inadvertently omitted.
3. Resident contact is being made according to the listing. The listing is in a sorted order (not alphabetical by street, but rather by premise number in digit order, not numerical -1, 12, 13,...19, 2, etc.). I did not specifically count the contacted vs, not contacted (the list had not been updated) but rather examined the entries by page. It appears that over half the residents have not been contacted.
4. Fourteen (14) residents have been removed from the program based on the implemented cancellation policy. The predominant reason appears to be a failure to provide access. Thirty-seven (37) residents declined participation in the program. There is no column on the spreadsheet indicating when and if letters went out. WP stated it would be added. There are columns for each separate attempt. WP seems to need some clarification from USEPA on how and where to log messages left on answering machines (does it count as contacted?).
5. 280 residences and common spaces have been cleaned. The common spaces are included per floor of common spaces (within a building) cleaned in the count. Therefore, the common space within a 27 story building is included 27 times in this count.
6. WP cannot schedule any cleaning at 176 Broadway, 69 Gold Street, and 81 Nassau Street due to HVAC issues. At 90 Beekman Street and 90 Gold Street, WP can schedule common areas but not the residences; again due to HVAC issues.
7. Residences tested prior to the program by USEPA and found to have met the clearance criteria are not eligible for the program. These requests, not a significant number, are included in the total requests count.
8. Currently, WP schedules 9-12 residences for cleaning per day. Similarly, WP performs testing at 9-12 residences per day. This testing count is the testing of residences cleaned the previous day. WP is only performing testing for "testing only" requests at approximately one residence per

week. The "testing only" requests for the quad were 286. Fifteen individuals changed from clean and test to test only (it is unclear where they are in the current counts- they are currently entered in the "notes" column- so they are probably in the clean and test count)

9. There have been no Scope B cleaning activities and one "modified Scope A". Most residents select modified aggressive air sampling. Approximately 12 residents selected aggressive air sampling. These include the residents who were in the additional testing program where wipe testing was also performed in their residences.
10. From pre-inspection to completed work on the request (and invoicing) takes approximately 2-3 weeks.

During the closing discussions, I informed WP that my impression was that they needed to add personnel to the pre-cleaning and testing visits portion of the work and that more work should be assigned. The "test only" requests should be tested. Specifically, finish the program in a more timely manner. WP expressed that this pace was working well, that it was in keeping with the contractor's performance abilities, and that the USEPA had not indicated concerns with the progress. WP also expressed, this is a two-year contract. I stated that I was not there to change the current operation, that I was there to obtain information and report back. I further stated that the Department would notify them either directly or through the USEPA of any necessary changes in the program's implementation.