

Gilsenan, Michael

From: Theodorellys, Penny
Sent: Tuesday, January 28, 2003 4:14 PM
To: Radhakrishnan, Krish
Cc: Gilsenan, Michael
Subject: Cole Cosulting

Today, I visited the offices of Cole Consulting (Cole) to examine the monitoring contractor's performance with regards to the USEPA indoor residential cleaning and testing program.

Overall, it appears Cole has implemented some changes in the implementation of their contract requirements. The individual performing the contacting and scheduling function is new to the position (3-4 weeks). I listened to one interaction with a resident calling for an appointment. She had an excellent phone manner (ie. courteous, helpful/informative, professional, patient).

Specific observations:

1. Cole is working through the USEPA provided caller list by zip code within the Quad to keep the work in proximity. They have reached out to 10002, 10005, 10006, 10007 and 10282. They have not reached out to residents in 10004 or to residents of buildings where whole building requests were received.
2. Cole has not implemented the cancellation policy. USEPA has provided them with sheets to be completed to track resident contacts. The sheets contain a table with three columns: date, phone number, actions; and six rows for entries (with room for text to document conversations). Information Cole was keeping on different sheets has not yet been transcribed. They do have one excel sheet with some contact information, not ordered or workable for figures, but contains information on resident some resident contacts and cancellations.
3. Cole does not have total figures readily available. Much of the information for scheduling is in handwritten notes. They have weekly schedules, residents' requests, and whole building requests on excel worksheets. The filtering function was not working to separate the different categories of activities.
4. Here are some of the numbers obtained.
 - 1580 calls received. The corrected spreadsheet had 49 pages. 1293 "Clean and Test" and 267 "Test Only"
 - 28 whole building requests, and 33 HVAC requests were received. It was not clear and an explanation could not be provided as to the difference in these figures except that the lists came from USEPA. The whole building request list has multiple duplicates but the requests vary. For example, 105 Duane Street had a page of listings, some requested cleaning and testing, some requested testing only, some state yes HVAC, others no. A clean up of the tracking is necessary.
 - 6-8 residence cleanings are scheduled per day. The residents are given an option of cleaning date and told they need three days. Residents are informed that someone will be out the day before for the pre-cleaning visit. The air tech is then also scheduled for the next day.
 - Cole had 8 project monitors and 6 air technicians working the project.
 - 6-8 test only are scheduled per week. They are scheduled based on location of the cleanings. Air technicians may be responsible for sampling at more than one residence at a time depending on the proximity of the work.
 - 34 residents withdrew from the program

- 2 residents were present for the cleaning, but have not been available for post testing. 2 residents changed from "test only" to "clean and test". A larger number changed from "clean and test" to "test only" (not counted).
- 5. Invoices are sent to USEPA within one week of performing the post testing. Cole indicated there was a hold up at USEPA until the data entry is completed before the invoices are forwarded to DEP. Cole was instructed to get the data entry done.
- 5. HVAC inspections will begin tomorrow by Duct Dusters according to John Anuforo. Inquired as to whether you were informed. Stated he would call you.
- 5. An issue was raised that residents and building managers were not allowing the air sampling technicians to stay within the building and considered it loitering. The technicians must be allowed to stay and monitor their pumps. This is an issue USEPA should visit and set a policy with regards to the acceptability of the samples. Perhaps a clause in the agreement, that if post testing is not permitted to proceed according to the required and agreed upon parameters, then the resident is responsible for payment of the cleaning.
- 5. Mr. Anuforo stated that at current pace he expected the work in the quadrant to be completed by June or July.