



Residents Guide to Temporary Relocation

**Ralph Gray Trucking Company Superfund Site
Westminster, California**

**United States Environmental Protection Agency
and the
United States Bureau of Reclamation**

July 1994

Acknowledgments

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BACKGROUND

The United States Environmental Protection Agency (EPA) plans to excavate and dispose of buried hazardous waste and contaminated soil from the Ralph Gray Trucking Company Superfund Site, Westminster, CA, beginning in July 1994 and continuing for approximately two years. The site is bordered on the west by Golden West Street, on the north by Hazard Avenue, on the east by Chestnut Street and on the south by the Westminster Flood Control Channel and I-405.

All activities conducted in conjunction with the excavation and disposal of waste and contaminated soil at the site are collectively called the Superfund response action.

During the response action, some residents living on or near properties where hazardous material will be removed have been asked to participate in a temporary relocation program. This program is offered to provide residents with an extra margin of safety during excavation activities.

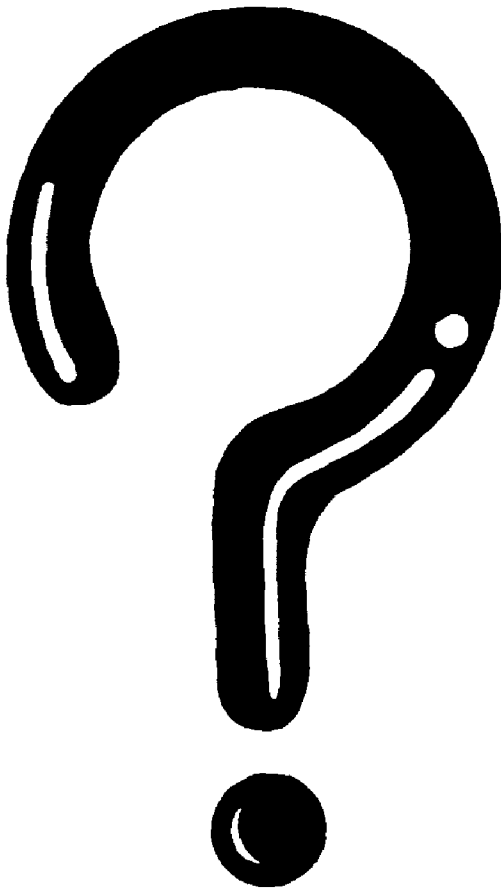
EPA is undertaking this response action based on its authority under the Comprehensive Environmental Response, Compensation and Liability Act (CERCLA), commonly known as "Superfund." The Superfund law authorizes EPA to identify sites where hazardous substances have been released into the environment, and directs EPA to take appropriate action where releases pose a threat to public health or the environment.

The response action will be performed by employees and authorized representatives of EPA, including the United States Bureau of Reclamation (USBR), and agents, contractors and subcontractors of EPA/USBR.

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PURPOSE OF THIS TEMPORARY RELOCATION GUIDE

This *Residents Guide to Temporary Relocation* has been developed to help affected residents of the site prepare for temporary relocation during the response action. The Guide is intended to cover the who, when, where and how of temporary relocation and to answer frequently asked questions.



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EXCAVATION AND TEMPORARY RELOCATION SCHEDULE

When and Where Will the Removal of Hazardous Waste Begin?

Excavation and removal of hazardous waste and contaminated soil is scheduled to begin in August 1994. Work will start at the vacant lot on the southeast corner of Sowell Avenue and Golden West Street, and proceed eastward through backyards south of Sowell Avenue and north of the Westminster Flood Control Channel. Portions of the service road on the north side of the channel will also be excavated. The excavation of hazardous waste from these properties and backfilling the excavation trench with clean soil should be completed in the fall of 1994.

Beginning in the spring of 1995, similar work will be performed at properties located between Kathy Street and Allen Street, north of Sowell Avenue. Excavation of waste buried beneath Sowell Avenue near its intersection with Kathy Street is planned during the summer of 1995. Additional work in the front yards of three or four houses on the south side of Sowell near Kathy Street may also be undertaken during this time.

It is expected that the removal of hazardous waste and contaminated soil from the site will be completed by the end of 1995, and that final restoration of affected properties will be completed shortly thereafter.

Who Will Be Asked to Temporarily Relocate?

Only families who will have hazardous waste removed from their property or who live within 200 feet of where hazardous waste will be exposed will be requested to participate in the temporary relocation program. Some families will be asked to temporarily relocate only once in 1994 or 1995, while others will be asked to participate in the temporary relocation program for portions in each of these years.

Other families may be eligible to participate in the relocation program, particularly if a family member has a health problem that could be affected by site activities. Additional information can be obtained through the Community Relations/Temporary Relocation Site Office at (714) 898-6875.

When Will We Need to Move?

In general, residents whose property contains hazardous waste will need to move from their homes before the contractor begins site preparation activities such as the removal of trees, landscaping and patios from their backyards. Most other residents will not need to move from their homes until the excavation of the waste moves to within 200-300 feet of their property.

All residents participating in the temporary relocation program will receive at least 30 days written notice before they will need to move from their homes. This notice will state the date by which their property will need to be vacated.

How Long Will the Temporary Relocation Last?

The length of the temporary relocation period will be determined by individual family needs and the location of their home in relation to the excavation site.

-
- Residents whose backyards will be excavated because they contain hazardous waste can expect to be temporarily relocated for about three to five months.
 - Residents who live within about 200 feet of where hazardous material will be exposed during excavation, but whose property does not contain hazardous waste, will be asked to temporarily relocate for approximately four to six weeks. These residents will need to relocate only when the hazardous waste is being excavated within about 200 feet of their homes. It will not be necessary for these families to temporarily relocate during site preparation, backfilling, restoration of properties or other phases of the project.
 - Residents who live more than 200 feet from where the hazardous waste will be exposed during the excavation may qualify for participation in the temporary relocation program based on the health needs of their families.

When Can We Move Back?

In general, residents whose yards have been excavated will be able to move back after backfilling and compaction of their yards have been completed and EPA/USBR determines it is safe to re-occupy the property. It will be safe for most other residents to move back after the hazardous waste located within 200 feet of their property has been excavated.

Residents will receive written notice from EPA/USBR at least 14 days before they will be able to move back into their home and they will need to vacate their temporary housing. This notice will also provide the date on which relocation benefits, including payment of temporary housing costs by EPA/USBR, will end.

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CHOOSING TEMPORARY ACCOMMODATIONS

What Type of Temporary Housing Is Available?

Residents may choose from a range of lodging options, depending on family needs. These include furnished apartments, single family houses and extended-stay hotels/motels. Extended-stay lodging accommodations in the Westminster area include Cinnamon Creek, Seawind Village, Corporate Suites, Residence Inns by Marriott and Oakwood Corporate Apartments.

All temporary housing accommodations provided will include kitchens, laundry facilities, free local telephone calls and free parking. Most will be furnished and some have outdoor activity areas.

Which Is the Right Place for Us?

This depends on family size, commute patterns to work and school, the size, number and variety of pets, and personal preferences. Relocation specialists will work with families to help identify their needs and preferences. Residents are encouraged to visit prospective temporary housing accommodations prior to moving.





Do We Rent the Temporary Accommodations or Does EPA/USBR Do This?

Wherever possible, EPA/USBR will rent the necessary housing accommodations for residents.

If a family desires to find its own temporary housing, EPA/USBR may be able to rent the property on its behalf provided (1) the landlord is willing and able to rent the property to the government on mutually agreeable terms, (2) the property is local, safe, habitable, meets applicable building and occupancy codes, has kitchen facilities and is otherwise acceptable to EPA/USBR, and (3) the cost of renting the accommodations is reasonable and is comparable to the cost of other temporary housing EPA/USBR has rented for use in this response action.

If a family believes EPA/USBR has been unable to arrange for temporary accommodations which substantially meet their needs, they should discuss the situation with their relocation specialist. In some instances EPA/USBR may be able to reimburse relocated households for accommodations they rent themselves. However, this will only be possible if prior approval is obtained from EPA/USBR and the property meets requirements (2) and (3) in the preceding paragraph.

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WHAT SHOULD I DO TO PREPARE FOR TEMPORARY RELOCATION?

Check Your Homeowner's or Renter's Insurance Policy

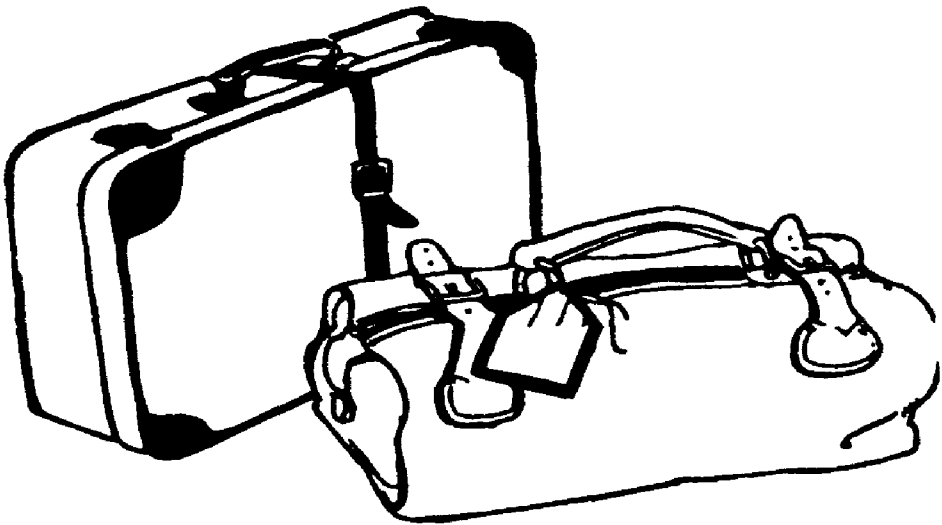
Policies can vary significantly between insurance companies. Check with your insurance company and with your insurance agent regarding the following questions:

- Will your insurance coverage continue uninterrupted and without changes in coverage while you are temporarily relocated?
- Will your policy provide insurance coverage for loss, theft or damage to items which you own when they are located at your temporary accommodations or in storage?
- Is it advisable for you to obtain renter's insurance during your temporary relocation?

PLEASE NOTE: Residents are reminded that they are responsible for keeping the payments on their homeowner's insurance policy current during their temporary relocation, and may need to take other action to keep their policy in force. Check with your insurance company or your insurance if you have any questions.

Make an Inventory of Your Belongings

Relocation and community relations staff will assist residents who relocate in inventorying and videotaping household items that will remain in their permanent residence during relocation. A copy of the video tape will be provided to each household.



Determine What Items You Need to Take With You

- Clothes and accessories (casual, work, night, sport)
- Personal care items/toiletries (medicines, health aids, sewing kit), specialized furniture, favorite pillow
- Emergency and safety items (spare keys, first aid kit, flashlight, earthquake preparedness supplies)
- Personal papers (insurance, automobile, finance, address book, telephone numbers, stationery); items related to personal business
- All pets and household plants; pet care items
- Favorite cookware and bakeware, condiments, spices, special ingredients, cookbook
- Sports equipment; children's toys, books and activities; school supplies and school books
- Tools for employment, hobbies.

Determine What Items Should be Placed in Storage

Depending on how long your temporary relocation period will be and how much storage is available at your temporary housing accommodations, some residents may want to place items in temporary storage during the relocation period. These could include

- Items which you don't have room for in your temporary accommodations, but to which you will need access during your temporary relocation. Examples include suitcases, certain sports equipment, hobby supplies, car maintenance items, tools, out-of-season clothing, electric blanket
- Items which you don't have room for in your temporary accommodations, but which you don't feel comfortable leaving behind
- Vehicles, including boats and recreational vehicles which won't fit in your garage and which you do not plan to take with you
- Certain upholstered furniture, depending on how close you live to the excavation site. Please discuss this with your relocation specialist.

Please DON'T Leave

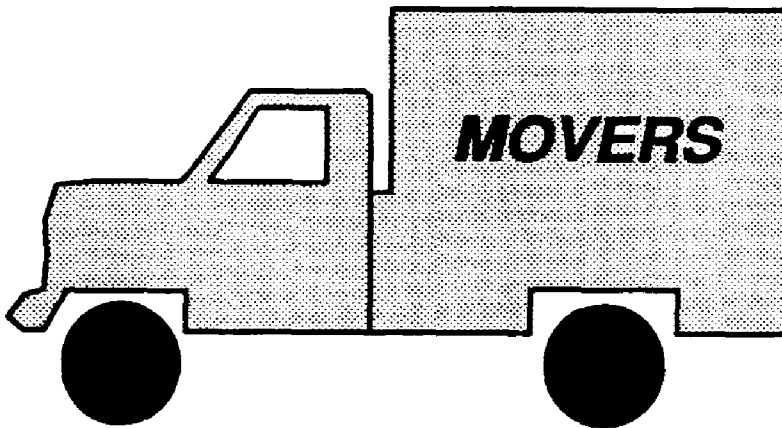
- Pets or animals of any kind
 - House plants
 - Items of significant value or which could be stolen, such as jewelry, coins, guns, cameras, VCRs, computers, other electronic equipment
 - Perishable foods, including fresh fruits and vegetables, that may spoil while you are gone. Because electrical service to some properties will be disconnected during portions of the work, you may need to empty your refrigerator and freezer before you leave. For more information, please contact your relocation specialist
 - Empty all garbage and trash containers before leaving.
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WHAT ABOUT ARRANGEMENTS FOR MOVING AND STORAGE?

In general, four moving and storage options are available for residents who are being relocated

- Use of a professional moving and storage company
- Rental of a self-storage unit
- Use of safe or safe deposit box
- Storage of items with friends or relatives.



Moving and Storage Companies

EPA/USBR will pay professional moving and storage companies to provide packing, moving and storage services where necessary. You will need to make arrangements for use of these services through your relocation specialist. Costs will be paid directly by EPA/USBR. Please note most moving and storage companies are not set up to allow retrieval of single items or to otherwise provide access to items in sealed storage.

Self-Storage Facilities

Rental of self-storage units frequently provides the best access to items you may need during your temporary relocation. However, security varies widely between self-storage locations. Check with your insurance company to see if your property is covered for loss or damage while in self-storage, or if your insurance company provides this type of insurance. Limited insurance is available for additional charge at some self-storage locations. Check with your relocation specialist regarding possible payment of these costs by EPA/USBR.

Safe Deposit Boxes

Safe deposit boxes are available at many banks and at some extended stay hotels. Bank safe deposit boxes provide the best security for storage of valuables, but they are not well suited for the storage of large items. Check with your relocation specialist regarding possible payment of these costs by EPA/USBR.

Storage with Relatives and Friends

Some residents plan to temporarily store items with friends or relatives.

PLEASE NOTE: Residents must determine for themselves what combination of moving or storage services best suits their needs. Although relocation specialists are available to help plan and schedule your move, neither EPA, USBR nor any government employee is responsible for the safety of stored items. All claims for damage or losses must be made by the resident directly to the provider of the moving or storage services, or to the appropriate insurance carrier, if insurance has been obtained.

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HOW WILL TEMPORARY RELOCATION EXPENSES BE PAID?

Temporary relocation expenses will be paid in one of three ways

- Expenses paid directly by EPA/USBR
- A "Dislocation Allowance" for miscellaneous expenses
- Reimbursement to residents for pre-approved expenses.

Expenses Paid Directly by EPA/USBR

In order to keep residents' out-of-pocket costs to a minimum, EPA/USBR will pay temporary relocation costs directly to the provider of services wherever possible. Examples of these expenses include temporary lodging, moving, pool and yard maintenance at their vacated property, utilities at their temporary lodging and necessary furniture rental.

What Is a Dislocation Allowance and How Does It Work?

Miscellaneous expenses of relocation under \$25 will be reimbursed by means of a dislocation allowance of \$150 for the first month and \$100 for each additional month. This allowance is intended to cover miscellaneous expenses such as eating out on moving day, coin operated washing machines and dryers, extra gasoline for longer commutes to work or school, additional phone costs and similar expenses.

Your relocation specialist will assist you in completing a claim form that will enable you to receive your dislocation allowance.

Reimbursement of Expenses to Residents

In some instances EPA/USBR may be able to reimburse residents for expenses over \$25 which are incurred as a direct result of temporary relocation. However, this can only be done

- If prior approval is obtained from EPA/USBR
- The expenses are actual, reasonable and necessary
- The expenses would not have been incurred if it had not been for the temporary relocation of the family
- Direct payment by EPA/USBR is not possible or feasible
- The expenses are documented by itemized receipts
- The expenses have not otherwise been paid or provided for by EPA/USBR or included in the monthly dislocation allowance.

Examples of expenses which may be eligible for reimbursement provided prior approval is obtained include temporary storage, safe deposit box rental, kenneling of pets, renter's insurance for your temporary residence, and miscellaneous expenses with a unit cost of more than \$25.

Your relocation specialist will assist you in completing claim forms so that you can be reimbursed for approved expenses.



Permanent Residence

During the temporary relocation period, residents are responsible for continued payment of bills associated with their permanent home. This includes, but is not limited to, the payment of rent to their landlord, mortgage payments, utilities, insurance and taxes. These are household expenses which you would normally pay and are not reimbursable by the government.



What About Phones?

During temporary relocation residents will be responsible for paying their telephone bill at their permanent residence, if they wish to continue their service during their temporary relocation. Maintaining existing service may permit residents to use GTE's call forwarding service which may allow residents to forward calls to their temporary lodging or an alternative phone number. Residents can also use a telephone answering machine to take messages or refer calls to another number, or utilize similar services available from GTE.

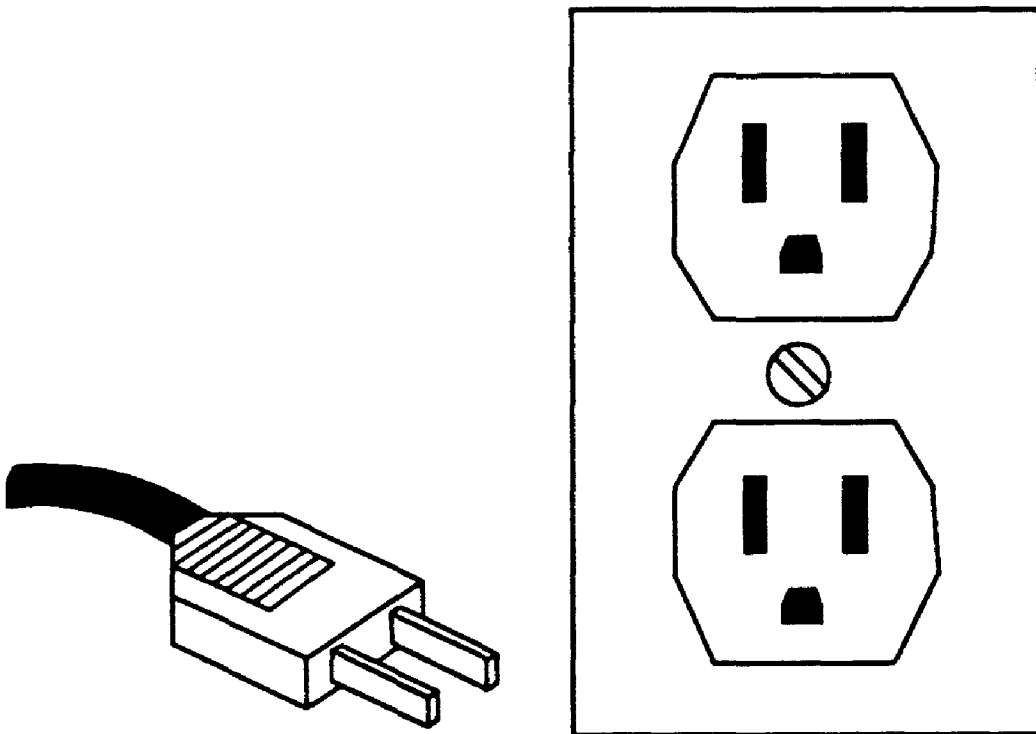
Residents who are relocated to single family homes, and some apartments, may be able to have their phone service and phone number relocated with them, if they remain in the same area. Residents should contact GTE directly regarding the availability of this service, if they are interested.

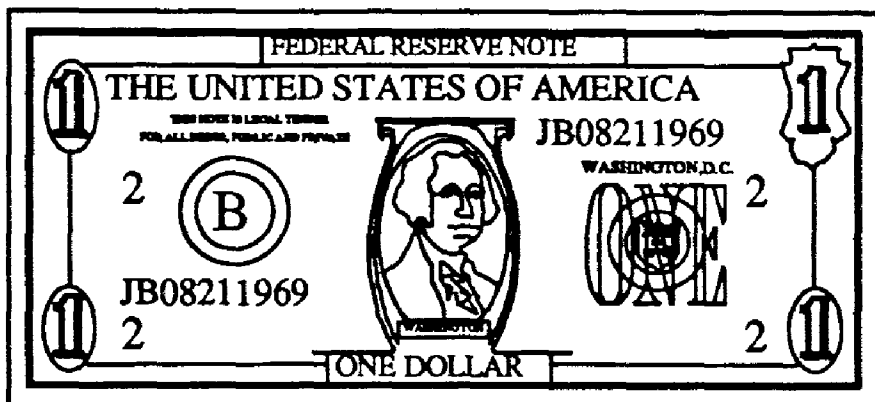
There will be no charge for local phone calls while staying at most extended-stay hotels or motels. However, residents will be responsible for paying the hotel/motel for all non-local and long distance calls. Because of the surcharge added to long distance calls by some hotels and motels, residents may find it less expensive to use a telephone credit card for many of these calls.

What About Other Utilities?

EPA/USBR will pay for most utilities at your temporary residence, except for long distance phone calls and cable TV costs.

Utility service to properties where hazardous waste will be excavated will need to be disconnected during portions of the work. When this is necessary, EPA/USBR will arrange for the required disconnection and re-establishment of service at no cost to the resident.





Are There Any Expenses That EPA/USBR Will Not Pay?

Expenses for which residents will not be reimbursed include, but are not limited to

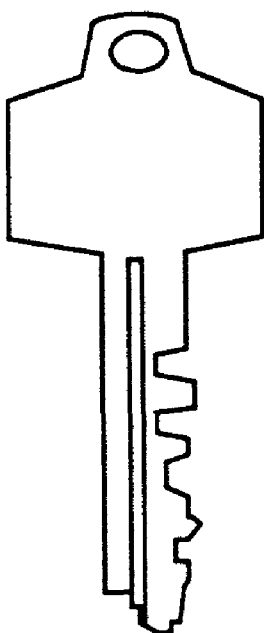
- Expenses incurred without the approval of your relocation specialist
- Damage caused by pets
- Charges to your hotel/motel room (such as food, beverages, video rentals, pay-for-view television events)
- Damage which you, your family or your guests cause to your temporary lodging, its furnishings, or recreation equipment
- Interest on charge accounts
- Temporary lodging expenses incurred after the date on which your temporary relocation period ends*
- Maintenance of yards, pools or landscaping after the date on which your temporary relocation period ends*
- Expenses related to accidents, injuries or illnesses experienced during the temporary relocation period.

*** See "When Can We Move Back?", page 5.**

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OTHER ISSUES

What About Security While Our House Is Vacant?



At the time you vacate your home, your relocation specialist will assist you in making an inventory of items which you are leaving in the house. This inventory will include a videotaped record. You will receive a copy of the videotape for your records.

When you vacate your home for temporary relocation, EPA/USBR will lock and secure the house, block door locks and activate intrusion detectors as appropriate. Properties on which excavation will occur will

be secured with a chain link fence and enhanced outdoor lighting. Properties vacated for a shorter period of time will be similarly secured as far as practical.

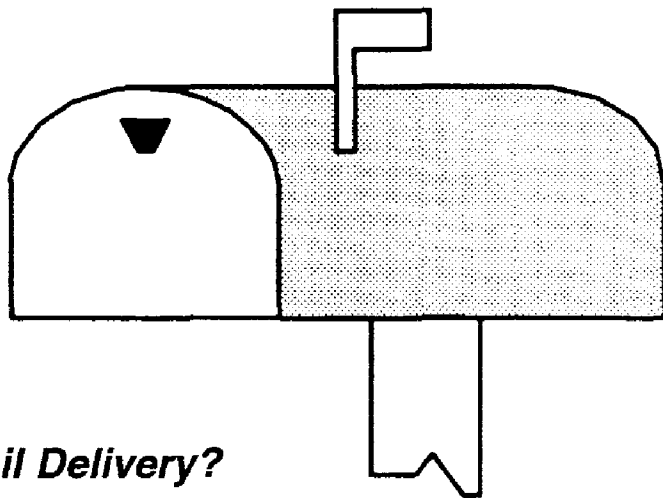
In addition to these property-specific security actions, enhanced neighborhood security will be provided through

- A 24-hour security patrol
- Increased patrols by the Westminster Police Department
- Identification stickers for automobiles belonging to neighborhood residents
- Restriction of through-traffic.

How Will My Yard be Cared for While I'm Gone?

EPA/USBR will provide yard and pool maintenance at your vacated residence during your temporary relocation. This includes watering plants and lawns, mowing lawns, occasional fertilizing or "weed and feed treatment," chemical stabilization of pool water and maintaining the water level of pools not scheduled for removal. Residents should discuss any special yard or pool maintenance concerns with their relocation specialist.

Because of site health and safety plans and OSHA requirements, most pool and yard maintenance will need to be done by personnel who have completed special hazardous materials training. Therefore, in most instances, it is unlikely that EPA/USBR will be able to use yard and pool maintenance companies currently maintaining yards and pools in the neighborhood. Residents should consult their relocation specialist for more information.



What About Mail Delivery?

Residents will need to make arrangements with their postal carrier to have their mail held for pickup at the post office, forwarded to their temporary residence or forwarded to a post office box. The post office will not be able to deliver mail to vacant houses that have been secured, and mail cannot be held for you at the Community Relations/Temporary Relocation Office.

According to Westminster Postmaster Abiathor (Skip) Mejico, residents can request that mail be held for pickup at the main Westminster Post Office, 7300 Bolsa Avenue (at Goldenwest Circle). Post office hours are Monday - Friday, 9:00 a.m. to 5:30 p.m., and Saturdays, 8:30 a.m. to 1:30 p.m. The post office is closed Sundays and holidays.

Residents who desire to have their mail forwarded to their temporary address, should be aware that

- Delays of up to a week can occur when mail is forwarded
- Some senders instruct the post office to return mail, and not forward it (for example: driver's licenses, some credit card renewals, certain voter information)
- It can be difficult to completely undo temporary changes of address, if the post office has notified senders of the forwarding address.

EPA/USBR strongly recommends that you discuss your particular mail situation with your postal carrier and your relocation specialist.

What About Pets and Other Animals?



Pets and all other animals must go with residents when they are relocated. No pets can be left behind with plans to care for them by daily or periodic visits back to the property.

Reasonable kennel expenses are reimbursable by EPA/USBR, provided receipts are obtained. In some cases, your relocation specialist may be able to arrange for temporary kennels, runs or other holding structures at your temporary housing location.

In order not to compromise health, safety and security precautions, once residents have been temporarily relocated they will not be able to return to their house until their temporary relocation period is over and EPA/USBR determines it is safe to return.

If a true emergency requires a quick visit back to your home, please contact the Community Relations/Temporary Relocation Office with your request. Health, safety and security concerns will severely limit when and if such visits may occur. Health, safety and security concerns also require that EPA/USBR provide an escort during the visit and a release must be signed for anything removed from the property.

What About Restoration of Properties?

Restoration work on affected properties will be carried out by EPA/USBR as provided for in individual agreements with affected homeowners. Residents who have questions about restoration plans for their properties should contact the Community Relations/Temporary Relocation Office at (714) 898-6875.

What If I Change My Mind About Relocation?

Residents who initially decide not to participate in the temporary relocation program, but later change their mind may still be eligible for participation. Residents should contact their relocation specialist or the Community Relations/Temporary Relocation Office as soon as possible at (714) 898-6875 for additional information. In most cases, your relocation specialist will be able to arrange for your temporary relocation within 48-72 hours from the time they are contacted.

What About Press Contacts and the News Media?

Residents can expect extensive newspaper, television and radio news coverage of site activities, particularly at the beginning of a new phase of work, during initial temporary relocation of residents and at public meetings.

EPA will prepare news releases and hold press briefings to answer questions and provide information to the press. Residents can expect to be contacted by reporters who are looking for their reactions to site activities and temporary relocation at various times during the response action.

Project staff will request media representatives to respect the privacy of residents, but have no control over who is contacted, what is asked, or how people are quoted. Residents who do not wish to be contacted by the media may contact the Community Relations/Temporary Relocation Office and EPA/USBR will pass this information on to the press as best they can.

You may also refer press inquiries to either Dick Vesperman or Fraser Felter who will serve as EPA's official press contacts during the response action.



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KEEPING IN TOUCH

Community relations and relocation staff will maintain contact with all neighborhood residents throughout the response action, whether or not they have been temporarily relocated. EPA/USBR will also keep residents informed and answer their questions through

- A Community Relations/Temporary Relocation Office
- A twice-monthly newsletter
- A 24-hour telephone hotline
- Language translation services for families whose primary language is other than English (particularly Vietnamese, Spanish and Portuguese)
- Access to the EPA/USBR Project Management Team.

Neighborhood Community Relations/Temporary Relocation Office

The Community Relations/Temporary Relocation Office is located at 14600 Golden West Street, Suite A-105 just a short distance north of Sowell Avenue. The phone number is (714) 898-6875.

Community relations and relocation staff will be available at the office to receive comments, answer questions and otherwise provide assistance throughout the response action. An information repository of key documents relating to the response action is maintained at the office, and documents are available for review during normal business hours and at other times arranged with office staff.

Community Relations Staff

Community relations staff is available to

- Answer questions on project progress and overall scheduling
- Act as a liaison between the community and contractors
- Maintain communications with residents who do not participate in the temporary relocation program
- Coordinate inquiries from the news media
- Assist and support relocation staff.

The community relations staff is headed by Fraser Felter. He can be contacted through the Community Relations/ Temporary Relocation Office at (714) 898-6875, or through EPA's toll free message phone at (800) 231-3075. A message may always be left for him at the Community Relations/ Temporary Relocation Office.

Relocation Specialists

A relocation specialist has been assigned to each family who is participating in the temporary relocation program. They are available to assist residents in

- Finding suitable temporary housing
- Making moving and storage plans
- Taking an inventory of personal property left in their permanent home during the relocation period
- Coordinating moving day activities
- Making the transition into temporary lodging accommodations
- Obtaining reimbursement for eligible out-of-pocket expenses
- Troubleshooting problems that may occur during temporary relocation
- Keeping residents informed regarding relocation schedules.

Relocation specialists can be contacted through the Community Relations/Temporary Relocation Office at (714) 898-6875, or through other phone numbers that they give you. You may always leave a message for relocation specialists at the Community Relations/ Temporary Relocation Office.

24-Hour Hotline

A 24-hour hotline will be maintained at (714) 803-4623 to provide immediate response to questions related to health concerns, odor complaints, site security, relocation emergencies and similar concerns. If you have questions or concerns on these matters or in similar areas, do not hesitate to call this number at any time day or night.

If there is a fire, police or medical emergency please call 9-1-1 before calling the hotline.

Who Should We Call If We Have Other Health Questions About The Work?

Health questions and concerns can be discussed with health professionals at the California Department of Health Services through

Toxicologist Marilyn Underwood, Ph.D.

Environmental Health Investigations Branch
California Department of Health Services
5900 Hollis Street, Suite E
Emeryville, CA 94608
(510) 540-3657

EPA/USBR Project Management Team

The EPA/USBR project management team includes key project personnel who are available to discuss project issues. Please don't hesitate to contact them at any time through the neighborhood Community Relations/Temporary Relocation Office or at the addresses and phone numbers below.

Dick Vesperman

Project Manager

EPA/USBR Site Office
7102 Sowell Avenue
Westminster, CA 92683
(714) 892-2589

Fraser Felter

Assistant Team Leader for Community Relations and
Temporary Relocation

U.S. Environmental Protection Agency
Office of Community Relations, H-1-1
75 Hawthorne Street
San Francisco, CA 94105
(415) 744-2181 or (800) 231-3075

Terry Murphy

Project Engineer

U.S. Bureau of Reclamation
Lower Colorado Region
P.O. Box 61470
Boulder City, NV 89006
(702) 293-8140

David Paul

Principal Designer

U.S. Bureau of Reclamation
Denver Technical Service Center
P.O. Box 25007
Denver, CO 80225
(303) 236-3901 (ext. 353)

Marti Miller

Vietnamese Language Coordinator

U.S. Bureau of Reclamation

Pacific Northwest Region

1150 N. Curtis

Boise, ID 83706

(208) 378-5253 or (800) 392-9545

Additional Inquiries

Residents who believe they have not obtained a satisfactory response to their questions or comments about project activities are encouraged to contact either Dick Vesperman or Fraser Felter directly. If the issue is still not resolved in a satisfactory manner, you are encouraged to write:

Dave Jones, Chief

Remedial Action Branch, H-6

U.S. Environmental Protection Agency

75 Hawthorne Street

San Francisco, CA 94105

