

Gilsenan, Michael

From: Clifford S. Burns, P.E. [cburns@warrenpanzer.com]
Sent: Wednesday, February 26, 2003 3:58 PM
To: Evangelista.Pat@epamail.epa.gov
Cc: mgilsenan@dep.nyc.gov; Moyik.Cathy@epamail.epa.gov; Butler.Elizabeth@epamail.epa.gov; Perera.Dilshad@epamail.epa.gov; Jeffrey Terhune (E-mail)
Subject: RE:

Pat,

We have fully sifted through the OEI database and determined that as of Monday's meeting, there were 750 tenants available to be called (582 C&T; 168 test only). Since then, 200 tenants have been contacted, 33 C&T Inspections have been scheduled, and 10 Test Only Inspections have been scheduled (the balance of tenants could not be reached on first try).

In speaking with another quadrant consultant, I was informed that a revised cancellation policy now calls for only 2 phone calls and the letter. Is this correct? I don't want to change protocol based on another consultant's information.

For the letter, will sending them overnight via Airborne Express (the carrier we have an account with) be acceptable? Krish had stated that he wanted USPS Express, but USPS cannot get several hundred envelopes (500 - 600 will be required) to us for 10 days. We can start using Airborne immediately (and it is \$2 cheaper than USPS). I left this message for Krish, but have not heard back yet. Please advise.

We have reassigned personnel and increased our calling efforts, including evening calling shifts, to achieve the goal of making initial contact and sending the letter (as applicable) to all 750 before next Wed meeting.

We will also have a reporting of all information you requested by Friday 10 AM.

It is my and Warren & Panzer's commitment to fulfill all obligations of this contract and make every reasonable effort to complete the project as soon as possible.

Sincerely,

Clifford S. Burns, P.E.
 Vice President
 Director of Business Development
 Warren & Panzer Engineers, P.C.
 212-922-0077

-----Original Message-----

From: Evangelista.Pat@epamail.epa.gov
 [mailto:Evangelista.Pat@epamail.epa.gov]
Sent: Wednesday, February 26, 2003 1:06 PM
To: Clifford S. Burns, P.E.
Cc: (E-mail); mgilsenan@dep.nyc.gov
Subject:

As per my discussion with you yesterday, in follow-up to my meeting with your representatives on 2/24/03 and in response to your email below, this is to reiterate that we requested you to assess the number of valid apartment requests that were available for you now to contact to schedule for our assistance (test only & clean and test). I explained that such valid requests are available to you based on whole building

requests cleared, the valid clean and test request is not related to a whole building request, or the valid request is a test only. We requested that you reach out to this "universe" in Quad C this week (this would include telephone calls and letters being sent express mail). I also suggested that your estimate of 1000 may be on the high side.

I request that you inform us of the real number of valid apartment requests that you have identified based on the criteria reiterated above and let me know your capabilities so that we may appropriately plan accordingly. Specifically, I need to know as soon as possible what you think you can accomplish in the next week. I remain optimistic that the position you identified below will change. Thank you.

----- Forwarded by Dilshad Perera/R2/USEPA/US on 02/26/03 08:12 AM -----

Butler/R2/USEPA/US@EPA, (E-mail)" <sbeberman@warrenpanzer.com>, "Jeffrey Terhune 02/25/03 11:40 AM <jterhune@warrenpanzer.com> Please respond to cburns	"Clifford S. Burns, P.E." <cburns@warrenpanzer.com>	To: Elizabeth Perera/R2/USEPA/US@EPA cc: "Stacey Beberman (E-mail)" Subject: Phone Calls
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Dilshad,

As a follow up to yesterday's meeting, we have since discussed ways to achieve the DEP/EPA's request to contact all remaining eligible tenants in the next week, and have determined that it will be nearly impossible to achieve. With roughly 1000 calls to make, that's 200 calls per day, each requesting that they get back to us within 2 weeks. That means we will have to field up to 1000 calls in the next 2 weeks, along with making 3 follow up calls to each tenant. We are not currently set up with staff or telephone equipment to handle that volume in that short a period of time. The number of calls alone would overwhelm our phone system.

Under the original terms of this contract, we were never obligated to schedule the entire universe of tenants at once. Our gameplan had always been to schedule approx two weeks ahead, and we would like to continue to do so with the understanding that we will achieve the 20 apt/day requirement (barring any significant tenant cancellations).

Please advise ASAP.

Thank you,

Clifford S. Burns, P.E.
Vice President
Director of Business Development
Warren & Panzer Engineers, P.C.
212-922-0077