**Appendix C**

**Five-Year Review Interviews**

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**Five-Year Review** **Interviews**

 Information gathered from interviews during the site inspection may be key to understanding site status. Interviews should be conducted with various individuals or groups, including the operation and maintenance (O&M) site manager, O&M staff, local regulatory authorities and response agencies, community action groups or associations, site neighbors, and other stakeholders.

 When conducting an interview, the interviewer should note the date of the interview, and the name, title, and affiliation of the person interviewed. The interviewer should also indicate whether the interview was conducted at the site, the office, or by phone. Written documentation of the interview should briefly summarize the discussion, address any problems or successes with the implementation of the remedy, and provide suggestions for future reference. Forms to use during interviews are provided at the end of this appendix.

 The following tables provide lists of potential individuals to interview and the type of information which may be obtained during the interviews. The potential individuals to be interviewed are categorized by their ability to provide the following types of information:

• Background information;

• State and local considerations;

• Construction considerations; and

• Performance, Operation and maintenanceproblems.

 All of these individuals may be contacted during the five-year review. In most cases interviewing only a few key individuals will provide sufficient information for the review.

**Background Information**

 The individuals listed below may provide information concerning previous and current concerns about the site, influences that affected the remedy decision, and further clarification on decisions made during remedy selection.

| **Interview** | **Information Sought** |
| --- | --- |
| Previous EPA Staff/Management | – staff members may offer insight and clarification on decisions made during remedy selection and implementation |
| Nearest Neighbors | – neighbors may provide insight into the enforcement of institutional controls, changes in land use, trespassing, and unusual or unexpected activity at the site |

| **Interview** | **Information Sought** |
| --- | --- |
| Community Representatives\* | – members of the community may provide a broader view of site activities and issues than can be obtained during the site inspection |

\* Several types of individuals may be interviewed: residents/businesses adjacent to or on the site; residents/businesses within the path of migration; local civic leaders, local officials, Community Advisory Group (CAG), Technical Assistance Grant (TAG) group, and local environmental groups; and other audiences listed in the community profile in the Community Involvement Plan.

Some example interview questions are given below.

1. What is your overallimpression of the project? (general sentiment)

2. What effects have site operations had on the surrounding community?

3. Are you aware of any community concerns regarding the site or its operation and administration? If so, please give details.

4. Are you aware of any events, incidents, or activities at the site such as vandalism, trespassing, or emergency responses from local authorities? If so, please give details.

5. Do you feel well informed about the site’s activities and progress?

6. Do you have any comments, suggestions, or recommendations regarding the site’s management or operation?

**State and Local Considerations**

 State and local authorities may provide you with information about changes in State laws and regulations and present and prospective land uses and restrictions.

| **Interview** | **Information Sought** |
| --- | --- |
| State Contacts (including those responsible for State water quality, hazardous waste, and environmental health issues) | – changes in State laws and regulations that may impact protectiveness– whether the site has been in compliance with permitting or reporting requirements– information on site activities, status, and issues |
| Local Authorities (such as police, emergency response or fire departments, and local environmental or planning offices) | – status of institutional controls, site access controls, new ordinances in place, changes in actual or projected land use, complaints being filed, and unusual activities at the site |

 Some example interview questions are given below.

1. What is your overallimpression of the project? (general sentiment)

2. Have there been routine communications or activities (site visits, inspections, reporting activities, etc.) conducted by your office regarding the site? If so, please give purpose and results.

3. Have there been any complaints, violations, or other incidents related to the site requiring a response by your office? If so, please give details of the events and results of the responses.

4. Do you feel well informed about the site’s activities and progress?

5. Do you have any comments, suggestions, or recommendations regarding the site’s management or operation?

**Construction Considerations**

 It is important for you to determine the status of construction at the site and to ensure that health and safety concerns are addressed.

| **Interview** | **Information Sought** |
| --- | --- |
| Construction Contractor | – progress of project and changes in design due to field conditions– revisions to the O&M Manual, implementation of the Health and Safety Plan/Contingency Plan– insight into potential O&M problems |
| Construction Manager | – overview of all contractor construction activities at the site, health and safety issues, site protectiveness during construction, and the quality of the construction |
| Local Emergency Response Officials | – adequacy of contractor’s Health and Safety Plan and the contractor’s implementation of the Plan– adequacy of contractor’s emergency response duties as outlined in the Contingency Plan or Emergency Response Plan of the Health and Safety Plan  |

 Some example interview questions for remedial actions still under construction are given below.

1. What is your overallimpression of the project? (general sentiment)

2. What is the current status of construction (*e.g.*, budget and schedule)?

3. Have any problems been encountered which required, or will require, changes to this remedial design or this ROD?

4. Have any problems or difficulties been encountered which have impacted construction progress or implementability?

5. Do you have any comments, suggestions, or recommendations regarding the project (i.e., design, construction documents, constructability, management, regulatory agencies, etc.)?

**Performance, Operation And Maintenance Problems**

 The following individuals may provide information to you regarding the performance of the remedy and status of O&M at the site so that the team can assess the progress of the implementation and effectiveness of the remedy, and any O&M problems.

| **Interview** | **Information Sought** |
| --- | --- |
| O&M Manager/Operating Contractor | – O&M status of the remedy, compliance with permit and reporting requirements, and complaints filed – effectiveness of the O&M Plan– information about any potential causes for concern about the remedy progress and performance of the remedy |
| O&M Staff | – effectiveness of the O&M Manual– information about any potential causes for concern about the remedy Recommendations for adjusting the mode of operation or optimizing the operations protocol |
| Remedial Design/Remedial Action Consultant | – original concepts behind the O&M of the remedy – questions about remedial design parameters, expected performance and cost, and changes that have occurred during implementation |

 Some example interview questions are given below.

1. What is your overall impression of the project? (general sentiment)

1. Is the remedy functioning as expected? How well is the remedy performing?
2. What does the monitoring data show? Are there any trends that show contaminant levels are decreasing?

4. Is there a continuous on-site O&M presence? If so, please describe staff and activities. If there is not a continuous on-site presence, describe staff and frequency of site inspections and activities.

5. Have there been any significant changes in the O&M requirements, maintenance schedules, or sampling routines since start-up or in the last five years? If so, do they affect the protectiveness or effectiveness of the remedy? Please describe changes and impacts.

6. Have there been unexpected O&M difficulties or costs at the site since start-up or in the last five years? If so, please give details.

7. Have there been opportunities to optimize O&M, or sampling efforts? Please describe changes and resultant or desired cost savings or improved efficiency.

8. Do you have any comments, suggestions, or recommendations regarding the project?

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| **INTERVIEW DOCUMENTATION FORM** |
| The following is a list of individual interviewed for this five-year review. See the attached contact record(s) for a detailed summary of the interviews. |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Name | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title/Position | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Organization | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date |
|  |  |  |  |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Name | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title/Position | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Organization | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date |
|  |  |  |  |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Name | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title/Position | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Organization | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date |
|  |  |  |  |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Name | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title/Position | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Organization | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date |
|  |  |  |  |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Name | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title/Position | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Organization | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date |
|  |  |  |  |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Name | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title/Position | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Organization | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date |
|  |  |  |  |

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| **INTERVIEW RECORD** |
| **Site Name:** | **EPA ID No.:** |
| **Subject:** | **Time:** | **Date:** |
| **Type:**  Telephone  Visit  Other **Location of Visit:** |  Incoming  Outgoing |
| **Contact Made By:** |
| **Name:** | **Title:** | **Organization:** |
| **Individual Contacted:** |
| **Name:** | **Title:**  | **Organization:** |
| **Telephone No:****Fax No:****E-Mail Address:** | **Street Address:****City, State, Zip:** |
| **Summary Of Conversation** |
|   |

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