

**Gilsenan, Michael**

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**From:** Evangelista.Pat@epamail.epa.gov  
**Sent:** Wednesday, February 26, 2003 4:50 PM  
**To:** cburns@warrenpanzer.com  
**Cc:** Moyik.Cathy@epamail.epa.gov; Perera.Dilshad@epamail.epa.gov;  
 Butler.Elizabeth@epamail.epa.gov; Jeffrey Terhune (E-mail); mgilsenan@dep.nyc.gov  
**Subject:** RE:

It's one call where you're unable to reach them and then the letter. I understand that DEP is ok with your "Airborne" approach and either has been in touch with you on this or is about to follow-up with you shortly. The following is our new cancellation policy:

#### Scheduling and Cancellation Policies

##### Assistance Program

In order to make efficient use of the contractors performing work for EPA's Indoor Air Residential Assistance Program, the following cancellation policies have been adopted

NOTE: All calls regarding scheduling and/or rescheduling must be made to the appropriate Monitoring Contractor. Please do not call the hotline.

1. Cancellation without 24 hours notice: If a resident cancels a scheduled appointment for cleaning or testing without 24 hours notice or if the Cleaning Contractor cannot gain access to the residence at the scheduled time (e.g., no one home), the situation will be considered a cancellation without notice and the resident will no longer be eligible for the program. A note will be slipped under the resident's door stating the appointment was cancelled with a copy of the cancellation policy. In addition, the Monitoring Contractor will inform the resident of this policy if the resident calls to cancel.\*

2. Cancellation with 24 hours notice: If a resident cancels a scheduled appointment for cleaning or testing with 24 hours notice, the resident will have two weeks to contact the Monitoring Contractor to schedule a new date. The Monitoring Contractor will inform the resident of this policy when the resident calls to cancel. Please note, the resident should reschedule as soon as possible. If the resident does not reschedule within two weeks or cancels their second appointment, the resident will be removed from the program.\*

3. Monitoring Contractor cannot make contact: The Monitoring Contractor will make four attempts within a two-week period to contact the resident to schedule a date for cleaning or testing. After the first attempt, a letter will be sent to the resident advising them to contact the Monitoring Contractor within 2 weeks to schedule. If the Monitoring Contractor cannot reach the resident after the fourth attempt or the resident does not contact

the Monitoring Contractor within this time period,  
the resident will be removed from the program.

4. Monitoring Contractor makes contact, but cannot schedule a date: If the Monitoring Contractor is unable to schedule a date for cleaning or testing during the initial contact, the resident will be given two weeks to call the Monitoring Contractor to schedule an appointment. If after one week, the resident has not contacted the Monitoring Contractor to schedule an appointment, the Monitoring Contractor will make a follow-up call to inform the resident an appointment has to be scheduled within one week. If the resident does not call to schedule an appointment within this time period, the resident will be removed from the program.\*

\* If extraordinary circumstances cause a resident to be removed from the program, that resident can discuss the issue with Benjamin Barry of EPA at 212-637-3651.

Thank you.

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| <p>"Clifford S.<br/>Burns, P.E."<br/>&lt;cburns@warrenpanzer.com&gt;</p> <p>02/26/03 03:57 PM</p> <p>(E-mail)"</p> <p>Please respond to<br/>cburns</p> | <p>To: Pat Evangelista/R2/USEPA/US@EPA<br/>cc: mgilsenan@dep.nyc.gov, Cathy<br/>Moyik/R2/USEPA/US@EPA, Elizabeth<br/>Butler/R2/USEPA/US@EPA, Dilshad<br/>Perera/R2/USEPA/US@EPA, "Jeffrey Terhune<br/><br/>&lt;jterhune@warrenpanzer.com&gt;<br/>Subject: RE:</p> |
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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 -----

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| <p>Butler/R2/USEPA/US@EPA,<br/>Dilshad<br/>&lt;cburns@warrenpanzer.com&gt;</p> <p>Beberman<br/>(E-mail)"</p> | <p>"Clifford S.<br/>Burns, P.E."</p> <p>To: Elizabeth<br/>Perera/R2/USEPA/US@EPA<br/>cc: "Stacey</p> |
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1  
 <sbeberman@warrenpanzer.com>, "Jeffrey Terhune  
 02/25/03 11:40 AM (E-mail)"  
 <jterhune@warrenpanzer.com>  
 Please respond to Subject: Phone Calls  
 cburns

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,

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 Vice President  
 Director of Business Development  
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**Gilsenan, Michael**

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**Sent:** Wednesday, February 26, 2003 3:58 PM  
**To:** Evangelista.Pat@epamail.epa.gov  
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