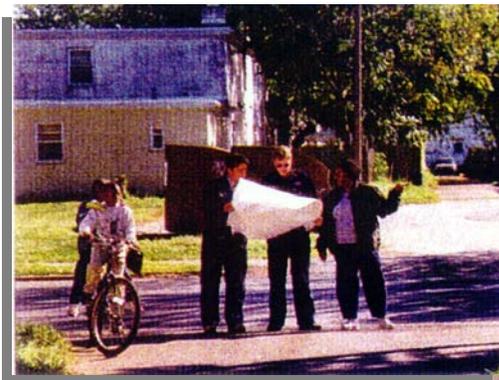


Passyunk Community Environmental Education Program



Final Program Report

Submitted to: Mr. Steve Coladonato, Project Manager
SUNOCO
Philadelphia Refining Complex
3144 Passyunk Avenue
Philadelphia, PA 19145

Submitted by: Management & Environmental Technologies, Inc.
Walnut One Tower
1315 Walnut Street, Suite 1108
Philadelphia, PA 19107

Date: March 17, 2000.

Passyunk Community Environmental Education Program

Table of Contents

I.	Executive Summary	2
II.	Problem Statement	5
	• Brief Summary of Passyunk Risk Assessment Study and its origin	
	• Community participation process	
	• Community information gaps and issues	
III.	Sunoco's approach to problem identification and optimal solutions	6
IV.	Description of Passyunk Resident Communications Program	7
V.	Met, Inc. Scope of Services: Highlights	7
VI.	Passyunk Environmental Education and Resource Center	9
	• Program operations	
	• Resident Participation	
	• Resident Issues & Concerns	
	• Passyunk Resident problem solving, decision making and correction action suggestions	
VII.	Program data collection, data management, and reporting	10
	• Data collection, data input, and data analysis	
	• Management Information Systems development	
VIII.	Program findings, conclusions, and recommendations	11

APPENDIX

IX.	Program Diagrams	13
X.	Description of Passyunk Community Environmental Education Program	15
XI.	Passyunk Home Program Reports	19
XII.	Focus Group Initiative Summary	Attachment
XIII.	MET's description of its capabilities, "MET/SUNOCO Interview for Public Relations & Communications Consultant - 7/27/99"	Attachment
XIV.	Questions About the Plume Submitted by the Passyunk Resident Council	Attachment
XV.	Public Information Exchange Event - Survey	Attachment
XVI.	Community Outreach Advisors Training Overview	Attachment
XVII.	Demographics of Passyunk Community Residents Randomly Selected	Attachment
XVIII.	Results of Program Data Collection: Program Attendance Analysis	Attachment
XIX.	Recruitment Flyer for Focus Group participation	Attachment
XX.	Press Release: DEP Orders DOD to Continue Cleanup at Passyunk Homes ...	Attachment

Passyunk Community Environmental Education Program

I. Executive Summary

In conjunction with Sunoco, in early August of 1999, the Passyunk Homes Resident Council implemented a plan to educate its community on the numerous and complex issues related to the Plume clean up. In an effort to maximize contact with residents given the available resources, Management & Environmental, Technologies, Inc. (MET, Inc.) was selected by Sunoco to act as public relations and communications liaison. See Program Diagrams in Appendix VIII on page 13.

The goal was to improve communication between the aforementioned groups and to create an environment where Passyunk residents could experience inclusiveness, involvement, and a sense of empowerment amid fears associated with the Plume clean-up and mandatory relocation. MET's proposal to Sunoco and the community to accomplish this goal was:

To establish and maintain a "Train the Trainers" resident outreach education program that will teach communication skills, provide training relative to the Environmental Risk Assessment progress, and collect input as to the concerns and issues among residents.

To periodically engage in the conduct of training, focus groups, and/or individual and group discussions sessions with resident opinion leaders and in doing so, assist in their understanding of information pertaining to the Environmental Risk Assessment and related matters.

To establish a learning and education outreach Center at Passyunk Homes to ensure ongoing community education, informational updates, and reliable access to community concerns and issues.

To invest in ongoing resident knowledge development pertaining to the Environmental Risk Assessment and related issues.

MET, Inc. provided technical assistance to the Passyunk Homes Resident Council to armor them with a sense of independence that would enhance their ability to educate the Passyunk community residents. As mentioned above, MET, Inc. also provided a "Train the Trainers" education to help further the understanding of the representatives of Passyunk Homes of the processes taking place in their community. In addition, the trainers were provided with customer service training that would aid in their approach and understanding of the diversity of attitudes and many concerns that might be expressed by the residents living in Passyunk Homes.

With the assistance of MET, Inc. and input from Sunoco and the Technical Advisory Group (TAG), four (4) "Train the Trainer" sessions were provided. TAG is a group of independent scientists acting on behalf of the Community Action Working Group (CAWG) to assess the Health Risk Assessment report. Sessions included detailed information on the plume clean up, the role of the TAG in respect to the data collected throughout the plume cleanup process and the

mission of the environmental task force. Information gathered by TAG, Sunoco, and MET was shared at the training sessions to give the Trainers a better understanding of a Risk Assessment and the criteria as it pertained to Passyunk Homes and the surrounding vicinity. The findings of this assessment at this time were not complete but upon completion would be made available to the public in the early part of the year 2000.

Upon completion of the training sessions, the Trainers were awarded certificates of achievement. They then participated in the set up of two (2) focus groups. The focus group represented a random sampling of Passyunk Home residents who articulated their issue concerns and fears regarding the environmental contamination and their health. The focus groups, facilitated by MET Inc., addressed specific questions relating to the health risks and contamination probability of the drinking water. The groups were given pictorial information which allowed them to explain questions and concerns expressed by their families and neighbors.

For the recruitment of the focus groups, Trainers provided a questionnaire that was distributed to all residents. The aim was to get a preconceived idea of the specific concerns expressed by the majority of the Passyunk Homes population in addition to obtaining a diverse attendance that was representative of the majority of residents still residing in the community. Many of residents have lived in this community for over 20 years. The findings of the questionnaire revealed that the majority of the residents had been concerned with health risks due to the lengthy exposure to plume contaminates. With the assistance of the TAG, the Passyunk Homes Outreach Team, Sunoco, and MET, Inc., a question and answer brochure was created incorporating some of the information collected during the focus group sessions.

Early in the outreach effort to better educate the Passyunk Community about the plume, a PIE or Public Information Exchange was held on October 20, 1999. The exchange was held at the Passyunk Homes Community Center from 10:00AM until 2:00PM and again at Popi's Restaurant from 6:00PM until 8:00PM. In attendance were representatives from the different agencies involved in the plume cleanup including: the Sunoco, the Defense Service Center of Philadelphia (DSCP), the Philadelphia Department of Health, the Philadelphia Water Department, and the Pennsylvania Department of Environmental Protection (PDEP). This had been the second open session where the residents of Passyunk and surrounding area residents could receive objective information from different government agencies. The presentations included view charts, graphs and other plume related information. This was the turning point for the community in that the Passyunk resident trainers (Trainers) provided input into the planning and participated as hosts along with other project members. The PIE event included the grand opening of the Passyunk resident driven Environmental Education Center and Resource Room.

In an effort to maintain stability in the Passyunk Community, Sunoco provided support to the Passyunk Homes Resident Council and the Passyunk Outreach team. The Outreach team took on the responsibility of operating the Education Center and Resource Room. The Center, providing computer based education and information, is housed at 3100 S. 23rd Street and operates between the hours of 10:00AM and 2:00PM, Monday through Thursday.

Community residents are given an opportunity to view data on slides, research information on an understandable level, and access the Internet. They are now armed with the means to make impartial and rational decisions and are more aware of how to prevent exposure to contaminants. Starting in November, the average daily attendance of the Resource Center was 9.6 participants. In December, as the accessibility of information became more available, the average daily attendance grew to high of 14.6 participants per day. For January, the average daily attendance was 13.9 participants. Based on the data collected daily at the facility, not only are the residents still residing in Passyunk utilizing the resources available but, those whom have since relocated are returning to access data. Averaged over the months of November, December, and January the average daily attendance stood at 12.7 participants. The overwhelming concern of the population at Passyunk has not just been for their health but the future health and well being of their children due to the exposure to contaminates over the past years.

Other statistics collect by the residents' reveal that:

- The number of persons in attendance including repeat attendance was 558
- The total number of persons serviced exclusive of persons with repeat attendance was 327.
- The total attendance for November, December, and January was, 144, 233, and 181 participants respectively.
- The database count of residents who indicated they attended the PIE was 18 persons. Actual PIE attendance was 60 participants.
- The frequency of interest topics data suggest that Plume Education was the primary focus of the participants, (29%).
- The count of resident status gave 220 (64.5%) persons with resident status, 23 (6.7%) persons as former residents, 20 (5.9%) persons as non-residents, and 78 (22.9%) persons with undetermined status.

The establishment of the Resource Room has helped to calm some of the fears, explain many of the myths and provide plume education to Passyunk residents. As a result of an intensive outreach effort, the majority of residents who reside in the community were connected to a central resource where they have been able to attain information that might better enable them to make informed health choices.

II. Problem Statement

- Brief Summary of Passyunk Risk Assessment Study and its origin

An underground non-aqueous phase liquid (NAPL) is present in a mixed commercial, industrial and residential area in South Philadelphia. The Pennsylvania Department of Environmental Protection (PADEP) requested preparation of the Passyunk Risk Assessment Study (i.e., the "Health Risk Assessment for Subsurface Hydrocarbon Contamination") as a condition of a Consent Order and Agreement entered into by the Defense Supply Center Philadelphia (DSCP), Sunoco, Inc., and the PADEP on September 24, 1996.

The investigations started in 1997, and a comprehensive risk assessment study, including sub-surface studies, boring, and media sampling and analysis were made by Malcolm Pirnie, Inc. starting in 1998. The investigations were monitored by the Community Advisory Working Group (CAWG), aided by a team of specialists and experts from Villanova University forming the Technical Advisory Group (TAG). TAG reviewed, assessed the report, and made recommendations. The questions posed and answered in the risk assessment study addressed:

Whether the contamination caused by the NAPL in the groundwater and sub-surface soil poses a serious health hazard to the people living or working in the affected area, and whether there exists a health hazard in removing the plume, and whether there remains continuing risk after the plume is removed. The affected area is defined as the geographical extent of the plume, and its vicinity and surroundings, which includes the Passyunk Homes Complex and the Defense Supply Center.

The Free Product/NAPL must be removed. After this, the risks from the dissolved products and the smear zone will be studied and evaluated.

Based on the conceptual site model utilized, the analytical data collected, and the evaluation of the data following the four component process recommended by the USEPA, the overall results of the study conclude that after the removal of the NAPL, the study finds the cumulative hazard index is 2 in 10 and the cancer risk ranges from 1 in 1 million to 8 in 100 million. Specifically, it found that "the total hazard indices are less than the acceptable level of 1.0 and total estimated cancer risks are less than or within the acceptable risk range for exposure of all types of people evaluated."

However, the Technical Advisory Group (TAG) has raised issues relative to the report's final conclusions based on uncertainties in the mathematical modeling used to calculate the hazard indices and risk levels and the existence of unduly high concentrations of benzene and naphthalene at specific map locations. TAG's comments relate mostly to data processing and do not essentially challenge the conclusions of the report, and do not imply that there is a potential or hypothetical risk to the populations or workers in the

area. However, TAG's comments were judged relevant and pertinent, and their points of concern were duly noted and will be addressed in the final report.

Thus there have been few definitive answers for residents who have concerns about what is to be expected relative to current and future medical problems and to what degree may health problems be a direct result of past and current environmental exposure. The present Risk Assessment Study conclusions are expected in year 2000

- Community participation process

Passyunk Homes at 3100 South 23rd Street is located on 54 acres within South Philadelphia (Census Tract 46). This family public housing development was originally constructed in 1941 as Navy housing. The site is bordered by Interstate 76, Pennrose Avenue, Conrail and CXS railroad tracts. Beyond the tracks are the Sun Oil Refinery and the Department of Defense Center facilities. Due to the industrial nature of the surrounding land uses, the residents of Passyunk Homes have suffered from the impact of petroleum contamination. Moreover, this situation has heavily influenced the decisions at Philadelphia Housing Authority and HUD that the expense for maintaining and improving the physical conditions at Passyunk is cost prohibitive.

According to Passyunk residents, this area of South Philadelphia has been subjected to environmental exposure over a number of years. In addition to environmental issues arising from The Defense Logistic Agency and Sunoco, manufacturers have come and gone, leaving behind rubble, abandoned buildings and untold pollutants. The Passyunk Tenant Resident Council, in 1991 responded to these and other issues by establishing a non-profit Pennsylvania Corporation in order to qualify for U. S. HUD and other resident self-sufficiency funding.

The Resident Council addresses environmental health effect issues related to environmental pollution. Its members are concerned about present and future health effects that they are presently experiencing or may in the future experience from environmental exposures. The Philadelphia Housing authority mandated the relocation of all Passyunk residents by year 2001.

The mandated relocation required the low income Passyunk Home residents to confront issues such as family displacement, and changes in schools, churches, utilities, primary care physicians, transportation, and other supportive services.

Thus, the Passyunk Homes Resident Council is tasked to assist its residents in handling both the health effects of the plume and the disorientating effects of relocation.

III. Sunoco's approach to problem identification and optimal solutions

Sunoco's approach was to identify an informed community stakeholder to act as a community relations and communications consultant between the residents of Passyunk

Homes and other impacted communities and the Health Risk Assessment Project Team. It was essential that the consultant be able to translate technical risk assessment information into talk easily understood by the community and be able to develop and implement a communications strategy for the Health Risk Assessment Project. The selected consultant was also charged with possessing the following:

- Experience in community relations
- Knowledge of risk assessments and environmental remediation projects
- Experience with residential relocations
- Experience in crisis communications and risk communications

Additionally, the qualifications were to include:

- Specific experience in dealing with municipal housing authority and related state and federal agencies
- Knowledge of South Philadelphia neighborhoods, especially the area of Passyunk homes

Management & Environmental Technologies, Inc. (MET, Inc.) was the selected consultant. See MET's description of its capabilities, "MET/SUNOCO Interview for Public Relations & Communications Consultant - 7/27/99" provided as an attachment in Appendix XIII.

IV. Description of Passyunk Homes Resident Communications Program

Complete description of program proposed by MET, Inc. [Appendix X, pages 15 - 18]

V. MET, Inc. Scope of Services: Highlights

Scope of Work I: Effective 8/4/99

1. Facilitate and /or attend orientations and working sessions with Passyunk Homes community leaders, Sunoco officers, and other community stakeholders.
2. Engage in special orientations and working session with the Villanova Technical Assistance Group (TAG)
3. Review Health Risk Assessment and related documents
4. Establish relationships and conduct two Focus Groups at the Passyunk Homes Public Housing site.
5. Analyze data and prepare Focus Group and Outstanding Issue reports
6. Participate in the upcoming Environmental Fair

7. Attend and participate in community meetings, debriefing, planning, and event implementation sessions.
8. Coordinate activities with other consultants, debrief tasks, document findings, outcomes and recommendations.
9. Hire Passyunk Homes community residents to assist in Resident coordination, focus group recruitment and interpretation of risk assessment data.

Scope of Work Amendment: Effective 9/27/99 through 12/31/99

10. Facilitate weekly meetings, training & outreach
11. Development and Implementation of Environment Resource Center
12. Health Risk Training / Outreach (3) (with TAG)
13. Planning/participation in Public Information Exchange events/special mtgs
Event(s) troubling shoot & information mobilization
14. Training and Information Exchange sessions with medical and health Professionals
15. Assistance in responding to Passyunk Focus Group questions and concerns
16. Ongoing participation, planning sessions, telephone conference calls, special events, monitoring, communications assistance, trouble-shooting of issues and preparation of reports
17. Computer program development for Environmental Education and PIE Event-
MET/Side Technology Corporation
18. Computer PowerPoint 97 presentation, record and add voice narration, color photos, slide transitions, animation and final copy produced on two CD-ROMs - MET/Side Technology Corporation
19. Conversion of MS PowerPoint presentation into a movie for viewing on a television using a VCR tape / MET/Side Technology Corporation

Scope of Work Amendment: Effective 1/1/2000 - 3/31/2000

20. Develop, install and maintain intake & service usage database system
21. Computerize data & oversee records .

22. Monitor & facilitate community meetings on Plume information Develop & monitor community reporting instruments on resident satisfaction as to plume issues & information availability.
23. Conduct training and technical assistance to Passyunk Community Trainers in Learning Center
24. operational areas such as record-keeping, data collection, data input data analysis and overall reporting
25. Monitor & troubleshoot for sufficient Program attendance in terms of Staff schedules and resident interest
26. Attend meetings, collect & analyze data, troubleshoot issues and prepare reports as requested.
27. Program transition assistance (e.g. program phase-out, program relocation, program refinements)

VI. Passyunk Environmental Education and Resource Center

- Program operations

The Environmental Information Resource Room & Computer Based Education Center in the Passyunk Homes Tenant Resident Council Office was established as a fact finding Resource Room & Educational Learning Center for free use by past, present, and future Passyunk Homes residents

The Center was equipped with educational information and independent learning tools such as graphics, computers, software, articles, supplies and specialty consultants, as needed.

Report: December 2, 1999, Environmental Resource Learning Center

[See Appendix: page 19]

- Resident Participation

A core group of residents were identified and trained to participate in “Train the Trainers” community outreach skill development, Risk Assessment Report reviews, and public availability information events.

The Center was utilized as a forum for ongoing environmental updates and to disseminate environmental related education and referral resource information on timely issues and concerns expressed primarily by Passyunk residents.

Report: September 28, 1999, TAG Training I [Appendix: page 16,17]

Report: October 5, 1999, TAG Training II [Appendix: page 18]
Report: October 31, 1999, Environmental Resource Learning Center
[Appendix: page 19, 20]

- Resident Issues & Concerns

Report: September 13, 1999, Focus Group Report [Appendix: page 21-23]
Results: Plume Questions & Concerns Raised by Passyunk Community Residents
Results: August 22, 1999, Forum Questions

- Passyunk Resident Problem solving, decision making and correction action suggestions

Report: Focus Group Initiative Summary
Survey Results: Public Information Exchange Event - October 20, 1999

VII. Program data collection, data management, and reporting

- Data collection, data input, and data analysis

Passyunk Home residents were trained in two (2) separate three hour sessions to input data into the database and also to sort, filter, and generate the final data analysis and results. A follow up & oversight session also occurred. A summary final data analysis and results follow. See the database reports in Attachment XVIII.

- The number of persons in attendance including repeat attendees was 558.
 - The total number of persons serviced exclusive of persons with repeat attendance was 327.
 - The average daily attendance for November, December, and January was, 9.6, 14.6, and 13.9 participants respectively.
 - Averaged over the months of November, December, and January the average daily attendance was 12.7 participants.
 - The total attendance for November, December, and January was, 144, 233, and 181 participants respectively.
 - The count of residents who indicated they attended the PIE was 18 persons. Actual PIE attendance was 60 participants.
 - The frequency of interest topics data suggest that Plume Education was the primary focus of the participants, (29%).
 - The count of resident status gave 220 (64.5%) persons with resident status, 23 (6.7%) persons as former residents, 20 (5.9%) persons as non-residents, and 78 (22.9%) persons with undetermined status.
- Management Information Systems development: Technical Details

The Passyunk Homes Resource Center Database, Version 1A is a Microsoft Access 97 Database consisting of eight (8) tables, twenty eight (28) queries, four (4) forms and nineteen (19) reports. Custom documentation provided with the database included:

1. A "Program Description" with sample results, 13 pages
2. A four page quick user's guide titled, "Using the Passyunk Homes Resource Center Database, Version 1." See Attachment XVIII.
3. A twenty five (25) page self-instructional document titled, "Access 97 Introductory - Class Notes," with special focus on finding, sorting, and filtering data records.

VIII. Program findings, conclusions, and recommendations

The establishment of the Resource Room has helped to calm some of the fears, explain many of the myths and provide plume education to Passyunk residents. As a result of an intensive outreach effort, most of the residents who currently reside or have recently moved are connected to a central resource where they are able to access pictorial information and hard copy environmental reports that enables them to make informed health choices.

Community residents are given an opportunity to view data on slides, research information on an understandable level, and access the Internet. They are now armed with the means to make impartial and rational decisions and are more aware of how to prevent exposure to contaminants.

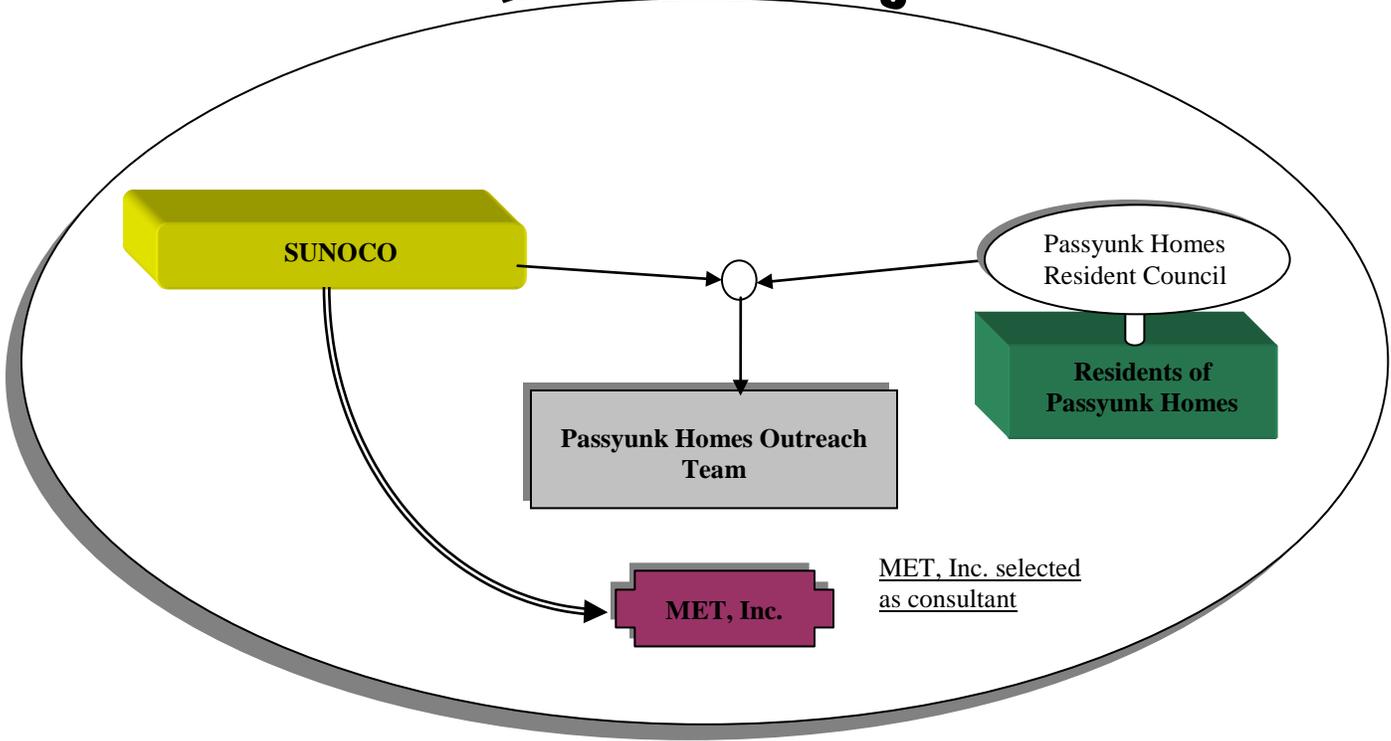
Passyunk Home Resident Council has tried repeatedly but unsuccessfully to access the DOD for assistance in operating the Environmental Resource Center. Sunoco, however, has recently indicated an interest to provide the Passyunk Home Resident Council, and the community outreach team with interim support in the form of a small transition grant.

As expressed by the Passyunk community members, this effort demonstrates great sensitivity on the part of Sunoco given that Sunoco has transitioned out of the role of the responsible party. The PADEP issued a directive that the responsible party for the Plume cleanup is the U. S. Department of Defense. See Attachment XX, "Press Release: DEP Orders DOD to Continue Cleanup at South Philadelphia Site."

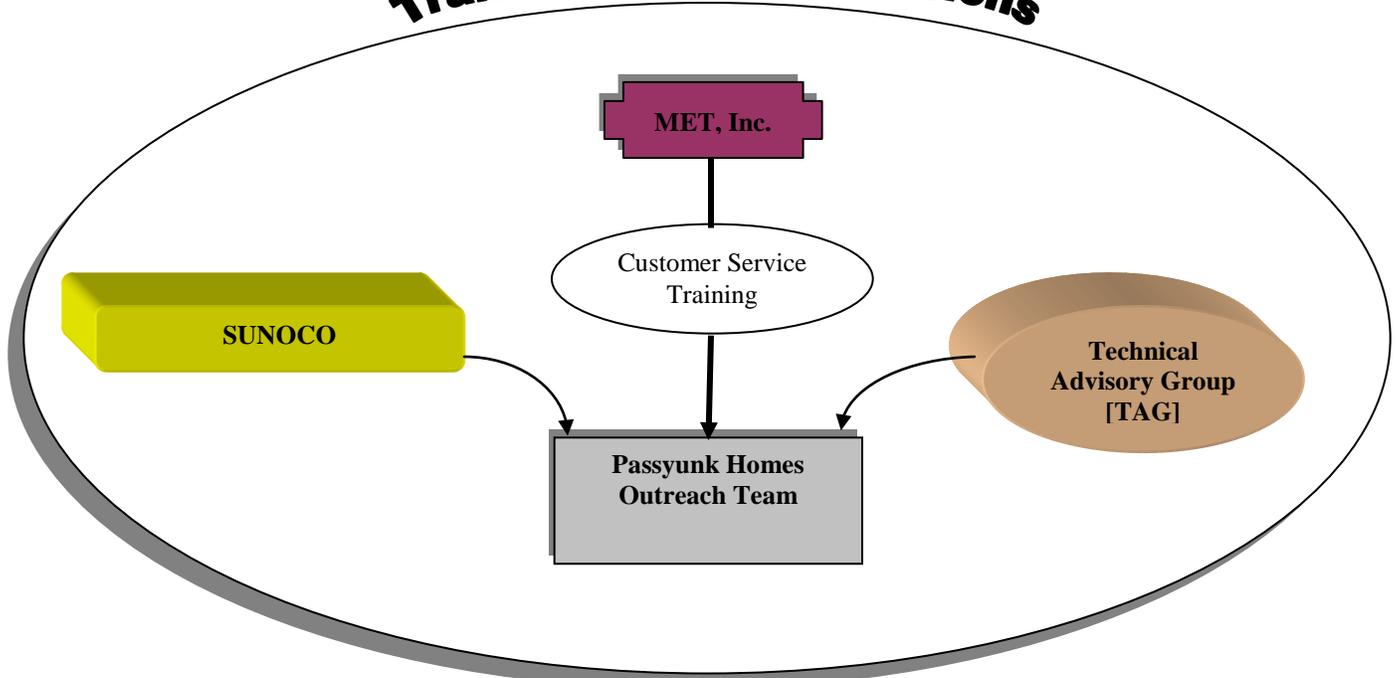
APPENDIX

IX.	Program Diagrams	13
X.	Description of Passyunk Community Environmental Education Program.....	15
XI.	Passyunk Home Program Reports	19
XII.	Focus Group Initiative Summary.....	Attachment
XIII.	MET's description of its capabilities, "MET/SUNOCO Interview for Public Relations & Communications Consultant - 7/27/99"	Attachment
XIV.	Questions About the Plume Submitted by the Passyunk Resident Council	Attachment
XV.	Public Information Exchange Event - Survey	Attachment
XVI.	Community Outreach Advisors Training Overview	Attachment
XVII.	Demographics of Passyunk Community Residents Randomly Selected.....	Attachment
XVIII.	Results of Program Data Collection: Program Attendance Analysis	Attachment
XIX.	Recruitment Flyer for Focus Group participation.....	Attachment
XX.	Press Release: DEP Orders DOD to Continue Cleanup at Passyunk Homes ...	Attachment

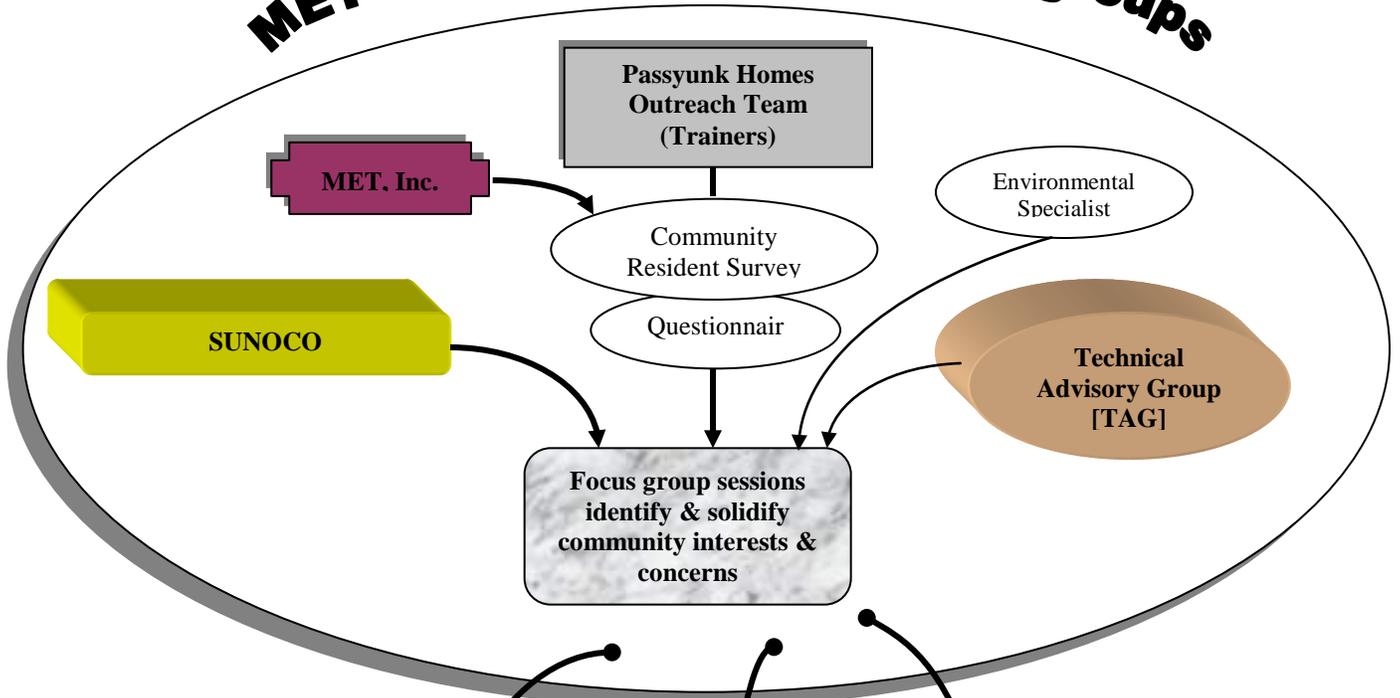
Initiate the Dialog



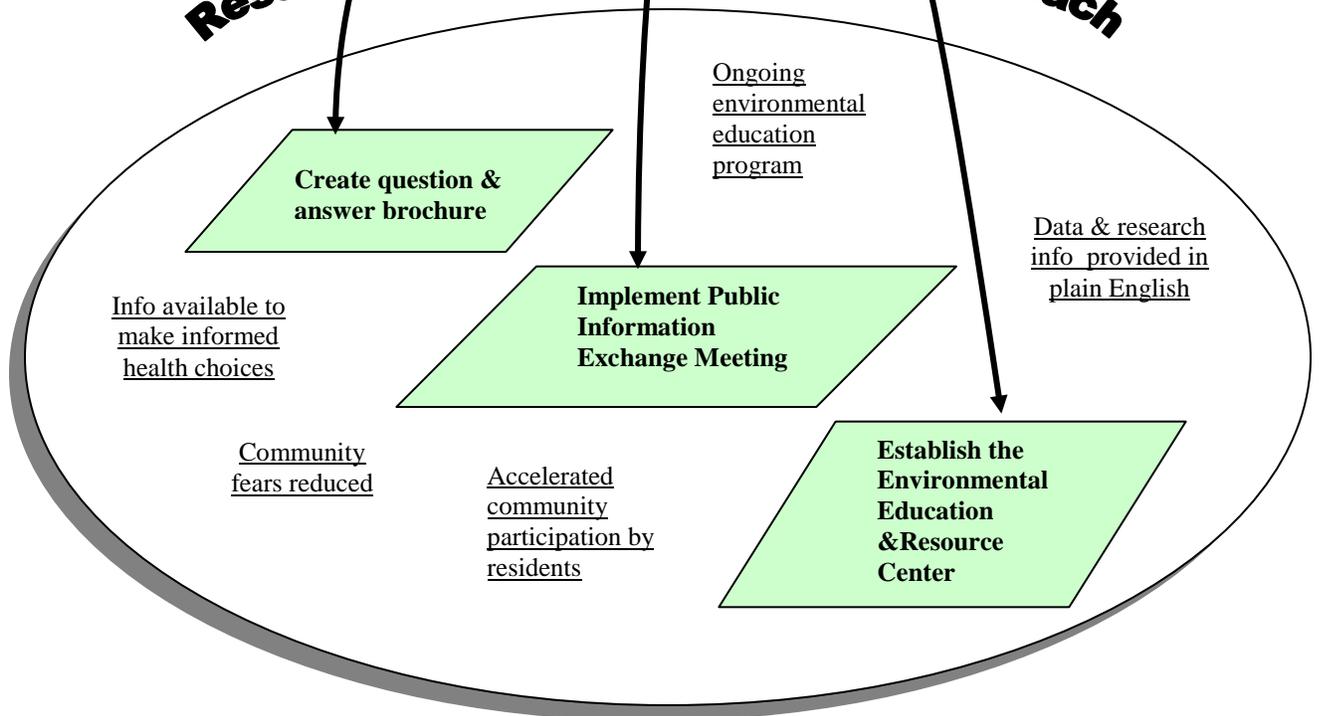
Train the Trainers Sessions



MET & Trainers create focus groups



Results of Ongoing Community Outreach



Appendix X. Description of Passyunk Community Environmental Education Program

Passyunk Community Environmental Education Program

Goal: To improve communications between Sunoco, its designees and Passyunk Homes Community Residents

To create an environment where Passyunk residents experience inclusiveness, involvement, and increased belief in the Environmental Risk Assessment and related findings

Objectives: To establish and maintain a "Train the Trainers" resident outreach education program that will teach communication skills, provide training relative to the Environmental Risk Assessment progress, and collect input as to the concerns and issues among residents.

To periodically engage in the conduct of training, focus groups, and/or individual and group discussion sessions with resident opinion leaders and in doing so, assist in their understanding of information pertaining to the Environmental Risk Assessment and related matters.

To establish a learning and education outreach Center at Passyunk Homes to ensure ongoing community education, informational updates, and reliable access to community concerns and issues.

To invest in ongoing resident knowledge development pertaining to the Environmental Risk Assessment and related issues.

Method: To establish an Environmental Information Resource Room & Computer Based Education Center in the Passyunk Homes Tenant Resident Council Office as a fact finding Resource Room & Educational Learning Center for free use by past, present, and future Passyunk Homes residents

To identify and train a core group of resident leaders to participate in "Train the Trainers" community outreach skill development, Risk Assessment Report reviews, and public availability information events.

To equip the Center with educational information and independent learning tools such as graphics, computers, software, articles, supplies and specialty consultants, as needed.

To utilize the Center as a forum for ongoing environmental updates. Also, to disseminate environmental related education and referral resource information on timely issues and concerns expressed primarily by Passyunk residents.

Indicators for Evaluation of Program Effectiveness

Interim monitoring observations, random surveys, periodic focus groups and interim collection of data may be used to gage the effectiveness of the Environmental Information and Computer Based Education Center. The effectiveness will be determined by the following:

- The degree to which the Center is advertised, known about, and utilized by Passyunk Residents
- The degree to which the “Train the Trainers” consultants better understand plume information, are able to articulate basic facts, and help others understand basic information about the Risk Health Assessment, interim findings, and health related concerns
- Residents’ ability to separate their feelings from the facts about the plume
- The contributions of “Train the Trainers” consulting, in helping other residents understand Environmental Health Risk Assessment findings
- “Train the Trainers” attendance and comments at related community meetings, and the delivery of outreach education services at Information Availability events
- The understanding of issues by residents who attend public information meetings and informational exchange events
- Ongoing utilization of the Information Environmental Resource Room & Computer Based Education Center by families at Passyunk Homes
- The degree to which the Center actively creates a welcoming atmosphere for all member of the Passyunk resident community.

Sunoco will provide support for the following:

- Stipends for “Train the Trainers” community outreach community residents
- Graphic communications and common language material translations
- Training and technical assistance for residents to perform as informed education outreach community representatives.
- Long term loan of at least six new computers, a printer, software, supplies, computer maintenance, and security devices for the computers and printer.
- Dedicated telephone lines for Internet access tied to two computers/printer

Appendix X. Description of Passyunk Community Environmental Education Program (Cont.)

- Posters and/or graphic material for display on Resident Office walls and at special events
- Program maintenance support/supplies relative to computers, Resource Room educational information updates, and periodic access to specialty consultants to assist in the delivery or translation of environmental and health information

Program Summary:

Sunoco will initiate and assume responsibility for the Passyunk Homes Communication Program with emphasis on the community education “Train the Trainers” approach, and establishment of the Information Resource Room/ Computer Based Environmental Learning Center. Both of which will be located on the second floor of the Tenant Resident Council Offices under the supervision of Ms. Myrtle Carter. The program will be designed to open with flexible hours and/or by scheduled appointments in order to accommodate the community and to ensure the Center’s availability to past, present and future Passyunk Homes residents.

Sunoco will identify and support the cost of graphic displays and easy to understand translations of environmental, medical and health findings. In doing so, communications support and resources will include but not be limited to providing coordination and assistance in educating, and training community residents about environmental issues and interim findings.

Communication consulting tasks will also include oversight responsibility for consumer education outreach and information dissemination, as well as preparing residents to more effectively participate in environmental meetings, briefings, training sessions, and events as a recognized opinion group. Special assignments will include assisting in translating information from technical to common language, overall management and coordination of consultants.

MET:-9/4/99 revision

To: Steve Coladonato, Project Manager Date: 12/2/99
From: Brenda Mitchell, Outreach Consultant Re: Passyunk Environmental Center

Below are highlights of technical assistance and outreach efforts conducted at Passyunk Homes.

According to data provided by the Philadelphia Housing Authority as of September 2, 1999 residing in the Passyunk Homes community were approximately 582 head of households and 1066 residents. The outreach team made a concerted effort to make informational material, computer access and education support services to residents remaining within the housing development.

Post Public Information Exchange activities included education, information outreach and registration of 43 residents for the use of the Environmental Resource Room during the month of October 1999.

During the month of November the Computer Lab and Resource Room was up and running except for the Internet connection and Printer usage. A total of 87 additional residents made use of the information provided at the Center during the sixteen hours of weekly operation (10: p.m. to 2: p.m. Mondays through Fridays).

The Philadelphia Housing Authority as of November 30, 1999 reported that approximately 300 households are presently in Passyunk Homes..

The households served by the Community Outreach Team number approximately 168 or 29 percent of total 582 households residing in the Passyunk community since the inception of our outreach efforts.

The attached data shows addresses of the Passyunk residents participating in the Community outreach activities. All residents have received resource information, computer education, and environmental presentations about the PLUME through the efforts of the Community Outreach Consultants.

Cc: Sherry Davis, Myrtle Carter

To: Dr Brenda K. Mitchell
President/CEO, MET, Inc.

From: Sherry Davis
Community Relations Cons.

Date: 10/7/99

Subject: TAGS Training Session 9/28/99

The Passyunk Homes Outreach Team participated in their first Villanova training session facilitated by the Villanova TAGS team which consisted of Frank Falcone, Mary Anne Dolan, and Deborah Barsotti TAG. Their was consensus that the training should include more that two sessions. It was agreed that the training should encompass at least three sessions.

An overview of TAG activities was presented to the group in addition to handouts. An request for gathering specific documentation regarding Passyunk Homes and the Risk Assessment study was discussed.

Deborah Barsotti was the lead trainer and facilitated technical health relate education in addition to the overall training session. Clarity was given in relation to the various reports prepared. For example, the Malcolm Pirnie report did not address how residents could come in contact with contaminants or the pathways to which such contaminants are traveling. All case scenarios were not considered. According to the TAG, many fears arose from such reports because they were based on old, new and spinal data. There were also missing gaps that could not be explained. This study was compared to the Burkes Health Study Report which did not include data collected and was based on like studies. This report, not taking all factors into consideration, focused on the led concentration in the area.

According to Passyunk, the training supplied answers to many underlying questions such as:

- How the soil effects the condition of the skin````
- What the Risk Assessment is in respect to the plume
- How fast the plume travels
- The chemical makeup of the plume or NAPL (non-aqueous plume liquid)
- Possibility of dissolving the plume

This session included visual examples of situations relative to contact, exposure, as well as discussions regarding degrees of contamination and related concerns.

Due to landfills in the area, it was explained that the water table may be higher in certain areas and this was the reason for additional testing around the perimeter of the Passyunk Homes. However, by residing without a basement, lessens the depth of exposure. TAG explained how some contaminants are volatile, which can become gases and those that are non-volatile which dissolve.

An important goal of TAG is to collect enough data to identify the extent of the health risk and how much exposure is too much. Important questions include, “although the plume is being removed, what is the extent of the oil compounds trapped within the topsoil that is not dissolving? “ This was identified as the Smear Zone.

Again, according to the responses of the Trainers, this session has provided clarity to many unanswered questions. This will allowed the outreach team to become more assertive and specific in their responses to the questions asked by Passyunk Residents. It was agreed that the continued dissemination of information will clarify issues and lead to a more informative community.

To: Dr Brenda K. Mitchell President/CEO, MET, Inc. From: Sherry Davis
Community Relations Cons.

Date: 10/7/99 Subject: TAGS Training II Session 10/5/99

The second session of the Train the Trainers was held on Tuesday, October 5, 1999. This session was held at the Passyunk Homes Tenant Resident Council Office. The Tag team resumed this session where the last training ended. The leading speaker for TAG was Deborah Barsotti. This part of the training started with an overview of material & questions asked at the previous session on 9/28/99. An explanation of the Risk Assessment Study limitations was explained. Information and explanations included comments pertaining the Burke Epidemiological Study and individual health issues. It was clarified that the study being focused on by TAG solely encompasses the direct relationship to BTEX and the quality and quantity of over exposure.

Several questions and issues were addressed regarding over exposure such as:

- Reasons for chemicals to be put into gasoline
- Other side effects caused by other chemicals mixing or interacting
- Long term effects due to over exposure

Graphs, charts and visuals were used to give an close-up view to help clarify questions and issues presented. Passyunk trainers were very receptive to this delivery approach. The possible health risks were explained to the outreach team identifying long term effects of over exposure and explaining the probabilities of over exposure as, first being exposed, being exposed in high enough quantities, and individual tolerance.

The TAG advised that Additives, Synergistic, Potetiation and Antagontic were part of the Risk Assessment, however, for this report, all chemicals will be added together. Since learning the effects of Benzene, 15-20 years ago, it has been decreased in the production of gasoline.

Although there has been a rise in asthma and bronchitis all around the country which may be aggravated by over exposure, it was explained that exposure is the cause.

To: Steve Coladonato, Project Manager Date: 10/31/99

From: Brenda K. Mitchell Communication Re: Passyunk Homes Environmental
Consultant Resource Learning Center

This report contains highlights on the first week of the Environmental Resource Center operations at Passyunk Homes. Our registration and observations reveal that printed and computer based information were reviewed by about forty (40) Passyunk Homes residents who attended the resource Center. Responses to resident concerns were handled by the Passyunk Resident Trainers, who further explained, and clarified information that was presented at the Public Information Event on October 20, 1999. Moreover, Passyunk residents were advised that unanswered concern largely relating to medical, air quality, and vapor contaminants would be addressed at a future date.

Passyunk Homes Community Resource Center officially opened to the public on Monday, October 25th, 1999. The hours of operation are 10:00 a.m. to 2:00 p.m. Monday through Thursday, with two trainer covering the office, and attending to outreach, and follow-up activities. Ms. Myrtle Carter, President of the Tenant Resident Council is the prominent staff person, with other Trainers rotating daily.

During this first week, the Resource Center accommodated approximately 40 residents, averaging approximately 9 to 11 enrollment per day. The Passyunk Homes Resident Trainers, with the assistance of Management & Environmental, Inc. have received further customer service training. The Trainers routinely practice, and refine their skills in terms of how to interpret and respond to basic environmental risk assessment questions. The trainers are also receiving introductory computer training, and in doing so, they initiate outreach activities, and are diligently helping other resident access the Resource Center and computerized learning tools.

Residents attending the Center appear comfortable in knowing that information is readily available to aide them in better understanding the process of the plume cleanup in the Passyunk community. The computer slide presentation is very popular as is other visuals provided by Sunoco and the TAG. Additional material promised by the TAG will be helpful once it is received, reviewed with trainers and available as educational tools.

The learning center process includes an orientation to computers, introductory computer training sessions, and an orientation to using the Slide presentation and other materials. The graphic material is explained to first time participants and those that require special attention. Repeat attendees are equipped with basic computer knowledge so that they may be able to comfortably locate and access information.

Residents are also using the Resource Room where information is available on hard copy. They are given briefings on the graphics and reading material. Coloring books and crayons are available for children who attend with their parents or other adults.

Some anxiety still appear to linger among residents, largely prompted by the mandatory relocation underway. The residents also express fears regarding the plume, its potential affect on their present and future health, and about losing an opportunity to access information and resources in the future as additional information becomes available. The resident trainers continue to reassure their neighbors that information will be continued and made available long term at the Resource Center, or another location to be identified.

Briefly put, the residents of Passyunk Homes have conveyed a very positive response to the opening of the Resource/Computer Learning Center. The availability of information, reliability of trainers and consultants, and the ease of discussing different aspects of their concern appears to give them a comfort level. They continue to ask about water and air quality that could be related to the Plume. Residents are also taking advantage of the opportunity to research and browse through data that addresses their questions and issues.

Numerous residents are scheduling multiple visits to the center. Most have a quite attitude, and demonstrate an understanding of how to access Learning Center tools and general information.

cc: Sherry Davis

To: Steve Coladonato, Project Manager Date: September 13, 1999

From: Brenda Mitchell Re: Passyunk Focus
Community Communication Group Report
& Public Relations Consultant

The attached report details Passyunk Homes resident concerns, fears and issues. The information compiled is derived from two Focus Groups held on September 8th and September 10th. In addition, we are including a copy of the earlier concerns voiced by the resident trainers and the 60 plus residents pre-screened prior to selecting the Focus group participants. The earlier concerns were documented during random education outreach interviews, Passyunk “train the trainers” meetings and informal resident group discussions.

Passyunk Homes Focus Groups were facilitated by Management and Environmental, Inc. on September 8th and September 10th at the Passyunk Homes Tenant Resident Council Office. Both meetings were well attended in that Focus Group I attendance numbered 15 residents and Group II was attended by 13 residents

Provided here is a comprehensive list of issues and concerns expressed by Passyunk Trainers, community residents during random interviews, and at the two recent Focus Group sessions.

In addition, below are basic observations noted by MET, Inc. in response to overall questions and concerns expressed by different community stakeholders:

- The anxiety level of residents appears very high based on a lack of knowledge about the Plume and pressure due to the mandatory relocation initiated by the Philadelphia Housing Authority. Residents are not able to easily separate the two issues since they appear to be related and are occurring simultaneously. They appear to wonder whether PHA and Sunoco are actually working together to get them out of their homes.
- The focus group discussion was received with high receptivity. Residents were able to vent their frustrations, see their peers able to answer some of their issues and concerns, and through the photographs better understand Health Risk Assessment information, the degree to which it appears to have implications relative to their health, and where their homes are located relative to the Plume..
- Comments from residents indicated that they would welcome a communications session with Dr. Neff, Sunoco physician. We explained that the doctor is a Sunoco physician, that we were not suggesting that he will tell them what they may want to hear relative to their personal health issues, but that he and probably any other doctor would not be expected to tell them that their health issues are Plume related. Dr. Neff’s visit, we agreed would address health prevention information and general questions relative to helping residents demystify certain health and Plume concerns.

The scheduled visit on Health Information would also provide an understanding about how Sunoco deals with its employees relative to preventive health, environmental and health education.

- The announcement that there would be a Computer Based Information Center and Resource Room established at Passyunk Homes to increase communications and improve up-to-date dissemination of information was received with very positive response. There appeared to be a sense of satisfaction, especially as residents receive answers from the Trainers and visual aids relative to their concerns about the Plume.
- We announced the Public Information Exchange meeting and told them that dates would be confirmed shortly. All agreed that they would make every effort to attend and was excited to know that other environmental and health expertise would be available.
- Each Focus group session raised the question about answers to their issues, how they would stay informed, and what they could take to their primary healthcare physician. It was asked whether an article or an informational sheet about the Plume could be given to them for sharing information with their physicians. Very few had spoken to their physician about the Plume and their health. They appeared to be frustrated that Sunoco has not conducted a health assessment relative to individuals and families that have health complaints.
- The availability and distribution of the water report presented by George Woods using visual aids was acknowledged as being very informative. We distributed the photographs on the Plume and asked that they share information with their family and neighbors, attend the Public Information Exchange, and attend the Environmental Resource Room and Learning Center for up-dates. They were very receptive to these suggestions and asked why this was happening now that they are being pushed out of their homes.
- Each Group appeared to feel more knowledgeable as they left with the photographs and the Water Report showing actual and easy to understand Passyunk Homes Environmental Risk Assessment information.
- The Focus Group meeting appeared to be the first time that residents in attendance actually came out in large numbers to an environmental meeting and had a chance to understand where the Plume was actually located relative to their respective homes. The yellow outlined area on the picture-board was extremely helpful according to the group. The residents were able to identify and associate locations where Plume is known to exist, and locate their individual resident addresses. This exercise and overview captured substantial attention and interest.

- Resident Trainers proudly explained details learned in their customer services training facilitated by MET. Presentations initiated by Steve Coladonato and George Woods based on their initial questions appeared to have really been understood and retained by the Trainers. They were able to articulate several points that were specifically detailed by Steve last week. The Trainers appear to have a better understanding, and a greater belief and confidence in terms of:
 - Where the drinking water comes from
 - The depth of the Plume
 - How oil is extracted from the Plume in a timely and safe manner
 - How drinking water actually flows into their homes, and
 - What the taste of water may be associated with.

- The Focus Group meeting concluded in an up-beat mode, individuals were asking about the next Public Information Exchange, and the Sunoco physician meeting. Several residents reminded us that mornings were better for their attendance.