

09.05-04/30/90-02002

Document Control No. 4400-03-AADZ

DRAFT COMMUNITY RELATIONS PLAN

**REMEDIAL INVESTIGATION/FEASIBILITY STUDY
AT THE
ABC ONE-HOUR CLEANERS SITE
JACKSONVILLE, NORTH CAROLINA**

Work Assignment No. 03-4L9E

April 30, 1990

REGION

IV

**Remedial Planning Activities
at Selected Uncontrolled
Hazardous Substance
Disposal Sites**

U.S. EPA Contract No. 68-W9-0057

*Roy F. Weston, Inc.
6021 Live Oak Parkway
Norcross, GA 30093*



4020 WESTCHASE BLVD.
SUITE 375
RALEIGH, NC 27607
PHONE: (919) 832-7042

30 April 1990

Mr. John S. Nohrstedt
Remedial Project Manager
U.S. EPA Region IV
345 Courtland Street, N.E.
Atlanta, GA 30365

Contract No.: 68-W9-0057
W.A. No.: 03-4L-9E
W.O. No.: 4400-03-21
Document Control No.: 4400-03-AADZ

Subject: ABC One-Hour Cleaners Site, Jacksonville, North Carolina
Community Relations Plan (Agency Review Draft)

Dear Mr. Nohrstedt:

Roy F. Weston, Inc. (WESTON) is pleased to submit for your review the enclosed draft of the Community Relations Plan for the ABC One-Hour Cleaners Superfund site in Jacksonville, North Carolina. WESTON will incorporate comments from the U.S. Environmental Protection Agency (U.S. EPA) into the draft Community Relations Plan and submit final copies to U.S. EPA along with the final Work Plan. Because a Community Relations Plan is one of the first reports submitted for Superfund sites and placed in the Information Repository, it is written for two audiences: U.S. EPA and the general public. This Community Relations Plan was developed according to the Community Relations in Superfund: A Handbook (Interim Version), June 1988 (OSWER Directive 923.0-3B).

Should you have any questions or require additional information, please feel free to call Kevin Boyer at (919) 832-7042.

Sincerely,

ROY F. WESTON, INC.

Kevin R. Boyer, P.E.
Site Manager

Enclosure
KRB/tm

cc: Mike Foulke, WESTON
Carolyn Wood, WESTON

DRAFT COMMUNITY RELATIONS PLAN

ABC ONE-HOUR CLEANERS SITE JACKSONVILLE, NORTH CAROLINA

U.S. EPA Contract No. 68-W9-0057
Work Assignment No. 03-4L-9E

Document Control No. 4400-03-AADZ

April 30, 1990

Prepared by: Kevin R. Boyer Date: 4/30/90
Kevin R. Boyer, P.E.
WESTON Work Assignment Manager

Approved by: Michael B. Foulke Date: 4/30/90
Michael B. Foulke
WESTON Region IV Program Manager

Approved by: _____ Date: _____
John S. Nohrstedt
U.S. EPA Remedial Project Manager

Approved by: _____ Date: _____
Charles E. Swan
U.S. EPA Regional Project Officer

Prepared by:
Roy F. Weston, Inc.
6021 Live Oak Parkway
Norcross, Georgia 30093

Table of Contents

<u>SECTION</u>	<u>PAGE</u>
Preface: About the Superfund Program	1
Section A: Overview of the Community Relations Plan	2
Section B: Site Background	3
1. Location and Description	3
2. Site History	3
3. U.S. EPA Activities	6
Section C: Community Background	6
1. Community Profile	6
2. Chronology of Community Involvement	8
3. Key Concerns	9
Section D: Highlights of the Community Relations Program	10
Section E: Community Relations Techniques and Timing	13
Section F: Schedule and Timeline	16

List of Figures

<u>FIGURE</u>		<u>PAGE</u>
1	Site Location Map	4
2	Technical Milestones	17

List of Attachments

Attachment A: Glossary of Terms and Acronyms

Attachment B: Superfund Process Flowchart

Attachment C: List of Contacts and Interested Individuals and Groups

1. Federal Elected Officials
2. Federal Agency Officials
3. State Elected Officials
4. State Agency Officials
5. Local Officials
6. Camp Lejeune Marine Corps Base
7. Local Interest Groups and Individuals
8. Others
9. Newspaper
10. Television
11. Radio

Attachment D: Suggested Locations for Information Repositories and Public Meetings

Preface About the Superfund Program

Congress enacted the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA, known as Superfund) in 1980, to respond to hazardous waste problems that may pose a threat to the public and the environment. The U. S. Environmental Protection Agency (U.S. EPA) administers the Superfund program.

Costs for the first five years of the Superfund program were covered by a \$1.6 billion Hazardous Substance Response Trust Fund established to pay for cleanup of abandoned or uncontrolled hazardous waste sites. Superfund monies are used when parties responsible for the site contamination are unknown, unwilling or incapable of satisfactorily resolving the environmental problem. The law also authorized enforcement action and cost recovery from those responsible for a release. U.S. EPA can reimburse the trust fund by taking legal action to recover its clean-up costs from those identified as responsible parties.

On October 17, 1986, the Superfund Amendments and Reauthorization Act (SARA) was enacted. The new Superfund law included the following provisions:

- Reauthorizes the program for an additional five years;
- Increases the size of the Fund to \$8.5 billion;
- Strengthens and expands the clean-up program;
- Focuses on the need for emergency preparedness and community right-to-know; and,
- Changes the tax structure for financing the Fund.

Depending on the urgency of the threat or potential threat to the public and the environment, U.S. EPA can respond in two ways: Remedial Action or Removal Action. Remedial actions are taken when long-term actions are required to clean up a site. Removal actions are begun in cases of imminent danger to the public and the environment with the objective of bringing the situation under control by stabilizing or stopping the release of the hazardous substances. A variety of factors are considered to identify whether a remedial or removal action is appropriate.

Literature discussing the Superfund processes is available in the Information Repository for this site.

This document was prepared by Roy F. Weston, Inc., expressly for EPA. It shall not be released or disclosed, in whole or in part, without the express written permission of EPA.

Community Relations Plan
ABC One-Hour Cleaners Site
Revision: 0
Date: April 30, 1990
Page: 2 of 17

AGENCY REVIEW DRAFT

Community Relations Plan ABC One-Hour Cleaners Onslow County Jacksonville, North Carolina April 1990

A. Overview of the Community Relations Plan

This Community Relations Plan (CRP) identifies issues of community concern regarding the ABC One-Hour Cleaners Superfund site in Jacksonville, North Carolina, and outlines community relations activities to be conducted during the Remedial Investigation/Feasibility Study (RI/FS) activities at the site. Based on interviews with local officials, a Camp Lejeune officer, and residents, community awareness in the site is relatively low. For example, residents near the site have not voiced concern regarding groundwater contamination because their drinking water is drawn from other (safe) sources; therefore, their health is not at risk. In addition, the nature of the other businesses close to the site are considered low volume water users; however, some may still be on private wells and not the municipal system. Local officials are concerned with specific characteristics of the contaminant and the extent of contamination. A representative of a local environmental group asked about the potential of other cleaners/industry contaminating groundwater in the area. Finally, although general community reaction to the site is low, persons interviewed expressed an interest in learning about the U.S. Environmental Protection Agency (U.S. EPA) Region IV Superfund Remedial Program as it pertains to the site. In addition to addressing the concerns currently identified, an effective community relations program for the ABC One-Hour Cleaners site may inform and educate public officials and residents so that they can better understand the Superfund remedial activities associated with the site.

This CRP has been prepared to aid the U.S. EPA in developing a program tailored to the needs of the community affected by the ABC One-Hour Cleaners site. U.S. EPA conducts community relations activities to ensure that the local public has the opportunity for input into decisions relating to the Superfund actions, and is informed about the progress of those actions. The plan is divided into the following sections:

This document was prepared by Roy F. Weston, Inc., expressly for EPA. It shall not be released or disclosed, in whole or in part, without the express written permission of EPA.

Community Relations Plan
ABC One-Hour Cleaners Site
Revision: 0
Date: April 30, 1990
Page: 3 of 17

- Site Background
- Community Background
- Highlights of the Community Relations Program
- Community Relations Techniques and Timing
- Attachment A: Glossary of Terms and Acronyms
- Attachment B: Superfund Process Flowchart
- Attachment C: List of Contacts and Interested Individuals and Groups
- Attachment D: Suggested Locations for Information Repositories and Public Meetings

U.S. EPA Region IV has lead responsibility for managing the remedial actions and will oversee technical and community relations work at the site. Words shown in "bold type" are defined in the Glossary of Terms and Acronyms in Attachment A.

B. Site Background

The following site history briefly summarizes the major actions and events related to the ABC One-Hour Cleaners site.

1. Location and Description

The ABC One-Hour Cleaners is located at 2127 Lejeune Boulevard, Onslow County, Jacksonville, North Carolina (Figure 1). South of the site is the Seaboard Coastline Railroad tracks and the Camp Lejeune Marine Corps Base. Approximately 4,400 feet southeast of the site is Northeast Creek, which flows in a southwesterly direction to New River. The site is located in a business district and is situated on one acre of land. The cleaners is classified as a small generator under the Resource Conservation and Recovery Act (RCRA). The facility consists of one building divided into four sections. The front section is customer reception and service; the second is a pressing area and completed dry cleaning; the third section houses the cleaning machinery; and the fourth section is used for storage.

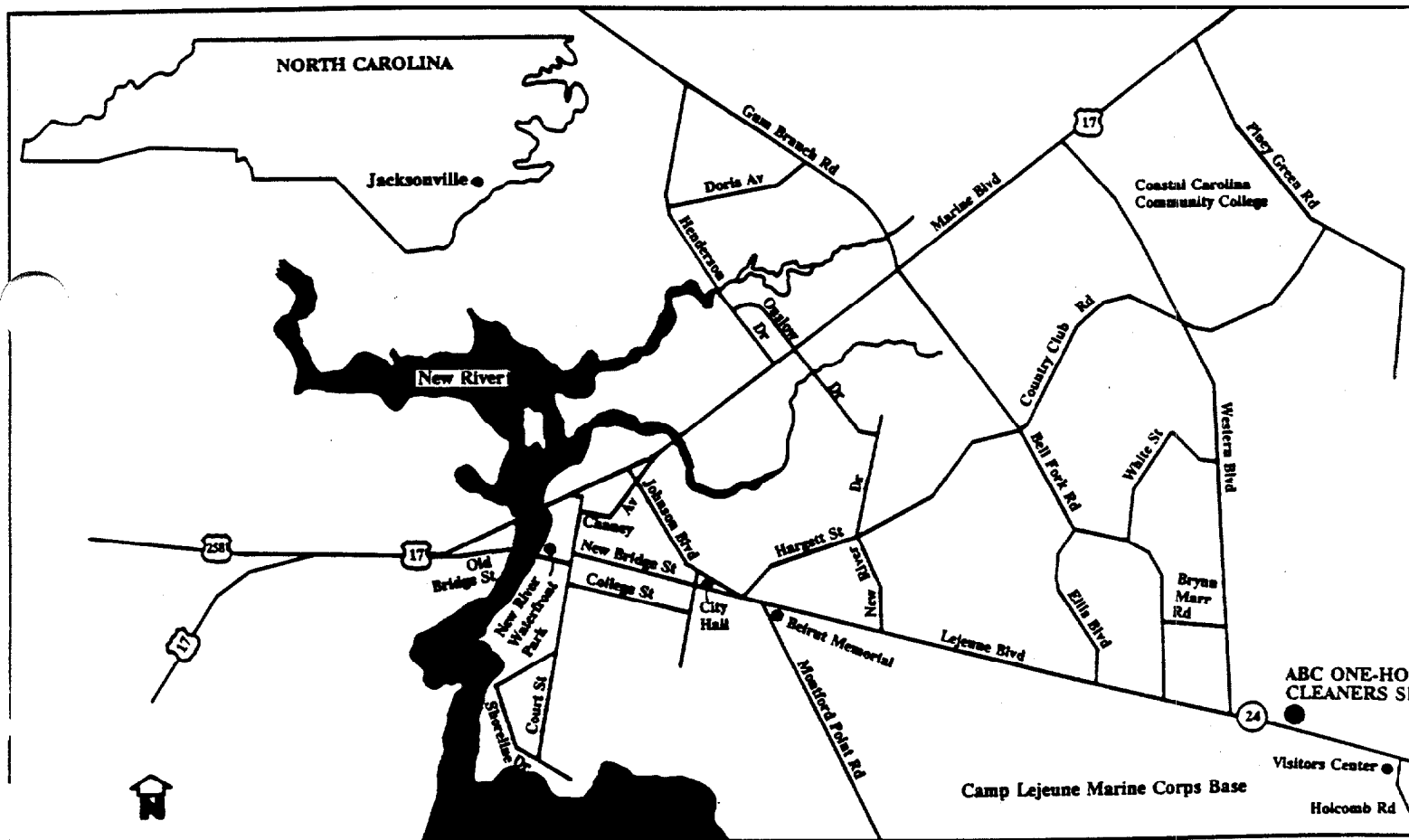
2. Site History

The company has been operating as a dry cleaners at the site since 1954. The chemical, tetrachloroethylene (PCE) has been used at the facility to dry clean clothes since operations began. The PCE was stored in a 250-gallon aboveground tank in the rear of the facility. Used PCE is reclaimed through a filtration-distillation process in the

This document was prepared by Roy F. Weston, Inc., expressly for EPA. It shall not be released or disclosed, in whole or in part, without the express written permission of EPA.

Community Relations Plan
ABC One-Hour Cleaners Site
Revision: 0
Date: April 30, 1990
Page: 4 of 17

**FIGURE 1
SITE LOCATION MAP
- ABC ONE-HOUR CLEANERS
JACKSONVILLE, NORTH CAROLINA**



This document was prepared by Roy F. Weston, Inc., expressly for EPA. It shall not be released or disclosed, in whole or in part, without the express written permission of EPA.

Community Relations Plan
ABC One-Hour Cleaners Site
Revision: 0
Date: April 30, 1990
Page: 5 of 17

building. Still bottoms generated from the recycling process are the only known hazardous waste generated at the site. This waste was, in the past, disposed of on the site and reportedly sometimes was used to fill potholes. For the last three years, the still bottoms have been transported off-site for disposal. ABC One-Hour Cleaners used a septic tank-soil absorption system located in the back of the facility for the disposal of wastewater. The system consisted of an underground concrete tank with a concrete lid, situated within four feet of the PCE tank.

In 1984, the U. S. Marine Corps collected samples from 40 of its Base community supply wells. Organic contaminants were detected in three drinking water supply wells that were located near two off-base dry cleaning facilities on Lejeune Boulevard. The Marine Corps requested assistance from the North Carolina Department of Natural Resources and Community Development (NRCD), now Department of Environment, Health, and Natural Resources (DEHNR) to identify the source of contamination. NRCD drilled three monitoring wells to help conduct a groundwater pollution study in an effort to determine the source of contamination. PCE was found in groundwater samples from the monitoring wells and the three supply wells. PCE, at a contamination of 12,000 parts per billion (ppb), was found in a monitoring well at the ABC One-Hour Cleaners facility and at two Camp Lejeune community wells southeast of the cleaners (1,580 ppb and 132 ppb). PCE was also found at a monitoring well near the Glam-O-Rama dry cleaners location at a concentration of 2.2 ppb. Inspection of the PCE storage area by NRCD determined that PCE could have entered the septic tank-soil absorption system and, thus, underlying groundwater. Groundwater flow in the vicinity of the site is thought to be to the southeast. From its study, NRCD concluded that ABC One-Hour Cleaners was the source of PCE contamination in the groundwater.

The three affected community wells were part of the Tarawa Terrace (Camp Lejeune base housing) well field, which furnished drinking water to 6,274 people in the area. In February 1985, the wells were disconnected from the systems, as the Federal drinking water quality standard of 5 ppb had been exceeded. A water line from Camp Lejeune's Holcomb Boulevard drinking water system was connected to the Tarawa Terrace system to supplement the water supply.

NRCD applied the Hazard Ranking System (HRS) to the

situation at the site and nominated the site for inclusion on the Superfund National Priorities List (NPL) of uncontrolled hazardous waste sites in 1987.

The site was proposed for NPL listing in June 1988 and was placed on the final list in March 1989.

3. U.S. EPA Activities

U.S. EPA Region IV became involved with the site at the request of the North Carolina NRCDC. A Remedial Project Manager (RPM) has been assigned the site to implement and oversee a process called a "remedial investigation and feasibility study" (RI/FS). Field studies are being conducted under the RI to provide a better understanding of the source(s) of the groundwater contaminants, the extent to which they have migrated from the source, locations and identities of persons or biological species that could be affected by the contaminants, and the extent to which adverse effects have occurred or could occur. Under the FS EPA will be evaluating alternative methods for remedying the situation and selecting a remedy for implementation.

EPA is also conducting activities to keep the general community informed of the work being conducted at the site and to anticipate and respond to community concerns. These activities are expected to consist of interviews with community representatives, preparation of a formal Community Relations Plan, establishing a repository for public information, and providing public comment periods and public meetings at key points in the RI/FS process.

C. Community Background

1. Community Profile

Onslow County is located in southeastern North Carolina. The terrain is flat, gently rolling, sloping from an elevation of 63 feet down to sea level. Onslow County is one of the few counties with the mainland of North Carolina facing directly on the ocean; however, the beaches are separated from the mainland by the Intracoastal Waterway. Along the waterway and across the beachfront, recent development has produced new homes, motels, and condominiums to accommodate the increasing number of tourists. The New River is located in the center of the county. New River is 40 miles long and from two to

five miles wide, with most of its length below Jacksonville, the county seat. The City is governed by the council-manager form of government. The City Council consists of a mayor and council members, and the City Manager is appointed by the City Council. Environmental concerns have been political issues in Jacksonville: clean water, the fishing industry, and the Red Cackaded Woodpecker (endangered species in the area). The City is attempting to fund a \$25 to 30 million sewer system to cease discharging into the New River.

The residents of Jacksonville support 18 elementary schools, five junior high schools, seven high schools, and the Coastal Carolina Community College, and 160 churches that represent 22 denominations. The Onslow County Arts Council sponsors entertainment and cultural events for the public. The North Carolina Opera and the North Carolina Symphony perform annually in Jacksonville. The City and County sponsor craft workshops, music classes, art exhibits, and dance programs. The Community Concert Series Association brings four annual productions to the area. The Onslow County Museum offers a variety of programs. A Designer's Show House, historical photos and records of Onslow County, an annual Art and Crafts Festival and educational exhibits are provided by the Museum.

Residents and visitors of Jacksonville enjoy numerous local recreational facilities. The New River Waterfront Park has been revitalized and is equipped with two boat ramps, a recreation area, parking, and a lighted boardwalk, all situated in downtown Jacksonville on the banks of New River. The area is well-known for deer and fowl hunting, and both fresh and saltwater fishing. Sport fishing along the New River and beaches of Onslow County produces catches of spot, bass, trout, mullet, shrimp, clams, mackerel, flounder, and other seafood and freshwater varieties.

In 1940, Jacksonville's population was 820 and had grown to 29,239 in 1988. Through the years, industry has switched from farming to private business, manufacturing and the military. Jacksonville has a range of service businesses from restaurants and hotels to retail shops and malls. Eighteen local manufacturing firms produce diverse products, such as yachts, safety products, and fuel injectors. Agriculture remains a strong part of the area's overall economy. Onslow County produces tobacco, fruit, poultry, swine, and

vegetables. Its timber land has contributed to the forest industry and the county's economy.

A major contributor to the local economy is Camp Lejeune. In the late 1930s, a selection board decided on the New River area of North Carolina as the location for a new Marine training base, and has become known as "the World's Most Complete Amphibious Training Base." Construction for the base began in April 1941, and in December 1942, the installation was named in honor of Lieutenant General John A. Lejeune. Lieutenant General Lejeune, thirteenth Commandant of the Marine Corps, has the distinction of being the only Marine officer to command a U.S. Army division. Presently, Camp Lejeune occupies 170 square miles (110,000 acres), with 14 miles of beach on the Atlantic Ocean. Included on the installation are more than 400 miles of roads, 50 miles of sidewalks, 50 miles of railroad, 5,000 buildings, and facilities to support a city of 60,000 marines and sailors and their families.

The neighborhood in which the affected community wells were located is Tarawa Terrace and is part of Camp Lejeune base housing. The housing area was built in the early 1950s and consists of duplexes and attached homes. Residents of Tarawa Terrace are non-commissioned officers (corporals and sergeants) and their families. Approximately 6,274 persons reside in the Tarawa Terrace housing area.

2. Chronology of Community Involvement

There has been little public interest expressed in the ABC One-Hour Cleaners site. According to a Camp Lejeune officer, the residents of Tarawa Terrace have not expressed concern regarding groundwater contamination because, when the contamination was discovered, their drinking water supply was diverted to another (safe) Base drinking water source. A County official commented that, when the site was announced in the local media, the response of the public was "quiet". The official said that the County had not received any complaints or questions regarding the site and the groundwater contamination. City officials agreed that there is low public awareness of the ABC One-Hour Cleaners site as a U.S. EPA Superfund site. A representative of a local environmental group also stated that the site has low public awareness. This local environmental organization group also stated that the site has low public awareness. This local environmental

This document was prepared by Roy F. Weston, Inc., expressly for EPA. It shall not be released or disclosed, in whole or in part, without the express written permission of EPA.

Community Relations Plan
ABC One-Hour Cleaners Site
Revision: 0
Date: April 30, 1990
Page: 9 of 17

organization is concerned about drinking water in the area; however, there has been no community involvement to date from this group regarding the ABC One-Hour Cleaners site.

3. Key Concerns

Although most officials and residents were not greatly concerned, interviews revealed that there are some community interests regarding the contamination and the site. Persons interviewed for this CRP identified four concerns: the extent of site contamination, current drinking water supply pipes in the area, potential for other cleaners or industry to contaminate groundwater, and the U.S. EPA Superfund program and procedures. A brief discussion of the four concerns is provided below.

(1) Residents and officials are interested in knowing the full extent of contamination, which includes how far has it spread and in what direction may the plume be moving. What is the possibility that the contamination may reach the municipal drinking water source? Some wanted to know if there is only one chemical or several that are contaminating the groundwater.

(2) A City official asked if the City should be concerned that the contaminants in the groundwater could permeate the City drinking water supply pipes that are in the area of the site. The pipes are made of polyvinyl chloride (PVC), and are two to five feet deep.

(3) One official asked if there is a potential of other cleaners or industry contributing to groundwater contamination in a similar manner. The resident is concerned that other cleaners or similar businesses may not be treating chemicals or waste products appropriately. Should one be concerned if a business is operating with a private septic system, or should the business be connected to City sewer?

(4) All of the persons interviewed expressed an interest in knowing what, when, and how U.S. EPA will address the site and the contamination. One perceives that U.S. EPA has been slow to respond to the site. Six years have passed since the contamination was discovered and U.S. EPA is now preparing to investigate the site. All of the interviewees stated that they were unfamiliar with the Superfund process and indicated

This document was prepared by Roy F. Weston, Inc., expressly for EPA. It shall not be released or disclosed, in whole or in part, without the express written permission of EPA.

Comunity Relations Plan
ABC One-Hour Cleaners Site
Revision: 0
Date: April 30, 1990
Page: 10 of 17

an interest in learning about the remediation activities as they occur.

D. Highlights of the Community Relations Program

The community relations program at the site should be designed to provide an opportunity for the community to be educated and to participate in the Superfund remediation process. To be effective, the community relations program must be formulated according to the community's need for information and its interest and willingness to participate in the process.

The community relations program at the ABC One-Hour Cleaners site should take the following approaches:

1. **Enlist the support and participation of local and Camp Lejeune Base officials in coordinating community relations activities.**

Local and Camp Lejeune officials provide an invaluable resource in U.S. EPA's effort to understand and monitor community concern. Local and Base officials' frequent contact with residents of Jacksonville and the Tarawa Terrace neighborhood provide direct lines of communications, in which questions and concerns can be addressed or referred to U.S. EPA. It is essential that local and Base officials be regularly and fully informed of site activities, plans, findings, and developments. Appropriate officials to involve in a community relations program include the City Manager, City Utilities Director, County Environmental Health Supervisor, and the Camp Lejeune Public Affairs Officer and the Installation Restoration Manager. Local and Base officials and U.S. EPA can best respond to the questions and concerns of the residents of Jacksonville and Tarawa Terrace through the coordination of community relations efforts and information.

2. **Identify and access citizen perception of the site.**

Information regarding citizen perception and concern of the site is indispensable. At this time, the areas of concern are the extent of contamination, drinking water supply pipes, potential for other cleaners or industry polluting the groundwater, and the U.S. EPA Superfund program. Understanding these concerns will assist U.S. EPA to focus the level of effort for community relations at the site. It is important not to overplan or stress community relations

activities in a way that might discourage members of the community from participating. Background information and the direction of local concern will determine those activities that best meet the community's needs.

3. Provide follow-up explanations about technical activities and contaminants of the site to area residents.

Concise, easily understood, and timely information should be available to all area residents concerning the schedule of technical activities, their purpose, and their outcome. Where information cannot be released to the public, either because of quality assurance requirements or the sensitivity of enforcement proceedings, a clear and simple explanation as to why the information must be withheld is in order. A written, basic description and discussion of the contaminants connected with the site should be provided so that residents understand possible risks to the public near or on-site.

The community relations staff should also attempt to identify special situations or concerns where more specialized information is desired by individuals or groups. For example: Are the cleaners still polluting the groundwater? The cleaners have several locations; are those stores polluting the groundwater? Is U.S. EPA going to investigate Camp Davis? Finally, to ensure that inquiries from the community are handled efficiently and consistently, a single U.S. EPA contact should be established for the site.

4. Inform area residents and local officials about the procedures, policies, and requirements of the Superfund remedial program.

An effort should be made to circulate basic information to the community describing the Superfund remediation. To dispel possible confusion about U.S. EPA's purpose and responsibilities at the site, the general public should be informed of the environmental and enforcement laws U.S. EPA is required to follow. U.S. EPA terms, acronyms, policies, and procedures should also be explained as site activities progress. The public should also be aware of the following community relations requirements as outlined in the Community Relations in Superfund, A Handbook:

Community
Interviews

On-site discussions must be held with local officials and community members in order to assess their concerns and determine appropriate community relations activities.

Community
Relations
Plan

A complete CRP based on community interviews must be developed and approved before remedial investigation field activities start.

Information
Repository

An information repository must be established that includes each item developed, received, published, or made available pursuant to SARA. These items must be made available for public inspection and copying at or near the facility.

Administrative
Record

The Agency must establish an administrative record upon which the Agency shall base the selection of a response action. The Agency must provide for participation of interested persons in the development of the administrative record.

Notice and
Analysis
of the RI/FS and
Proposed Plan

An RI/FS and proposed plan must be developed. Notice of the availability of the RI/FS and proposed plan, including a brief summary of the proposed plan, must be published in a major local newspaper of general circulation. The notice must also announce the public comment period.

Public Comment
Period on RI/FS
and Proposed
Plan

The RI/FS and proposed plan must be provided to the public for review and comment for a period of not fewer than 30 calendar days. Both oral and written comment must be considered.

Opportunity for
Public Meeting

Before adoption of any remedial action plan, an opportunity for a public meeting at or near the facility at issue must be provided. A meeting transcript must be prepared and made available to the public.

**Responsiveness
Summary**

A response to each of the significant comments, criticisms, and new data submitted on the proposed plan and RI/FS must be prepared and accompany the Record of Decision (ROD).

In addition to the above items, U.S. EPA should inform local officials, environmental groups, and interested residents about the availability of the Technical Assistance Grants (TAG). The TAG program provides up to \$50,000 to community groups for the purpose of hiring technical advisors to help citizens understand and interpret site-related technical information for themselves. Congress and U.S. EPA have established certain basic requirements concerning the proper use of TAG funds by a recipient group. For example, the group must provide 35 percent of the total costs of the project to be supported by TAG funds and must budget the expenditure of grant funds to cover the entire clean-up period. Congress has also stipulated that there may be only one TAG award per NPL site any one time.

E. Community Relations Techniques and Timing

A member of the U.S. EPA Region IV community relations staff has been designated to respond directly to media and public inquiries regarding site activities. A number of activities will be implemented to ensure that the community is well informed about site activities.

1. Initiate and maintain contact with local officials.

Through telephone discussions, correspondence, or meetings, U.S. EPA will contact government officials informing them of the federal agency's interest in the site. Designated U.S. EPA personnel will maintain contact with appropriate officials at all levels of the government (municipal, county, state, national, and military) to provide them the opportunity to address the Superfund activities at the site. Also, by developing and maintaining these contacts, the U.S. EPA can identify individuals or groups involved with the site and gain an understanding of the level of community concern for the site.

This document was prepared by Roy F. Weston, Inc., expressly for EPA. It shall not be released or disclosed, in whole or in part, without the express written permission of EPA.

Community Relations Plan
ABC One-Hour Cleaners Site
Revision: 0
Date: April 30, 1990
Page: 14 of 17

Briefing sessions with local government officials during remedial events will inform them about recent developments at the site, provide them with background material and technical studies, investigation results, and proposed remedial actions. Local officials may participate in public or small group meetings and news conferences, which require knowing and understanding the site particulars and Superfund process. Care must be taken to include all appropriate local offices and agencies. To be considered are: City Manager, City Utilities Director, County Environmental Health Supervisor, and the Camp Lejeune Public Affairs Officer and Installation Restoration Manager.

2. Initiate and maintain contact with residents.

The information that residents can provide the U.S. EPA about the background of a site is valuable to the Agency in planning a remedial action. For example, residents' and employees' knowledge of operations within the facility could assist U.S. EPA clean-up activities. Through regular and frequent contact, residents can voice their concerns regarding the site directly to the following designated U.S. EPA representative(s):

Mr. John S. Nohrstedt
Remedial Project Manager
U.S. EPA Region IV
345 Courtland Street, N.E.
Atlanta, Georgia 30365

Ms. Betty Winter
Community Relations Coordinator
U.S. EPA Region IV
345 Courtland Street, N.E.
Atlanta, Georgia 30365

(404) 347-7791

(404) 347-3004

3. Write and distribute news releases.

News releases, distributed to all local media (newspapers, radio, television) will coincide with milestones in the remediation program: remedial investigation, feasibility study, proposed site remediation plan, and throughout the remediation activities. News releases can also be used to report the results of a public meeting and describe the way citizen concerns were considered in the Superfund process. Copies of the news releases should be sent to the appropriate government officials and citizens, if possible, before their release. Because news releases usually contain only the most important information, other details that citizens might be more interested in are often excluded. A

news release alone cannot address all citizen concerns; therefore, this community relations plan includes additional methods of communication that supplement the news release's purpose and information.

4. Prepare and distribute fact sheets.

Fact sheets are one way to inform the community of technical developments; however, it is important to avoid bureaucratic jargon and highly technical language. Public understanding of the issues involved in the remediation program is increased through fact sheets that explain site background, U.S. EPA involvement, remediation activities, the Superfund process, future of the site following the cleanup, and community concerns. Fact sheets include the name, address, and telephone number of the U.S. EPA personnel who can provide additional information. Fact sheets must be distributed to the appropriate government officials and agencies, area residents, citizen groups, the media, and other interested persons.

5. Sponsor public meetings.

A meeting provides an opportunity for the U.S. EPA to present information and a proposed course of action. U.S. EPA technical resources are available to provide information and answer questions. Local officials can make brief presentations and respond to questions. A public meeting is not a formal public hearing where testimony is received. Instead, it is a meeting to exchange information and comments. Public meetings provide the public with an opportunity to express its concerns to the U.S. EPA, state, or local government officials.

Site-specific presentations improve the public's understanding of the problems associated with spills or releases of hazardous substances and what U.S. EPA is doing about them. Presentations can easily be adapted to suit different audiences. Each presentation should at least describe the problem, describe how the problem affects the public and environment, discuss what U.S. EPA is doing about it, discuss how residents can help or obtain additional information, and respond to questions from the audience. A presentation for the ABC One-Hour Cleaners site could highlight the time-table for the U.S. EPA remedial actions; illustrate the Superfund program; evaluate the clean-up

alternatives; discuss previous site activities and future actions; and compare this site to a similar site. Through question-and-answer periods, U.S. EPA has an opportunity to identify citizen concerns. Presentations are suitable for public meetings, small group meetings, and special interest groups. Visual aids should be used whenever possible to enhance and reinforce the information being presented. A presentation need not last longer than 20 minutes.

6. Establish and maintain an information repository.

An information repository contains U.S. EPA-approved, non-confidential information and documents regarding site activities and is made available for review by the public. The collection of information for the repository can include news releases and clippings about the site, site descriptions, technical data, informational letters and correspondence, community relations plans, maps, and a site photo exhibit. Possible locations for the information repository could be the public library, City Hall, neighborhood center, or local health office. U.S. EPA will publicize the location and hours of public access for the information repository in the local media, as well as notify interested citizens on the mailing list, groups, and government officials.

7. Revise community relations plan.

Through the various methods of communication and interaction previously listed, U.S. EPA will note changes in community concerns, information needs and activities, and modify this community relations plan as necessary to respond to those changes.

F. Schedule and Timeline

Community relations activities at the ABC One-Hour Cleaners Superfund Site will be conducted by Mr. John S. Nohrstedt, U.S. EPA Region IV Remedial Project Manager, and Ms. Betty Winter, U.S. EPA Region IV Superfund Community Relations Coordinator. Technical and community relations contractor assistance may also be involved, as requested by U.S. EPA. Community relations activities at the site may be implemented to coincide with the technical milestones as presented in Figure 2.

This document was prepared by Roy F. Weston, Inc., expressly for EPA. It shall not be released or disclosed, in whole or in part, without the express written permission of EPA.

Community Relations Plan
 ABC One-Hour Cleaners Site
 Revision: 0
 Date: April 30, 1990
 Page: 17 of 17

Community Relation Techniques	Finalization of the Work Plan	During Remedial Investigation	Completion of RI Study	During Feasibility Study	Completion of Draft FS Report/Proposed Plan	Selection of Remedy
1) Contact with Officials	-----	-----	-----	update as needed	-----	-----
2) Contact with Residents	-----	-----	-----	update as needed	-----	-----
3) Information Repository	-----	-----	-----	update as needed	-----	-----
4) News Releases	X		X		X	X
5) Fact Sheets	X		X		X	X
6) Newspaper Notices					X	X
7) Public Comment Period					X-----X	
8) Public Meetings	X		X		X	
9) Responsiveness Summary					X	X
10) Revise Community Relations Plan						X

NOTE: A dotted line indicates continuous activities.

**FIGURE 2
 TECHNICAL MILESTONES
 ABC ONE-HOUR CLEANERS
 JACKSONVILLE, NORTH CAROLINA**

Attachment A
Glossary of Terms and Acronyms
ABC One-Hour Cleaners Superfund Site
Jacksonville, North Carolina

Community Relations Plan--A formal plan for U.S. EPA community relations at a Superfund site.

Feasibility Study--A description and analysis of the practicability of the potential clean-up alternatives for a site. The Feasibility Study usually recommends selection of a cost-effective alternative. It usually starts as soon as the Remedial Investigation is underway; together, they are commonly referred to as the "RI/FS."

Groundwater--Water found beneath the earth's surface that fills pores between materials such as sand, soil, or gravel. In aquifers, groundwater occurs in sufficient quantities that it can be used for drinking water, irrigation and other purposes.

Hazard Ranking System--A scoring system used to evaluate potential relative risks to public health and the environment from releases or threatened releases of hazardous substances. U.S. EPA and States use the Hazard Ranking System to calculate a site score, from 0 to 100, based on the actual or potential release of hazardous substances from a site through air, surface water, or groundwater to affect people. This score is the primary factor used to decide if a hazardous waste site should be placed on the National Priorities List.

National Priorities List--U.S. EPA's roster of the most serious uncontrolled or abandoned hazardous waste sites identified for possible long-term investigation and remediation under Superfund. The list is based primarily on the score a site receives from the Hazard Ranking System.

Organic--This term is used to designate chemicals and substances that contain carbon. To date nearly one million organic compounds have been synthesized or isolated. Many organic compounds are produced by chemical synthesis. Carbon is the active element in photosynthesis and thus occurs in all plant and animal life.

Plume--A visible or measurable discharge of a contaminant from a given point of origin. Can be visible in surface water, or visible in the air as, for example, a plume of smoke.

Record of Decision--A public document that explains which clean-up alternative(s) will be used at National Priorities List sites.

Remedial Investigation--An in-depth study designed to gather the data necessary to determine the nature and extent of contamination at a Superfund site, establish criteria for cleaning up the site, identify preliminary alternatives for remedial actions, and support the technical and cost analyses of the alternatives. The Remedial Investigation is usually done in conjunction with the Feasibility Study. Together they are referred to as the "RI/FS."

Remedial Project Manager--The U.S. EPA or State official responsible for overseeing remedial response activities.

Resource Conservation and Recovery Act--A Federal law that established a regulatory system to track hazardous substances from the time of generation to disposal. The law requires safe and secure procedures to be used in treating, transporting, storing, and disposing of hazardous substances. The law is designed to prevent new, uncontrolled hazardous waste sites.

Superfund--The common name used for the Comprehensive Environmental Response, Compensation, and Liability Act.

Tetrachloroethylene--A chemical used as a dry cleaning solvent, vapor-degreasing solvent, drying agent for metals and certain other solids, and in the manufacturing of fluoro-carbons. It is a nonflammable, colorless liquid, with an odor resembling ether.

CRP--Community Relations Plan

FS--Feasibility Study

HRS--Hazard Ranking System

NPL--National Priorities List

NRCD--North Carolina Department of Natural Resources and Community Development

PCE--Tetrachloroethylene

ppb--parts per billion

RCRA--Resource Conservation and Recovery Act

RI--Remedial Investigation

ROD--Record of Decision

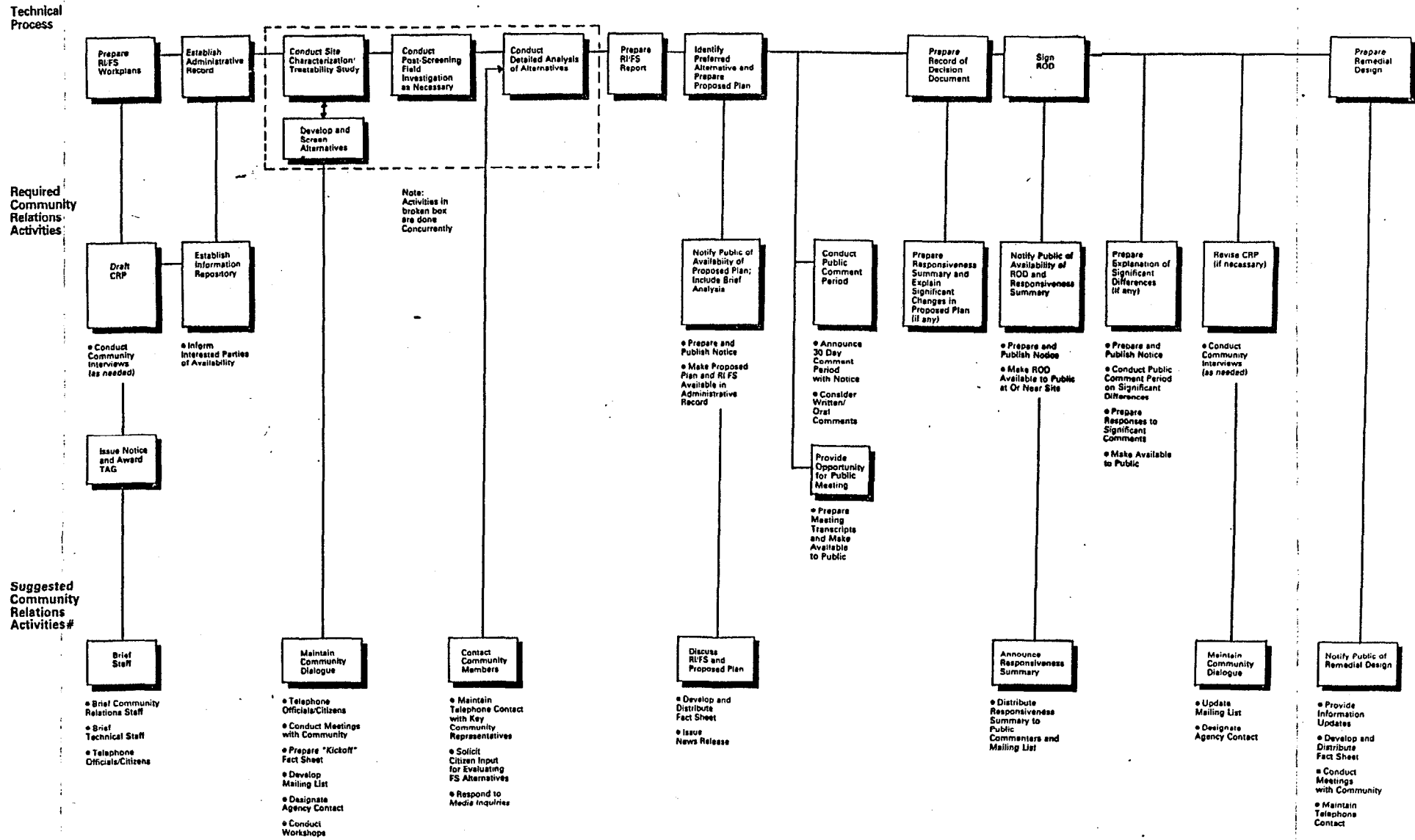
RPM--Remedial Project Manager

TAG--Technical Assistance Grants

U.S. EPA--United States Environmental Protection Agency

**Attachment B
Superfund Process Flowchart**

Relationship of Community Relations Activities to the Superfund Technical Process*

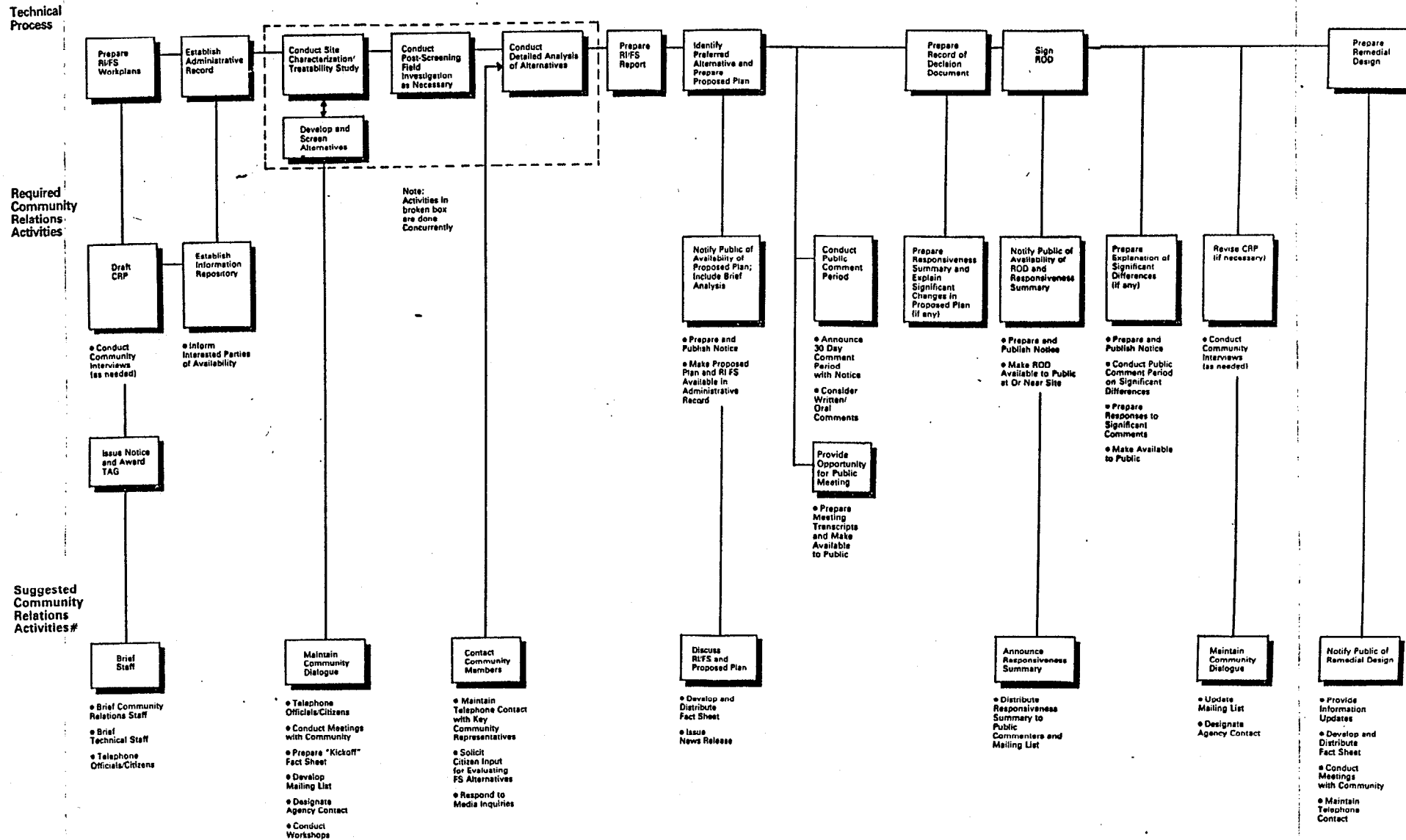


*Based on Draft NCP

Ongoing throughout RI/FS Process

**Attachment B
Superfund Process Flowchart**

Relationship of Community Relations Activities to the Superfund Technical Process*



*Based on Draft NCP

Ongoing throughout RIFS Process

Attachment C
List of Contacts and Interested Individuals and Groups
ABC One-Hour Cleaners Superfund Site
Jacksonville, North Carolina

1. Federal Elected Officials

Senator Jesse Helms
403 Dirksen Senate Office Building
Washington, D.C. 20510 (202) 224-6342

District Office: P.O. Box 2888
Century Post Office
Raleigh, North Carolina 27602 (919) 856-4630

Senator Terry Sanford
716 Hart Senate Office Building
Washington, D.C. 20510 (202) 224-3154

District Office: P.O. Box 10157
Raleigh, North Carolina 27605-0157 (919) 856-4401

Representative H. Martin Lancaster
1417 Longworth House Office Building
Washington, D.C. 20551 (202) 225-3415

District Office: 103 Federal Building
134 N. John Street (919) 736-1844
Goldsboro, North Carolina 27530 1-800-443-6847

2. Federal Agency Officials

John S. Nohrstedt
Remedial Project Manager
U.S. EPA Region IV
345 Courtland Street, N.E.
Atlanta, Georgia 30365 (404) 347-7791

Betty Winter
Community Relations Coordinator
U.S. EPA Region IV
345 Courtland Street, N.E.
Atlanta, Georgia 30365

(404) 347-3004

3. State Elected Officials

Governor James G. Martin
The State Capitol
Raleigh, North Carolina 27611

(919) 733-2888

State Senator A.D. Guy
306 Woodland Drive
Jacksonville, North Carolina 28540

(919) 455-7117

State Representative Robert Grady
107 Jen Circle
Jacksonville, North Carolina 28540

(919) 455-9359

State Representative W.D. (Billy) Mills
21 Belgrade Swansboro Road
Maysville, North Carolina 28555

(919) 743-5226

4. State Agency Officials

Rick Shiver
North Carolina Department of Environment,
Health and Natural Resources (DEHNR)
Wilmington Regional Office
7225 Wrightsville Avenue
Wilmington, North Carolina 28403

(919) 256-4161

Jack Butler
Environmental Engineer
Superfund Section
Division of Solid and Hazardous Waste
DEHNR
P.O. Box 27687
Raleigh, North Carolina 27611-7687

(919) 733-2801

Ann Borden
Assistant Chief, Groundwater Section
Pollution Control Branch
Division of Environmental Management
DEHNR
441 North Harrington
Raleigh, North Carolina 27611

(919) 733-8486

Don Follmer
Director
Office of Public Affairs
DEHNR
P.O. Box 27687
Raleigh, North Carolina 27611

(919) 733-4984

5. Local Officials

Jerry Bittner
Jacksonville City Manager
Jacksonville City Hall
P.O. Box 128
Jacksonville, North Carolina 28540

(919) 455-2600

Mack McRorie
City Utilities Director
Jacksonville City Hall
P.O. Box 128
Jacksonville, North Carolina 28540

(919) 455-2600 Ext. 233

Rick Leary
Onslow County Manager
521 Mill Avenue
Jacksonville, North Carolina 28540

(919) 347-4717

K. Cameron Lanier
Environmental Health Supervisor
Onslow County Health Department
612 College Street
Jacksonville, North Carolina 28540

(919) 347-2154

Bill Harvey
Manager
Onslow County Water Department
222 Georgetown Road
Jacksonville, North Carolina 28540

(919) 455-1370

George Jones
Mayor of Jacksonville
1005 Summerbrook Place
Jacksonville, North Carolina 28540

City Hall
(919) 455-2600

Carl Beacham, Jr.
Jacksonville City Council
Beacham's Apartments
Wilmington Highway and Broadhurst Road
Jacksonville, North Carolina 28540

(919) 347-7034

Greg Johnston
Jacksonville City Council
P.O. Box 490
Jacksonville, North Carolina 28540

(919) 347-1722

Dorothy Pullicino
Jacksonville City Council
706 Christine Avenue
Jacksonville, North Carolina 28540

(919) 451-2257

M.C. Choate
Jacksonville City Council
204 Deborah Street
Jacksonville, North Carolina 28540

(919) 346-6176

Barbara Buck
Chairman
Onslow County Commissioners
1700 Country Club Road
Jacksonville, North Carolina 28540

(919) 353-4545

Paul Starzynski
Onslow County Commissioner
8 Carol Court
Jacksonville, North Carolina 28540

Residence: (919) 347-4516
Business: (919) 346-8666

Larry Fitzpatrick
Onslow County Commissioner
141 Brookview Court
Jacksonville, North Carolina 28540

(919) 455-1902

Sybil Gandy
Onslow County Commissioner
Route 1, Box 322
Sneads Ferry, North Carolina 28540

(919) 327-4146

W.C. Jarman
Onslow County Commissioner
Route 1, Box 239
Jacksonville, North Carolina 28540

Residence: (919) 324-4387
Business: (919) 346-2030

6. Camp Lejeune Marine Corps Base

Captain Ken White
Office of Public Affairs
Camp Lejeune, North Carolina 28542

Telephone: (919) 451-5655
FAX: (919) 451-5882

Stephanie Del Re-Johnson
Installation Restoration Manager
Camp Lejeune, North Carolina 28542

(919) 451-2471

7. Local Interest Groups and Individuals

Dr. Gil Grant
President
Stump Sound Environmental Advocates
Route 2, Box 431
Sneads Ferry, North Carolina 28460

Business: (919) 455-1221 Ext. 300

Carol Robinson
Onslow County Environmental Action Network
Route 1, P.O. Box 339B
Sneads Ferry, North Carolina 28460

(919) 327-3778

Sarah Humphries
Onslow Clean County Committee
25 Tallman Street
Jacksonville, North Carolina 28540

(919) 455-4470

8. Others

Victor Melts
ABC One-Hour Cleaners
2127 Lejeune Boulevard
Jacksonville, North Carolina 28540

(919) 353-1800

9. Newspaper

Daily News
660 Bell Fork Road
Jacksonville, North Carolina 28540

(919) 353-1451

10. Television

WCTI-TV Heritage Broadcasting
P.O. Box 2325
400 Glenburnie Drive
New Bern, North Carolina 28560

(919) 637-2111

WITN-TV (Channel 7)
411 Western Boulevard
Jacksonville, North Carolina 28540

(919) 346-2655

WNCT-TV (Channel 9)
3221 Evans Street Ext.
Greenville, North Carolina

In Greenville: (919) 756-3180
In Jacksonville: (919) 346-9999

11. Radio

WBTB-WZYC/BD Communication
Box 799
Beaufort, North Carolina 28516

(919) 346-2837

WIKS FM/KISS 102
207 Glenburnie Road
New Bern, North Carolina 28540

(919) 633-1500

WJNC Inc.
904 Lejeune Boulevard
Jacksonville, North Carolina 28540

(919) 455-2202

WLAS Radio
535 Bell Fork Road
Jacksonville, North Carolina 28540

(919) 455-9528

WRCM Radio
307 Johnson Boulevard
Jacksonville, North Carolina 28540

(919) 455-5300

WRNS Radio
824 Gum Branch Road, Suite I
Jacksonville, North Carolina 28540

(919) 455-9501

WSFL Radio Station
Gum Branch Square II, Suite 126
Jacksonville, North Carolina 28540

(919) 455-6000

Attachment D
Suggested Locations for Information Repositories and Public Meetings
ABC One-Hour Cleaners Superfund Site
Jacksonville, North Carolina

Information Repositories

Onslow County Public Library
58 Doris Avenue East
Jacksonville, North Carolina 28540

Contact: Dr. Carol Veitch, Head Librarian

(919) 455-7350

Library Hours: 7:00 a.m. - 9:00 p.m. Monday - Thursday
9:00 a.m. - 6:00 p.m. Friday
1:00 p.m. - 6:00 p.m. Saturday and Sunday

Learning Resource Center
Coastal Carolina Community College
444 Western Boulevard
Jacksonville, North Carolina 28540

Contact: Ann Webb, Head Librarian

Library Hours: 7:45 a.m. - 10:00 p.m. Monday - Thursday
7:45 a.m. - 5:00 p.m. Friday
Closed Saturday and Sunday

City Hall
211 Johnson Boulevard
Jacksonville, North Carolina 28540

Contact: Mack McRorie, City Utilities Director

(919) 455-2600 Ext. 233

Public Meetings

Auditorium
Coastal Carolina Community College
444 Western Boulevard
Jacksonville, North Carolina 28540

Seating Capacity: 150

Initial Contact: Clark Council, Office of Public Affairs

(919) 455-1221

Council Chambers
City Hall
211 Johnson Boulevard
Jacksonville, North Carolina 28540

Seating Capacity: 90

Initial Contact: Mack McRorie, City Utilities Director

(919) 455-2600 Ext. 233