

Gilsenan, Michael

From: Theodorellys, Penny
Sent: Thursday, January 30, 2003 5:25 PM
To: Radhakrishnan, Krish
Cc: Gilsenan, Michael
Subject: ATC Associates

I visited the offices of ATC Associates (ATC) on January 30, 2003 to examine the monitoring contractor's performance with regards to the USEPA indoor residential cleaning and testing program.

Overall, ATC Associates seemed to have had some tracking problems that are in the process of being corrected with changes being implemented. The tracking procedures are therefore in the initial stages, even though work had been proceeding with a paperwork system.

Here are the figures and specific comments:

1. ATC had been getting a poor response from residents in their contacting and scheduling. An overall improvement in the trend was seen after the implementation of the cancellation policy (subjective - not verifiable due to original tracking methods).
2. 1697 Total residence requests were received; 277 were for "test only" and 1420 were for "clean and test". 74 "whole building" requests were received (duplicate requests in the system were for the most part corrected).
3. All 74 "whole building" requests have HVAC/exhaust system evaluations. All HVAC systems have been evaluated. Exhaust systems were not evaluated and ATC has to return to each of the buildings to complete these evaluations. Only 3 of the 74 were high rise buildings with more complicated systems. ATC has completed 31 inspections. None of the 31 buildings have been "dirty". Accumulations of debris had been observed at 310 Greenwich and 80 North Moore but the accumulations were not consistent with the WTC debris. These were original inspections done where sampling was performed. Although not impacted by the WTC, these systems were found to not be functional with heavily coated filters and virtually no air flow. The report was sent to the building management and IPN and ATC is not aware of any further action.
4. ATC was directed that changes from "test only" to "clean and test" were no longer permitted during this past week. Overall, they had not received many requests for changes and most were from "clean and test" to "test only". No figures available. The changes are reflected in the numbers above. ATC has been dealing directly with Dennis Santella at USEPA for changes in the database.
5. 250 residence clean ups have been completed. Of those, two were modified scope B and one more is pending. 54 test only residences have been completed.
6. The cancellation policy has been implemented, but as mentioned in the overall it is at its original stages. ATC had originally attempted contact with all requests in what was called a call "blitz". There is a record on or in a file folder for 780 of these calls. This information was not entered or tracked and is not being considered in the number of calls for implementation of the cancellation policy. Therefore, the second calls that are now in progress will be counted as first calls for purposes of the cancellation policy. ATC plans to enter retroactive information back to 1/20/03 only.
7. 4 cancellation letters have been sent out. An additional 6 cancellations are in progress. When a cancellation is received in less than 24 hours, ATC sends an e-mail to USEPA and awaits USEPA instructions to remove the individual. A letter is sent out after USEPA instructs to remove.
8. 14 residents withdrew from the program.
9. ATC has an interesting tickler file cabinet with over 230 folders (based on a quick count). The cabinet contains residents where contact was made and in most cases the interview took place, but for various reasons the cleaning was not scheduled. By next week, ATC will incorporate

these residences (each file folder is a residence) into the cancellation policy.

10. 5-10% of residents opt for aggressive monitoring.
11. ATC stated they schedule as many residences as they are able to reach for scheduling. ATC has tickler files with the cleanup scheduling and for the interview scheduling for a week out for field staff and following weeks in a cabinet. The files are coded orange for cleaning, blue for test only, and white for interviews. Up to 14 technicians are scheduled per day depending on the amount of scheduled work. Up to 4 monitors conduct the interviews. One is dedicated to this project, the others are assigned as needed.
12. ATC had one full time person placing calls to residents and responding to residents calls. There is a dedicated extension for this function with voice mail. A message on this line refers people to a cell phone number in case of an emergency. This "emergency" cell phone is monitored by two different individuals during after hours. One individual is dedicated to managing the databases and entering the data. The database is a follow-up to the paperwork folders set up for each unit. The folders are set up after contact is made and go through to the billing phase. If contact is not made the information is entered on sheets that are then data entered.
13. The database (initial phases of implementation as mentioned previously) has columns for call 1, call 2, call 3, call 4 with sub-columns in each for contact, no answer, left message, tenant will call back. Separate columns are dedicated to the date letters are sent out. There was a question from ATC in terms of how these letters should be sent out (regular mail or certified mail/return receipt). The return receipt is more expensive and is not an acceptable cost for them to incur when the number of letters increases.
14. When field work is complete, it is placed in a location for billing. There were four full boxes (the size of the paper supply boxes) of completed work that was not billed. ATC will be working on them.
15. If a file returns from the field with a problem (ie. the work was not completed), Fred Burhardt reviews the file to determine the next step.