

EPA Office of the
Inspector General
Report to Congress

HIGHLIGHTS

Fiscal 1994



Office of Inspector General

The Inspector General Act of 1978, as amended, created Offices of Inspector General (OIG) to consolidate existing investigative and audit resources in independent organizations headed by Inspectors General. For fiscal 1994, the EPA OIG received \$44.6 million and a funded staffing level of 449 FTE. The Inspector General (IG) is appointed by, and can be removed only by, the President. The mission of the OIG, as stated in the Act, is to:

- Conduct and supervise independent and objective audits and investigations relating to agency programs and operations.
- Promote economy, effectiveness, and efficiency within the agency.
- Prevent and detect fraud, waste, and abuse in agency programs.
- Review and make recommendations regarding existing and proposed legislation and regulations relating to agency programs and operations.
- Keep the agency head and the Congress fully and currently informed of problems in agency programs.

To ensure objectivity, the Act provides the IGs:

- Independence to determine what reviews to perform.
- Access to all information necessary for the reviews.
- Authority to publish findings and recommendations based on the reviews.

Office of Inspector General

Inspector General

John C. Martin

Deputy Inspector General

Office of Audit

Kenneth A. Konz
Assistant Inspector General

James O. Rauch
Deputy

Office of Management

John C. Jones
Assistant Inspector General

Office of Investigations

Michael J. Fitzsimmons
Assistant Inspector General

Deputy

**Acquisition and
Assistance Audits**
Elissa R. Karpf

**Internal and
Performance Audits**
Michael D. Simmons

ADP Audits
Craig Silverthorne

**Planning and Resources
Management**
Kenneth D. Hockman

Engineering and Science

**Program Management
Division**
John T. Walsh
Director

**Resources Management
Division**
Michael J. Binder
Director

ADP Support

OIG Divisional Inspectors General are listed on the inside back panel.

OIG Streamlining and Management Improvements

Our relationship with Agency managers has been strengthened by our work in support of the Agency's strategic themes, and by focusing more attention on underlying causes of some of the most severe problems which have affected the Agency for years. In particular, we have worked on cooperative projects with Agency managers to improve the integrity of scientific and financial information and Superfund accounting. We are also identifying effective corrective actions taken by Agency management and examples of good management practices, when possible.

We have ambitiously applied the concepts of reinvention in the OIG by restructuring our organization and work processes for greater staff empowerment, operational efficiency and diversity. In fiscal 1994, the EPA OIG implemented a policy supporting our affirmative action plan resulting in minorities and women accounting for 75 percent of all new hires and promotions. We have begun a streamlining process within OIG that has three themes: (1) increased delegation and decentralization of authority; (2) increased empowerment of employees with appropriate accountability; and (3) improvement of work processes and systems.

- The Office of Investigations restructured its organization by consolidating 7 divisional offices into 3 and reducing the number of supervisory agents from 11 to 7. This increased the span of control and employee empowerment for more investigative direction and case development activities by team leaders in local offices.
- We have undertaken a comprehensive review of our policies and procedures to ensure that each requirement in the audit process adds value to our products.
- We conducted a management study to identify duplicative and inefficient administrative and oversight functions and we are developing performance measures which include customer surveys.
- Senior OIG officials conducted outreach activities with senior Agency officials to increase Agency involvement in OIG planning.

Profile of Activities and Results

Fiscal 1994
(dollars in millions)

Audit Operations

• Questioned Costs (Ineligible, Unsupported and Unnecessary/Unreasonable)	
- Total*	\$165.1
- Federal Share	\$123.2
• Recommended Efficiencies (Funds be Put to Better Use)	
- Total*	\$17.8
- Federal Share	\$17.8
• Costs Disallowed to be Recovered	
- Federal Share	\$80.1
(costs which EPA management agrees are unallowable and is committed to recover or offset against future payments)	
• Costs Disallowed as Cost Efficiency	
- Federal Share	\$3.8
(funds made available by EPA management's commitment to implement OIG recommendations)	
• Recoveries from Audit Resolutions of Current and Prior Periods (cash collections or offsets to future payments) **	\$67.2
• EPA Reviews Performed/Issued by OIG	1,526

Investigative Operations

• Fines and Recoveries (including civil)	\$1.8
• Investigations Opened	233
• Investigations Closed	272
• Indictments of Persons or Firms	19
• Convictions of Persons or Firms	14
• Administrative Actions Taken against EPA Employees	27

Fraud Detection and Prevention Operations

• Debarments, Suspensions, and Compliance Agreements	81
(actions to deny persons or firms from participating in EPA programs or activities because of misconduct or poor performance)	
• Hotline Cases Opened	45
• Hotline Cases Processed and Closed	61
• Legislative and Regulatory Items Reviewed	124
• Personnel Security Investigations Adjudicated	1,676

* Questioned Costs and Recommended Efficiencies are subject to change in the audit resolution process.

** Information on recoveries is provided by the EPA Financial Management Division and is unaudited.

The following represents some of our most significant findings which resulted from audits and reviews performed by or for the Office of Audit.

Leaking Underground Storage Tank (LUST) Program on American Indian Lands Needs Improvements

EPA has not effectively implemented a nationwide program to clean up leaking underground storage tanks on American Indian lands, some of which are contaminating drinking water. The Agency had not established many of the management controls needed to operate the LUST program, and had not devoted the resources necessary to fully implement the program on American Indian lands. In addition, the Agency had not developed a reliable national inventory of underground tanks or leaking tanks on American Indian lands, even though an accurate inventory is a critical first step for controlling the problem. Slow progress had been made in cleanup efforts, and at least 75% of the leaking underground storage tanks on American Indian lands had not been cleaned up, including those contaminating drinking water. Also, EPA's enforcement program for LUST sites on American Indian lands was insufficient to foster full compliance with laws and resulted in only two administrative complaints for leaking tank sites since the program's inception in 1988. The Agency agreed to take appropriate actions to resolve the audit issues.

Over \$200 Million in Unliquidated and Excess Contract Obligations Not Used or Returned

The Agency did not close or obtain refunds on almost 2,000 inactive contracts or deobligate \$7 million in excess funds on over 100 closed contracts. Closing inactive contracts in a timely manner could have allowed EPA to deobligate over \$200 million, over one-half of which is Superfund money. Some of the funds could have been deobligated almost 12 years ago and returned to the Treasury or used for other Government programs or EPA projects. The Agency had not requested refunds from contractors which could potentially amount to \$2 million because the contract closeout process was a low priority and not consistently accomplished. We also identified over 100 contracts, some closed as many as 11 years ago, with \$7 million still obligated on them because Agency personnel did not prepare the necessary documentation. The Agency provided an acceptable action plan to correct the weaknesses, including setting annual goals for closing contracts and dedicating personnel to this function to the greatest extent possible.

Top Management Attention is Needed to Improve EPA's Information Resources Management Program (IRM)

EPA was not maximizing the usefulness of information in implementing the Agency's environmental programs. The Agency's IRM problems were basically attributable to EPA not treating information as a valuable, strategic resource. EPA has had significant IRM problems concerning the quality, integrity,

and completeness of its data and its usefulness in addressing cross-media pollution problems due to weaknesses in four key areas; (1) IRM Management and Organizational Structure: EPA staff perceived upper management as not recognizing the criticality of or being accountable for IRM. Also, the organizational placement, numbers, and apparent qualifications of the EPA employees with significant IRM responsibilities were inconsistent among Headquarters program offices; (2) Resource Planning and Performance Measurement: The Agency has neither an Agency-wide IRM strategic plan nor a "business plan," although both are currently being developed. EPA's information systems do not have the capability to measure environmental successes, accomplishments, and economic benefits; (3) Information Systems Development: Developers of EPA's systems do not always work effectively with EPA program officials, Congress, and the States to understand the programs and define their information needs; and (4) Data Management: EPA does not have the IRM "structure" to link or share data Agency-wide. The Agency agreed to take corrective actions to include designating a Chief Information Officer and a Data Administrator, creating a strong Executive Steering Committee, establishing key data standards, upgrading its IRM training program, and establishing performance measure criteria.

Contractors Still Lack Adequate Accounting Systems

Emergency Response Cleanup Services (ERCS) contractor accounting system deficiencies noted in past OIG reports still exist because of inadequate enforcement by EPA personnel. EPA continued to allow contractor non-compliance with the Federal Acquisition Regulation and contract accounting system requirements clauses because of a belief that complete enforcement would drive away ERCS contractors. The Office of Acquisition Management and regional procurement personnel also allowed some ERCS contractors to use EPA's internal Removal Cost Management System as a billing mechanism, despite requirements for contractors to generate invoices from, and reconcile them to, their internal accounting systems. Without adequate independent contractor accounting system support, there was no assurance that billed charges were actually incurred and paid by the contractor. With one exception, sanctions for contractor non-compliance were not exercised. The Agency proposed several corrective actions to include providing guidance for requiring contractors to invoice EPA from their accounting systems and modifying certification language.

EPA is Taking Actions to Improve Critical Superfund Data Quality

EPA Headquarters and regions are implementing actions that could effectively correct persistent problems with the accuracy and reliability of data in the Comprehensive Environmental Response, Compensation, and Liability Information System (CERCLIS) critical to the implementation of the Superfund program. Eighty-six percent of our sample of fiscal 1993 Superfund accomplishments and settlements recorded in CERCLIS by EPA Regions 1, 5, 6 and 7 were correct. Subsequent actions by Agency program officials increased the percentage of correct entries in that sample to 90 percent and actions were taken to prevent similar errors from recurring. Our

review of internal controls over CERCLIS data entry and quality in these regions showed the risk of material data errors, which would not be promptly detected, varied from low to moderate. The Agency is implementing corrective actions which include guidance to the regions to improve CERCLIS data quality, visits from Headquarters staff, improved training in the regions, an on-line help facility for the entry of accomplishment data, and increased regional participation in developing accomplishment definitions.

Better Controls Needed to Protect Over \$22 million in Securities in Bankruptcy Cases

The Agency had limited controls in place to safeguard marketable securities received as a result of Superfund cost recovery efforts. During fiscal 1992 and 1993, EPA received \$22.4 million worth of marketable securities but had not established central receiving points, restricted access, or assigned custodial responsibility for them. The Agency could not be assured securities were adequately safeguarded against theft and forwarded timely to the Department of the Treasury, and there were no procedures to follow up with bankrupt responsible parties or their trustees to ensure receipt of all securities. Bankruptcy cases handled by Headquarters attorneys were not always entered into the Comprehensive Environmental Response, Compensation, and Liability Information System, and EPA was not tracking marketable securities transferred to the Agency, the amount of securities received, and the total proceeds from their sale. The Agency agreed to take corrective actions.

Nearly \$9.4 Million of Vallejo, California, Project Costs Questioned

EPA awarded a grant totaling \$19,962,958 to the Vallejo Sanitation and Flood Control District for construction of a wastewater treatment plant. Vallejo claimed \$5,525,458 of ineligible administration, engineering and construction costs, primarily consisting of costs related to interest earned on an overpayment of Federal funds, and costs for the depreciated value of abandoned and replaced equipment. We also questioned \$3,874,497 of unreasonable costs related to facilities and equipment items intended for a biological plant which were being used only as a wet weather reserve capacity.

Ann Arbor Laboratory Exercised Good Management Practices Over Extramural Resources

EPA's National Vehicle and Fuel Emissions Laboratory, Office of Mobile Sources (OMS), Ann Arbor, Michigan, generally was following good practices in managing its contracts, grants, cooperative agreements, interagency agreements, imprest fund, and integrity program to prevent conflicts of interest. In March 1992, the Office of Air and Radiation (OAR) initiated an assessment of the effectiveness of management controls over its contracting activities and identified a number of improvements that could be implemented immediately. OAR also formed a quality assessment team to review its contracting processes which found several contract management practices that were working well and should help safeguard Government funds. OMS ensured that all of its staff had filed mandated confidential financial disclosure statements and carefully

reviewed the statements for conflicts of interest. In addition, the Ann Arbor Laboratory properly administered its imprest fund and used blanket purchase agreements to acquire such items as cylinder gases and automotive parts.

EPA Made Many Contract Awards With Limited Competition

Most of EPA's contracts were awarded using competitive procedures. However, many of the awards were made when only one proposal was within the Agency's acceptable technical and cost range (competitive range). The composition of technical evaluation panels (TEP) that evaluate and score contract proposals created an appearance of partiality in scoring proposals and the potential for bias in the award of follow-on contracts. The TEP is often chaired by project officers who administered the prior contract and is sometimes composed entirely of officials from the program offices acquiring the services. Although the Agency's Competition Advocacy Program has been successful in limiting the number of sole-source awards, monitoring was not in place to determine the extent of actual competition (number of proposals) for contracts awarded under competitive procedures. Many firms believed that conditions favored incumbent contractors and were reluctant to submit proposals since they perceived their chance of winning the award as remote. The Agency is taking corrective actions.

Continued Efforts are Needed to Improve EPA's Pesticide Program

For years EPA's pesticide program has had significant problems in managing its programs, maintaining information systems, and developing and revising regulations, policies, and procedures. During the 1980's, decreases in funding and staffing coupled with increases in responsibilities, led the pesticide program to emphasize short-term solutions to problems instead of addressing some fundamental program activities, making it more difficult and costly to manage the program over the long term. Pesticide managers were often aware of significant problems, but did not always take corrective actions and target dates were often missed in areas such as registration, reregistration and development of regulations. The pesticide program had many computerized information systems that often contained inaccurate and incomplete data, duplicated other systems, and were not integrated. Some regulations did not reflect what the program was actually requiring registrants to include on pesticide labels creating confusion for the registrants. Also, the absence of policies and procedures contributed to the sale of unregistered pesticides in the United States. Other procedures did not ensure that statements on some pesticide labels adequately protected humans and the environment from unnecessary risks. The Agency agreed to correct the problems and developed a strategy to improve information management in 1992 and funded several projects under that strategy in 1994. The pesticide program also committed to reviewing its regulations, policies, and procedures to identify and prioritize those needing revision.

Agreed Upon Improvements Could Accelerate Superfund Site Assessment and Cleanup

While final program guidance for the Superfund Site Inspection Prioritization (SIP) program was delayed, some regions implemented the draft guidance inconsistently and did not always ensure that the worst sites were given priority for cleanup. EPA uses the site assessment process to identify the highest priority sites posing threats to human health and the environment for listing on the National Priorities List (NPL). EPA did not issue SIP program guidance until 1993, almost two years after implementation of the program was begun. Information about program results input into the Comprehensive Environmental Response, Compensation, and Liability Information System was incomplete and could not be relied upon to assess national accomplishments. The Agency had not met the legislative goal to list sites on the NPL within four years of site discovery and will likely be unable to meet this goal in the near future. Estimated cost of cleaning up potential NPL sites is not included in the annual Superfund report to Congress, even though cleanup of backlog NPL sites will cost billions of dollars, and EPA may have to reevaluate sites that remain in the backlog for an extended period of time. The Agency agreed to recommended improvements to the SIP program and to more fully disclose the cost of Superfund to Congress. An analysis of why legislative timeliness goals are not met will be provided, and EPA will pursue deferral of sites to States and responsible parties.

Further Actions are needed on EPA's Integrated Financial Management System (IFMS)

After years of problems and cost overruns, continued Agency top management attention is required to make the IFMS reliable, usable, and cost effective. Since the mid-1980's, EPA has been developing a major system, IFMS, to integrate all of its financial systems which track and control over \$6.9 billion annually. EPA has taken a number of significant steps to implement IFMS and to overcome previous management problems including (1) implementing a single general ledger; (2) appointing a Chief Financial Officer (CFO), a Deputy CFO, and a Director, IFMS Project Management Staff; (3) completing the IFMS Strategy and Master Work Plan; (4) implementing the newest off-the-shelf software version which upgraded IFMS capabilities; and (5) completing an updated cost study, requirements analysis, and charter. Despite these accomplishments, the Agency still needs to take further significant actions to fully implement an integrated, comprehensive financial management system. Target dates for completing IFMS implementation have slipped more than 6.5 years, to at least fiscal 1995. Until full implementation is attained, the return on the planned IFMS investment over the remaining system life will be limited. Specifically, EPA has not implemented critical modules; eliminated dependency on the existing financial systems which, in part, duplicate IFMS functions and capabilities; and fully interfaced IFMS to financial subsystems and other administrative systems. As a result, EPA has incurred cost overruns and other unexpected operational costs. The Agency has completed action on 5 of our 16 recommendations and has initiated or plans to initiate action on the remaining 11.

Over \$44.4 Million in Questioned Costs Claimed by Philadelphia, Pennsylvania

EPA awarded eight grants totaling \$291,817,947 to the City of Philadelphia to upgrade and expand the Southwest Water Pollution Control Plant. We questioned \$10,959,010 of the costs claimed by the City as ineligible, including force account, engineering, construction, and indirect costs for the expansion of an existing wastewater treatment plant. We also questioned \$32,663,495 of unsupported costs, including supplemental funding for projects not complying with special grant conditions; unapproved contracts, unused or inoperable plant equipment, and change orders which had not been reviewed. Additionally, we questioned \$794,684 of claimed costs as unnecessary primarily because the grantee did not hold contractors to their scheduled completion dates for sludge facilities, resulting in the bid opening for a transfer station being delayed and its construction costs escalating, and because the grantee approved a change order that significantly increased the cost of backfill without conducting a cost or benefit pricing analysis.

Investigative Activities

During this fiscal year, our investigative efforts resulted in 19 indictments, 14 convictions and \$1.8 million of fines and recoveries from persons or firms who defrauded the Agency.

Firm and President Convicted of Making False Claims

T. Head and Company, Inc., known as THI, and Toney Head, Jr., the firm's owner, president, and chief executive officer, were convicted in August 1994 of filing 41 false claims. Head personally directed four former THI employees to falsify records which showed the number of hours that these employees worked on the EPA contract, and used the false information to inflate numerous THI invoices submitted to EPA.

Former Maryland Chief Fiscal Officer Pleads Guilty to Money Laundering

Rufus O. Ukaegbu, former chief fiscal officer for the State of Maryland Department of the Environment, Water Quality Financing Administration (WQFA), pleaded guilty in July 1994 to money laundering and to a State theft statute. Through the use of wire transfers and monetary instruments, the stolen funds were used to purchase: numerous automobiles, shipped to Nigeria; sizeable security investments; penicillin and other pharmaceutical supplies shipped to Nigeria for resale; home remodeling; and to reduce personal debt. This case was investigated jointly by the OIG, the FBI, and the Maryland State Police.

North Carolina Man Sentenced in Insurance Case

After pleading guilty to wire fraud and mail fraud, Warren H. Berkle, Jr., of Elon College, North Carolina, was sentenced to 5 years probation and ordered to pay restitution of \$203,195 and \$150 in special assessments in February 1994. Berkle used an insurance scheme involving the construction of an EPA-funded wastewater treatment plant in Florham Park, New Jersey. He conspired to illegally write insurance contracts for asbestos and other high risk liabilities for Florham Park without adequate reserves to pay claims and without approval from the State of New Jersey.

Region 4 Employee Sentenced in Fraud Case

Angela Fields, a former supervisory accountant in the EPA Region 4 office in Atlanta, pleaded guilty in March 1994 to defrauding EPA of \$28,000 in 1991 and 1992. Fields admitted that she entered false information into EPA's Integrated Financial Management System and received 23 U.S. Treasury checks. Fields was sentenced in June 1994 to 5 months prison, 5 months home confinement, 3 years probation, and ordered to pay restitution of \$28,049 and a \$750 special assessment.

Two Sentenced in False Asbestos Removal Claims; Another Pleads Guilty

Russell Curtis and Dean Curtis pleaded guilty to causing the Fairbury, Nebraska public schools to submit false asbestos removal claims to EPA and were each sentenced to 6 months home confinement, 5 years probation, restitution of \$153,476 to EPA, and a special assessment of \$50. Stanley Peters, also charged in this case, was found guilty of one count of conspiracy, three counts of making a false and fraudulent claim, and one count of theft of Government money on December 21, 1993. A joint investigation by the OIG and the FBI revealed that the three used an EPA grant and loan awarded to the school system for asbestos removal to pay for services outside the scope of the grant and loan, i.e., renovation of the Fairbury Central Elementary School and related fees.

Environmental Engineer Sentenced for Role in NPDES Violation

After pleading guilty to negligently discharging pollutants in violation of National Pollutant Discharge Elimination System (NPDES) permit limitations and filing false statements, Harry Kring was sentenced to serve 6 months home detention, 3 years probation, and was fined \$5,000 and a special assessment. Kring, an AT&T environmental engineer, allegedly conspired with AT&T to falsify laboratory test results on samples he collected from a wastewater treatment system at an AT&T facility and to report the falsified results as part of AT&T's NPDES permit. In January 1994, AT&T pleaded guilty to the same NPDES violation and was fined \$175,000. The case was investigated jointly by the OIG and the EPA Criminal Investigations Division.

Suspension and Debarment Activities

EPA's policy is to do business only with contractors and grantees who are honest and responsible. EPA enforces this policy by suspending or debarring contractors or grantees, or individuals within those organizations, from further contracts or assistance for acting improperly, having a history of substandard work, or willfully failing to perform on EPA or other federally-funded activities. Both procurement and nonprocurement debarments or suspensions by one agency are effective in all agencies.

In fiscal 1994, 81 debarment, suspension, or compliance agreement actions were taken, including the following:

- EPA debarred Robert E. Caron for 3 years based on his conviction of making false declarations for purposes of Federal employment and security clearances. Over an eight-year period, Caron falsely represented his educational qualifications on numerous occasions.
- EPA debarred National Environmental Testing (NET) Gulf Coast Inc., (except its Baton Rouge, Louisiana, laboratory) for 25 years and two of its managers, Joan Lutkenhaus and Cynthia Placko-Moore, for 50 years. NET Gulf Coast Inc., pleaded guilty to making false, fictitious, and fraudulent claims under an EPA contract for laboratory analyses of inorganic compounds. The two managers accepted responsibility for knowing of and participating in the crime, which involved fraudulently manipulating data and instructing subordinates to "cut and paste" data on Contract Laboratory Program (CLP) sample analyses.
- EPA debarred Robert Olcerst, owner and operator of Brujos Scientific Inc., and Kenneth Charles and Michael Harris, employees of Sandag Engineering Inc., for 3 years. All were involved in a scheme to defraud the School Construction Authority of New York and the public through schemes in obtaining and performing asbestos testing and monitoring.
- EPA debarred Rex Wilson Robinson for 3 years. Robinson pleaded guilty to falsely impersonating an officer and/or employee of EPA. While identifying himself as an agent of EPA, Robinson made several telephone calls to and met with officials of Corporate Services Inc., a subsidiary of the Michigan Farm Bureau of Lansing, Michigan.
- EPA suspended Ricards International, Inc. (RII), its President, Richard Salvatierra, and two top officials, Sonny Bloom and Edsel Billingsy, along with an affiliated company, Potomac Leasing, Inc., based on evidence that RII officials repeatedly directed employees to charge time to EPA contracts fraudulently.

Personnel Security Program

The Personnel Security Program is one of the Agency's first lines of defense against fraud, using background investigations to review the integrity of EPA employees and contractors. During fiscal 1994, 1,676 investigations were reviewed, adjudicated, and appropriate actions were taken.

Hotline Activities

The OIG Hotline Center opened 45 new cases and completed and closed 61 cases during fiscal 1994. Of the 61 cases closed, 11 resulted in environmental, administrative, or prosecutive action. We also referred 4,828 callers to the appropriate program office, State agency, or other Federal agency for assistance. The following are examples of corrective action resulting from calls to the OIG Hotline Center:

- A complainant alleged that a manufacturing company in Troutdale, Oregon, was polluting a nearby river with toxic material from a smelter. EPA officials in Region 10 determined that the site was a high-priority candidate for the National Priorities List. As a result, Region 10's Superfund Regional Decision Team sent a Hazardous Ranking System package to EPA Headquarters for expedited review.
- A complainant alleged that EPA funds were wasted in the procurement and disposal of office furniture in Region 6. A review of the complaint disclosed that a breakdown in communications precluded information regarding excess systems furniture inventory from reaching the Competition Advocate. Funds were used to buy out leased systems furniture rather than use furniture in inventory, causing unnecessary expenditures of \$627,600. Several internal control procedures were implemented to ensure proper coordination and communication in major procurements.
- A complainant alleged that Region 9 employees had backdated site inspection reports, misrepresented site assessment records, and made false entries in a Superfund database, the Comprehensive Environmental Response, Compensation, and Liability Information System (CERCLIS). A review of the complaint disclosed that between 1988 and 1991, 212 invalid preliminary assessments (PAs) and 63 invalid site inspections (SIs) were entered into CERCLIS and also claimed as Superfund Comprehensive Accomplishment Plan (SCAP) accomplishments. This significantly inflated EPA's accomplishments in its annual report to Congress for those years. As a result, the invalid accomplishments were removed from CERCLIS and a senior-level EPA employee received a written reprimand.
- A complainant alleged misuse of a government travel card by an EPA employee. An inquiry determined that misuse had occurred. The employee was required to pay all outstanding charges on the card before it was canceled and was given a letter of reprimand.

Divisional Inspectors General

Audit

Headquarters	Headquarters Audit Division	(703) 308-8222
	Financial Audit Division	(202) 260-1497
Regions 1 & 2	Eastern Audit Division	(617) 565-3160
Region 3	Mid-Atlantic Audit Division	(215) 597-0497
Regions 4 & 6	Southern Audit Division	(404) 347-3623
Region 5	Northern Audit Division	(312) 353-2486
Regions 7 & 8	Central Audit Division	(913) 551-7824
Regions 9 & 10	Western Audit Division	(415) 744-2445

Investigations

Headquarters	Procurement Fraud Division	(703) 308-8813
Regions 1, 2 & 3	Eastern Investigations Division	(617) 565-3925
Regions 4, 5, 6, 7, 8, 9 & 10	Western Investigations Division	(312) 353-2507

If you are aware of any fraud, waste, or mismanagement, please contact the EPA Inspector General Hotline or the appropriate Divisional Inspector General.

- Information is confidential.
- Calls can be made toll free on (800) 424-4000. Callers in area code 202 should use 260-4977.

**Remember:
Act Like It's Your Money – It Is!**

EPA Office of Inspector General

Customer Survey

Please take a few minutes to provide the answers to the following questions, tear off, and place in the mail. Thank you. **Circle all that apply.**

1. Are you a(n):
 - a. EPA employee-Headquarters or DC area?
 - b. EPA employee-Regional office, lab, or other?
 - c. EPA contractor/grantee?
 - d. Member of the public?

2. Are you familiar with the mission or the work of the OIG?

Yes No

3. Do you believe that the OIG helps prevent possible fraud, waste, and mismanagement and promotes economy, efficiency, and effectiveness of Agency operations?

Yes No

4. If you have come in contact with any OIG work product or staff member, has that contact been:

a. Positive b. Negative c. No contact

5. Are the OIG staff members generally:

a. Helpful b. Courteous c. Professional

d. Knowledgeable e. Objective

f. I don't know any OIG staffers

g. Other, explain _____

6. How well do you believe that the OIG is contributing to the success of the Agency?

a. Very well b. Reasonably well c. Not at all

7. Do you know of any fraud, waste, or mismanagement that should be reported to and reviewed by the OIG?

Yes No

8. Comments: _____

