



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
REGION 8

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NOV 09 2011

Ref: 8RA

MEMORANDUM

SUBJECT: Region 8's Corrective Action Plan
OIG Evaluation Report:
An Overall Strategy Can Improve Communication Efforts at Asbestos Superfund
Site in Libby, Montana
Report No. 11-P-0430

FROM: James B. Martin
Regional Administrator, EPA Region 8

TO: Wade T. Najjum
Assistant Inspector General for Program Evaluation

Attached is EPA Region 8's revised corrective action plan for the recommendations found in the Office of Inspector General's (OIG) Evaluation Report No. 11-P-0430, "An Overall Strategy Can Improve Communication Efforts at Asbestos Superfund Site in Libby, Montana," dated August 3, 2011. The plan outlines actions Region 8 will take to address the three recommendations in the report and identifies completion dates for each recommendation.

If you or your staff has any questions regarding this plan, please contact me by telephone at (303) 312-6308 or email at martin.jim@epa.gov; or Sonya Pennock, Supervisor, Public Affairs and Involvement/Office of Communications and Public Involvement, at (303) 312-6600, pennock.sonya@epa.gov.

Attachment

Cc: Mathy Stanislaus, Assistant Administrator for Solid Waste and Emergency Response,
Jim Woolford, Director, Office of Superfund Remediation and Technology Innovation
Paul Anastas, Assistant Administrator for Research and Development



	<p>suggestion boxes in the information centers and links on the Libby web page. Track through a data base. _</p> <ul style="list-style-type: none"> • Provide notification to the community of the anticipated timing of planned activities each year through the update fact sheet, announcements at the annual update meeting and a notice posted in the information center window and on the Libby web site. • Seek public comment on the next major revision of the community involvement plan. 	<p>June 30, 2012</p> <p>Within a year following the next ROD or December 31, 2015, whichever comes first</p>	<p>meeting, suggestion boxes in place in Libby and Troy Information Centers, Libby web page link produced.</p>
<p>3. Implement a process for ongoing evaluation of Region 8's communication strategy and incorporate results into community involvement planning</p>	<p>Conduct customer satisfaction survey after OSWER/OSTRI/ARD/CIPIB's Information Collection Request to OMB is approved. Arrange with manager of the Community Involvement and Public Initiatives Branch to notify Region 8 when the approval is received</p> <p>Conduct special round of community interviews and amend the CEP with actions Region 8 will take to address major concerns raised in customer satisfaction survey, interviews, tear offs, meeting comment cards,</p>	<p>Six months following receipt of OMB's approval</p> <p>Conduct interviews by December 31, 2012</p> <p>Revise CEP by June 30, 2013</p>	

	<p>Information Center calls, suggestion boxes and link on web page.</p> <p>Continue evaluation of Region 8's communication efforts through ongoing use of tear offs, meeting comment cards, Information Center calls, suggestion boxes and link on web page.</p>		<p>Partially Implemented</p>
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