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L.W.B.

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DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS 377TH AIR BASE WING (AFMC)

FEB 12 2012

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2000 Wyoming Blvd SE  
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Mr. John Kieling, Manager  
RCRA Permits Management Program  
Hazardous Waste Bureau (HWB)  
New Mexico Environment Department (NMED)  
2905 Rodeo Park Road  
Santa Fe New Mexico 87505

Dear Mr. Kieling

Kirtland Air Force Base (AFB) is submitting the *KAFB Community Relations Plan – Bulk Fuels Facility Spill SWMU ST-106 and SS-111, February 2012*, in accordance with Part 1, number 3 within New Mexico Environment letter dated August 6, 2010 (RE: Bulk Fuels Facility Spill, SWMUs ST-106 and SS-111 Directive for Conducting Interim Measures and Notice of Disapproval; Interim Measures Work Plan, June 2010; Vadose Zone Work Plan, June 2010; Groundwater Investigation Work Plan, June 2010; Kirtland AFB, EPA ID# NM9570024423 HWB-KAFB-10-015, HWB-KAFB-10-016, HWB-KAFB-10-019).

Please contact Mr. L. Wayne Bitner at (505) 853-3484 or at [ludie.bitner@kirtland.af.mil](mailto:ludie.bitner@kirtland.af.mil) or Ms. Victoria R. Martinez at (505) 846-6362 or at [victoria.martinez@kirtland.af.mil](mailto:victoria.martinez@kirtland.af.mil) if you have any questions.

Sincerely

THOMAS F. BERARDINELLI  
Director of Staff

Attachment:

KAFB Community Relations Plan – Bulk Fuels Facility Spill SWMU ST-106 and SS-111,  
February 2012

cc:

NMED-RPD (J. Davis), w/out attach

NMED-HWB (W. Moats), w/ cd and hard attach

(W. McDonald, B. Salem, S. Brandwein), w/ cd attach

NMED-GWQB (J. Schoepner), w/ cd attach

NMED-OGC (L. Barnhart), w/out attach

EPA Region 6 (L. King), w/out attach

AFCEE/CMSE (Mr. Oyelowo), w/out attach

/EXEC (Mr. Urrutia), w/out attach

Public Info Repository (Central New Mexico), w/ cd attach

Administrative Record/Information Repository (AR/IR), w/ cd attach

File, w/ cd attach

# **KIRTLAND AIR FORCE BASE ALBUQUERQUE, NEW MEXICO**

## **Community Relations Plan Bulk Fuels Facility Spill Solid Waste Management Units ST-106 and SS-111**

**February 2012**



**377 MSG/CEANR  
2050 Wyoming Blvd. SE  
Kirtland AFB, New Mexico 87117-5270**

**KIRTLAND AIR FORCE BASE  
ALBUQUERQUE, NEW MEXICO**

**COMMUNITY RELATIONS PLAN  
BULK FUELS FACILITY SPILL  
SOLID WASTE MANAGEMENT UNITS ST-106 AND SS-111**

**February 2012**

***Prepared for***

U.S. Army Corps of Engineers  
Albuquerque District  
Albuquerque, New Mexico 87109

USACE Contract No. W912DY-10-D-0014  
Delivery Order 0002

***Prepared by***

Shaw Environmental & Infrastructure, Inc.  
7604 Technology Way, Suite 300  
Denver, Colorado 80237

## **NOTICE**

This report was prepared for the U.S. Army Corps of Engineers by Shaw Environmental & Infrastructure, Inc. for the purpose of aiding in the implementation of a final remedial action plan under the U.S. Air Force Environmental Restoration Program (ERP). As the report relates to actual or possible releases of potentially hazardous substances, its release prior to a final decision on remedial action may be in the public's interest. The limited objectives of this report and the ongoing nature of the ERP, along with the evolving knowledge of site conditions and chemical effects on the environment and health, must be considered when evaluating this report, since subsequent facts may become known which may make this report premature or inaccurate.

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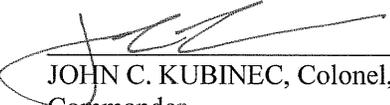
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FEBRUARY 2012**

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision according to a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment for knowing violations.

  
\_\_\_\_\_  
JOHN C. KUBINEC, Colonel, USAF  
Commander

This document has been approved for public release.

  
\_\_\_\_\_  
KIRTLAND AIR FORCE BASE  
377 ABW Public Affairs

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## PREFACE

This plan was prepared by Shaw Environmental & Infrastructure, Inc. (Shaw) for the U.S. Army Corps of Engineers (USACE) under contract No. W912DY-10-D-0014, Delivery Order 0002. This work plan describes the community relations approach and community outreach activities to be implemented in association with upcoming remedial investigations and interim measures at Solid Waste Management Units ST-106 and SS-111, collectively known as the Bulk Fuels Facility (BFF) Spill, at Kirtland Air Force Base (AFB), Albuquerque, New Mexico. These investigations are being conducted in accordance with all applicable federal, state, and local laws and regulations, including requirements identified by the New Mexico Environmental Department, Hazardous Waste Bureau, in order to characterize and address fuels contamination in soils and groundwater at the BFF Spill.

The objectives of the community involvement effort are to:

- Identify concerns the local community or stakeholders may have regarding planned BFF Spill groundwater investigation and interim measure activities at the site,
- Establish effective and comprehensive mechanisms for educating the community about BFF Spill groundwater investigation and interim measure activities, and
- Set forth a strategy for ongoing, two-way communication between the project and the community.

All work was conducted in November 2010, revisions were made in March/April 2011, with additional revisions in August and October 2011. Mr. Walter Migdal is the Project Manager for the USACE Albuquerque District. Mr. Wayne Bitner, Jr. is the Kirtland AFB Restoration Section Chief and Mr. Tom Cooper is the Shaw Project Manager. This plan was prepared by Ms. Lisa Stahl.



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Thomas Cooper, PG, PMP  
Shaw Environmental & Infrastructure, Inc.  
Project Manager

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## ACRONYMS AND ABBREVIATIONS

377 ABW	377th Air Base Wing
AFB	Air Force Base
Air Force	U.S. Air Force
AR	Administrative Record
AST	aboveground storage tank
AvGas	aviation gasoline
BFF	Bulk Fuels Facility
bgs	below ground surface
CAB	Citizens Advisory Board
CRP	Community Relations Plan
DTIC	Defense Technical Information Center
ERP	Environmental Restoration Program
FFOR	Former Fuel Offloading Rack
ft	foot/feet
IR	information repository
JP-4	Jet Propellant-4 fuel
JP-8	Jet Propellant-8 fuel
LNAPL	light non-aqueous phase liquid
mg/kg	milligrams per kilogram
NMED	New Mexico Environment Department
NTIS	National Technical Information Service
PAO	Public Affairs Office
Shaw	Shaw Environmental & Infrastructure, Inc.
SWMU	Solid Waste Management Unit
SVE	soil-vapor extraction
TPH	total petroleum hydrocarbon
TVI	Technical Vocational Institute (Albuquerque)
USACE	U.S. Army Corps of Engineers

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# 1. INTRODUCTION

## 1.1 Overview

This Community Relations Plan (CRP) was prepared by Shaw Environmental and Infrastructure, Inc., (Shaw) for the U.S. Army Corps of Engineers (USACE) under contract W912DY-10-D-0014, Delivery Order 0002. The community involvement and outreach approach outlined in this CRP pertains to upcoming remedial investigations and interim measures to address fuels contamination at Solid Waste Management Units (SWMUs) ST-106 and SS-111, collectively known as the Bulk Fuels Facility (BFF) Spill, at Kirtland Air Force Base (AFB), Albuquerque, New Mexico. BFF Spill investigation and interim measure activities being conducted under this delivery order relate to a fuel plume floating on the groundwater, related contaminants that have dissolved into the groundwater (also known as the dissolved-phase plume), and associated soil contamination which were identified during regular environmental monitoring activities conducted at Kirtland AFB. Work related to investigation activities is being conducted in accordance with requirements outlined by the New Mexico Environment Department (NMED) Hazardous Waste Bureau, the regulatory agency with oversight responsibility for remedial work at the BFF Spill.

The community involvement and outreach approach presented in this CRP is focused on planned remedial investigations and interim measures related to the BFF Spill being implemented by the U.S. Air Force (Air Force) in accordance with the NMED requirements. The CRP was developed to identify and address community concerns about the fuels contamination and planned remedial investigations and interim measures. A particular focus for community outreach activities is associated with the planned installation of 78 groundwater monitoring wells in residential/commercial areas off-base. This CRP was developed to ensure that local neighborhoods and stakeholders are kept informed about investigation and interim measure activities and are aware of opportunities and ways to become involved in the investigation process. Finally, this CRP is designed to support and work in conjunction with and to utilize

existing community outreach methods outlined in the existing *Kirtland AFB Community Relations Plan* (Kirtland AFB, 2011).

## **1.2 Background**

Kirtland AFB is located in the southeast part of Albuquerque, New Mexico, and occupies approximately 52,000 acres. As of fiscal year 2010, approximately 21,248 civilians and military personnel work on Kirtland AFB.

The Kirtland AFB BFF Spill is located in the northwestern part of Kirtland AFB (Figure 1-1). Historical aerial photography indicated that the area was used for fuel storage and processing as early as 1951 (CH2M HILL, 2001). The facility operated until 1999 when it was removed from service as a result of below-grade line leakage along the offloading rack.

At present, jet fuel is stored in two aboveground storage tanks (ASTs) (1.7-million gallons each).

## **1.3 Community Relations Plan Objectives**

The objectives of the community involvement effort are to:

- Identify concerns the local community or stakeholders may have regarding planned BFF Spill groundwater investigation and interim measure activities at the site,
- Establish effective and comprehensive mechanisms for educating the community about BFF Spill groundwater investigation and interim measure activities, and
- Set forth a strategy for ongoing, two-way communication between the project and the community.

Information used to develop this CRP identifies methods for information sharing and addressing stakeholders' informational needs and project concerns as they are identified. The term "stakeholder" refers to area residents, interested or involved agencies, affected businesses, and environmental/community organizations. Specifically, the CRP provides community members and project

staff with a discussion of the community involvement activities designed to share information and to address any identified issues and concerns.

This CRP provides an overview of the project location, history, and need for the response activities (Section 2); a community profile of the area and chronology of past community involvement activities (Section 3); the community involvement strategies and methods for project stakeholders (Section 4); and references (Section 5). Resources to be used for this project are provided in the appendices. Appendix A provides a key contact list. Appendix B identifies the location of Administrative Record (AR) file and information repositories (IR). Appendix C provides an outreach approach for well installation.

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## 2. SITE INFORMATION

### 2.1 Site Location and Description

Kirtland AFB is located on the southeast part of Albuquerque, New Mexico (Figure 1-1). The Base occupies approximately 52,000 acres and is bordered by the City of Albuquerque to the west and the north, the Cibola National Forest to the east, and the Isleta Indian Pueblo to the south. As of fiscal year 2010, approximately 21,248 civilians and military personnel work on Kirtland AFB.

As the host unit at Kirtland AFB, the 377th Air Base Wing's (377 ABW) mission includes conducting nuclear operations; organizing, training, equipping and deploying expeditionary forces; and operating, securing, and supporting Kirtland AFB for over 100 mission partners. Included among these mission partners are the Air Force Research Laboratory, Air Force Operational Test and Evaluation Center, 58th Special Operations Wing, New Mexico Air National Guard, U.S. Department of Energy, and Sandia National Laboratories. The 377 ABW also provides fire protection and crash and rescue services for the Albuquerque International Sunport.

Kirtland AFB's host and associate units combine to form the single largest employer in New Mexico, resulting in a major economic impact on the surrounding communities. The Base's estimated annual economic contribution to the area exceeds \$4.3 billion.

### 2.2 Site History

Historical aerial photography has revealed that the area was used for fuel storage and processing as early as 1951 (CH2M HILL, 2001). At that time, the fueling area was separated into a distinct tank holding area where bulk shipments of fuel were received and a separate fuel loading area where individual fuels trucks were filled. The truck loading area appears to have been approximately 250 feet (ft) north of the tank area.

Subsequent aerial photographs indicate that construction of the BFF and associated infrastructure took place in 1953. Once completed, the facility operated until 1999 when it was removed from service as a result of below-grade line leakage along the offloading rack. Bulk storage for Jet Propellant-8 fuel (JP-8), diesel fuel, and aviation gasoline (AvGas) was managed in the eastern portion of the facility. A 250-gallon underground storage tank was located near the pump house (Building 1033) (CH2M HILL, 2001). The three types of fuel handled by the BFF were aviation fuel (AvGas; high-octane gasoline), Jet Propellant-4 fuel (JP-4), and JP-8. The use of AvGas and JP-4 at Kirtland AFB were phased out in 1975 and 1993, respectively. JP-8 was handled through the Former Fuel Offloading Rack (FFOR) until the leak was discovered in 1999.

The exact history of releases is unknown. Conceptually, releases could have occurred when fuel was transferred from railcars, through the FFOR, to the pump house and then to the bulk fuel storage containers at the south end of the site. The probable release points have been investigated. Fuel transfer from the railcars to the pump house was done under vacuum, while the transfer of fuel from the pump house to the bulk storage containers was performed under pressurized conditions. At that time, fuel transfer infrastructure for vacuum transfers was exempt from pressure testing, whereas fuel infrastructure for pressurized transfer did undergo regular pressure testing. Only when the vacuum portion of the fuel system underwent pressure testing that was not required in 1999 was any problem noted in the fueling system.

At present, jet fuel is stored in two ASTs (1.7-million gallons each). Diesel fuel is stored in two ASTs (5,000- and 10,000-gallon), and unleaded gasoline is stored in one 10,000-gallon AST. The site currently has one temporary JP-8 offloading rack located in the southwestern corner of the facility, west of the fuel loading structure (Building 2404). This rack was placed into service following the piping failure at the FFOR. A second small offloading rack (Building 2401) is used for the delivery of diesel and unleaded gasoline motor vehicle fuels.

## 2.3 Previous and Pending Investigations

Investigations into leaks at the BFF began in 1999 and were conducted through 2009, and will be continued by Shaw. Investigation work done to date is summarized below. For additional information, please refer to documents located in the information repositories (Appendix B).

### **Stage 1 Abatement Plan Report (CH2M HILL, 2001)**

In the soil investigations initiated immediately after the 1999 discovery of the fuel line leak, contamination was detected along the JP-8 offloading rack that supplied the 300-ft-long below-ground pipeline. The horizontal extent of shallow contamination less than 40 ft below ground surface (bgs) was delineated during the June 2000 direct-push technology investigation portion of the Stage 1 investigation. This contamination appeared to be limited to within 50 ft lateral to the location where the pipelines went belowground.

The site investigations conducted during 2000 also included soil characterization at depth, extending downward to the water table at select locations. Contamination was identified in two deep soil borings installed during July 2000, and additional borings were installed to determine the horizontal extent of contamination in the soil.

Based on data from the additional borings, soil contamination that exceeds the NMED *Total Petroleum Hydrocarbon (TPH) Screening Guidelines* (NMED, 2006) is limited to within approximately 310 ft of the surface, and within the area 65 ft south, 280 ft north, 400 ft east, and 175 ft west of the FFOR. The total area of soil affected by the petroleum hydrocarbon contamination is estimated to be 6.5 acres with depths of contamination extending to 310 ft bgs.

**Stage 2 Abatement Plan Report (CH2M HILL, 2006a)**

Additional borings were advanced in 2003 as part of a pilot test for soil-vapor extraction (SVE). All four soil-vapor monitoring wells included both soil and vapor sampling capabilities and were completed to depths of approximately 450 ft bgs. In addition to the anticipated intervals of petroleum-related contamination, two locations were found to have detections at the lowest sampling depth of 60 ft bgs.

**Stage 1 Abatement Plan Report, East Side of the Kirtland AFB Bulk Fuels Facility (CH2M HILL, 2006b)**

In 2005, a shallow soil investigation of potential source areas on the east side of the BFF was conducted.

Soil samples were collected from the following areas:

- Former Wash Rack Drainfield
- Three Fuel-Storage ASTs
- Former Fuel/Water Evaporation Pond
- Recovered Liquid Fuel Collector Tank
- Primary Fuel-Storage ASTs and Tank Bottom Water-Holding Tanks

The investigation included excavating test pits and advancing a borehole to 50 ft bgs. Additionally, a temporary soil vapor monitoring point was installed in the borehole and monitored for TPH concentrations with field monitoring equipment for several quarters. Based on visual observations, analysis of soil samples from the test pit and shallow soil sampling at this location, and analysis of soil vapor samples, no substantial hydrocarbon impacts were identified in the interval from the ground surface to 50 ft bgs. The only area where soil exceeded the NMED TPH guideline was located in the vicinity of the primary fuel storage ASTs and tank bottom water-holding tanks. The maximum TPH concentration was 2,400 milligrams per kilogram (mg/kg) detected in the sample from 15 ft bgs. None of the detections indicates the area was contributing to the soil-vapor profile at the BFF Spill.

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**Semi-Annual Summary and Performance Report (CH2M HILL, 2008)**

In 2007, groundwater monitoring well KAFB-1066 was installed in the general vicinity of the east side of the BFF. This monitoring well was installed between the presumed area of the storage tank associated with the 1951 rack operations and the location of the filling rack itself where tanker trucks would have been fueled. Additionally, 15 groundwater monitoring wells were installed between 2007 and 2008. These monitoring well installations are reported on the Semi-Annual Summary and Performance Reports. Soil sampling was conducted at 20-ft intervals during advancement of the KAFB-1066 borehole, from 20 to 480 ft bgs. Soil sample results did not suggest the presence of a large surface release of fuel in this area. However, there were detections of limited petroleum hydrocarbon concentrations (< 100 mg/kg) throughout much of the borehole length, and isolated, higher concentration detections of other fuel compounds, such as toluene, benzene, xylenes, etc., at individual shallower depths of 40 and 140 ft bgs in the borehole. While the individual fuel-related detections in the borehole were not extremely high, the pattern of detections may be indicative of a predominantly stair-step lateral and vertical migration of near surface releases of fuel through the vadose zone.

**Remediation and Site Investigation Report (CH2M HILL, 2009)**

In 2009, soil boring investigations were conducted, and four additional groundwater monitoring wells were installed at the BFF Spill to further evaluate other potential source areas. The soil data are consistent with previous sampling results and verify the effectiveness of the SVE system. Light non-aqueous phase liquid (LNAPL) was not detected in samples collected from any of the newly installed wells.

**Remedial Investigations and Interim Measures (Shaw, 2010; 2011 a, b, c)**

Shaw was awarded a contract in Fall 2010 to continue Air Force remedial investigation activities into the BFF Spill. Shaw is working with the Air Force to address requirements identified by NMED regarding soil, vadose zone, and groundwater contamination and to identify and implement interim measures to remediate contamination in groundwater, source areas, and fuel floating on the water table. As part of the

groundwater portion of remedial investigations, the Air Force installed 78 groundwater monitoring wells both on-base and in the neighborhoods bordering Kirtland AFB in order to collect more information about the extent of contamination in the underground environment. Information gained during all remedial investigations will be used to identify and recommend a remedial approach that best addresses the contaminants given environmental conditions.

Figure 2-1 shows the known extent of the two groundwater plumes (LNAPL and dissolved-phase) as well as proposed and existing groundwater monitoring well locations.

## **2.4 Potential Threat to Public Health and Safety**

The BFF Spill area was used as a fuel storage and distribution area for many years. Based on past investigation efforts, petroleum contamination has been identified in subsurface soil, soil gas, and groundwater on Kirtland AFB and groundwater contamination has migrated off-base (Figure 2-1). While contamination is confirmed to be off Kirtland AFB property, it has not yet reached or impacted any City of Albuquerque, Veterans Administration, or Kirtland AFB drinking wells. This contamination appears to be a result of various releases that have occurred over the operational history of the facility. Information is available on some of the releases whereas other releases are not well documented and are inferred to have been ongoing for unknown periods of time. All contaminants of potential concern are related to refined petroleum.

### 3. COMMUNITY INFORMATION

#### 3.1 Area Description

The BFF Spill area to be addressed as part of remedial investigation activities is located in the northwestern portion of Kirtland AFB and continues off-site to the north. Contamination associated with the BFF Spill is estimated to extend approximately one mile to the north from Kirtland AFB, into the neighborhoods of Siesta Hills and Elder Homestead (Figure 3-1). Adjacent to the estimated plume area is the Veterans Administration Hospital. The area immediately to the north of the Kirtland AFB boundary is park, USS Bullhead Memorial Park, a recreational use area, and Siesta Hills. To the north of this area/Gibson Boulevard, residential areas begin, Elder Homestead and Siesta Hills, which are intermixed with light commercial and/or industrial areas.

#### 3.2 Community Profile

CRPs are used, in part, to assist project personnel in understanding the specific interests and needs of the local population and other interested people during investigation and cleanup activities associated with a federal remediation project. To gain this understanding, a community profile is developed based on available demographic information and community interviews, as appropriate. Census information cited in the following paragraphs is provided to identify predominant population ethnicities for communities impacted by the BFF Spill. As part of ethnic group identification, some Census respondents also identified themselves as belonging to two or more ethnicities. The Census Bureau does not provide details about multiple ethnicity identification, so this aspect of population ethnicity is not provided or discussed in the sections below. Therefore, cited percentages will not add up to 100 percent.

Based on Census data (U.S. Census Bureau, 2000), the 5.9 square miles to the north of Kirtland AFB has approximately 37,711 people. The median age is 34 years and the area is racially diverse with Caucasians

at 65.9 percent and Hispanics with 45.5 percent of the population. Other ethnic groups include African Americans at 4.4 percent, Native American at 7.1 percent and Asians at 2.7 percent.

Of the 18,765 housing units in this area, the majority were built over a 50-year period between 1940 and 1990. The majority of housing in this area (64.5 percent) are rental properties, 35.5 percent are owner-occupied, and 12.7 percent are vacant.

In this area, 75.8 percent are high school graduates or higher, and 26.1 percent have a Bachelor's degree. While 61.3 percent are employed, 21.1 percent of families and 26.4 percent of individuals are below the poverty level. Median household income was \$26,248. Top industries by employment are medical and surgical hospitals, corporate and regional managing offices, ambulatory health care services, nursing care facilities, limited service restaurants, health and medical insurance carriers, temporary help services, and research and development companies. Military service counts for only 0.4 percent of the work force (U.S. Census Bureau, 2004 and 2008).

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## 4. COMMUNITY INVOLVEMENT OBJECTIVES AND ACTIVITIES

### 4.1 Objectives

The community involvement program is designed to reflect goals of the larger Environmental Restoration Program currently in place at Kirtland AFB and specifically, to provide an overall framework of outreach activities and opportunities for the community to work with Kirtland AFB and the USACE during the BFF Spill remedial investigation activities and interim actions. Goals of the Kirtland AFB Environmental Restoration Program are to:

- Fulfill federal information availability requirements,
- Encourage involvement in the Kirtland AFB Environmental Restoration Program,
- Educate the community regarding risks and cleanup issues, and
- Reinforce the partnership between Kirtland AFB and the community.

The focus of this outreach program is to ensure two-way communication between Kirtland AFB, USACE, Shaw and the community and to keep the community informed of project progress, as appropriate to the level of work being conducted.

The outlined community involvement approach for the BFF Spill remedial investigations will:

- Provide residents with accurate, timely, and understandable information;
- Provide for an open dialogue between Kirtland AFB and the public regarding project activities;
- Provide avenues for public participation in the decision-making process related to cleanup of the site;
- Notify local officials, residents, and businesses about field work being planned in their community or near their property before work begins; and
- Seek to increase the level of understanding in the community of the remedial investigation process, the roles of the various government agencies involved, the technologies used in cleaning up the environment, and the site investigation and cleanup plans.

## 4.2 Community Involvement Activities

Shaw recognizes that the following activities will be conducted in support of and in addition to existing Kirtland AFB community outreach activities. The following activities presume providing support to Kirtland AFB public affairs personnel or augmenting existing outreach activities as necessary in support of BFF Spill remedial investigation and interim measure activities.

### **Activity 1: Establish a point of contact.**

**Objective:** To provide residents and stakeholders with an individual to contact with questions and concerns.

**Method:** As a first step in providing the community with opportunities to comment and ask questions throughout the investigation process, Kirtland AFB has designated a contact person to take telephone calls and respond to inquiries from the public. This person will be responsible for forwarding requests for information, questions, and comments to the project team for follow-up via email and/or phone. A record of public contacts will be maintained in the project file.

Ms. Marie Vanover  
Director, Public Affairs  
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2000 Wyoming Boulevard SE  
Kirtland AFB, NM 87117  
Phone: 505-846-5991

**Timing:** Ongoing.

### **Activity 2: Maintain the administrative record file/information repository.**

**Objective:** To provide complete, factual documentation on the methods and results of all investigations and remedial alternatives involved in the cleanup.

**Method:** A hard copy of the project Administrative Record (AR) is located at Kirtland AFB and can be viewed upon request. An electronic-only project information repository (IR) has been established at the Albuquerque Technical Vocational Institute (TVI), or Central New Mexico Community College, Montoya Campus Library. The IR is also available online via the Kirtland AFB web site. The AR/IR locations are updated on a regular basis as documents are completed. See Appendix B for hours and location information. Additionally, outreach materials and project information will be posted to the Kirtland AFB web site, <http://www.kirtland.af.mil/environment.asp>.

**Timing:** Ongoing.

**Activity 3: Create a site-specific mailing list.**

**Objective:** To provide a means of direct communication with concerned citizens and key stakeholders who are interested in the BFF Spill remedial investigation activities.

**Method:** To address the concerns of the community regarding making more information available to the public on a regular basis, a site-specific mailing list of interested members of the community will be created when appropriate and maintained. The list can consist of local residents and community members who express interest in staying informed about the project; local, state, and federal regulatory agencies as appropriate; elected officials; government offices; and news media. A current list of the regulatory contacts, federal, state and local elected officials and associated agencies and parties as identified by the Kirtland AFB Public Affairs Office (PAO) will be used and updated based on stakeholder and community interactions. Because of privacy concerns, the addresses of private citizens on the mailing list will not be released. Shaw will work with the Kirtland AFB PAO to update and maintain this list for the BFF project.

**Timing:** As needed.

**Activity 4: Prepare and distribute informational materials.**

**Objective:** To provide community members with accurate and understandable information about the project – to include project history, current activities, and well installation notification information sheets.

**Method:** Informational materials are used to address the community's needs for timely, accurate, and understandable information about the BFF Spill investigation process and opportunities for community involvement. Initially, information sheets will be prepared to provide an overview of the project and problem, as well as contact information for the community to use should they have any questions or concerns. This information sheet will accompany a well installation notification sheet that will be delivered door-to-door to residences and businesses located in proximity to well installation locations. This notification process will be a phased approach to keep pace with well installation.

In addition to the well installation notification, information sheets will be prepared and distributed at key project milestones or to address specific information needs of the community as appropriate. Information sheets can be mailed to a mailing list for distribution, and will be provided at the information repositories and on the Kirtland AFB web site. Shaw will develop information sheets in both English and Spanish and support Kirtland AFB outreach efforts.

**Timing:** Initially, project information and notification sheets will be developed to support upcoming well installation activities for distribution to affected residents and community members, as well as project stakeholders. Following initial outreach efforts, information sheets will be prepared as needed such as at key project milestones and change in project conditions.

**Activity 5: Prepare a project-specific CRP.**

**Objective:** To identify, develop, and update community interests and concerns regarding the response program and the community involvement approach to address these concerns.

**Method:** As remedial activities progress, community interviews may be conducted to identify community interests and concerns. Potential interviewees would include area residents, community leaders, local elected officials, and other stakeholders. Interviews serve to identify concerns the local community and stakeholders may have regarding the planned investigation and interim measure activities at the site. Information gained during the interviews can be used to establish effective and comprehensive methods for providing information to the community about the investigation activities and to develop a strategy for ongoing two-way communication between Kirtland AFB, USACE, Shaw, and the community.

**Timing:** Every two years or as needed.

**Activity 6: Citizens Advisory Board (CAB).**

**Objective:** To provide community members with a meaningful way to become actively involved in the cleanup and participate in the decision-making process.

**Method:** One of the more important forms of community involvement activities is the CAB. The CAB serves to promote community awareness and obtain community input on environmental restoration issues. CAB meetings include updates of remediation/restoration progress, cleanup technologies, and other technical and administrative issues. The Kirtland AFB CAB is comprised of interested and concerned community members, Kirtland AFB restoration project managers, agency representatives, county health and environmental officials, elected officials, and other public representatives. Shaw will support Kirtland AFB efforts through technical and presentation development support.

**Timing:** Meetings occur quarterly.

**Activity 7: Conduct media relations.**

**Objective:** To provide the news media with accurate, factual, information to encourage accurate coverage of cleanup events and milestones.

**Method:** Before public meetings and other significant milestones in the cleanup process, information sheets, news releases, and meeting announcements will be provided to local media outlets by the Kirtland PAO. Important events, such as remedy selection, cleanup schedules, or response complete, may be announced in news releases. Shaw will support Kirtland AFB efforts.

**Timing:** As needed.

**Activity 8: Conduct public meetings, availability sessions, informational meetings and workshops.**

**Objective:** To provide a means for both formal and informal communication with the community. To provide the community an opportunity to meet with remediation/restoration managers in a one-on-one or small-group setting and to allow community members to learn about and comment on proposed cleanup activities.

**Method:** Holding public meetings is recommended during the cleanup. The date, time, and location of these meetings would be announced to the public and interested parties. Meeting summaries could be provided in the AR/IR.

Availability sessions, informational meetings or workshops, and small group meetings can be held during the investigation process as a means to enhance communication with the public. As part of this activity, presentations can be given to local community groups such as the Siesta Hills and Elder Homestead Neighborhood Boards or civic groups in the area. Availability sessions and informational meetings provide an opportunity for a more informal sharing of information between project personnel and community members by using poster stations where people can interact on a one-on-one basis. Shaw will develop materials and support Kirtland AFB outreach efforts.

**Timing:** As needed/requested.

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## REFERENCES

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- Shaw. 2010. *Light Non-Aqueous Phase Liquid (LNAPL) Containment Interim Measure Work Plan, Bulk Fuels Facility Spill, Solid Waste Management Units ST-106 and SS-111*. November.
- U.S. Census Bureau. 2000. *American Fact Finder, Albuquerque, New Mexico*.
- U.S. Census Bureau, 2004 and 2008. Income information from 2004 and 2008 tax years.

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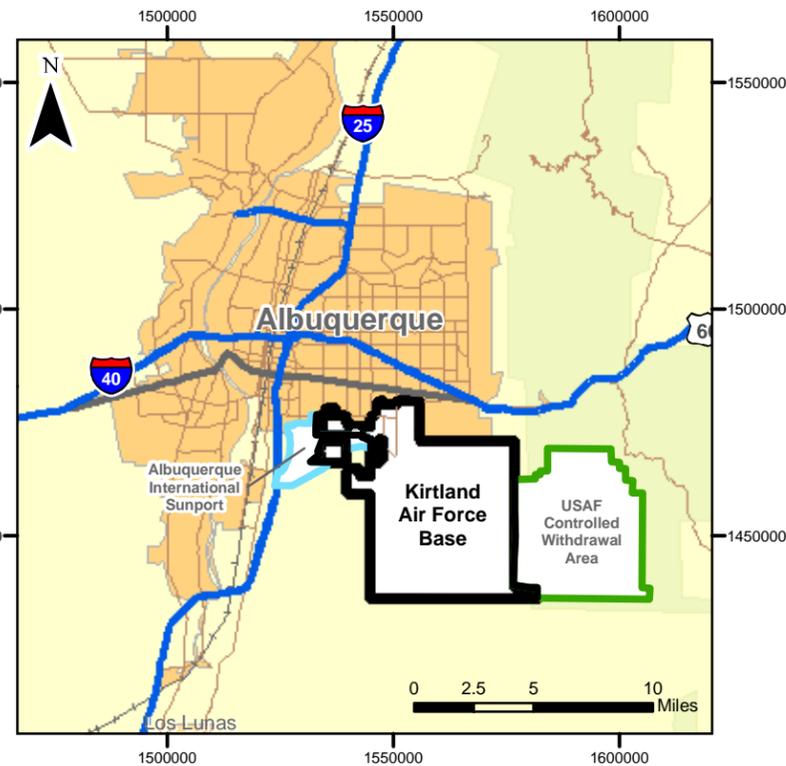
## **FIGURES**

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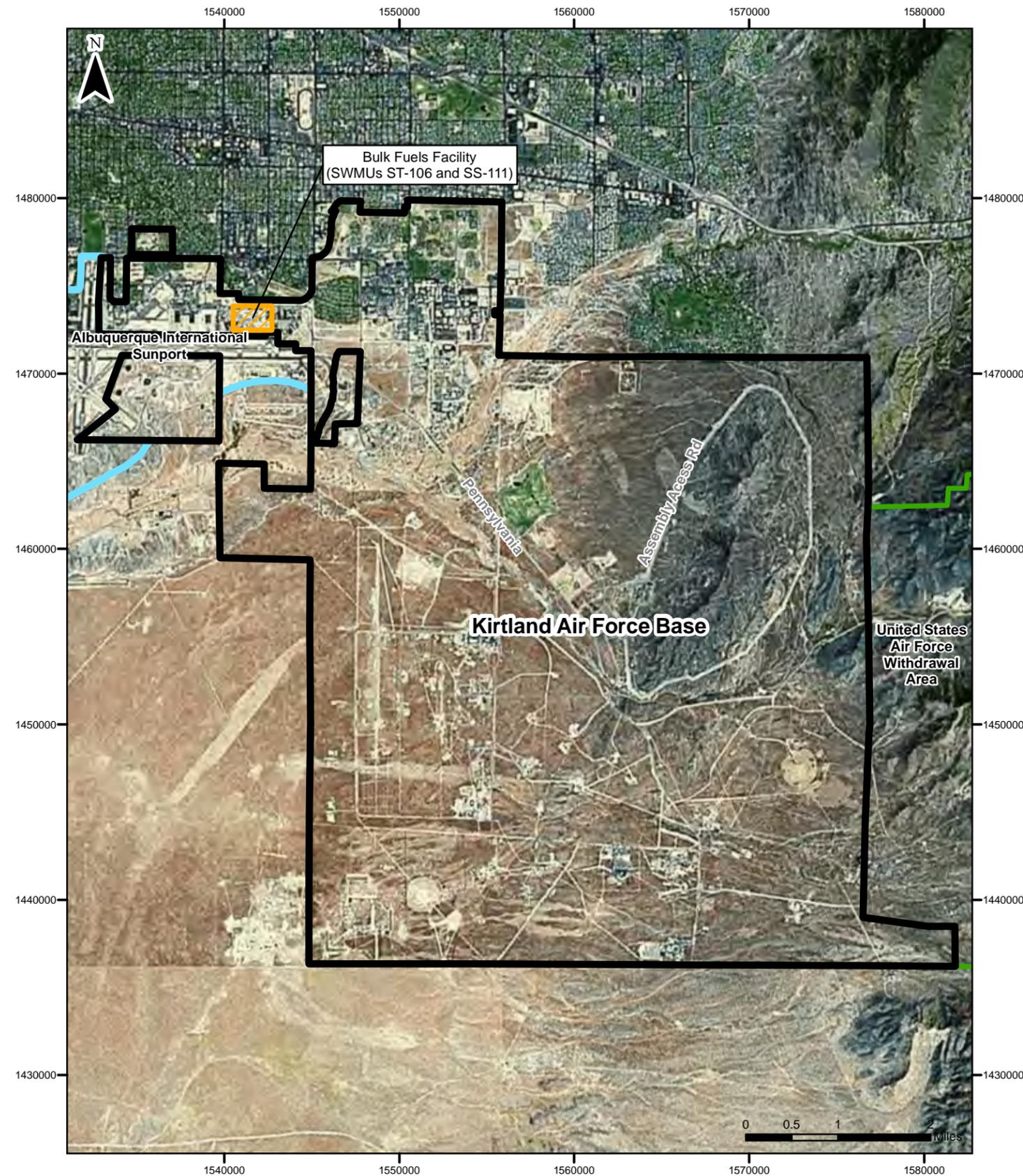
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**State Map**



**Local Area Map**



**Kirtland AFB Area Map**

- Bulk Fuels Facility (SWMUs ST-106 and SS-111)
- State Boundary
- Urban Area
- Installation Location
- Kirtland Air Force Base Installation Boundary
- Albuquerque Intl\_Sunport
- United States Air Force Withdrawal Area
- Limited Access
- Highway
- Major Road

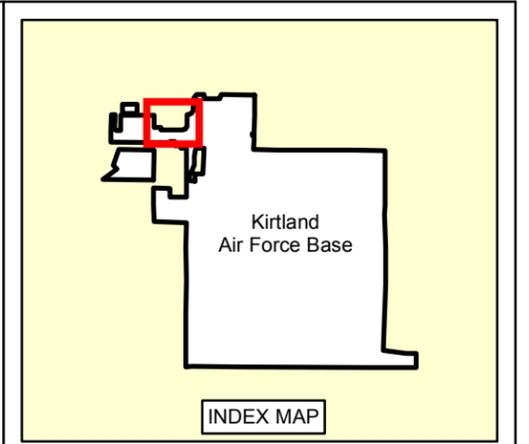
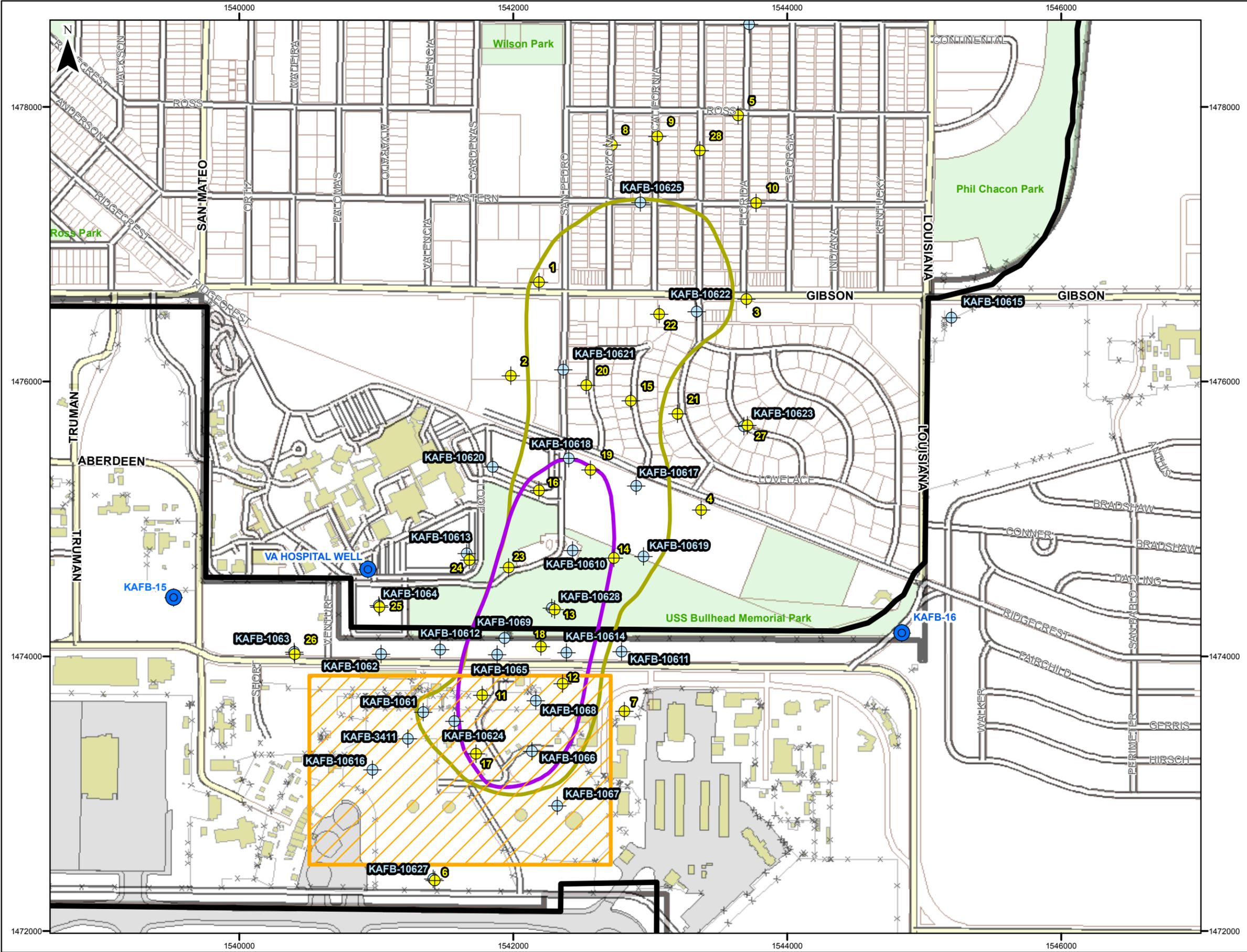
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BULK FUELS FACILITY  
KIRTLAND AIR FORCE BASE, NEW MEXICO

FIGURE 1-1

SITE LOCATION MAP

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- Proposed Monitoring Well Cluster (Labeled with ID provided by NMED)
- Water Well/Monitoring Well
- Existing Monitoring Well
- Bulk Fuels Facility (SWMUs ST-106 and SS-111)
- Estimated Extent of LNAPL
- Estimated Extent of Dissolved Phase Contaminant Plume
- Installation Boundary
- Fence
- Interstate
- Major Road
- Road
- Parcels
- Structure
- Structure (other)
- Runway
- Bridge
- Park
- Installation Boundary



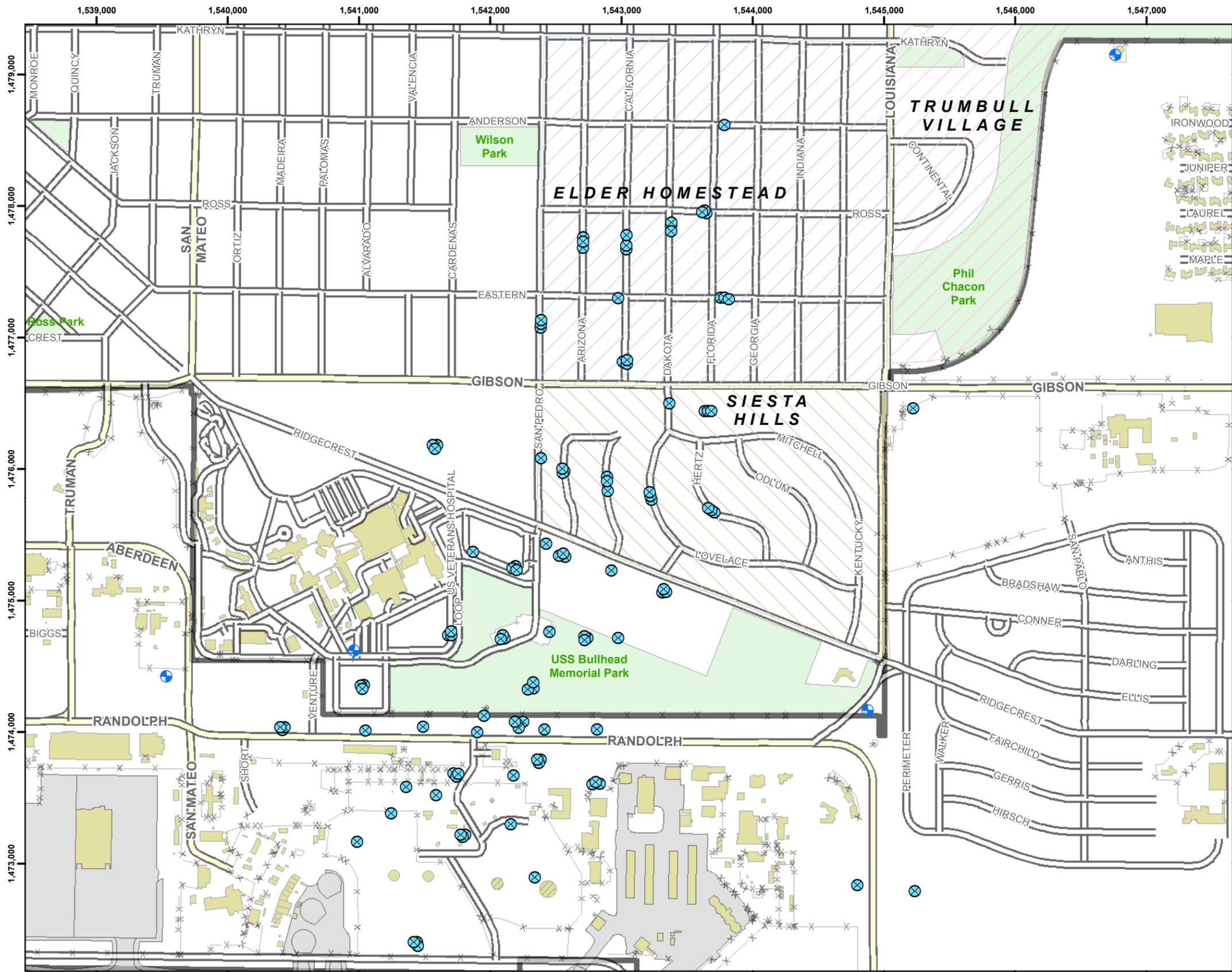
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BULK FUELS FACILITY  
KIRTLAND AIR FORCE BASE, NEW MEXICO

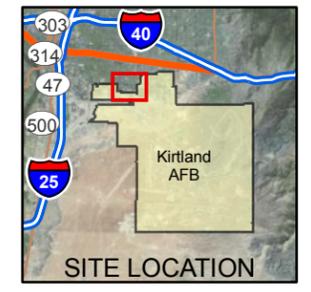
FIGURE 2-1

GROUNDWATER PLUME EXTENT AND EXISTING AND PROPOSED MONITORING WELLS

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- Legend**
- Monitor Well Cluster
  - Water Supply Well
  - Elder Homestead
  - Siesta Hills
  - Trumbull Village
  - Fence
  - Interstate
  - Major Road
  - Road
  - Structure
  - Runway
  - Park
  - Installation Boundary



Revision Date: 01/25/12

0 400 800 1,600

Feet  
1 inch = 800 feet

Projection : NAD83 State Plane New Mexico Central FIPS3002 Feet

BULK FUELS FACILITY  
KIRTLAND AIR FORCE BASE, NEW MEXICO

FIGURE 3-1

MONITORING WELL LOCATIONS  
AND NEIGHBORHOODS

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**APPENDIX A**  
**Key Contact List**

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**APPENDIX A: KEY CONTACT LIST****FEDERAL ELECTED**

The Honorable Jeff Bingam  
 U.S. Senate  
 703 Hart Senate Office Building  
 Washington, DC 20510  
**Phone:** (202) 224-5521  
 NM toll free: (800) 443-8658

The Honorable Tom Udall  
 U.S. Senate  
 110 Hart Senate Office Building  
 Washington, DC 20510  
**Phone:** (202) 224-6621  
 ABQ: (505) 346-6791

The Honorable Martin Heinrich, NM-1  
 U.S. House of Representatives  
 336 Cannon HOB  
 Washington, D.C. 20515  
**NM Phone:** (505) 346-6781  
**Phone:** (202) 225-6316  
**Fax:** (202) 225-4975

**STATE ELECTED**

The Honorable Susana Martinez  
 Office of the Governor  
 490 Old Santa Fe Trail  
 Room 400  
 Santa Fe, NM 87501  
**Phone:** (505) 476-2200

Representative Sheryl Williams Stapleton  
 District 19  
 P.O. Box 25385  
 Albuquerque, NM 87125  
**Capitol Phone:** (505) 986-4774  
**Email:** [Sheryl.stapleton@nmlegis.gov](mailto:Sheryl.stapleton@nmlegis.gov)

Representative Al Park  
 District 26  
 7605 Mountain Road NE  
 Albuquerque, NM 87110  
**Phone:** (505) 986-4411  
**Email:** [alpark.nm@gmail.com](mailto:alpark.nm@gmail.com)

Senator Cisco McSorley  
 District 16  
 415 Wellesley Place NE  
 Albuquerque, NM 87106  
**Capitol Phone:** (505) 986-4485  
**Email:** [Cisco.mcsorley@nmlegis.gov](mailto:Cisco.mcsorley@nmlegis.gov)

Senator Timothy M. Keller  
 District 17  
 11023 Vistazo Place SE  
 Albuquerque, NM 87123  
**Capitol Phone:** (505) 986-4260  
**Email:** [tk@timkellerfornewmexico.com](mailto:tk@timkellerfornewmexico.com)

**LOCAL ELECTED**

The Honorable Richard Berry  
 Mayor, Albuquerque New Mexico  
 City-County Building, 11<sup>th</sup> Floor  
 One Civic Plaza, NW  
 PO Box 1293  
 Albuquerque, NM 87103  
**Phone:** (505) 768-3000  
**Email:** [mayorberry@cabq.gov](mailto:mayorberry@cabq.gov)

Isaac Benton  
 Albuquerque City Council  
 District 3  
 One Civic Plaza, NW  
 Albuquerque, NM 87102  
**Phone:** (505) 768-3186  
**Email:** [ddolan@cabq.gov](mailto:ddolan@cabq.gov)

Rey Garduno  
 Albuquerque City Council  
 District 6  
 One Civic Plaza NW, Room 9087  
 Albuquerque NM 87102  
**Phone:** (505) 768-3152  
**Email:** [julianmoya@cabq.gov](mailto:julianmoya@cabq.gov)

**LOCAL ELECTED (cont'd)**

Maggie Hart Stebbins  
Bernalillo County Board of Commissioners  
District 4  
One Civic Plaza, NW  
Albuquerque, NM 87102  
**Phone:** (505) 468-7010  
**Email:** [ddady@bernco.gov](mailto:ddady@bernco.gov)

**PROJECT TEAM**

Mr. Wayne Bitner  
Chief, Environmental Restoration  
377th MSG/CEANR  
2050 Wyoming Boulevard SE,  
Kirtland AFB NM 87117-5606  
**Phone:** (505) 853-3484  
**Fax:** (505) 846-4897

Ms. Marie Vanover  
Director, Public Affairs  
377 ABW/PA  
2000 Wyoming Blvd SE  
Kirtland AFB, NM 87117  
**Phone:** (505) 846-5991

U.S. Army Corps of Engineers  
Walter Migdal  
4101 Jefferson Plaza NE  
Albuquerque, NM 87109-3435  
**Phone:** (505) 343-6297  
**Cellphone:** (505) 301-2923  
**Email:** [walter.migdal@usace.army.mil](mailto:walter.migdal@usace.army.mil)

**REGULATORY AGENCIES**

New Mexico Environment Department  
Mr. John Kieling  
2905 Rodeo Park Drive East, Bldg 1  
Santa Fe, NM 87505-6313  
**Phone:** (505) 476-6000  
**Fax:** (505) 476-6030  
**Email:** [john.kieling@state.nm.us](mailto:john.kieling@state.nm.us)

**ADDITIONAL CONTACTS**

Mary Lou Leonard, Director  
Albuquerque Environmental Health  
P.O. Box 1293  
Albuquerque, NM 87103

**Physical address:**  
1 Civic Plaza NW  
City/County Building  
3<sup>rd</sup> Floor, Room 3023  
Albuquerque, NM 87102  
**Phone:** (505) 768-2738

Bernalillo County Environmental Health  
111 Union square S.E.  
Albuquerque, NM 87102  
**Phone:** (505) 314-0310  
**Email:** [eh@bernco.gov](mailto:eh@bernco.gov)

Bernalillo County Groundwater Resources  
2400 Broadway, SE Building  
Albuquerque, NM 87102  
**Phone:** (505) 848-1500  
**Email:** [dmcgregor@bernco.gov](mailto:dmcgregor@bernco.gov)

Albuquerque Bernalillo County  
Water Utility Authority  
PO Box 1293  
Albuquerque, NM 87103-1293  
**Physical Address:**  
City/County Government Center  
One Civic Plaza NW  
5th and Marquette  
Albuquerque, NM 87102

Water Protection Advisory Board  
Bernalillo County Public Works  
2400 Broadway Blvd SE, Building N  
Albuquerque NM, 87110  
**Phone:** (505) 848-1524

**Neighborhood Associations**

Siesta Hills Neighborhood Association  
Mr. Rod Reay  
President  
1317 Dakota St SE  
Albuquerque, NM 87108  
**Phone:** (505) 266-8974

Parkland Hills Neighborhood Association  
Ms. Jennifer Brower  
Vice President  
**Phone:** (505) 401-6899  
**Email:** [president@parklandhillsna.org](mailto:president@parklandhillsna.org)

Trumbull Village Association  
 Joanne Landry  
 7501 Trumbull SE  
 Albuquerque, NM 87108  
**Phone:** (505) 604-6761  
**Email:** [landry54@msn.com](mailto:landry54@msn.com)

Elder Homestead Neighborhood Association  
 Mr. Carl Pennington  
**Phone:** (505) 256-9506

### **MEDIA**

#### **Newspapers:**

**Albuquerque Journal**  
 7777 Jefferson Street NE  
 Albuquerque, N.M., 87109-4360  
**Phone:** (505) 823-3800  
**E-mail:** [cbrunt@abqjournal.com](mailto:cbrunt@abqjournal.com) or  
[pr@abqjournal.com](mailto:pr@abqjournal.com)

**El Hispano News**  
 900 Park Avenue SW  
 Albuquerque, NM 87103  
**Phone:** (505) 243-6161  
**E-mail:** none

**The Independent**  
 2205A Old Route 66  
 Edgewood, NM 87015  
**Phone:** (505) 286-1212  
**E-mail:** [wally@lobo.net](mailto:wally@lobo.net)

**Mountain View Telegraph**  
 7777 Jefferson NE  
 Moriarty, NM 87035  
**Phone:** (505) 823-7100  
**E-mail:** [editor@mvttelegraph.com](mailto:editor@mvttelegraph.com)

**New Mexico Business Weekly**  
 116 Central Avenue SW, Suite 202  
 Albuquerque, NM 87102  
**Phone:** (505) 768-7008

**New Mexico Daily Lobo**  
 University of New Mexico  
 Marron Hall, Room 131  
 Albuquerque, NM 87131  
**Phone:** (505) 277-7527  
**E-mail:** [lobonews@unm.edu](mailto:lobonews@unm.edu)

**Rio Rancho Observer**  
 1594 Sara Rose SE  
 Rio Rancho, NM 87174  
**Phone:** (505) 892-8080  
**E-mail:** [editor@rroobserver.com](mailto:editor@rroobserver.com)

**Santa Fe Reporter**  
 132 East Marcy Street  
 Santa Fe, NM 87504  
**Phone:** (505) 988-5541  
**E-mail:** [info@sfreporter.com](mailto:info@sfreporter.com)

**Valencia County News Bulletin**  
 P.O. Box 25  
 Belen, NM 87002  
**Phone:** (505) 864-4472  
**E-mail:** [vcnb@news-bulletin.com](mailto:vcnb@news-bulletin.com)

#### **TV Stations:**

**KASA-TV Channel 2 (FOX) (Combined with KRQE)**  
 1377 University Blvd NE  
 P.O. BOX 25200  
 Albuquerque, NM 87125  
**Phone:** (505) 243-2285  
**E-mail:** [kasa-tv@kasa.com](mailto:kasa-tv@kasa.com)

**KASY-FOX**  
 8341 Washington Street, NE  
 Albuquerque, NM 87113  
**Phone:** (505) 344-1145  
**Web Site:** [www.my50.tv](http://www.my50.tv)

**KAZQ-32**  
 4501 Montgomery Blvd NE  
 Albuquerque, N.M. 87109  
**Phone:** (505) 884-8355  
**E-mail:** [kazq32@kazq32.org](mailto:kazq32@kazq32.org)

**KLUZ-TV Channel 41 (Spanish)**  
 2725-F Broadbent Parkway NE  
 Albuquerque, NM 87107  
**Phone:** (505) 344-5589  
**E-mail:** [seimprecslade@entravision.com](mailto:seimprecslade@entravision.com)

**KNAT-TV Channel 23 (Public Broadcasting)**  
 1510 Coors Blvd  
 NW Albuquerque, NM 87121  
**Voice:** (505) 836-6585

**KNME-TV Channel 5 (Public Broadcasting)**

1130 University Blvd SE  
Albuquerque, NM 87102  
**Phone:** (505) 277-2121  
**E-mail:** [viewer@knme.org](mailto:viewer@knme.org)

**KOAT-TV Channel 7 (ABC)**

3801 Carlisle Blvd. NE  
Albuquerque, N.M., 87107  
**Main Phone:** (505) 884-7777  
**News:** (505) 884-6324  
**Web Site:** [www.koat.com](http://www.koat.com)

**KOB-TV Channel 4 (NBC)**

4 Broadcast Plaza SW  
Albuquerque, NM 87104  
**Phone:** (505) 243-4411  
**Kirtland POC:** Eric Kahnert (764-2546)  
**Web Site:** [ekahnert@kobtv.com](mailto:ekahnert@kobtv.com)

**KRQE-TV Channel 13 (CBS) (Combined with KASA)**

13 Broadcast Plaza SW  
Albuquerque, NM 87104  
**Phone:** (505) 243-2285  
**Web Site:** [www.krqe.com](http://www.krqe.com)

**KTFQ-DT (Spanish Entertainment)**

2725-F Broadbent Parkway NE  
Albuquerque, NM 87107  
**Voice:** (505) 342-4141

**Radio Stations:**

**KABQ-AM 1350**

5411 Jefferson Ave Suite 100  
**Front Desk Line:** (505) 830-6400  
**Web Site:** [www.abqtalk.com](http://www.abqtalk.com)

**KANW Radio 89.1 FM**

2020 Coal Ave. SE  
Albuquerque, NM 87106  
**Phone 1:**(505) 242-7163  
**Phone 2:** (505) 242-3456  
**Web Site:** [www.kanw.com](http://www.kanw.com)

**KARS (860), KKIM (1000), KLVO (97.7), KYLZ (106.3), KMMG (95.5), KABG (98.5)**

4125 Carlisle Blvd., NE  
Albuquerque, NM 87107  
**Phone:** (505) 878-0980

**KDAZ (730)**

5010 4th St. NW  
Albuquerque, NM 87107  
**Phone:** (505) 345-7373  
**E-mail:** [jim@sonbroadcasting](mailto:jim@sonbroadcasting)

**KDEF-AM**

**Address:** 10424 Edith Blvd NE  
Albuquerque, NM 87113-2408  
**Phone 1:** (505) 265-0991  
**Phone 2:** (505) 888-1150

**KHTL (920), Kkob-AM (770), KNML (1050), Kkob-FM (93.3), KHFM (96.3), KMGA (99.5), KRST (92.3), KTBL (103.3)**

500 4TH ST NW  
Albuquerque, NM 87102  
**Phone:** (505) 767-6700

**KIVA-AM**

1213 San Pedro NE  
Albuquerque, NM 87110  
**Phone:** (505) 899-5029  
**Toll Free:** (877) 437-6119  
**General Email:** [talk@1550kiva.com](mailto:talk@1550kiva.com)  
**Web Site:** [www.1550kiva.com](http://www.1550kiva.com)

**KKRG-FM**

8009 Marble Ave NE  
Albuquerque, NM  
**Phone 1:** (505) 262-1142  
**Phone 2:** (505) 254-7100

**KLSK (104.1), KPEK (100.3), KTEG (107.9), KSYU (95.1), KZRR (94.1)**

5411 Jefferson St NE Ste 100  
Albuquerque, NM 87109  
**Phone:** (505) 830-6400

**KRZY-AM 1450**

2725 Broadbent Pkwy  
Albuquerque, NM 87107  
**Phone:** (505) 342-4141  
**Web Site:** [www.krzyradio.com](http://www.krzyradio.com)

**KRKE-AM**

1213 San Pedro Dr NE  
Albuquerque, NM 87110  
**Phone:** (505) 899-5029  
**Web Site:** [www.realoldies1600.com](http://www.realoldies1600.com)

**KSVA**

P.O. Box 2378  
Corrales NM 87048  
**Phone 1:** (505) 890-0800  
**Phone 2:** (505) 916-2537  
**Email:** [KSVA@LOBO.NET](mailto:KSVA@LOBO.NET)

**KUNM-FM**

MSC06 3520, Onate Hall  
1 University of New Mexico  
Albuquerque, NM 87131  
**Phone:** (505) 277-4806  
**Email:** [KUNM@KUNM.org](mailto:KUNM@KUNM.org)  
**Web Site:** [www.KUNM.org](http://www.KUNM.org)

**KXKS 1190 AM**

2000 Randolph Road S.E.  
Suite 103. Albuquerque, NM 87106  
**Phone:** (505) 265-8331  
**Web Site:** [www.wilkinsradio.com](http://www.wilkinsradio.com)

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## **APPENDIX B**

### **Administrative Record File and Information Repository Locations**

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## Administrative Record File and Information Repository Locations

The project Administrative Record is available in hard copy and located at Kirtland AFB. For additional information or to arrange to review the Administrative Record, please contact Ms. Marie Vanover, Director, Public Affairs.

Ms. Marie Vanover  
Director, Public Affairs  
377 ABW/PA  
2000 Wyoming Boulevard SE  
Kirtland AFB, NM 87117  
**Phone:** (505) 846-5991

An electronic copy of the Information Repository (electronic only) is available at the Albuquerque Technical Vocational Institute (TVI)/Central New Mexico Community College Montoya Campus Library and online via the Kirtland AFB web site.

Albuquerque Technical Vocational Institute (TVI)  
Montoya Campus Library  
4700 Morris NE  
Albuquerque, NM 87111  
**Kirtland AFB web site:** <http://www.kirtland.af.mil/environment.asp>.

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## **APPENDIX C**

### **Outreach Approach for Well Installation**

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## Outreach Approach for Well Installation

Outreach activities will be conducted in support of the well installation effort in order to inform local residents and businesses about the project and installation activities. The outreach approach used for well installation will include the following:

- Prepare project background and well installation information sheets. These will be produced in English and Spanish.
- Conduct a public meeting to share well installation process, area impacts, and tentative schedule with interested community members and neighborhood residents.
- Conduct door-to-door outreach prior to well installation in residential areas.
  - Two to three senior level personnel from Kirtland AFB will conduct the door-to-door outreach with the support of one technical person. A Spanish speaker will accompany this team in case there is a need for Spanish translation.
  - The door-to-door outreach will be conducted in a phased approach in order to support well installation activities and locations. Residences and businesses in proximity to well locations will be contacted to explain the project and inform them of the installation schedule.
  - Door-to-door outreach will occur two (2) weeks before field activities begin in the area for well installation.
- Provide project information and/or conduct a presentation to the Siesta Hills and Elder Homestead neighborhood associations upon request.
- Update Kirtland AFB web site with well installation information.

### October 2011 Update

Outreach activities were conducted in support of well installation activities beginning in February and extending through August 2011. Activities included the following:

- Col Conley (Mission Support Commander) gave a short presentation at the neighborhood association meeting for the neighborhood(s) where the drilling occurred. The presentation was given during the normally scheduled association meeting.
- One public meeting was held, usually the CAB meeting, to talk about the upcoming drilling campaign
- Door-to-door activities were as follows and included a team consisting of Col. Conley, Diane Agnew (Shaw), PAO, and either Wayne Bitner or Mark Holmes from the Environmental group:
  - 3 weeks before the rig moved into place, the team knocked on every door on the block where drilling was to occur. The team distributed the information flyer generated by the PAO folks and spoke with everyone at home. If there was no answer, the flyer was left on the door.

- 2 weeks prior to the rig moved into place, the team knocked on every door again. This time, the team gave residents a post card with the confirmed start date of drilling, Col. Conley’s contact information, in addition to the PAO contact information.
- If there is any change in the start date, a 3rd visit was made to communicate the schedule change. This happened in about 75 percent of the locations.
- During drilling activities: if a call was made to the hotline regarding issues/concerns/potential claims, then Col. Conley and Diane Agnew visited the caller’s home to discuss questions or concerns. This approach was most likely the main reason why only two claims were made during the 2011 drilling campaign. In all but two instances, Col. Conley and Ms. Agnew were able to address the concern real time.