



Highway 260 and Main Street
Water Quality Assurance Revolving Fund (WQARF) Site
Cottonwood, Arizona

Community Involvement Plan



Monitoring activities at groundwater monitoring well.

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Disclaimer: All telephone numbers, email addresses, and contact names are subject to change after the date of this publication. The statistical data provided in the community demographics section are approximated based on information provided by the 2014 American Community Survey.

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Community Involvement Plan – Introduction

The Arizona Department of Environmental Quality (ADEQ) is committed to involving citizens in the cleanup of contaminated sites in Arizona per the Water Quality Assurance Revolving Fund (WQARF) program. Created under the Environmental Quality Act of 1986 to support hazardous substance cleanup efforts in the state, WQARF is dependent upon legislative appropriations, cost recovery from responsible parties, corporate income taxes, and special fees for its funding.

The WQARF program identifies sites that are most in need of cleanup and adds them to the WQARF Registry. Sites on the WQARF Registry receive first consideration for distribution of funds for investigation and cleanup. WQARF sites are assigned a numeric score based in part on the types of contaminants present, the location of the contaminants, and the number of people who may be affected by the contaminants. These scores are only one criterion used to help determine relative risk at the site and do not necessarily mean that there is a direct risk to humans or the environment.

The Highway 260 and Main Street site, located in Cottonwood, Arizona, was placed on the WQARF Registry in December 2016 with a score of 40 out of a possible 120.

Arizona Revised Statutes (A.R.S.) § 49-287.03(B) and § 49-289.03, as well as Arizona Administrative Code (A.A.C.) R18-16-404, specify that a community involvement plan (CIP) be developed for each site before beginning the Remedial Investigation. The purpose of the CIP is to provide a meaningful process for two-way communication between ADEQ and the public to keep the community informed about the progress of the site investigation and remediation. The CIP will accomplish this goal through the following:

1. Ensuring public access to project information in a timely manner;
2. Identifying a community involvement area and opportunities for community members and other stakeholders to participate in the decision-making process associated with the environmental investigation and remediation of the Highway 260 and Main Street WQARF site;
3. Establishing a Community Advisory Board (CAB) for the Highway 260 and Main Street WQARF site;
4. Designating an ADEQ spokesperson; and
5. Developing a plan for distributing site information to residents within the Highway 260 and Main Street WQARF site community involvement area.

This CIP describes ADEQ's role and public participation opportunities regarding the WQARF process. ADEQ community involvement staff will review and update this plan on a regular basis considering site-specific developments and public health and environmental impacts, as well as public comments and community concerns. ADEQ also will solicit and consider CAB input to this CIP.

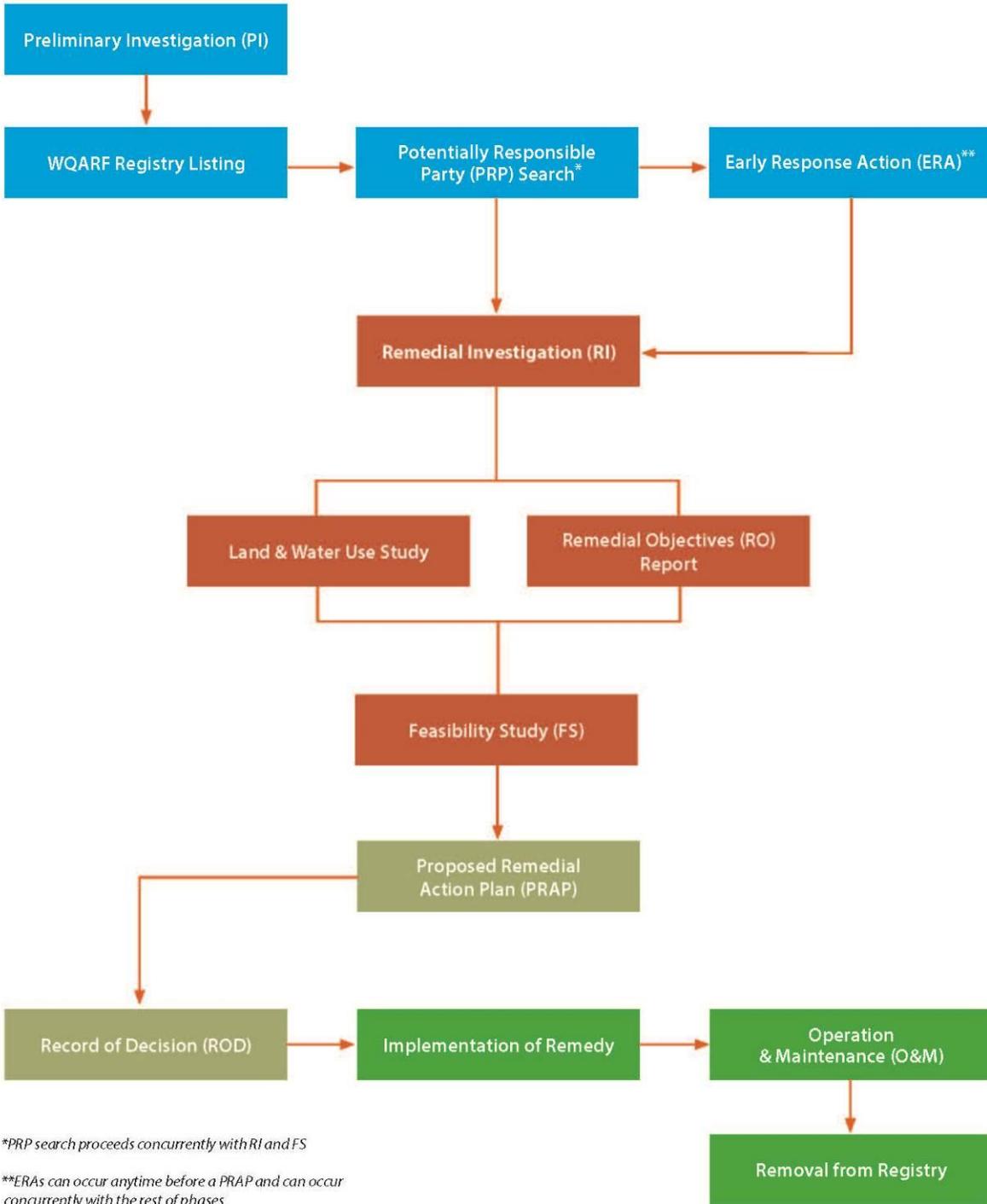
A. WQARF Process

The goal of the WQARF process is to clean up sites with groundwater and/or soil contamination to ensure human health and the environment are protected. The WQARF process uses a step-by-step approach to thoroughly investigate contaminated sites and determine the best method for achieving site cleanup. This process can take months or years to complete. Because each site is different, the WQARF process helps determine which cleanup method is best for a specific site.

For sites where the contamination has minimal impact to humans, cleanup may be achieved by restricting land or water use and allowing the contamination to dissipate naturally. For this method, regular monitoring of the groundwater or soil would occur to ensure that the contamination continues to decrease. For sites where the contamination may impact human use, the cleanup method may involve restricting land and water use, actively treating or filtering the groundwater to remove contamination, digging up any contaminated soil and removing it from the area, bioremediation/other in situ methods, or a combination of these actions.

The WQARF process flow chart that follows depicts the phases in the WQARF process from initial investigation of a site suspected of having contamination, to the implementation of the cleanup method (also known as the remedy), to eventual removal of the site from the WQARF Registry upon satisfactory cleanup. The WQARF process flow chart is color coded for ease of reference and corresponds to the Community Involvement Action Summary table in Chapter 4, where required community involvement activities by WQARF phase are discussed. Detailed definitions of each WQARF phase can be found in the glossary at the end of this CIP.

WQARF PHASES



B. Designated Spokesperson

A designated spokesperson will inform the public of upcoming events, ensure that the CIP is implemented according to schedule, and act as liaison between ADEQ and the community. In addition, the spokesperson will determine methods for personal contact, arrange for the availability of a translator at meetings as needed, and coordinate the recording of presentations, when appropriate. For further information regarding the Highway 260 and Main Street WQARF site, please contact the designated spokesperson at the following:

Community Involvement Coordinator
ADEQ
1110 West Washington Street, 6th Floor
Phoenix, AZ 85007
(602) 771-4410
Or
(800) 234-5677, Ext. 6027714410
Fax: (602) 771-4272
View WQARF Team Contacts Online:
<http://www.azdeq.gov/programs/waste/WQARF>

C. Information Repository and Website

An information repository of public documents pertaining to the Highway 260 and Main Street WQARF site is available for review both online and in person. Documents available in the repository include the WQARF Site Registry Report, the CIP outline, the Remedial Investigation Scope of Work, a fact sheet, and public notices. Technical documents relating to future milestones in the WQARF process will be made available to the public as they are completed. Interested parties can review site information by visiting the information repository online or in person as follows:

Online
Highway 260 and Main Street WQARF Site
(<http://www.azdeq.gov/node/2258>)

In Person
ADEQ Records Center
1110 West Washington Street
Phoenix, AZ 85007
(602) 771-4380
Or
(800) 234-5677, Ext. 6027714380
(Please call to make an appointment)

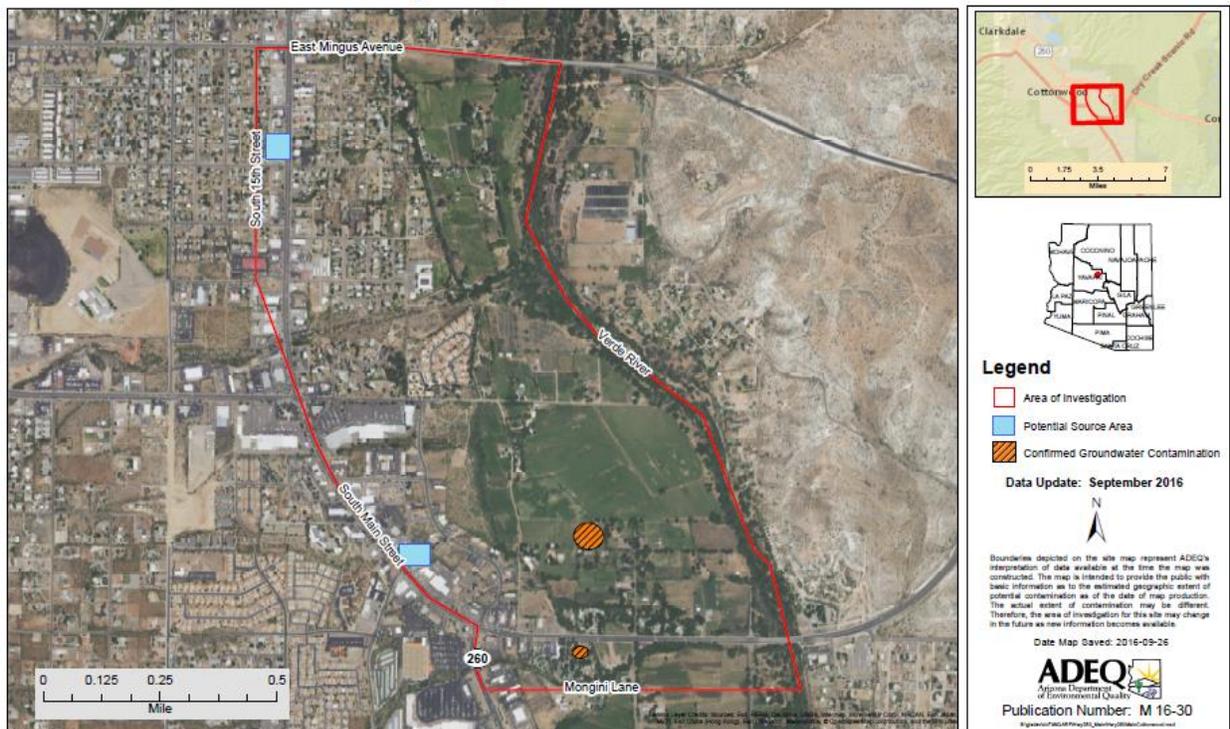
To make alternate arrangements to review documents in person at a location nearest you, contact the ADEQ Community Involvement Coordinator.

Chapter 1 – Site Overview

The Highway 260 and Main Street WQARF site is located in Cottonwood, Arizona. The site was placed on the WQARF Registry in December 2016 with an eligibility and evaluation score of 40 out of a possible total of 120. The major factor leading to the site score was the presence of tetrachloroethene (PCE) in groundwater at levels exceeding Arizona Aquifer Water Quality Standards (AWQS). The estimated contaminated groundwater plume at the Highway 260 and Main Street WQARF site is shown on the following map.

This site is generally bounded by East Mingus Avenue to the north, Mongini Lane to the south, the Verde River to the east, and South 15th Street, South Main Street, and Highway 260 to the west.

Highway 260 and Main Street



The site groundwater contaminant of concern is PCE.

During groundwater sampling in October 2015, PCE was detected in several wells within the Highway 260 and Main Street community involvement area. Two samples collected in private drinking water wells contained PCE concentrations above the AWQS of 5 micrograms per liter ($\mu\text{g/L}$). One sample contained PCE at 8.6 $\mu\text{g/L}$ and the other sample contained PCE at 20 $\mu\text{g/L}$. The Cottonwood Cleaning & Bridal Boutique and Cottonwood Quality Dry Cleaning are potential source areas of this contamination.

ADEQ is continuing to conduct groundwater sampling to assess the extent of contamination. In the future, ADEQ will evaluate options to address the groundwater contamination. There are multiple privately-owned domestic water wells within the boundaries of the site. ADEQ does not have jurisdiction over private wells in Arizona and cannot require private wells to be taken out of service, but ADEQ will share results of any sampling with private well owners and use the data to assist in the ongoing investigation. Cottonwood Municipal Supply and Arizona Public Service wells are not present within the site boundaries.

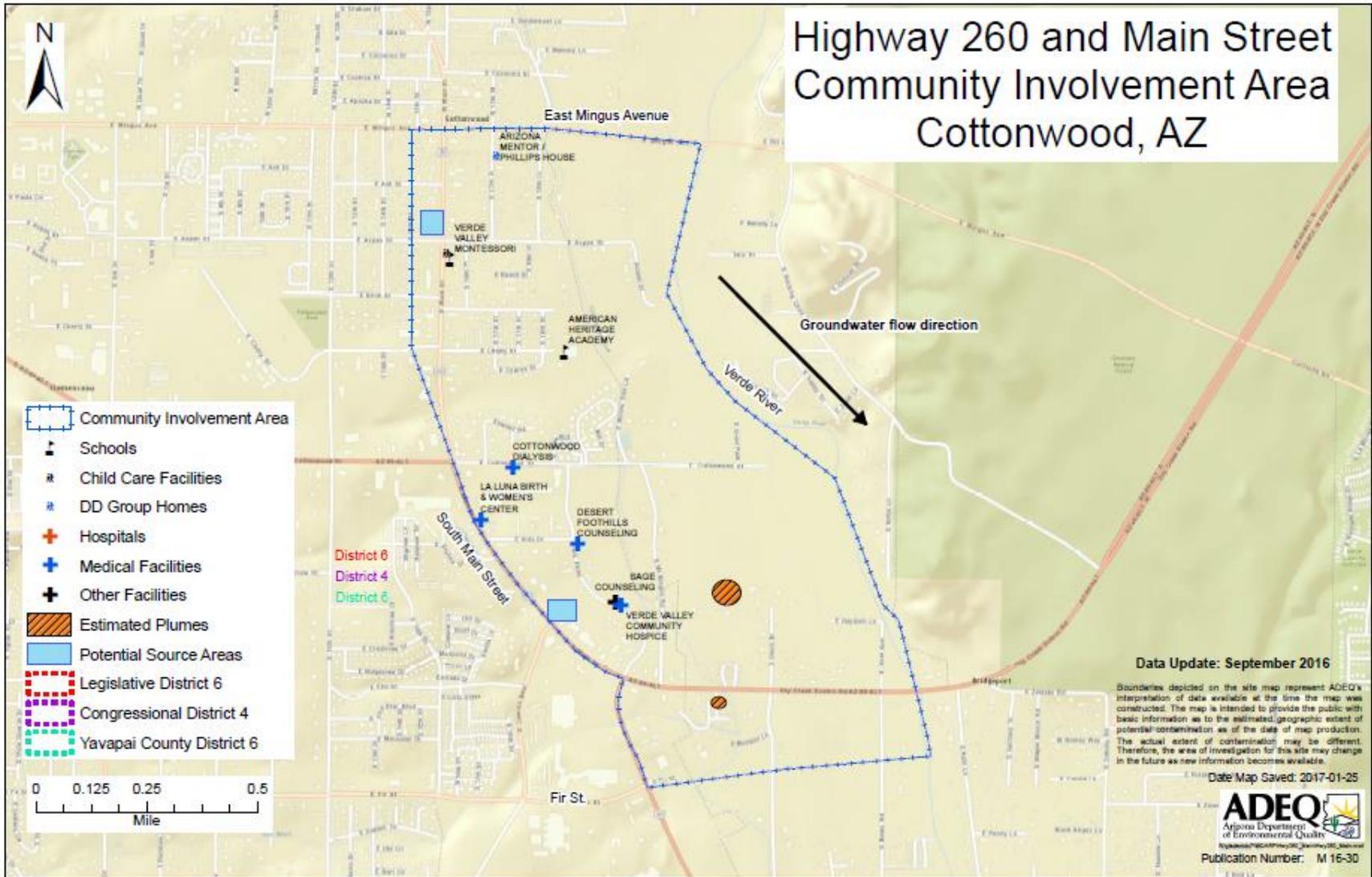
For more detailed information about the history of the Highway 260 and Main Street WQARF site, please refer to Appendix A (Site History) of this CIP.

Chapter 2 – Community Profile

A. Community Involvement Area

ADEQ has established a community involvement area for each WQARF site per A.R.S. § 49-289.02(A) and (B). A community involvement area is established to designate a geographic area to which mass mailings will be delivered. Community involvement area boundaries are determined based on site-specific characteristics such as the affected media (i.e., soil, surface water, or groundwater), exposure routes, proximity to residential areas and public facilities, and level of community interest. The community involvement area may change as new information becomes available.

The map on the following page illustrates the community involvement area for the Highway 260 and Main Street WQARF site.



B. Community Demographics

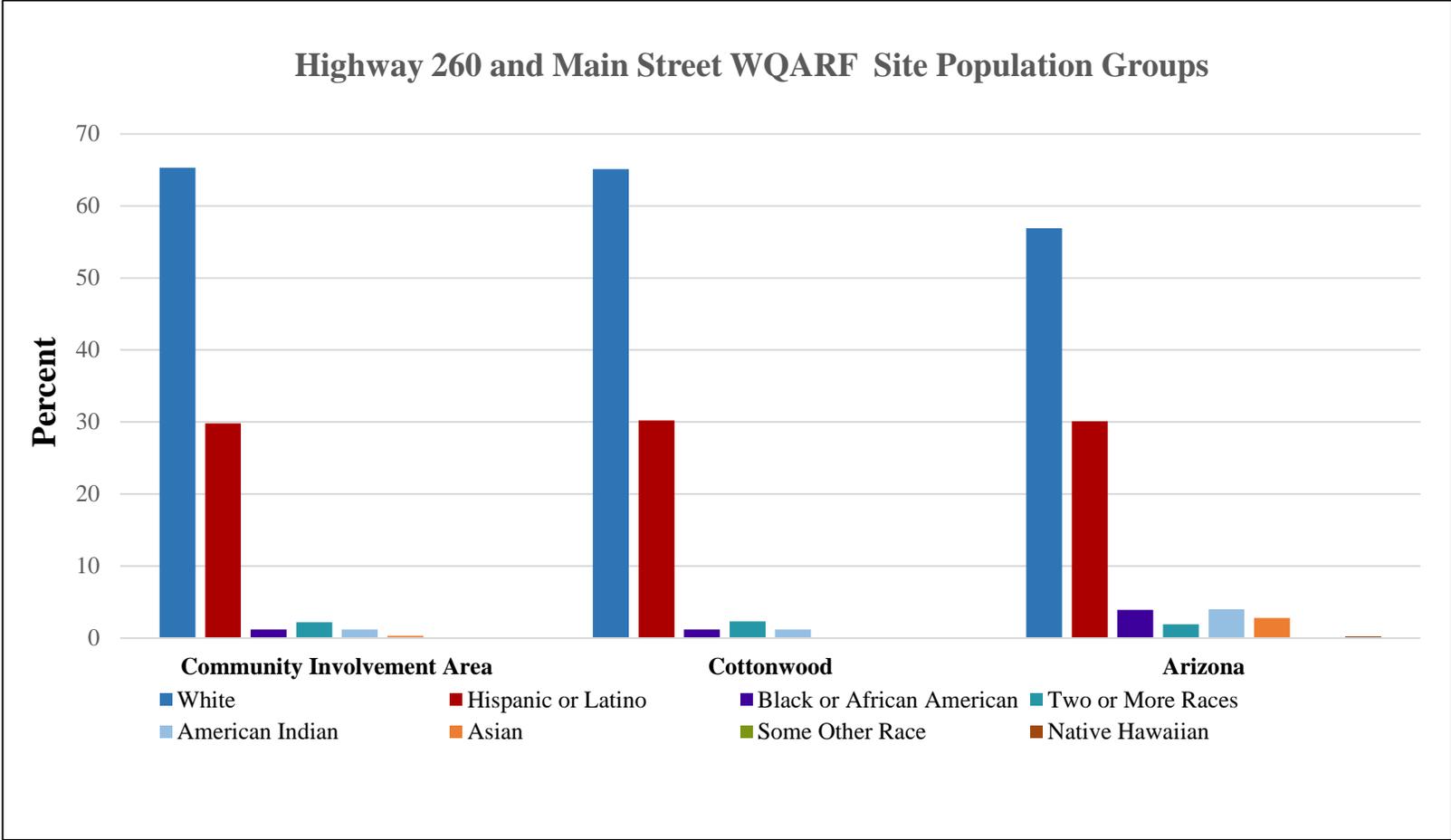
The Highway 260 and Main Street WQARF site is located in Cottonwood, Arizona. As reported in 2014 American Community Survey data, Cottonwood has a population of 11,358.¹ The community involvement area boundary for the Highway 260 and Main Street WQARF site is irregular and does not fall entirely within the City of Cottonwood boundaries. The community involvement area can be approximated using a custom mapping feature on the State Demographic Map Viewer available through the Arizona Department of Administration – Employment and Population Statistics website and created by the Maricopa County Association of Governments (<http://geo.azmag.gov/maps/azdemographics/>). American Community Survey data from 2014 for the community involvement area, the City of Cottonwood, and the state of Arizona will be presented in the Population Groups graph that follows for comparison purposes.

The 2014 American Community Survey data for the community involvement area indicates that the total population of the approximately 220 square mile area was 15,720. Residents of the area consisted of more homeowners (60.5%) than renters (33.8%) with a 94.3% occupancy of housing units in the area. The average household size and median resident age were not available for the community involvement area, but the average household size of Cottonwood was 2.4 persons. The median resident age in Cottonwood was 47.7, which is older than the median age for Arizona residents as a whole (36.5).

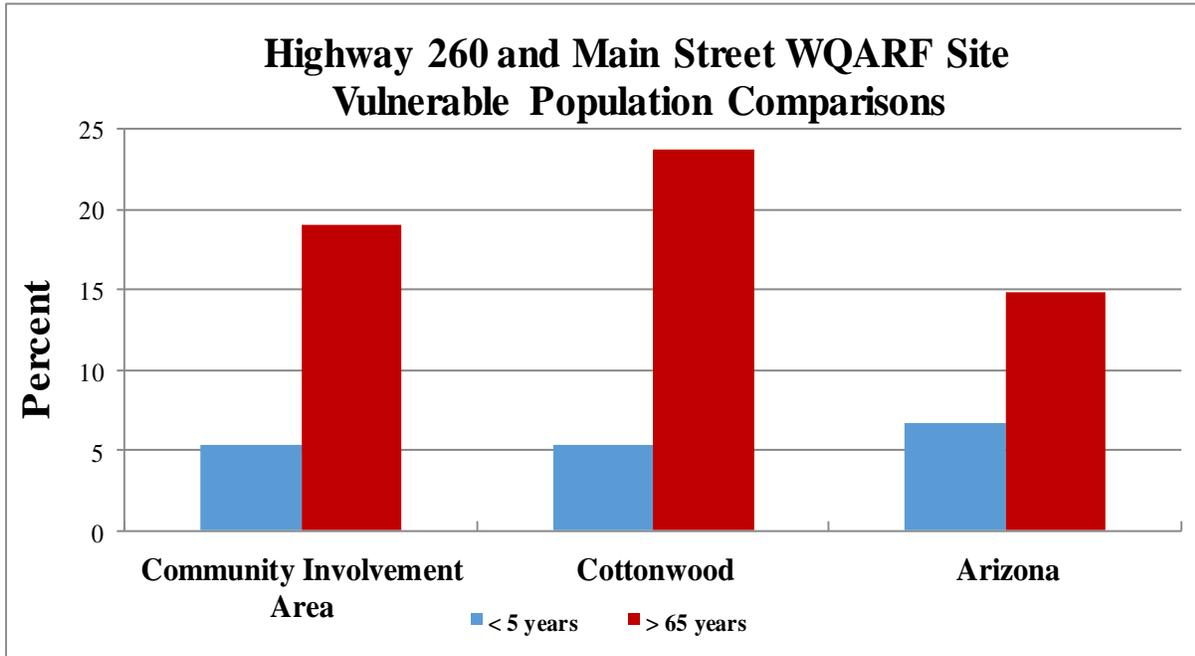
As represented in the Population Groups graph that follows, the 2014 American Community Survey data shows that non-Hispanic residents in the Highway 260 and Main Street WQARF site community involvement area identify themselves as approximately 65.3% White; 2.2% Two or More Races; 1.2% Black or African American; 1.2% American Indian or Alaska Native; and 0.3% Asian. No non-Hispanic residents in the community involvement area identified themselves as Native Hawaiian or Pacific Islander or Some Other Race. People identifying themselves as Hispanic or Latino within the Highway 260 and Main Street WQARF site community involvement area comprised 29.8% of the population, which is lower than the 30.1% average Hispanic and Latino population for the State of Arizona.

¹ The American Community Survey is an ongoing statistical survey conducted by the U.S. Census Bureau to provide more detailed demographics information than contained in the decennial U.S. Census.

Highway 260 and Main Street WQARF Site Population Groups



ADEQ also looks at the community as a whole with an emphasis on the percentage of people who are unusually sensitive to contaminants. These people are those who are under the age of 5 or over the age of 65, as well as people with health issues. The percentages of age-sensitive populations within the Highway 260 and Main Street WQARF site community involvement areas, according to 2014 American Community Survey data, are presented in the Vulnerable Population Comparisons graph that follows.



For further demographic information regarding the community involvement areas, please refer to the listing of neighborhood associations, community schools, and vulnerable population centers in Appendix B, and local and state elected officials in Appendix C.

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Chapter 3 – Community Issues and Concerns

To better understand the community and its concerns, ADEQ conducted telephone interviews in April 2017 with community members and potential CAB members who have lived or worked in the areas surrounding the Highway 260 and Main Street WQARF site. The following is a summary of their common concerns involving the environment, health, and ADEQ outreach activities.

A. Environmental and Health Concerns

Interviewee familiarity with the Highway 260 and Main Street WQARF site generally began with a March 2017 ADEQ mailer. While two interviewees were generally aware of types of groundwater contamination, there was limited familiarity with the groundwater contaminant of concern for the WQARF site. The concerns expressed by community members focused on the safety of their water for drinking and other uses. One interviewee in the healthcare industry was concerned about a possible connection between the groundwater contamination and cancer incidence in the area. Additional concerns related to what caused the groundwater contamination, whether the groundwater contamination will affect the Verde River, and what ADEQ will do to clean up the contamination. The following are specific questions noted by the interviewees:

- Is my well okay to use?
- Is the water at my location safe to drink?
- Is my water safe to use for irrigation purposes, laundry, and showers?
- How fast is the contamination moving? Will the contamination reach my well?
- How will the contamination be cleaned up and how long will it take?

B. Outreach and Other Concerns

Interviewees provided the following feedback and suggestions on current and future outreach pertaining to the Highway 260 and Main Street WQARF site:

- Most interviewees preferred to receive information via U.S. mail. Only one interviewee preferred email outreach alone.
- Most interviewees found the ADEQ mailer and fact sheet easy to understand and clear. One interviewee noted that the site map was difficult to read.
- Most interviewees did not have previous experience with ADEQ, though one interviewee had worked with ADEQ when operating a gas station and another interviewee called the ADEQ project manager and public involvement coordinator about the Highway 260 and Main Street WQARF site after receiving the ADEQ mailer.
- Interviewees noted the following possible public meeting locations:
 - Cottonwood Recreation Center

- Cottonwood Police Department
- Yavapai County Administrative Services Building
- Most interviewees stated that U.S. mail would be the best way to advertise public meetings. One interviewee noted a local Facebook page that has political and governmental information could be useful for promoting a public meeting. The local radio and local newspapers were also noted as ways to advertise public meetings. One interviewee thought that a public meeting had already been held.
- One interviewee that had not completed a CAB application noted potential interest in serving on the CAB as long as it did not require traveling to Phoenix.
- None of the interviewees noted the need for translation services.

C. Response to Community Issues and Concerns

ADEQ uses the information gathered from community interviews, CAB and public meetings, and direct contact to ensure that future outreach activities and materials address community questions and concerns as well as keep the community informed of WQARF site activities. Additionally, community feedback informs ADEQ outreach practices and allows the communication techniques noted in Chapter 4, Section B to be tailored to the specific needs of the community.

Per A.R.S. § 49-289.03(E), the minimum number of people required to establish a CAB is five. Community response to the March 2017 ADEQ mailer and April 2017 interviews has indicated that there is not enough interest in forming a CAB at this time. Although a CAB will not be formed, ADEQ will hold informational public meetings at least biannually to discuss investigation of the WQARF site and re-evaluate interest in forming a CAB.

Chapter 4 – Community Involvement Action Plan

In addition to providing the framework for the state to investigate and clean up contaminated sites, the WQARF program also requires that ADEQ involve the community in the cleanup process. The following Community Involvement Action Summary table describes the required community involvement activities by WQARF phase and illustrates where the Highway 260 and Main Street WQARF site is in the WQARF process at the time of writing this CIP. This summary is followed by a description of the communications vehicles and techniques available to use. Multiple techniques to communicate with and educate the public may be used throughout the process of remediating the WQARF site.

A. Community Involvement Action Summary – Required Activities

The following Community Involvement Action Summary table describes the required community involvement actions for the Highway 260 and Main Street WQARF site and notes what actions have been completed to date. The Community Involvement Action Summary table is color coded to match the WQARF process flow chart in the CIP Introduction.

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Community Involvement Action Summary

WQARF Phase	Mandated ADEQ Community Involvement Activity (See Chapter 4, Section B, for a detailed description of the applied communications techniques described herein.)	Statute (A.R.S) and Rule (A.A.C) References	Activity to Date	Complete
Preliminary Investigation	Provide owners and operators a copy of the Draft WQARF Site Registry Report for a 15-day comment period prior to publishing a notice in a newspaper announcing the availability of the Draft WQARF Site Registry Report for a 30-day public comment period.	A.R.S. § 49-287.01(C) A.R.S. § 49-289.03(A)(1)	Mailing to owners and operators, October 2016 Public notice and notice of comment period published in <i>Verde Independent</i> and <i>Camp Verde Bugle</i> , November 9, 2016	✓
WQARF Registry Listing	Following the listing of a site on the WQARF Registry, ADEQ will: <ul style="list-style-type: none"> • Establish a preliminary community involvement area (see Chapter 2, Section A) within 90 days of site listing on the WQARF Registry. • Provide written notice to the community on hazardous substance contamination in the area, the actual and potential risks and routes of exposure, possible health effects, and the opportunity to join the site mailing list. • Identify ADEQ personnel to contact for further information. 	A.R.S. § 49-289.02	Notice to community and development of a community involvement area, published in <i>Verde Independent</i> and <i>Camp Verde Bugle</i> , March 24, 2017	✓
	Develop a CIP that establishes a CAB, designates a spokesperson, provides for newsletters with current information about the status of remedial actions at the site, establishes a public document repository location, and provides for schedules of CAB meetings and public meetings. Update the CIP at least every 2 years.	A.R.S. § 49-287.03(D) A.R.S. § 49-289.03(B) A.R.S. § 49-289.03(C) A.A.C. R18-16-404(C)(1)(i) A.A.C. R18-16-404(C)(1)(j) A.A.C. R18-16-404(C)(1)(k) A.A.C. R18-16-404(C)(1)(o)	Original CIP, May 2017	✓

Community Involvement Action Summary

WQARF Phase	Mandated ADEQ Community Involvement Activity (See Chapter 4, Section B, for a detailed description of the applied communications techniques described herein.)	Statute (A.R.S) and Rule (A.A.C) References	Activity to Date	Complete
Early Response Action	<p>A work plan shall be prepared for each Early Response Action that will include a description of work to be done, known site conditions, a plan for conducting the work; a description of community involvement activities for the Early Response Action under R18-16-404; and a schedule.</p> <p>Community involvement activities may include development of a CIP under A.A.C. R18-16-404(C) or community involvement activities appropriate to the scope and schedule of the work performed such as a public notice to those who may be impacted by field work as indicated in A.A.C. R18-16-404(D)(2).</p> <p>If immediate action is necessary to address a current risk to public health or the environment, to protect a source of water, or to provide a supply of water, the work plan and written rationale may be prepared and the community involvement activities may be conducted after commencement of the Early Response Action.</p>	<p>A.A.C. R18-16-404 A.A.C. R18-16-405(D)(2) A.A.C. R18-16-405(E) A.A.C. R18-16-405(G)</p>	No Early Response Actions have occurred to date.	Not applicable
Remedial Investigation	<p>Provide notice to interested parties announcing the availability of the Remedial Investigation Scope of Work or Work Plan, Fact Sheet, and CIP Outline for review and a 30-day public comment period. Provide notice indicating that any person by agreement with the ADEQ may develop and implement a work plan for the Remedial Investigation and Feasibility Study and solicit information regarding the current and future land and water uses at the site.² These notices shall also provide an opportunity to request a public meeting.</p>	<p>A.R.S. § 49-287.03(B) A.R.S. § 49-287.03(C) A.A.C. R18-16-301(C) A.A.C. R18-16-403(F) A.A.C. R18-16-403(G) A.A.C. R18-16-404(C)(1)(a) A.A.C. R18-16-406(B) A.A.C. R18-16-406(D)</p>	Notice to community published in <i>Verde Independent</i> and <i>Camp Verde Bugle</i> , March 24, 2017	✓

² Data collected from land and water use studies will be incorporated into the Remedial Investigation and/or Remedial Objectives report per A.A.C. R18-16-406(D)-(I).

Community Involvement Action Summary

WQARF Phase	Mandated ADEQ Community Involvement Activity (See Chapter 4, Section B, for a detailed description of the applied communications techniques described herein.)	Statute (A.R.S) and Rule (A.A.C) References	Activity to Date	Complete
Remedial Investigation (continued)	Establish a selection committee to choose CAB members for the site. The selection committee shall consist of the following number of people from each organization: <ul style="list-style-type: none"> • ADEQ: 1 • Potentially Responsible Party: 1 • Local Official: 1 • Local Community: 2 	A.R.S. § 49-289.03(D)	Per response to the March 2017 public mailing and April 2017 interviews, there is insufficient interest in forming a CAB at this time.	Not applicable
	Establish a CAB of between 5 to 20 members that represent a diversified cross section of the community. Within 90 days of appointment by the CAB selection committee, the CAB shall elect co-chairpersons and develop a charter defining operating procedures, membership terms and obligations, goals for developing issues, concerns and opportunities related to quick cleanup of the site, and any other anticipated activities for identifying and improving the public's access and understanding of information regarding the remediation process at the site.	A.R.S. § 49-289.03(C) A.R.S. § 49-289.03(E) A.R.S. § 49-289.03(F)	Per response to the March 2017 public mailing and April 2017 interviews, there is insufficient interest in forming a CAB at this time.	Not applicable
	Publish a combined ³ public notice announcing the availability of the Draft Remedial Investigation Report for review and a minimum 30-day public comment period as well as a public meeting to solicit Remedial Objectives for the site. The public meeting shall be held not less than 45 calendar days and not more than 90 calendar days after release of the Draft Remedial Investigation report, unless ADEQ sets a different date for good cause.	A.A.C. R18-16-301(C) A.A.C. R18-16-404(C)(1)(b) A.A.C. R18-16-406(F) A.A.C. R18-16-406(I)(1) A.A.C. R18-16-406(I)(2)		

³ If not combined, separate public notices will be provided for the Draft Remedial Investigation/comment period and the Remedial Objectives solicitation and public meeting.

Community Involvement Action Summary

WQARF Phase	Mandated ADEQ Community Involvement Activity (See Chapter 4, Section B, for a detailed description of the applied communications techniques described herein.)	Statute (A.R.S) and Rule (A.A.C) References	Activity to Date	Complete
Remedial Investigation (concluded)	Publish a public notice announcing the availability of the Proposed Remedial Objectives Report for a 30-day public comment period.	A.A.C. R18-16-301(C) A.A.C. R18-16-404(C)(1)(c) A.A.C. R18-16-406(I)(5) A.A.C. R18-16-406(J)		
	Publish a public notice of the availability of the Final Remedial Investigation Report, which shall contain the results of site characterization and the final Remedial Objectives Report. The final Remedial Investigation report shall be accompanied by responsiveness summaries regarding comments, issues and concerns raised in the community involvement process and, if the report is prepared by a person other than ADEQ, copies of the comments received.			
Feasibility Study	Provide notice to interested parties announcing the availability of the Feasibility Study Work Plan* <i>*Although not mandated, ADEQ will also provide public notice upon completion of the Feasibility Study.</i>	A.A.C. R18-16-404(C)(1)(d) A.A.C. R18-16-407(B)		

Community Involvement Action Summary

WQARF Phase	Mandated ADEQ Community Involvement Activity (See Chapter 4, Section B, for a detailed description of the applied communications techniques described herein.)	Statute (A.R.S) and Rule (A.A.C) References	Activity to Date	Complete
Proposed Remedial Action Plan	Publish a public notice announcing the availability of the Proposed Remedial Action Plan for a 30-day public comment period. Mail the same notice to interested parties. The notice will describe the proposed remedy and its estimated cost and identify where the Proposed Remedial Action Plan, Remedial Investigation, and Feasibility Study Reports may be inspected.	A.R.S. § 49-287.04(B) A.R.S. § 49-289.03(A)(2) A.A.C. R18-16-301(C) A.A.C. R18-16-404(C)(1)(e) A.A.C. R18-16-408(A)		
Record of Decision	Publish a public notice announcing the availability of the Record of Decision and Responsiveness Summary for review.	A.R.S. § 49-287.04(G) A.A.C. R18-16-404(C)(1)(f) A.A.C. R18-16-410		
Implementation of Remedy (Remedial Actions)	Publish a public notice announcing a request for ADEQ to approve remedial actions at the site. The notice will provide the opportunity for a 30-day public comment period.	A.A.C. R18-16-301(C) A.A.C. R18-16-404(C)(1)(h) A.A.C. R18-16-413		
	Provide notice to the public and interested parties of a request for ADEQ to waive a regulatory requirement (permit) to complete remedial actions.	A.R.S. § 49-290 A.A.C. R18-16-404(C)(1)(l)		
	Provide notice to the public that fieldwork conducted to remove contaminants of concern may result in noise, light, odor, dust or other adverse impacts.	A.A.C. R18-16-404(C)(1)(m)		
	Provide notice to the public of a request for ADEQ to determine whether each of the Remedial Objectives for a site have been satisfied and will continue to be satisfied. The notice will provide the opportunity for a 30-day public comment period on the request.	A.A.C. R18-16-301(C) A.A.C. R18-16-404(C)(1)(n) A.A.C. R18-16-416(B)		

Community Involvement Action Summary

WQARF Phase	Mandated ADEQ Community Involvement Activity (See Chapter 4, Section B, for a detailed description of the applied communications techniques described herein.)	Statute (A.R.S) and Rule (A.A.C) References	Activity to Date	Complete
Operation & Maintenance	Publish a public notice announcing the availability of the Operation & Maintenance Plan for review and a 30-day public comment period. Mail the same notice to interested parties.	A.A.C. R18-16-301(C) A.A.C. R18-16-404(C)(1)(g) A.A.C. R18-16-411(E)		
Removal from WQARF Registry	<i>Although not mandated by Arizona statute or administrative code, ADEQ may publish a public notice upon the removal of the site from the WQARF Registry.</i>	Not applicable		
Any Phase	Publish a public notice announcing a request to ADEQ for a prospective purchaser agreement. The notice will provide the opportunity for a 30-day public comment period.	A.R.S. § 49-289.03(A)(3) A.A.C. R18-16-301(C)	No prospective purchaser agreement requests to date.	Not applicable
Any Phase	Publish a public notice announcing the intention of ADEQ to enter into a settlement agreement with a responsible party. The notice will provide the opportunity for a 30-day public comment period.	A.R.S. § 49-289.03(A)(4) A.A.C. R18-16-301(C)	No settlement agreement requests have been submitted to date.	Not applicable

B. Community Involvement Action Summary – Communication Techniques

There are required communications activities for every phase of the WQARF process as described in the Community Involvement Action Summary table. This section describes the specific activities and resources ADEQ uses and has available to communicate with, educate, and help the community and stakeholders be actively involved in the Highway 260 and Main Street WQARF site.

ADEQ will continue to use the following resources to keep stakeholders informed throughout the process:

1. **CAB** – As noted in Chapter 3, Section C, there is insufficient interest to form a CAB for the Highway 260 and Main Street WQARF site at this time. Instead, ADEQ will hold informational public meetings at least biannually and re-evaluate interest in forming a CAB during those meetings.
2. **Local Print Media** – ADEQ will publish all WQARF milestone public notices in the *Verde Independent* and *Camp Verde Bugle*. The Arizona Newspaper Association provides a searchable website for public notices across Arizona newspapers (<http://www.publicnoticeads.com/az/>), including public notices for the *Verde Independent* and *Camp Verde Bugle*. For a list of other media outlets, see Appendix F.
3. **U.S. Mail and Email Lists** – ADEQ maintains U.S. Mail and email address lists for the Highway 260 and Main Street WQARF site. Mailing list addresses are compiled and updated on an ongoing basis through CIP updates; return mailers from fact sheets; open house and/or public meeting attendance lists; and individual requests. These distribution lists will include local and state elected and appointed officials, neighborhood and homeowner association contacts, and schools and vulnerable population centers representing or located within the site’s community involvement area (see Appendices B through D), and other interested parties.
4. **ADEQ Website** – ADEQ’s website provides visitors with three areas of information related to the site and is updated on an ongoing basis:
 - Notices Page – The notices page provides information regarding WQARF site public notices and comment periods (<http://azdeq.gov/notices>). This information can also be found on the WQARF site information page.
 - Events Page – The events page provides information regarding WQARF site public meetings, including CAB meetings (<http://www.azdeq.gov/events>). This information can also be found on the WQARF site information page.
 - WQARF Site Information Page – The WQARF site information page provides detailed site information and access to the online information repository for the WQARF site, which will include milestone documents (<http://www.azdeq.gov/node/2258>).

5. **ADEQ Notice Board** – Notice boards are located in ADEQ’s Phoenix and Tucson offices.
6. **Public Meetings** – Public meetings or open houses may be scheduled and conducted as needed and as determined by ADEQ (for example, meetings with neighborhood/homeowners’ associations, schools or other community groups).
7. **Site Tours** – Tours of the site may be requested and arranged in conjunction with the property owners and in compliance with current laws and regulations by contacting the ADEQ Community Involvement Coordinator.

The following Communication Techniques table illustrates how these techniques have and will be used throughout the WQARF process for the Highway 260 and Main Street WQARF site.

Communication Techniques							
Communications Deliverable			Communications Recipients/Methods				
Type ⁴	Why	When	CAB Members	Interested Parties List	ADEQ Website	Local Print Media	ADEQ Notice Board
Notice	Provide notice of availability of milestone documents, request comments, and solicit input.	Per mandate (see Community Involvement Action Summary table).	✓	✓	✓ (site and calendar pages)	✓ (<i>Verde Independent</i> and <i>Camp Verde Bugle</i>)	✓
CAB Meeting Notice/Agenda	Provide two-way communication about the status of site activities. The notice announces the meeting and provides the agenda.	Variable schedule based on level of site activity as scheduled by CAB and ADEQ, with the exception of the required public meeting for the solicitation of remedial objectives (see Community Involvement Action Summary table).	✓	✓	✓ (site, calendar, and CAB meetings pages)	Not applicable	✓
Technical Presentation	Provide current information about site activity or related topics.	At CAB meetings or at specially requested public meetings.	✓	Not applicable	✓ (site and CAB meetings pages)	Not applicable	Not applicable
Technical Milestone Document	Provide current technical information about site investigation/remediation activities (e.g., Remedial Investigation, Feasibility Study, etc.).	According to the WQARF Process as documents are developed and become available.	✓	Not applicable	✓ (online information repository)	Not applicable	Not applicable
Site Fact Sheet/Newsletter	Provide current information about site activity.	Published at the start of the Remedial Investigation and at specific milestones or other times as deemed appropriate by ADEQ and the CAB.	✓	✓	✓ (online information repository)	Not applicable	Not applicable
Public Meeting	Provide forum to solicit Remedial Objectives. (Note that this meeting may be conducted in conjunction with a CAB meeting.) Additional public meetings may be used to discuss site activities as determined by level of community interest.	As required/if requested.	✓	✓	✓ (site and calendar pages)	✓ (<i>Verde Independent</i> and <i>Camp Verde Bugle</i>)	✓
Site Tour	Provide walking or driving tour of the site to observe current site conditions and the surrounding community and environment.	If requested, and with cooperation of current property owners.	Contact ADEQ Community Involvement Coordinator.				

⁴ Communications deliverables may be translated into Spanish if deemed necessary or requested.

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C. Other Resources and Contacts

In addition to the designated spokesperson and information repository identified at the beginning of this CIP, the appendices included in this CIP provide additional resources and contact information for the public to use as desired.

- **Appendix A** provides a history of major activities by year at the Highway 260 and Main Street WQARF site.
- **Appendix B** provides a list of targeted communities in the Highway 260 and Main Street WQARF site community involvement area. These include neighborhood associations, community schools, and vulnerable population centers that are in or near the community involvement area.
- **Appendix C** provides a table of local and state elected officials, by ward or district, who represent communities within the community involvement area. Note that some wards or districts may encompass more of the community involvement area than others.
- **Appendix D** provides a list of parties that have requested, and received, prospective purchaser agreements from ADEQ for property in and around the Highway 260 and Main Street WQARF site.
- **Appendix E** provides a list of parties that have consent decree settlements with ADEQ pertaining to the Highway 260 and Main Street WQARF site.
- **Appendix F** provides a list of media outlets in the area. All future public notices for the Highway 260 and Main Street WQARF site can be found in the *Verde Independent* and *Camp Verde Bugle* or by searching the Arizona Newspaper Association's public notice website (<http://www.publicnoticeads.com/az/>)
- **Appendix G** provides a list of other related state and local agencies that may be of interest to the public.

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Appendix A – Site History

The following presents a site history in chronological order for the Arizona Department of Environmental Quality (ADEQ) Highway 260 and Main Street Water Quality Assurance Revolving Fund (WQARF) site.

- 2005 In August, owners of the Swanson RV Park filed a complaint with ADEQ pertaining to tetrachloroethene (PCE) contamination in a drinking water well. Water in the well contained PCE at a concentration of 8.5 micrograms per liter ($\mu\text{g/L}$), which is above the Arizona Aquifer Water Quality Standards (AWQS) of 5 $\mu\text{g/L}$.
- 2006/2007 ADEQ conducted a groundwater investigation to identify potential sources of PCE in the well at the Swanson RV Park. Groundwater and soil gas sampling identified two potential source areas: Cottonwood Cleaning & Bridal Boutique at the corner of Main Street and Aspen Street and Cottonwood Quality Dry Cleaning at the corner of Main Street and Camino Real. Field investigation found PCE at concentrations of up to 340 $\mu\text{g/L}$ in groundwater and as high as 1,200 micrograms per cubic meter ($\mu\text{g/m}^3$) in soil gas near Cottonwood Cleaning & Bridal Boutique. Similarly, PCE was found at concentrations of up to 170 $\mu\text{g/L}$ in groundwater and as high as 450 $\mu\text{g/m}^3$ in soil gas near Cottonwood Quality Dry Cleaning.
- 2015 An October sampling event found PCE, trichloroethene, and *cis*-1,2-dichloroethene in several wells across the community involvement area. Only PCE was detected above the AWQS. PCE was detected above the AWQS in two private drinking water wells, at concentrations of 8.6 $\mu\text{g/L}$ and 20 $\mu\text{g/L}$. The sample with PCE at 8.6 $\mu\text{g/L}$ was found in a mobile home park well supplying water to 14 residences.
- 2016 The Highway 260 and Main Street site was placed on the WQARF Registry on December 12 with an eligibility and evaluation score of 40 out of 120.
- 2017 ADEQ has begun a Remedial Investigation of the WQARF site to assess the extent of contamination and evaluate options to address the contamination.

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Appendix B – Targeted Communities

A. Neighborhood Associations

There are no neighborhood associations within the Highway 260 and Main Street Water Quality Assurance Revolving Fund (WQARF) site community involvement area. The following RV Park was identified within the community involvement area.

Turquoise Triangle RV Park (928) 634-5294
2501 E. State Route 89-A, Cottonwood, AZ <http://turquoisetrianglervpark.com/index.html>

B. Community Schools

The following list presents the community schools in the Highway 260 and Main Street WQARF site community involvement area.

American Heritage Academy – Cottonwood Campus (928) 634-2144
2030 E. Cherry St., Cottonwood, AZ 86326 <http://www.americanheritageacademy.org/>

Verde Valley Montessori School (928) 634-3288
215 S. Main St., Cottonwood, AZ 86326 <http://verdevalleymontessori.org/>

C. Vulnerable Population Centers

The following list presents the vulnerable population centers in the Highway 260 and Main Street WQARF site community involvement area, including places such as child care and assisted living facilities.

Arizona Mentor/Phillips House (928) 639-9551
45 S. 17 St., Cottonwood, AZ 86326 <http://www.az-mentor.com/>

Aviant Hospice Yavapai (formerly Verde Valley Community Hospice) (928) 634-1073
1756 E. Villa Dr., Ste. C-17, Cottonwood, AZ 86326 <http://www.avianthospice.com/>

Cottonwood Dialysis (928) 634-9295
1699 E. Cottonwood St., Ste. A200, Cottonwood, AZ 86326 Not available

Desert Foothills Counseling (928) 646-0347
1760 E. Villa Dr., Ste. A, Cottonwood, AZ 86326 <http://www.desertfoothillscounseling.com/>

La Luna Birth and Women’s Center (928) 634-8680
703 S. Main St., Ste. 7, Cottonwood, AZ 86326 <http://lalunabirthcenter.com/contact.php>

Sage Counseling (480) 649-3352
849 Cove Pkwy., Ste. A, Cottonwood, AZ 86326 <http://sagecounseling.net/index.html>

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Appendix C – Local and State Elected Officials

As of the publication of this community involvement plan, the 2017 community involvement area for the Highway 260 and Main Street Water Quality Assurance Revolving Fund site falls under the City of Cottonwood (no districts specified), Yavapai County Supervisorial District 3, and Arizona Legislature District 6.

CITY Officials	COUNTY Supervisors	STATE Representatives	STATE Senators
<p>City Hall 827 N. Main St. Cottonwood, AZ 86326 (928) 340-5526</p>	<p>Yavapai County Administrative Services - Cottonwood Annex 10 S. 6th St. Cottonwood, AZ 86326 (928) 639-8100</p>	<p>Arizona House of Representatives Capitol Complex 1700 W. Washington St. Phoenix, AZ 85007 (602) 926-4221</p>	<p>Arizona State Senate Capitol Complex 1700 W. Washington St. Phoenix, AZ 85007 (602) 926-3559</p>
<p>Mayor City of Cottonwood Tim Elinski (928) 340-2725 telinski@cottonwoodaz.gov</p>	<p>County Supervisor District 3 Randy Garrison (928) 639-8110 web.bos.district3@yavapai.us</p>	<p>Representative District 6 Brenda Barton Room # 114 (602) 926-4129 bbarton@azleg.gov</p>	<p>Senator District 6 Sylvia Allen Room # 303 (602) 926-5409 sallen@azleg.gov</p>
<p>Vice Mayor City of Cottonwood Ruben Jauregui (928) 340-2727 rjauregui@cottonwoodaz.gov</p>		<p>Representative District 6 Bob Thorpe Room # 130 (602) 926-5219 bthorpe@azleg.gov</p>	
<p>City Manager City of Cottonwood Doug Bartosh (928) 634-5526 dbartosh@ci.cottonwood.az.us</p>			
<p>Council Member City of Cottonwood Kyla Allen (928) 300-0299 kallen@cottonwoodaz.gov</p>			
<p>Council Member City of Cottonwood Deb Althouse (928) 634-3315 dalthouse@cottonwoodaz.gov</p>			

CITY Officials	COUNTY Supervisors	STATE Representatives	STATE Senators
<p>Council Member City of Cottonwood Tosca Henry</p> <p>(928) 649-8777 thenry@cottonwoodaz.gov</p>			
<p>Council Member City of Cottonwood Linda Norman</p> <p>(928) 274-2048 lnorman@cottonwoodaz.gov</p>			
<p>Council Member City of Cottonwood Karen Pfeifer</p> <p>(928) 634-7151 rpkapie@q.com</p>			

Appendix D – Prospective Purchaser Agreements

No parties have requested and received prospective purchaser agreements from the Arizona Department of Environmental Quality for properties in or around the Highway 260 and Main Street Water Quality Assurance Revolving Fund site as of May 2017.

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Appendix E – Settlements

No parties have entered into consent decree settlements with the Arizona Department of Environmental Quality for properties in or around the Highway 260 and Main Street Water Quality Assurance Revolving Fund site as of May 2017.

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Appendix F – Media Outlets

The following list presents City of Cottonwood media outlets that may be used by the public and Community Advisory Board members to promote information on the Highway 260 and Main Street Water Quality Assurance Revolving Fund site. The *Verde Independent* and *Camp Verde Bugle* are the external media outlet that the Arizona Department of Environmental Quality uses to publish all public notices related to the site.

A. Newspapers and Magazines

Camp Verde Bugle (928) 567-4101
283 S. 3rd St., Camp Verde, AZ 86322

Verde Independent (928) 634-2241
116 S. Main St., Cottonwood, AZ 86326

B. Radio

Yavapai Broadcasting Main Office (928) 634-2286
(KKLD, KVRD, KYBC)
P.O. Box 187, Cottonwood, AZ 86326

Jack FM 94.7 (928) 445-8289
(KPPV)
821 N. Main St., Cottonwood, AZ 86326

C. Television

KTVK Channel 3 (AZ Family)
5555 N. 7th Ave., Phoenix, AZ 85013 (602) 207-3333

KAET Channel 8 (PBS) (602) 496-8888
555 N. Central Ave., Ste. 500, Phoenix, AZ 85004

KNXV Channel 15 (ABC) (602) 273-1500
515 N. 44th St., Phoenix, AZ 85008

KPHO Channel 5 (CBS) (602) 264-1000
4016 N. Black Canyon Hwy., Phoenix, AZ 85017

KPNX Channel 12 (NBC) (602) 257-1212
200 E. Van Buren St., Phoenix, AZ 85004

KSAZ Channel 10 (FOX) (602) 257-1234
511 W. Adams St., Phoenix, AZ 85003

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Appendix G – Related Agencies and Contact Information

The following list presents additional resources that may be used by the public and Community Advisory Board members to address concerns or questions related to the Highway 260 and Main Street Water Quality Assurance Revolving Fund site.

A. State of Arizona

Arizona Department of Agriculture

1688 W. Adams St.
Phoenix, AZ 85007
Phone: (602) 542-4373

Arizona Department of Health Services

150 N. 18th Ave.
Phoenix, AZ 85007
Phone: (602) 542-1025

Arizona Department of Water Resources Groundwater Permitting and Wells Section

3550 N. Central Ave.
Phoenix, AZ 85012
Phone: (602) 771-8527

B. City of Cottonwood

Cottonwood Water Resources Department

827 N. Main St.
Cottonwood, AZ 86326
Phone: (928) 634-5526

Cottonwood Utilities Department

111 N. Main St.
Cottonwood, AZ 86326
Phone: (928) 634-0186

C. Other

Agency for Toxic Substances and Disease Registry

Western Branch – Region 9
75 Hawthorne St.
Ste. 100, M/S:HHS-1
San Francisco, CA 94105
Phone: (800) 232-4636
Consumer Information Line: (800) 223-0618

Real Estate Seller Disclosures

Arizona Department of Real Estate

Phone: (602) 771-7799

www.azre.gov/PublicInfo/RealEstateResearchTopics.aspx

Acronyms and Glossary of Terms

Aquifer: An underground rock formation composed of such materials as sand, soil, or gravel, that can store groundwater and supply it to wells and springs. In aquifers, groundwater occurs in sufficient quantities to be used for drinking water, irrigation, and other purposes.

Aquifer Water Quality Standard (AWQS): State of Arizona maximum levels for contaminants that apply to groundwater in aquifers designated for drinking water use. For example, the AWQS for tetrachloroethene (PCE) is 5 parts per billion ($\mu\text{g/L}$).

Arizona Administrative Code (A.A.C.): Official rules of the State of Arizona. The *Code* is the official compilation of rules that govern state agencies, boards, and commissions.

Arizona Department of Environmental Quality (ADEQ): ADEQ is the executive agency of the Arizona State Government mandated to enforce and administer the state's environmental laws and regulations.

Arizona Revised Statutes (A.R.S.): State laws adopted by the Arizona State Legislature.

***cis*-1,2-Dichloroethene (*cis*-1,2-DCE):** An odorless organic liquid that has two slightly different forms, a "cis" form and a "trans" form. Both the cis and trans forms (typically as a mixture) are used as a solvent for waxes and resins, in the extraction of rubber, as a refrigerant, in the manufacture of pharmaceuticals and artificial pearls, in the extraction of oils and fats from fish and meat, and in making other organics.

Cleanup: Actions taken that deal with a release or threat of a release of hazardous substances that could adversely affect public health and/or the environment. The word "cleanup" is sometimes used interchangeably with the terms remedial action, removal action, response action, remedy, remediation, or corrective action.

Community Advisory Board (CAB): A diverse group of community members interested in or affected by the presence of a Water Quality Assurance Revolving Fund (WQARF) site. By statute, ADEQ is required to form a CAB for each WQARF site where ADEQ is initiating a Remedial Investigation. ADEQ seeks the CAB's input in the decision-making process and works with it from the onset of the Remedial Investigation/Feasibility Study process until the requirements of the Record of Decision have been fulfilled.

Community Involvement Area: The mailing area of residences and businesses used in the notification for public meetings and other written notices regarding a site.

Community Involvement Coordinator: The ADEQ employee responsible for ensuring that ADEQ upholds and compiles with all statutes and rules related to the involvement of the public and public outreach at WQARF sites. Community Involvement Coordinators manage and coordinate the work of CABs for WQARF sites.

Community Involvement Plan (CIP): A document that identifies techniques used by ADEQ to communicate effectively with the public during the WQARF cleanup process at a specific site. This plan describes the site history, nature and history of community involvement, and concerns expressed during community interviews. In addition, the plan outlines methodologies and timing for continued interaction between ADEQ and the public at the site.

Contamination: Any hazardous or regulated substance released into the environment.

Contaminant: Any physical, chemical, biological or radiological substance or matter present in any media at concentrations that may result in adverse effects to air, water or soil. A harmful or hazardous matter introduced into the environment that is not normally found there, or not naturally occurring.

Early Response Action (ERA): Refers to a remedial action performed prior to the final remedy, and often prior to the Remedial Investigation. An Early Response Action addresses current risks to public health, welfare, and the environment; protects or provides a supply of water; addresses sources of contamination; or controls or contains contamination where such actions are expected to reduce the scope or cost of the remedy needed at the site. Also referred to as an interim remedial action.

Feasibility Study (FS): A process to identify a reference remedy and alternative remedies that appear to be capable of achieving the Remedial Objectives for the site. It is often done as part of a two-phase investigation in conjunction with a Remedial Investigation.

Groundwater: Water located beneath the ground surface in soil pore spaces and in the fractures of geologic formations. A formation of rock or soil is called an aquifer when it can yield a usable quantity of water.

Hazardous Substance: Any material that, because of its quantity, concentration, physical or chemical characteristics, poses a significant present or potential hazard to human health and safety or to the environment.

Information Repository: A collection of documents about a specific project. Information on certain WQARF sites may be available at ADEQ offices and libraries throughout the state.

Monitoring Wells (Monitor Wells): Wells installed for collecting samples such as groundwater and soil vapor. Analytical results from samples are used to characterize the extent of contamination, the direction of groundwater flow, and the types and quantities of contaminants present in the groundwater.

Operation and Maintenance (O&M): 1. Activities conducted after a WQARF site action is completed to ensure that the action is effective. 2. Actions taken after construction to ensure that facilities constructed to treat wastewater will be properly operated and maintained to achieve normative efficiency levels and prescribed effluent limitations in an optimum manner. 3. On-going asbestos management plan in a school or other public building, including regular inspections, various methods of maintaining asbestos in place, and removal when necessary.

Plume: A well-defined area of contamination in groundwater, soil or the air, often used to describe the dispersion of contamination in soil and/or groundwater.

Potentially Responsible Party (PRP): Those parties (individuals, corporations) identified as potentially liable for cleanup costs at a contaminated site.

Preliminary Investigation (PI): The process of collecting and reviewing available information about a known or suspected hazardous waste site or release.

Proposed Remedial Action Plan (PRAP): A document that reviews the cleanup alternatives presented in the site FS and identifies ADEQ's preferred alternative. Selection of a preferred alternative is not a closed-end commitment to use that alternative; rather, it is a way for the agency to indicate, based on experience and expertise, which alternative is the most likely course of action. ADEQ must actively solicit public review of and comment on all the alternatives under consideration.

Public Comment Period: A period during which the public can formally review and comment on various documents and ADEQ actions.

Record of Decision: A legal document that announces and explains the cleanup methods ADEQ will use at a WQARF site. The Record of Decision is based on information and technical analysis generated during the Remedial Investigation and Feasibility Study, and on consideration of comments received during the public comment period for the Proposed Remedial Action Plan.

Remedial Action (RA): Any action taken to investigate, monitor, assess and evaluate the release or threat of release of hazardous substances or contaminants to the environment. It may also refer to the actual "cleanup" of the environment by various removal, treatment, monitored remediation, or corrective actions. The term "cleanup" is sometimes used interchangeably with the terms remedial action, removal action, response action, remedy, remediation, or corrective action.

Remedial Investigation (RI): Establishes the nature and extent of the contamination and the sources; identifies current and potential impacts to public health, welfare, and the environment; identifies current and reasonable foreseeable uses of land and waters of the state; and obtains and evaluates any information necessary for identification and comparison of alternative remedial actions.

Remedial Objective (RO): Established remedial goals for the current and reasonably foreseeable uses of lands and waters of the state that have been or are threatened to be affected by a release of hazardous substance.

Remediation: Cleanup or other methods used to remove or contain a toxic spill or hazardous materials.

Remedy: Cleanup method chosen for a site.

Responsible Party: An individual or company (e.g., an owner, operator, transporter, or generator of hazardous waste) that is responsible for the contamination at a WQARF site. Whenever possible, responsible parties are required to clean up hazardous waste sites they have contaminated.

Responsiveness Summary: A summary of oral and written comments (and ADEQ responses to those comments) received during the public comment period.

Superfund: The program operated under the legislative authority of the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) and the Superfund Amendments and Reauthorization Act (SARA) that funds and carries out U.S. Environmental Protection Agency solid waste emergency and long-term removal and remedial activities. These activities include establishing the National Priorities List, investigating sites for inclusion on the list, determining their priority, and conducting and/or supervising cleanup and other remedial actions. It provides for the cleanup of hazardous substances released into the environment, regardless of fault. The term Superfund also is used to refer to cleanup programs designed and conducted under CERCLA and its subsequent amendments.

Tetrachloroethene or Tetrachloroethylene or Perchloroethene (PCE): A clear, colorless, liquid with a chloroform or sweet odor and a low boiling point; a solvent used for dry cleaning; degreasing and drying metals and other solids; dissolving waxes, greases, oils, fats, and gums; and in other industrial applications. PCE is a potential occupational carcinogen. Evaporation of PCE increases as temperature increases.

Trichloroethene or Trichloroethylene (TCE): A colorless liquid used as a solvent, metal degreasing agent, and in other industrial applications.

Water Quality Assurance Revolving Fund (WQARF): Also known as the State Superfund. WQARF is the program and funding that is used to address hazardous substance releases within the state that are not covered by other specific programs.