

**MINUTES FOR TECHNICAL INTERCHANGE MEETING #2
CAMP STANLEY STORAGE ACTIVITY
CONTRACT NO. F41624-00-D-8613, TASK ORDER 0207
PARSONS 745251.02000**

Date: November 21, 2006 (Tuesday)
Time: 10:00 A.M. – 1:00 P.M.
Place: Parsons-Austin, Texas
Subject: TIM meeting for Task Order (TO) 0207
Attendees:

Attendee	Organization	Phone
Glaré Sanchez	CSSA ENV	(210)698-5208
Jason Shirley	CSSA Installation Manager	(210)295-7416
Bob Edwards	MitreTek	(210)408-5552
Samantha Elliott	Parsons	(210)347-6012
Scott Pearson	Parsons	(512)719-6087
Kimberly Vaughn*	Parsons	(512)719-6816
Julie Burdey	Parsons	(512)719-6062
Brian Vanderglas	Parsons	(512)719-6059
Ken Rice	Parsons	(512)719-6050

**Minutes prepared by Kimberly Vaughn, Parsons.*

The agenda for this meeting is presented in Attachment 1. The presentation given at the meeting is presented in Attachment 2.

PUBLIC MEETING POSTER REVIEW

For the first half of the TIM meeting, the posters to be displayed at the open houses were reviewed, topic by topic, and edits were made. The posters reviewed and a general description of the edits is listed here.

Topic 1, History and Mission. The photographs on the first poster need to be replaced with updated photographs that Mr. Shirley has. The figure in poster #2 shows each neighborhood shaded by color. The color blocks should be removed and the names of the neighborhoods only should be indicated. The aerial in poster #3 should be updated with the LIDAR aerial.

Topic 2, Environmental Program. The figure showing the plume should have the plume labels larger and clearer. The plume should be shaded for better visibility. The shading should include all concentrations above 5 µg/L (maximum contaminant level) and everything above 1

µg/L should be defined as “area of interest”. The text was revised for poster 1, and markups were made directly on the draft poster.

Topic 3, Groundwater Monitoring. The plume shown on the aerial should receive the same edits as the plume figure in Topic 2. Other edits were made directly on the posters.

Topic 4, Contamination Cleanup. Several edits were made to different text areas. The discussion was revised to remove terms such as “natural attenuation” and use terms that will be better understood by the general public.

Topic 5, Other Cleanup Efforts. The list of bullet items discussing how many SWMUs, how many AOCs and how many RMUs was removed. The “pie” figure should be larger and moved to the top of the figure. The aerial Site Map should be made larger and the table should be deleted.

For each topic, there will be a standalone booth with the related posters displayed. There will be a person generally assigned to that booth. The assignments are: History and Mission, Mr. Shirley; Environmental Program, Scott Pearson; Groundwater Monitoring; Kimberly Vaughn; Contamination Cleanup, Brian Vanderglas; Other Cleanup Efforts, Julie Burdey. Other Parsons technical personnel including Samantha Elliott, Eric Tennyson and Ken Rice will “float” as necessary among the topic areas to provide assistance and answer questions as needed.

Action Item: All poster edits were made as decided during discussions at this meeting.

MEETING DISCUSSION

The meeting proceeded to follow the presentation in Attachment 2.

Ms. Vaughn discussed the schedule for planning the public meetings and the actions that have been taken to date. An invitation letter to local public officials was mailed November 15, 2006. Recipients included Sen. John Cornyn, Sen. Kay Bailey Hutchison, Sen. Jeff Wentworth, Congressman Henry Bonilla, Rep. Frank Corte, Hon. Nelson Wolff, Mr. Sergio “Chico” Rodriguez, Mr. Paul Elizondo, Mr. Lyle Larson, Mr. Tommy Adkisson, Hon. Patrick Heath, Mr. Ron Bowman, Hon. “Boots” Gaubatz, Mr. Roy Thomas, Mr. Al Notzon, Fair Oaks Ranch Homeowners Association, Dominion Homeowners Association, and the Village of Leon Springs Homeowners Association.

The post card mailing was accomplished November 20, 2006. In previous planning meetings it was decided to issue invitation postcards to the members of the CSSA mailing list, to the Leon Springs Villa neighborhood, the Ralph Fair Road neighborhood, and the Jackson Woods neighborhoods. The CSSA mailing list consists of approximately 210 people and the information on residents and addresses from the three neighborhoods were obtained from the Bexar County Appraisal District property tax records. A total of approximately 550 postcards were mailed to local residents.

It was discussed that in prior planning meetings the EPA instructed us to hand deliver flyers to homes constructed in the new Centex subdivisions. However, there are no completely constructed homes with occupants yet. There is a Centex sales office and it was decided to hand deliver an invitation to attend the public meetings to the Centex sales office. Centex personnel can then make the decision to either post the notice to potential residents or distribute the information. Centex is aware of the groundwater monitoring program at CSSA and has been aware of it since their initial Phase I site assessment on the subdivision land. Camp Stanley also notified Mr. Klabunde of the groundwater contamination prior to Centex' purchase of the land.

In past meetings we had a person staffing the sign in desk. Parsons can have someone do that. Ms. Sanchez suggested that Brenda Shirley would be a good person to welcome attendees and have them sign in. Mr. Shirley agreed with that suggestion. The sign in sheet at the welcome desk will also have a column for persons to add their name to the CSSA mailing list if they would like to receive additional information. There will also be a question submittal sheet available if persons have a question that will take more time or need additional information given to them in the future.

For the open houses themselves, it was discussed whether to provide additional binders of photographs of site activities, specifically clean up at SWMU B-3 or AOC 65. After discussion, the extra items are not going to be used. Photographs of the SWMU B-3 bioreactor construction would be interesting. It was decided not to create those, however. We will have a laptop available with the CSSA website as an example for interested people.

The list of presenters scheduled was covered. There will be name tags available for certain people. The planned presenters are:

CSSA Representatives

Mr. Jason Shirley	CSSA Installation Manager
Chris Beal	CSSA
Brenda Shirley	CSSA
Phil Reidinger	Fort Sam Houston Public Affairs Office
Brian Vanderglas	Parsons, Soil Scientist/Project Manager
Julie Burdey	Parsons, Geologist/Project Manager
Samantha Elliott	Parsons, Environmental Scientist
Scott Pearson	Parsons, Geologist
Kimberly Vaughn	Parsons, Geologist
Ken Rice	Parsons, Environmental Engineer
Eric Tennyson	Parsons, Geologist

Persons attending without a name tag will include Glare Sanchez, Jim Cannizzo, and Bob Edwards. These people can follow the meetings as needed to gauge public perceptions and reactions and if necessary to address certain questions, Mr. Shirley may invite their participation.

Other organizations have been invited to participate and have been contacted by phone and email. Persons who have indicated they are planning to attend the public meetings include:

Other Organization Representatives

Chris Powers	San Antonio Water Systems
Roger Placencia	Bexar Metropolitan Water District
Kyle Cunningham	Health Program Manager, San Antonio Metropolitan Health District
Al Notzon	Alamo Area Council of Governments

RISK COMMUNICATION TRAINING REVIEW

For all people who will be representing CSSA at the public meetings, there was a review of the guidelines covered in the Fulton Communications risk communication training conducted September 21, 2006.

Specific items to remember:

- Be open, honest, sincere and clear
- Remember the three arenas of communication that a questioner may be coming from:
 - Emotional concerns;
 - Perceptions of risk; and
 - Their own agenda.
- For highly emotional speakers
 - Allow the speaker time to “vent” their emotions;
 - Show empathy, indicate that you care about their concern;
 - Determine their underlying concerns;
 - Provide facts and make your point, if possible;
 - Discuss any next steps; and
 - Remember to watch for their nonverbal cues and control the nonverbal cues you give while you are speaking.
- Things to avoid:
 - Avoid using humor, technical jargon, or giving “guarantees”
 - Avoid defensiveness or personal verbal attacks;
 - Don’t be afraid to say “I don’t know”
 - Avoid taking it personally
 - Avoid talking too much—listen
 - Avoid money or cost/benefit discussions

REMINDERS FOR PRESENTERS

The dress code will be business casual. To further clarify, there should be no denim, but coats and ties will not be required for men.

Please do not use drinking water in bottles, even though common these days, it gives the wrong impression to the public that we, as representatives of CSSA, are not willing to drink local water.

INSTRUCTIONS FOR HANDLING SPECIFIC QUESTIONS

As we have representatives from other organizations there, please remember not to make statements concerning another organization's plans or procedures. Make sure to escort a person with a specific question to the proper representative, *i.e.*, to the SAWS representative concerning the sale of Bexar Met systems to SAWS.

The mission of CSSA is generally unknown to local citizens. Use this opportunity to give the most positive spin to CSSA's function. Focus on the safety of the mission and the concern CSSA shows for the affect of CSSA on the surrounding neighborhoods.

Do not give statements to the media. For any persons asking for statements for news media, TV or radio please direct them to Phil Reidinger, as public affairs officer.

Mr. Shirley emphasized that any persons who may become irate or angry should be directed to him. He will speak to anyone that is becoming excessively emotional.

Mr. Shirley emphasized that presenters need to be sincere and honest in their discussions with the members of the public. Mr. Shirley emphasized that this is a low risk situation; we have done the utmost to ensure that local citizens' drinking water is safe and we want to assure citizens of that fact. We should not become overly anxious about any questions, just follow through as the risk communication training instructions indicate, and feel free to direct questions that each of us can't handle to another person with more knowledge of a specific topic. Note: When directing anyone with a question to someone else, be sure to walk that person over to a new discussion. We do not want to point people across the room who will then feel that they are not being helped, but possibly being brushed off. We need to avoid giving anyone the sense that we are not attentive to their question.

Attachment 1, Agenda



DEPARTMENT OF THE ARMY
CAMP STANLEY STORAGE ACTIVITY, RRAD
25800 RALPH FAIR ROAD, BOERNE, TX 78015-4800

Agenda for Technical Interchange Meeting #2

Environmental Program Support and Groundwater Monitoring Preparation for Public Meetings the week of December 5th

AFCEE 4PAE, Task Order 0207

Time: Tuesday, November 21, 2006, 10:00 am to 2:00 pm

Place: CSSA Environmental Office

Proposed Order of Discussion

Date & Time

Topic

10:00 am – 11:00 am

Introduction - Review meeting particulars and timeline
Dates and times
Confirmation with schools
Rental of display stands
Front desk sign in station
Final versions of posters need to go to the printer, any final edits must be made in today's review
Question submittal by attendees
Review list of attendees
Parsons and CSSA attendees
Other representatives -- who is attending and who they represent
Review Risk Communication Training guidelines

11:00 am – 2:00 pm

Review poster presentations, full size printouts on paper only, revised based on comments to draft posters submitted October 31st

Attachment 2:

Presentation

Task Order No. 0207
TIM #2 Meeting

Environmental Program Support
and Groundwater Monitoring

Camp Stanley Storage Activity
Boerne, TX

November 21, 2006

Agenda

- 10:00 – 10:30 – *Review planning schedule*
 – *Review meeting details*
 – *Confirm persons staffing meeting*
 – *Review Risk Communication*
 – *Training*
- 10:30 - ? – *Review poster presentations prior to*
 – *full-size printing*

Schedule

Item	Due Date
Risk Communication Training	9/21/06
Preliminary Planning Meeting (EPA and TCEQ attending)	9/26/06
Draft Poster Displays to CSSA	10/30/06
Invitation Letter to Public Officials, Local Officials mailed	11/15/06
CSSA News Release (Fort Sam Houston, Phil Reidinger)	11/___/06
Post card invitation to mailing list, Leon Springs, Ralph Fair Road, and Jackson Woods neighborhoods	11/20/06
Flyers to Centex subdivision homes (hung on doorknobs of completed homes)	?
Pre-Meeting to review final edits to poster displays	11/21/06
Newspaper notice, San Antonio Express-News	12/3/06
Public Meeting; Leon Springs Elementary, 7-9	12/5/06
Public Meeting; Fair Oaks Ranch Elementary, 7-9	12/7/06

Dates

- 7:00 – 9:00 p.m. Tuesday, December 5, 2006
– Leon Springs Elementary School cafeteria
- 7:00 – 9:00 p.m. Thursday, December 7, 2006
– Fair Oaks Ranch Elementary School cafeteria
- Dates and times confirmed with schools

Meeting Details

- Display stands for each topic
 - CSSA has four
 - Parsons providing one
- Front desk sign in station
- Question submittal form for attendees
- Mailing list addition form
- Additional photos, binders, laptop?
- Review list of attendees

CSSA Representatives

- Camp Stanley
 - Jason Shirley (Installation Manager), Glare Sanchez (Environmental Program Manager), Chris Beal
 - Correct titles and others attending?
- Other representatives
 - Fort Sam Houston Public Affairs Office, Phil Reidinger
 - Fort Sam Houston, James Cannizzo
 - Saws, Chris Powers
 - Bexar Metropolitan Water, Michael Albach
 - San Antonio Health District, Kyle Cunningham
- Parsons
 - Brian Vanderglas, Julie Burdey, Scott Pearson, Kimberly Vaughn, Samantha Elliott
- Others?

Risk Communication Training

- Review of Fulton Communications training from 9/21/06
- Be open, honest, sincere and clear
- Three arenas of communication
 - Emotional
 - Perception of risk
 - People with agendas

Emotional speakers

- Allow an emotional speaker to vent
- Determine their underlying concern
- Be empathetic, indicate you care
- Make your point
- Provide facts
- Discuss any next steps
- Remember to watch for nonverbal cues

Traps to avoid

- Avoid humor, jargon, or giving guarantees
- Avoid defensiveness or verbal attacks
- Don't be afraid to say "I don't know"
- Avoid taking it personally
- Avoid talking too much
- Avoid money or cost/benefit discussions

Key Message and Topics

Camp Stanley is committed to protecting the drinking water for the local community. Camp Stanley has investigated and cleaned sites and will continue to monitor, investigate and cleanup sites as needed.

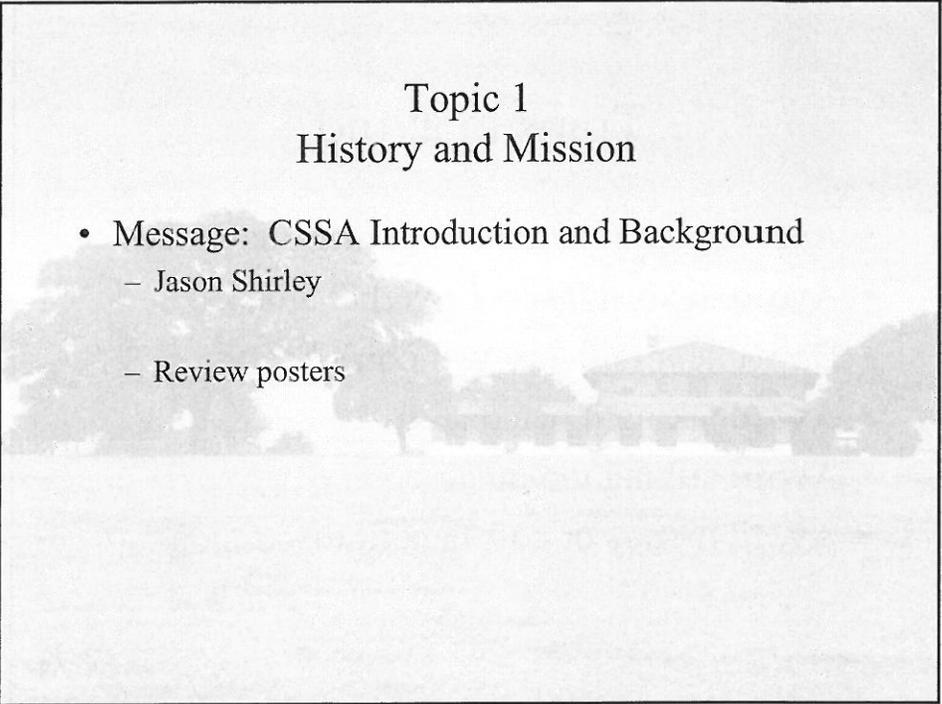
Topic 1, History and Mission

Topic 2, Groundwater Program

Topic 3, Groundwater Sampling

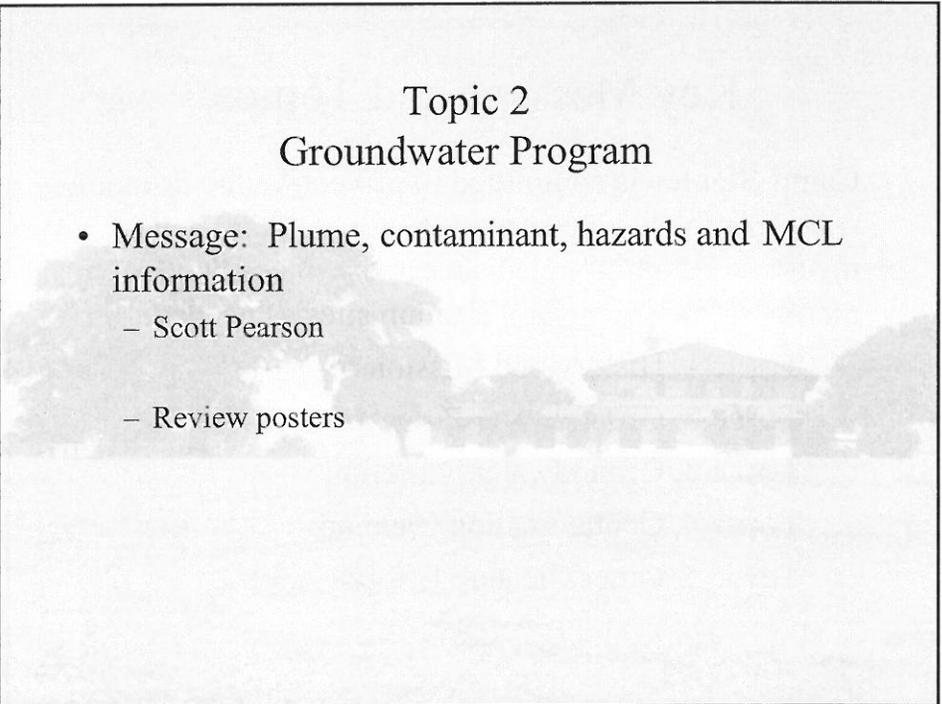
Topic 4, Contamination Cleanup

Topic 5, Other Cleanup Efforts



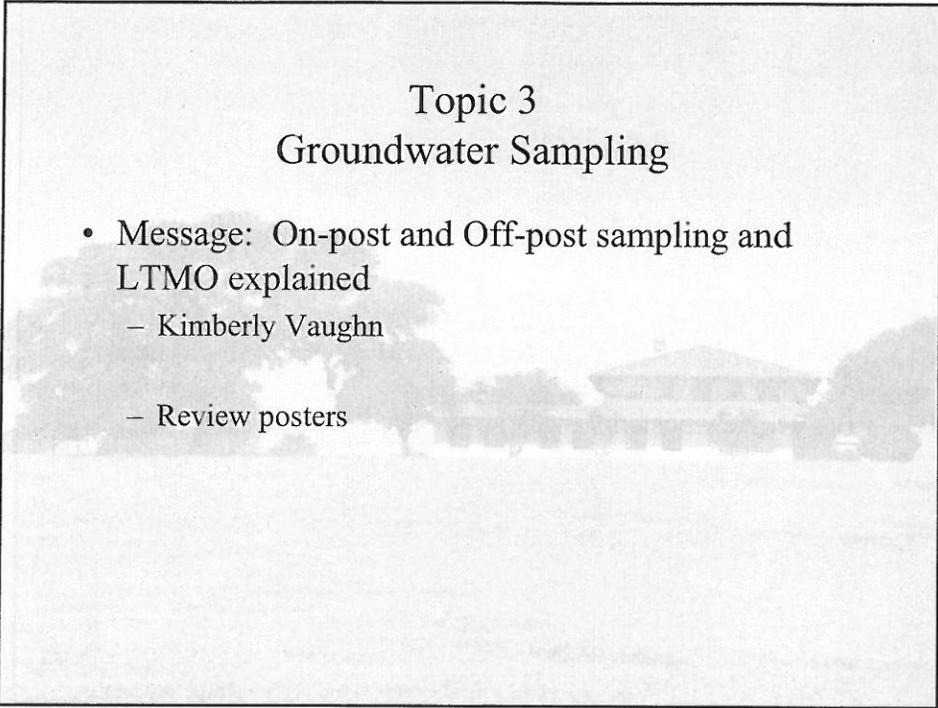
Topic 1 History and Mission

- Message: CSSA Introduction and Background
 - Jason Shirley
 - Review posters



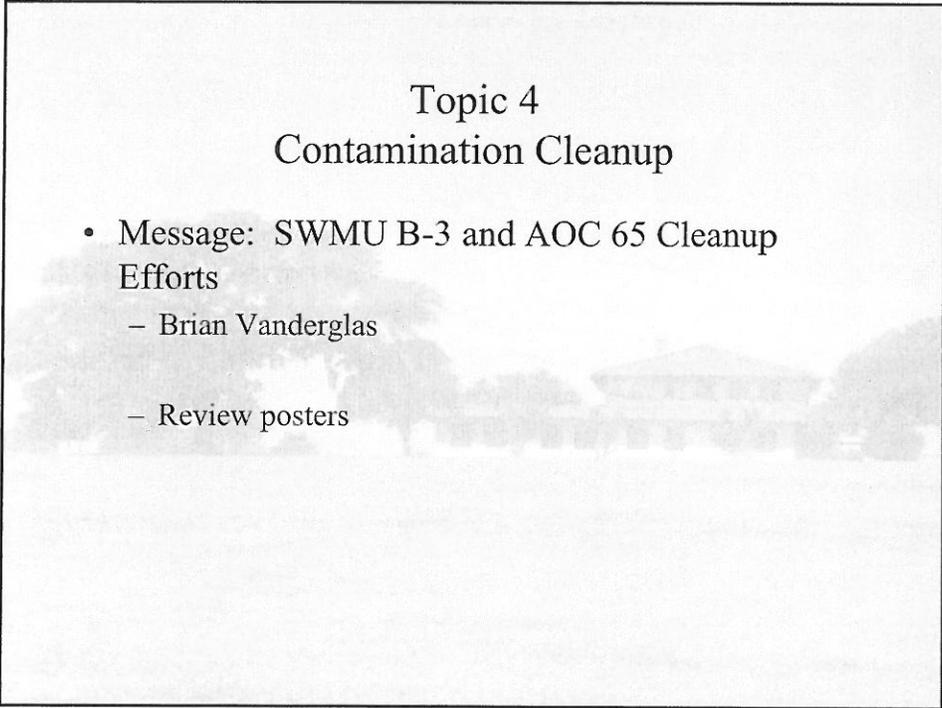
Topic 2 Groundwater Program

- Message: Plume, contaminant, hazards and MCL information
 - Scott Pearson
 - Review posters



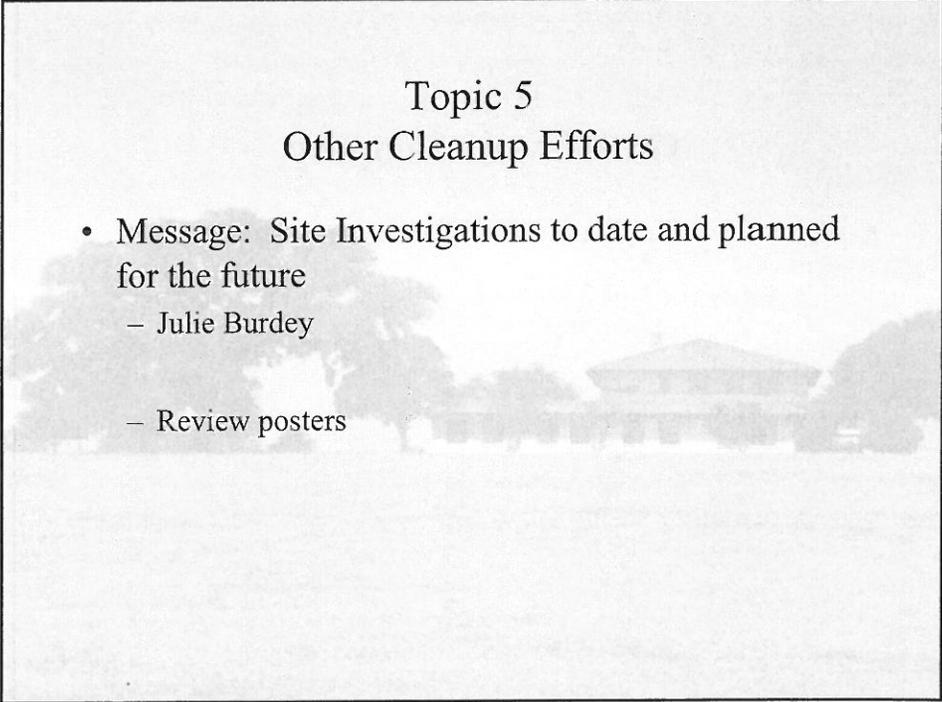
Topic 3 Groundwater Sampling

- Message: On-post and Off-post sampling and LTMO explained
 - Kimberly Vaughn
 - Review posters



Topic 4 Contamination Cleanup

- Message: SWMU B-3 and AOC 65 Cleanup Efforts
 - Brian Vanderglas
 - Review posters



Topic 5
Other Cleanup Efforts

- Message: Site Investigations to date and planned for the future
 - Julie Burdey
 - Review posters