

After Action Report NOTIFICATION AND VOLUNTARY RELOCATION PLAN

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**FORMER FORT ORD
AFTER ACTION REPORT: FORT ORD 2006 VOLUNTARY RELOCATION PROGRAM**

INTRODUCTION AND BACKGROUND

In 2006 the Army conducted a prescribed burn at MRS-16. Previously this site was called OE-16. This is one of the three sites – Ranges 43-48, MRS-16, and Range 30A -- identified for priority cleanup in the 2002 Interim Action Record of Decision.

That Record of Decision stated that the Army would proceed with the cleanup on these three sites using: (1) prescribed burning for vegetation clearance, (2) surface and subsurface removal of MEC, and (3) detonation of MEC with engineering controls. The Army also agreed to conduct a voluntary temporary relocation program.

Early in 2006 the Army announced that it was considering amending the 2002 Interim Action Record of Decision for the prescribed burn on MRS-16. The Army evaluated whether it would terminate the voluntary temporary relocation program. Following a public comment period and consultation with the U.S. Environmental Protection Agency and California Department of Toxic Substances Control, the Army decided it would offer voluntary temporary relocation during the MRS-16 prescribed burn.

The Notification and Voluntary Temporary Relocation Plan outlines the Army's activities to notify the public about the prescribed burn and the key components of the 2006 voluntary temporary relocation program.

POLICY CHANGES MADE IN 2006 RELOCATION PROGRAM

Notification Period: The public was informed that they will be notified when the fire management personnel and equipment would be mobilized to the site and standing by, and it may not be possible to provide additional pre-notification before the prescribed burn is ignited. The Army would notify the public when the prescribed burn actually started.

Enrollment Period: The public was informed that the enrollment period for the relocation program would end on July 14, 2006. After that date, the relocation office was open by appointment only. The July 14 date allowed the Army sufficient time to provide advance funds for families with financial hardship. After July 14, applications for families with financial hardship were reviewed on a case-by-case basis to determine if advance payment could be made.

Financial Hardship Voucher Pick-up: The Army developed a distribution system for vouchers and lodging checks so that people with financial hardship could be advanced the money for relocation.

Internal Coordination: The Army made arrangements so that people handling the hotline and relocation would be located in the same building at least 24 hours prior to the burn. In addition, the relocation team and the hotline operators had access to the relocation database throughout the prescribed burn.

CHRONOLOGY OF THE 2006 PRESCRIBED BURN NOTIFICATION/RELOCATION PROGRAM

January

- A letter was sent to community leaders. It included information from the Fort Ord Environmental Cleanup Program relating to proposed prescribed burn planned for 2006.

February

- The Army convened a small community group to discuss ways to enhance the prescribed burn notification program.
- The Army participated in a California State University at Monterey Bay (CSUMB)-sponsored Town Hall, panel and open house on regarding Fort Ord cleanup issues. Issues included relocation and prescribed burns.
- The Army issued a post-decision proposed plan proposing the elimination of the relocation plan. A proposed plan public meeting was held at Oldemeyer Center in Seaside.
- Prescribed burns were discussed at the Fort Ord Cleanup Open House / Bus Tour. Tour highlight included the location of prescribed burn (MR Site 16).
- An update on the post-decision proposed plan was provided at the Community Involvement Workshop and the Technical Review Committee.

March

- No significant activities.

April

- The Army attended Earth Day events at Monterey Institute of International Studies and CSUMB with a prescribed burn information booth.

May

- The Army coordinated with the Monterey County Health Department regarding the notice to be given to the medical/health community.
- The Army attended the weekend-long Marina Festival of the Winds with a prescribed burn information booth.

June

- Prescribed burns were discussed at the Open House / Bus Tour. Tour highlight included a stop at the location of prescribed burn (MR Site 16).

- The Community Bulletin was sent to 50,000 homes and businesses in the Monterey Bay – Salinas Valley area.
- The Community Bulletin was posted on the Fort Ord Cleanup web site.
- A quarter-page newspaper advertisement announcing that the Army is planning a prescribed burn appeared in major local newspapers.
- The Notification and Relocation Plan was made available for public review as a part of the MRS-16 munitions response workplan.
- The Monterey County Health Department issued a Health Alert for the 2006 Fort Ord Prescribed Burn.
- The Presidio of Monterey Public Affairs Office issued a press release notifying the community that a prescribed burn is scheduled for the fall.
- A training session was held for relocation application processing.
- The relocation office was opened on June 12. Operation hours were Monday – Friday 10:00am – 4:00 pm.
- The Army had a prescribed burn booth at the Fort Ord Open House / Bus Tour.
- An email list server announcement regarding the Relocation Sign-Up meeting scheduled for July 14 at Oldemeyer Center was sent.
- CSUMB posted information in “Open Forum” about the relocation sign up meeting.
- A letter to community members was sent to inform them about the Army's Prescribed Burn Program for 2006, the Direct Notification Program and the Voluntary Temporary Relocation Program.
- A letter was sent from Army to Relocation Program Participants from 2003 program to inform them about the 2006 Prescribed Burn and voluntary temporary relocation programs. In the letter, the Army offered relocation during the burn, and offered to notify participants about status of burn.
- A letter was sent to LeVonne Stone of Fort Ord Environmental Justice Network (FOEJN) forwarding a copy of the June 15, 2006 letter from Army to Relocation Program Participants from 2003 program to inform them about the 2006 Prescribed Burn and voluntary temporary relocation programs.
- A letter was sent to local elected officials to provide them with notice of the Army's plans to conduct a prescribed burn in 2006.
- A set of two flyers (in English and Spanish) were sent to community groups, farm worker organizations, construction and labor organizations, downwind homeowners associations, child care providers, nursing home operators, school districts, emergency service providers, and health care facilities offering more information about the relocation program and providing information on the prescribed burn. Overall, there were about 2,000 addresses for this mailing.
- The Army met with the staff of Breathe America (formerly known as the American Lung Association of the Central Coast) to distribute relocation/prescribed burn flyers in English

and Spanish. Also provided Monterey County Health Department's 2006 Health Alert information flyer concerning the upcoming prescribed burn.

July

- Draft guidance for hotline operators was issued.
- The Presidio of Monterey posted an all campus email regarding the relocation sign-up meeting at Oldemeyer Center.
- The military family housing center (the Parks at Monterey Bay) posted prescribed burn/relocation information on their web site. Copies of the Community Bulletin were provided to the Parks' welcome office.
- The Community Bulletin was mailed to 50,000 Monterey County homes and businesses.
- A quarter page newspaper advertisement announcing the voluntary temporary relocation program sign up meeting and the enrollment deadline appeared in major local newspapers.
- A relocation sign up meeting was held at Oldemeyer Center in Seaside, CA.
- The deadline to apply for relocation was July 14. 227 families applied for relocation on July 14, 2006.
- The Army received a complaint about relocation program requirements.
- After July 14, the relocation office was open, but the hours were by appointment.

August

- The USEPA responded to Community Advisory Group (CAG) letter regarding concerns of upcoming prescribed burn of munitions response site 16 (MRS-16) at the former Fort Ord.
- The relocation office was open by appointment.
- A letter is submitted from FOEJN was submitted in response to the replies given in the Army's response to Fort Ord Environmental Justice Network's comments on the Draft Final Prescribed Burn Supplemental Report Ranges 43-48, Former Fort Ord, California.
- The Army distributed prescribed burn/relocation information at the Fort Ord Cleanup information booth at the week-long Monterey County Fair.
- The relocation office was open by appointment.

September

- The Army developed a CSUMB-specific map for the prescribed burn. It indicated the location distance of the campus to the site of the prescribed burn.
- The Army participated in two CSUMB orientation events with a prescribed burn/relocation information booth. Distributed fact sheet.
- The relocation office was open by appointment.

October

- The relocation office was open by appointment until the announcement that the burn is imminent, on October 17. On October 17, 18, and 19, the relocation office was open from 8:00 am until 7:00 pm.
- Hotline operators were available from 8am to 7pm on October 17, 18, and 19. When the first line was busy (which occurred frequently), calls were automatically rolled over to other hotline operators. There were a total of 4 operators dedicated to answering questions on the hotline. A typical month has about 100 calls to the hotline. During the week of the prescribed burn, there were 1,489 calls. The average call length was 2 minutes, although the four longest calls were 10-11 minutes.
 - October 17, 2006 118 calls
 - October 18, 2006 270 calls
 - October 19, 2006 798 calls
 - October 20, 2006 303 calls
- The Army responded to FOEJN letter dated August 22, 2006 regarding the Army's responses to FOEJN comments on the Draft Final Prescribed Burn Supplemental Report Ranges 43-48, Former Fort Ord, California.
- On October 17, 18 and 19, CSUMB posted campus-wide emails regarding the status of the prescribed burn.
- The Presidio of Monterey sent campus-wide emails regarding the status of the prescribed burn.
- Prior to the prescribed burn, the Army distributed press kits.
- On October 18, the prescribed burn mobilization notice was sent as a press release, autodialer message, hotline/tollfree information update, and email list server announcement. This notice was also posted on www.FortOrdCleanup.com.
- On October 19 (about 10:40 am), the prescribed burn ignition notice was sent as a press release, autodialer message, hotline/tollfree information update, and email list server announcement. This notice was also posted on www.FortOrdCleanup.com.
- On October 19 (about 2:00 pm), Prescribed Burn Update Number 1, that indicated ignition is over and the fire is in the mop-up stage, was sent as an autodialer announcement, hotline/tollfree information update, and email list server announcement. This notice was also posted on www.FortOrdCleanup.com.
- On October 20 (about 9:30 am), the prescribed burn completion / end of relocation notice was sent as a press release, autodialer message, hotline/tollfree information update, and email list sever announcement. This notice was also posted on www.FortOrdCleanup.com.
- On October 23, the relocation reimbursement packets were mailed and posted on www.FortOrdCleanup.com. The deadline to submit completed reimbursement packages was November 17.

November-December-January

- All completed reimbursement packages were processed within 30 days from the time that they were received by the Army Corps of Engineers. As of January, 97 reimbursement claims were being processed.

ELEMENTS OF THE OUTREACH PROGRAM: HOTLINE

The Fort Ord environmental cleanup project maintains a toll-free hotline (1-800-852-9699 and 242-7383). The hotline maintains updates on detonation and prescribed burn schedules throughout the year. During the 2006 burn season, in anticipation of an increased number of calls, arrangements were made to increase staffing at the time of the announcement of a prescribed burn. The staffing level was increased from one person to four people on October 17-20, 2006 and the operating hours of 8:00 am – 5:00 pm were increased to include some evening hours to match the relocation office hours. Language translation service was available on the hotline. Only one caller needed (Spanish) translation assistance.

During the burn operations, the burn hotline was updated at the same time as the web site was updated. On the day of the fire, most callers had questions about the relocation program. Other callers wanted to know the status of the fire. The primary purposes of the hotline were to (1) provide basic information about the burn (e.g. whether the prescribed burn was scheduled, if the burn is on-going, if the burn had been completed), (2) answer relocation-related questions and assist callers, and (3) record air quality complaints.

Hotline operators were available from 8am to 7pm on October 17, 18, and 19. When lines were busy (which occurred frequently), calls were automatically rolled over to other hotline operators. There were a total of 4 operators dedicated to answering the hotline. A typical month has about 100 calls to the hotline. During the week of the prescribed burn, there were 1,489 calls. The average call length was 2 minutes, although the four longest calls were 10-11 minutes.

- October 17, 2006 118 calls
- October 18, 2006 270 calls
- October 19, 2006 798 calls
- October 20, 2006 303 calls

The hotline operators did not receive any air quality complaints.

ELEMENTS OF THE OUTREACH PROGRAM: WEBSITE

The Fort Ord Environmental cleanup project maintains a public web site www.FortOrdCleanup.com. Various types of cleanup-related information are posted in the public web site such as in the NEWS section and pop-up window feature. During the burn season, updated messages were posted on the NEWS section of the web. The pop-up feature was used as necessary to ensure that each person accessing the web site would encounter the latest information about the prescribed burn program, such as the end of the relocation program. Relocation program information and information on how to register were posted on the website from June 2006.

The web site was updated on October 17 at 2:40 pm with the mobilization notice. The web site was updated on October 19 at 10:40 am with the ignition and relocation notices then again updated at 2:07 pm to announce that the prescribed burn operation was completed. The web site was updated on October 20 at 9:26 am to announce that the Fort Ord prescribed burn and voluntary temporary relocation period have ended. On October 23, the web site was updated to provide the relocation reimbursement forms. All of these web site updates were also accompanied by a Fort Ord email list server announcement to over 1,000 email addresses and the recorded autodialer message to 4,973 telephones.

There were 2,793 visits made to www.FortOrdCleanup.com during the week (October 16-20, 2006) of the burn. The typical number of visits made to the web site varies because it is extensively used to provide information on many aspects of the Fort Ord environmental cleanup program. However, the average number of web site visitors is about 1,800 per month. There were 4,673 visits to the home page during October and 2,796 visits to the web page in July-likely due to the deadline of July 14 for relocation application sign-up.

ELEMENTS OF THE OUTREACH PROGRAM: SPANISH TRANSLATION

The Army prepared a flyer announcing the prescribed burn and the opportunity to relocate. It also provided information on who to contact for additional information on relocation and the prescribed burn. This flyer was prepared in English and Spanish and the set of two flyers was sent to community groups, farm worker organizations, construction and labor organizations, downwind homeowners associations, child care providers, nursing home operators, school districts, emergency service providers, and health care facilities. These flyers were mailed to approximately 2,000 addresses.

The Community Bulletin sent in July contained a summary of major points in both English and Spanish. The Community Bulletin was also available in Spanish upon request; however, there were no requests for translation.

Language translation service was available (and continued to be) on the hotline. Only one caller needed (Spanish) translation assistance. A Spanish translator was available at the July 12 Voluntary Temporary Relocation sign-up meeting at Oldemeyer Center; however, no translation assistance was needed.

Press releases were sent to Spanish-speaking media. Display advertising was translated and placed into Monterey County largest Spanish Language newspaper, El Sol.

ELEMENTS OF THE OUTREACH PROGRAM: AUTODIALER

As a part of the relocation program and the notification program, individuals provided telephone numbers so they could receive audio updates on the prescribed burn program. Pre-recorded messages are sent to phone numbers through an autodialer system. The notices provided on the web were recorded and the recorded message was sent to phone numbers provided by families

requesting burn updates via a phone call. Many people provided phone numbers for work, home and mobile phones so that they could stay informed. 1,088 families provided contact information for the autodialer system.

Autodialer messages were recorded and sent when the web site was updated. On October 17 at approximately 12:00 pm the autodialer provided the audio version of the mobilization notice to 1,235 telephone numbers. On October 19, the autodialer sent an audio message regarding ignition and relocation notices to 1,246 telephone numbers. Later, at approximately 1:45 pm the autodialer sent an announcement that the prescribed burn was completed to 1,246 telephone numbers. The final recorded message was sent on October 20 at approximately 1:00 pm to announce that the Fort Ord prescribed burn and relocation programs have ended to 1,246 telephone numbers. A total of 4,973 autodialer messages were sent.

ELEMENTS OF THE OUTREACH PROGRAM: MEDIA

Local media was informed of the prescribed burn project during the months leading to the burn. A number of press releases were planned and issued for the prescribed burn through the Presidio of Monterey Public Affairs Office (POM-PAO). Other media activities (interviews, press conferences) were conducted as requested or as needed and were handled through POM-PAO.

Two notices were placed to inform the community about the Army's intent to have a prescribed burn and how to apply for the voluntary temporary relocation program. The first notice was a quarter-page sized advertisement in the Salinas Californian, Monterey County Herald, Monterey County Weekly, and El Sol (the local Spanish language newspaper) on June 20, 2006. The advertisement announced that the Army intended to conduct a prescribed burn on one or more days before December 31, 2006, depending on weather conditions; announced the availability of the hotline and the web site; and announce the availability of the voluntary temporary relocation program. The second notice was a quarter-page sized advertisement in the Salinas Californian, Monterey County Herald, Monterey County Weekly, and El Sol (the local Spanish language newspaper) on July 6, 2006. The second advertisement also announced that the Army intended to conduct a prescribed burn, announced the availability of the hotline and the web site, and emphasized the availability of the voluntary temporary relocation program.

After mobilization and up until demobilization, both the Presidio of Monterey Public Affairs Office and the BRAC office provided the current information about the progress of the burn to the media. Below is a list of media coverage before, during and after the prescribed burn.

PRIOR TO THE FIRE

Date	Title	Media Source
January 27, 2006	Notice: Proposed Changes to Cleanup Plan for MRS-16	Herald
January 27, 2006	Notice: Proposed Changes to Cleanup Plan for MRS-16	Californian
February 1, 2006	Article: Military Seeks Public's View on Fort Ord	Californian
February 15, 2006	Article: Prescribed Burns are Topic of Forum at Fort Ord Today	Californian

February 16, 2006	Article: Residents Demand Army Pay for Motel	Californian
February 21, 2006	Article: Town Hall Meeting Planned on Fort Ord Cleanup	Herald
February 23, 2006	Editorial: Ord Ready fro Another Burn	Californian
February 28, 2006	Notice: Army's Extension of the Proposed Changes for MRS-16	Californian
March 1, 2006	Notice: Army's Extension of the Proposed Changes for MRS-16	Herald
March 9, 2006	Article: Up In Smoke; Army Plans to Stop Paying fir Relocation of Residents During Prescribed Burns	Monterey County Weekly
March 2-15, 2006	Town Hall Meeting Looks to a Clean Future	CSUMB Otter Realm
June 2, 2006	Article: Bus Tour to Visit Ord Cleanup Sites	Monterey Military News
June 6, 2006	Article: Bus Tour to Visit Ord Cleanup Sites	Herald
June 11, 2006	Article: Tour Touts Ongoing Fort Ord Cleanup	Herald
June 12, 2006	Article: Presidio's Commander Cool Under Fire	Herald
June 19, 2006	Controlled Burns in State More Likely to Go Out of Control	Herald
June 29, 2006	Quarter Page Display Ad: Public Notice Prescribed Burn Planned This Fall	Herald
June 29, 2006	Quarter Page Display Ad: Public Notice Prescribed Burn Planned This Fall	Californian
June 22, 2006	Article: Controlled Burns '03 Fallout	Herald
June 22, 2006	Full Page Display Ad: Public Notice Prescribed Burn Planned This Fall	Monterey County Weekly
June 22, 2006	Quarter Page Display Ad In Spanish: Incendio Controlado Se Planea Para Este Otono [Public Notice Prescribed Burn Planned This Fall]	El Sol
July 6, 2006	Quarter Page Notice: Voluntary Relocation Sign-up Meeting	Herald
July 6, 2006	Quarter Page Notice: Voluntary Relocation Sign-up Meeting	Californian
July 6-12, 2006	Quarter Page Notice: Voluntary Relocation Sign up Meeting	Monterey County Weekly
July 12, 2006	Article: Relocation Offered During Fort Ord Controlled Burn	Herald
July 12, 2006	Article: Group [CAG] Demands Halt to Burns at Fort Ord	Californian
July 13, 2006	Article: County Prepares for Controlled Burn	Herald

July 13, 2006	Article: Army Vows Next Burn Won't Get Out Of Control	Californian
July 19, 2006	Article: Advisory Group [CAG] Want Halt to Planned Controlled Burns	Herald
August 20, 2006	Editorial: Toxic Cleanup	Herald
October 17, 2006	Notice: Prescribed Burn Planned at Fort Ord	KSBW
October 18, 2006	Notice: Army Plans for Fort Ord Burn	KSBW

DURING THE FIRE

Date	Title	Media Source
October 19, 2006	Article: Fiery Cleanup for Old Base	Herald
October 19, 2006	Article: Army Ignites Ord Burn Today	Californian
October 19, 2006	6:00 pm News Update	KION
October 19, 2006	6:30 pm News Update	KION
October 19, 2006	6:00 am News Update	KSBW
October 19, 2006	Noon News Update	KSBW
October 19, 2006	6:00 pm News Update	KSBW

AFTER THE FIRE

Date	Title	Media Source
October 20, 2006	Article: Army Happy With Fire	Californian
October 20, 2006	Article: Prescribed Burn Goes as Planned	Herald
October 23, 2006	Article: Cleanup Underway at Fort Ord	KSBW
October 30, 2006	Article: Under Control	Herald

VOLUNTARY TEMPORARY RELOCATION PROGRAM

A total of 899 families registered for relocation during 2006. Because there was a long span of time since the 2003 relocation registration, no previous applications were carried over. On June 15, 2006 a letter was sent to the 2003 voluntary temporary relocation program participants to inform them about the 2006 Prescribed Burn and voluntary temporary relocation programs. In the letter, the Army offered relocation during the burn, or offered to notify participants about status of burn.

Registration information was added to a secure on-line database so that up-to-date information was available to the registration staff, travel arrangements/contracting staff, reimbursement staff and hotline operators.

The relocation office opened on June 12. Registration was handled by two core staff plus two additional assistants on an as-needed basis. From June 12 through July 14, the relocation office hours were 10:00 am – 4:00 pm. From July 16 through October 16, the relocation office was open

by appointment. When the mobilization announcement was made on October 17 and until the fire was declared completed on October 20, the relocation office was open from 8:00 am until 7:00 pm.

The reimbursement forms were mailed to those who registered for relocation on October 20, 2002. These forms were also made available on the web as of October 23, 2006. The deadline for submitting reimbursement forms was November 17, 2006; however, claims were still being submitted (followed by a 30 day processing) as late as January 31, 2007. Participants were informed that reimbursement claims would be processed within 30 days of the receipt by the U.S. Army Corps of Engineers of the completed application.

As noted in the table below, most (655 out of a total of 899) relocation applications were completed prior to the Army's deadline of July 14, 2006.

Number of

<u>Families</u>	<u>Date</u>
121	Through and including July 9
24	July 10
35	July 11
95	July 12
153	July 13
227	July 14 (Close of registration as announced in public notices)
210	July 15 through and including 16 October
3	October 17
10	October 18 (fire mobilization announcement)
21	October 19 (day of the fire)

As of January 31, 2007, 198 families made their own travel arrangements and sought reimbursement. As of January 31, 2007, there were 116 families who requested financial assistance for relocation had submitted a claim for reimbursement. Reimbursement forms with original hotel receipts are required to prove that these families had actually relocated using government funds. Fifty families who received advance payment had returned the prepaid funds because they did not relocate. The Army will continue to contact the remaining families who received advance financial assistance in order to obtain the required documentation or return the prepaid funds. Claims were still being processed as of January 31, 2007.

CONCLUSIONS

All elements of the prescribed burn notification were successful: hotline, website, Spanish Translation, and the autodialer. Only a few people commented that they didn't know about the burn when they called the hotline. In addition, several people called the hotline and sent emails asking questions about other prescribed burns in the Salinas Valley area. After the burn, the Army received no complaints about notification.

While many people signed up for voluntary temporary relocation, few actually relocated utilizing the Army program [198 of 609 (33%) of reimburse-later group and 116 of 290 (40%) of prepaid group,

overall 35%]. Compared to 50,000 addresses in Monterey-Salinas area where the Army's direct outreach was targeted, the rate of relocation signup is less than 2% and percentage of families actually relocated is just over 0.6%.