

**Libby Asbestos Superfund Site  
Community Engagement Plan Addendum  
June 30, 2013**



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**Purpose**

To amend the Libby Asbestos Superfund Site August 2010 Community Engagement Plan to include a summary of additional community outreach actions that the EPA has implemented at the Libby Asbestos Superfund Site.

**Background**

August 3, 2011 the EPA's Inspector General (IG) released a report titled "An Overall Strategy Can Improve Communications Efforts at Asbestos Superfund Site in Libby, Montana." The EPA IG stated that while the EPA does "extensive communication efforts that exceed minimum Superfund requirements" at the Libby Superfund site, the IG recommended that an overall communication strategy could help Region 8 better assess the effectiveness of and improve its communication activities. This addendum to the 2010 Libby Asbestos Superfund Site Community Engagement Plan (CEP) includes:

1. Key messages that track with major themes of the EPA's work and actions.
2. Notification to the community of anticipated times of planned activities.
3. Quantifiable measures for successful communications.
4. Mechanisms for identifying community concerns and feedback.
5. Results from conducting a special round of community interviews.

**1. Site-wide key messages**

The Libby community requested that the final risk assessment for the site and cleanup decisions be based on Libby Amphibole Asbestos (LA) specific toxicity data. The EPA is in the process of finalizing draft LA toxicity numbers. The draft toxicity numbers were released to the public in May 2011 and have since undergone a rigorous scientific and public review process. While finalization of the LA toxicity values moves forward, the EPA continues to perform sampling to better understand potential exposures and provide site-wide key messages that provide best management practices for reducing LA exposures in Libby and Troy. Below is a list of site-wide key messages that were developed as a result of those sampling events.

- The EPA strongly cautions that citizens not work with vermiculite or disturb it any way.
- Exposure to Libby asbestos should be limited; asbestos-contaminated vermiculite should be handled with extreme care.
- Take care not to bring any contaminated clothing or material back to your home or business.

- Treat any asbestos-containing material as regulated material and comply with all state and local regulations.
- The health risk from exposure to all asbestos depends greatly on the amount of asbestos in the material you are disturbing and how long the exposure lasts.
- Contact the Environmental Resource Specialist (ERS) program if you see any vermiculite on your property, even if you are unsure, if you plan to renovate home and/or if you intend to do any large excavations on your property. This program is available to the Libby and Troy community at **no cost**.
- Hire a licensed asbestos contractor.
- Don't disturb areas that contain vermiculate.
- Take measures to avoid generating dust. If you are conducting an activity in or around your home that could create dust take measures to reduce dust generation as much as possible.
- Rinse any tools or equipment in a work area before returning them.
- After working outdoors on your property wash and wipe your feet and/or remove your shoes before going indoors.
- Maintain your lawn. A healthy lawn reduces dust and contact with bare soil.

In addition to the above actions the EPA implemented to communicate risks, the EPA has also taken action to respond to community concerns regarding the following activities:

- Based on community concerns regarding recreational use along the Kootenai River and possible LA asbestos contamination in the rivers, the EPA performed soil, surface water and Activity Based Sampling (ABS) along the Kootenai River. The goal of the sampling effort was to more fully understand what, if any, LA exposures may occur from recreational activities along the Kootenai.
- Based on feedback from the local logging industry and Montana Department of Natural Resources, the EPA performed logging ABS activities at the mine site (OU3) to more fully understand potential exposures related to logging activities within the Libby Superfund boundary.
- Based on feedback from the United States Forest Service regarding recreational use in the forest around Libby and Troy, the EPA performed ABS on bark and duff in the forest to more fully understand the nature and extent of the contamination.
- Based on the following question raised by community "Are the current exposures in Libby any different than exposures found elsewhere?" The EPA performed ABS activities in areas outside the Libby Superfund site boundary to more fully understand potential exposures that may be occurring elsewhere and how those exposures compare to potential exposure in Libby.
- Based on community concerns regarding wildfire management in and around Libby, the EPA coordinated efforts between federal, state and local agencies to monitor air quality concentrations related to potential exposure to LA during a large wildfire event.

- Based on community concerns about contamination from the mine site impacting Rainy Creek, the EPA implemented an interim removal action at OU3 to reduce potential LA contaminant loading to Rainy Creek which flows into the Kootenai River.
- The EPA developed a woodstove test burn sampling plan to more fully understand potential exposures related to burning LA contaminated logs and disposing of the ash.
- Based on property owner feedback regarding the challenges of establishing and maintaining lawns and landscapes, the EPA provided a local landscaping course to address concerns related to landscape issues following removal actions.
- Based on property owner feedback, the EPA has increased ongoing on-the-ground communications regarding post-cleanup landscape expectations with property owners.
- Based on property owner feedback, the EPA has increased contact with property owners during property removal actions that involve temporary relocation of the property owners.
- Based on ERS calls regarding soil and soil amendment concerns, the EPA continues to evaluate soil amendment needs and respond to property calls regarding soil and soil amendments on a property-by-property basis.

## **2. Notification to the community of anticipated times of planned activities**

The EPA has implemented the following actions to provide notification to the community of anticipated planned activities each year using fact sheets, announcements at the annual update meetings, and notices posted in the information center window and on the Libby web site.

- The EPA created a link to a Google Calendar that is updated on a regular basis to reflect upcoming outreach and remedial investigation activities at the Libby Asbestos Superfund Site.
  - There are not specific dates pertaining to sampling/ investigation activities but timeframes. The reason for reflecting timeframes for when activities will occur versus specific dates is because:
    - sampling/investigation activities are often ongoing and take place throughout the construction season on a regular basis, and,
    - the timeline for sampling/investigation activities is often determined based on weather conditions
- The EPA designed a calendar in Microsoft Word for posting in the window of the EPA Information Office that reflects the same information shown on the Libby Asbestos Superfund website under the Google Calendar.
- The EPA has shared in the past its major milestones and will continue to share anticipated future major milestones (See Major Milestones and Projected Milestones – attachment 1). This information will be shared through in various ways including but not limited to: Community Advisory Group, the Libby Area Technical Assistance Group, small

community organized meetings, local elected officials, outreach materials and public notices, media and the EPA website.

### **3. Identify quantifiable measures of success**

The EPA has developed a tracking spreadsheet to track the following quantifiable outreach measures on a quarterly basis to support annual reporting:

- Number of public meetings sponsored or attended and number of participants
- Number of City/County/Congressional staff updates
- Number of EPA outreach materials developed or updated
- Number of news media contacts and/or stories contributed to
- Number of property feedback forms distributed and received
- Number of favorable and unfavorable feedback received
- Number of walk-ins at the EPA Information Center in Libby MT
- Number of Environmental Resource Specialist calls received and responded to
- Number of community interviews

See attachment 2 for the most recent report out of these measures.

### **4. Mechanisms for identifying community concerns and feedback**

The EPA has identified a number of tools to identify potential community concerns. They are the following:

- The EPA modified the Response Manager program that is used at the Libby Superfund site to capture community calls coming into the EPA Information Center regarding cleanup activities at their property. A quarterly report is being provided to the site CIC to allow review of all complaints and to look for any pattern of concern where the EPA may need to take additional actions or implement additional outreach activities.
- Suggestion boxes both at the EPA Information Center in Libby as well as one at the Montana Department of Environmental Quality Information Office in Troy.
- Provide comment cards during the EPA public meetings and availability sessions.
- Include tear-off comment forms as part of annual fact sheets.

In addition to these feedback mechanisms, the EPA also started disseminating property feedback forms to property owners' immediately following removal activities on their property. The EPA reviews these forms to identify any new or ongoing concerns and works with the Site Team to address the concerns, where necessary.

## **5. Results from conducting a special round of community interviews**

The EPA conducted two rounds of community interviews and has amended Section 5 of the Community Engagement Plan to reflect current stakeholder thoughts regarding the EPA's actions in Libby and Troy Montana.

The EPA interviewed 46 candidates for community interviews both in Libby and Troy, Montana. The list of interviewees was randomly selected to best represent a broad sampling of the community, which included individuals from the following sectors:

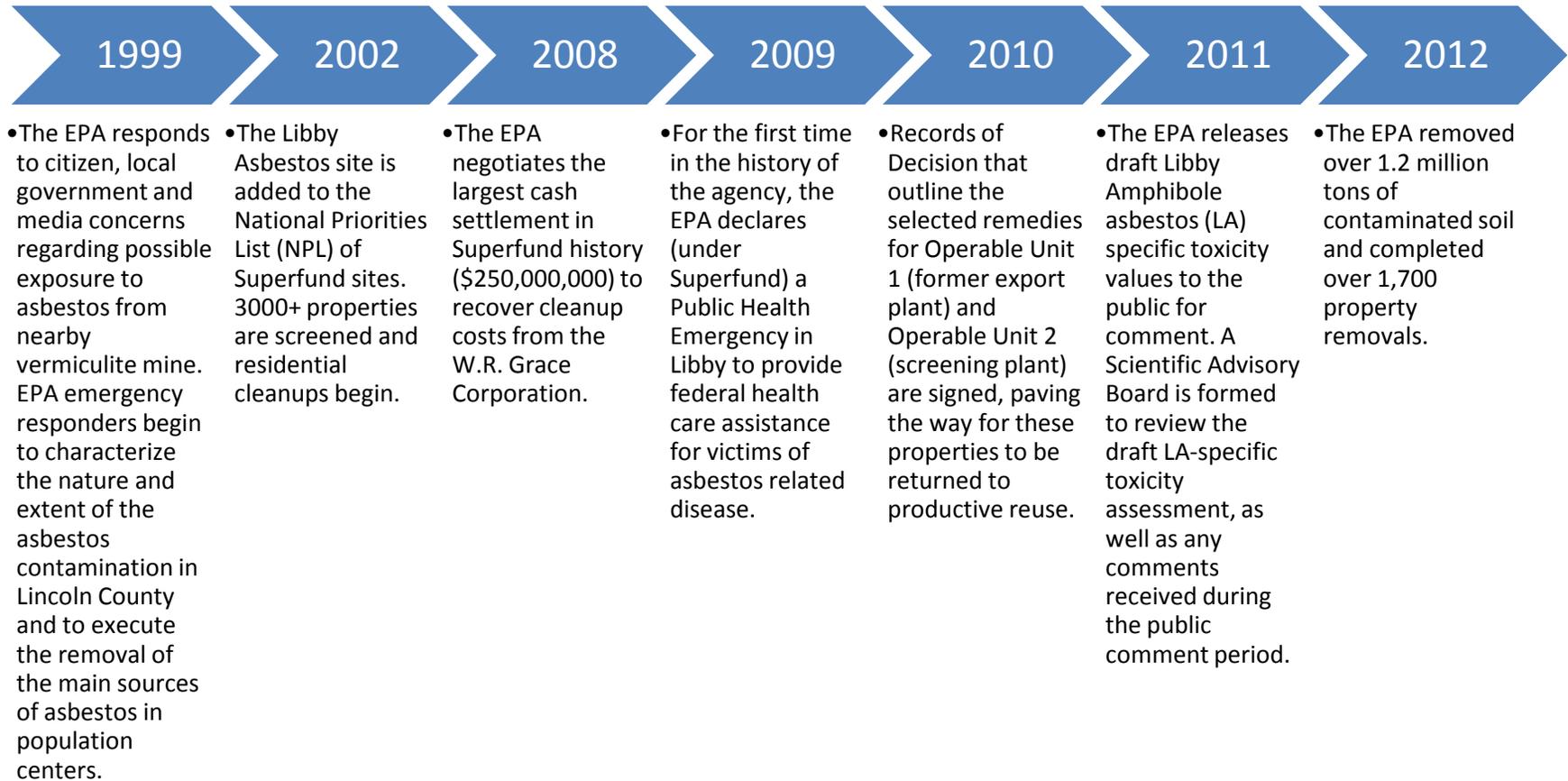
- Local businesses
- Community organizations (churches, chamber of commerce, museum)
- School district
- Local government
- Recreation
- Residential

The background of the individuals ranged from those who have been heavily involved with the site cleanup or had their property remediated to those who knew very little, or who had not been directly involved with the site cleanup. Some were raised in Libby; others were new to Libby. Some had worked for W.R. Grace at the mine site when it was in operation. We also solicited all individuals for recommendations of other community members who we could interview. See attachment 3 for the amended Section 5 of the CEP and attachment 4 summarizing the main issues identified and the EPA's planned support.

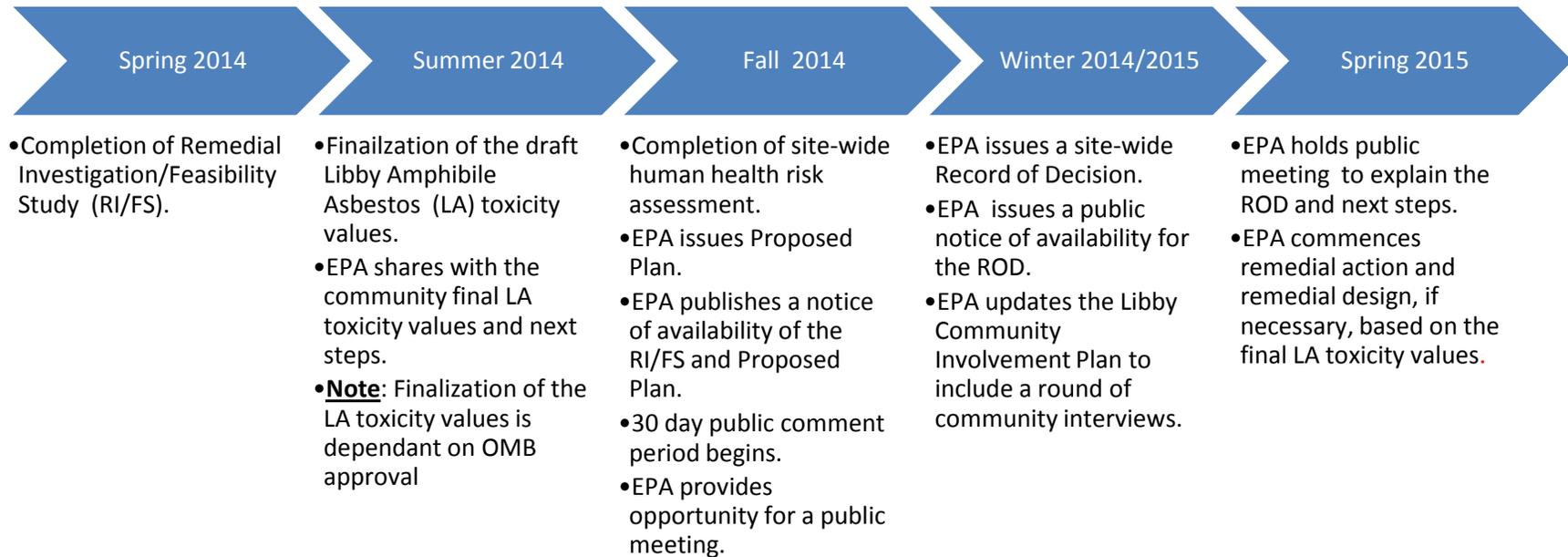
## **Attachment 1**

### **Major Milestones and Projected Milestones**

# Major Milestones



## Projected Future Milestones\*



\*These are projected timeframes and may be adjusted as needed.

**Attachment 2**

**Quantifiable Measures**

**Libby Asbestos Superfund Site  
Outreach Activities  
FY2012 Quarter 4 – FY2013 Quarter 1 (October–March)**

<b># of Public Mtgs. (Sponsored or Participated In) and # of Participants *</b>	<b># of City/County/Congressional Update Meetings</b>	<b># of EPA Outreach Materials Developed or Updated ***</b>	<b># of News Media Contacts and/or Stories Contributed To</b>	<b># of Property Feedback Forms Distributed and Received</b>	<b># of Favorable and Unfavorable Feedback ****</b>	<b># of EPA Information Ctr. Walk-ins</b>	<b># of ERS Responses Received and Responded To</b>	<b># Community Interviews *****</b>
39	12	3	7	0	0	56	52	16
234**				0	2		52	

\* Meetings that are open to the public that the EPA has participated in (not including City/County/Congressional meetings).

\*\* # of participants is based on either head count or sign in sheet when available (#s are approximate).

\*\*\* Not including property feedback forms, comment cards or surveys. Can include published meeting announcements, disseminated agendas, CAG meeting minutes, calendar updates and other outreach materials.

\*\*\*\* Feedback from fact sheet tear-offs, public meeting comment cards, comment boxes and Response Manager (this # is an approximate based on interpretation of the comment).

\*\*\*\*\* Community interviews will take place when updating the Community Engagement Plan (every 3 to 5 years).

## **Attachment 3**

### **Amendment to Section 5 of the Community Engagement Plan**

## **Section 5 Community Profile, Interviews, and Concerns (*Updated May 2013*)**

This section discusses the demographics of the area in the vicinity of the site. It also describes the community interview process used by the EPA to prepare this CEP and summarizes the concerns and suggestions of the community.

### **5.1 Community Profile**

The following information on Libby was obtained from the 2010 U.S. Census. Additional detailed information on the social and economic trends of Lincoln County as a whole was reviewed as part of the evaluation of Libby's environmental justice standing. The results of that evaluation and a socio-economic profile for Lincoln County are provided in Appendix H.

#### **5.1.1 Population Statistics**

Libby population statistics are based on the last census in 2010. At that time, there were 2,628 people, 1,252 households and 647 families residing in Libby. The population density was 1,375.9 inhabitants per square mile. There were 1,416 housing units.

There were 1,252 households out of which 23.2 percent had children under the age of 18 living with them, 36.7 percent were married couples living together, 11.1 percent had a female householder with no husband present, 3.9 percent had a male householder with no wife present, and 48.3 percent were non-families. 41.9 percent of all households were made up of individuals and 19.1 percent had someone living alone who was 65 years of age or older. The average household size was 2.02 and the average family size was 2.71.

In Libby, the population was spread out with 19.1 percent under the age of 18, 8.4 percent from 18 to 24, 21.4 percent from 25 to 44, 28.6 percent from 45 to 64, and 22.5 percent who were 65 years of age or older. The median age was 45.8 years. The gender makeup of the city is 48.6 percent male and 51.4 percent female. The racial makeup of the city was 95.9 percent white, 0.1 percent African American, 1.1 percent Native American, 0.4 percent Asian, 0.3 percent from other races, and 2.1 percent from two or more races. Hispanics or Latinos of any race were 2.5 percent of the population. English is the primary language in Libby.

Based on the 2006-2010 American Community Survey estimates, the median income for a household in the city was \$25,167 and the unemployment rate is 13.1 percent. Males had a median income of \$23,958 versus \$17,470 for females. The per capita income for the city was \$18,332. About 22.43 percent of the population and 27.13 percent of families were below the poverty line, including 29.5 percent of those under age 18 and 18.1 percent of those ages 65 or over.

## **5.1.2 Community Government and Local Services**

Libby is the county seat of Lincoln County. As such, it offers a full range of city and county services. Local, state and federal government contacts relevant to the site are provided in Appendix C.

### **5.1.2.1 City of Libby**

City government is comprised of a mayor and six elected commissioners. The City Council meets weekly in the Council Chambers in City Hall and also has a less formal weekly breakfast meeting. City Hall is located at 952 E. Spruce Street in Libby. Office hours are Monday through Friday, 8am to 5 p.m., except holidays.

City departments and offices include: City Clerk, Building Inspector, Street Department, Police Department, Libby Volunteer Fire Department, Sewage Treatment Plant, and Water Department. The City also has a Board of Adjustments, an Airport Board, and a Police Commission. The City's website is [www.cityoflibby.com](http://www.cityoflibby.com).

### **5.1.2.2 Lincoln County**

County government is comprised of three elected commissioners, representing the districts of Libby, Eureka and Troy. The commission meets every Wednesday morning, generally in Libby. On the third Wednesday of each month, the meeting is held in Eureka. The county offices are at the main courthouse (512 California Avenue in Libby) and at the north annex in Eureka. Office hours are Monday through Friday, 8 a.m. to 5 p.m., except holidays.

County departments and offices include: Clerk and Recorder, County Nurse, Clerk of District Court, County Attorney, Emergency Management, Environmental Health, MSU-Extension Agent, Personnel, Planning, Schools, Treasurer, Victim and Witness, Weed Management, and WIC. The county's website is [www.lincolncountymt.us](http://www.lincolncountymt.us).

The county also has three public libraries. Lincoln County Libraries consists of the main library in Libby, Montana and two branch libraries in Eureka, Montana and Troy, Montana. The service area is Lincoln County and Northwest Montana (over 20,000 people). The Libby Library is located at 220 West 6th Street (293-2778) [library@libby.org](mailto:library@libby.org).

### **5.1.2.3 State of Montana**

Several State of Montana offices are also located in Libby and provide services to the local population. These include the Assessor/Appraiser, District Court, Department of Natural Resources and Conservation, Drivers Examiner, Family Services, Fish Wildlife and Parks, Highway Department, Highway Patrol, Juvenile Probation, and Kootenai Job Services. Contact information for these offices is available at [www.lincolncountymt.us/state\\_offices](http://www.lincolncountymt.us/state_offices).

### 5.1.3 Local News Media Outlets

Local residents have direct access to media outlets from Lincoln County, Kalispell, Missoula, and Spokane (newspapers, radio, and television). Contacts are provided in Appendix I.

- **Newspapers.** There are three local newspapers within the Town of Libby. *The Western News* publishes twice a week, and the *Kootenai Valley Record* and *The Montanian* publish weekly. The EPA has accounts with all three papers and regularly places advertisements in them. The EPA also occasionally runs an ad in the *Daily Interlake* in Kalispell (90 miles east of Libby).
- **Radio.** Libby has a local radio station, KLCB (1230AM)/KTNY (101.7FM). The EPA has an account with this station and has run advertisements for public meetings on occasion.

The EPA's use of these media has generally been limited to the local newspapers and radio stations. This is likely to continue because the available television sources are not local, expensive, and have odd schedules in Lincoln County. On occasion, there has been television coverage of events at the site (e.g., when the site was added to the NPL).

### 5.1.4 Internet Access and Usage

It is difficult to determine the level of computer literacy and access in Lincoln County. The EPA works with an estimate that maybe 60 percent of the population uses the internet and this figure will only increase in the future. The CIC should frequently revisit the question of whether or not use of the internet and the various social networking sites could be an effective way of communicating with residents of Lincoln County.

### 5.1.5 Education

Libby School District #4 has three schools located in the Town of Libby, Montana. There are approximately 1,200 students in the district.

- **Libby Elementary and Middle School.** This school is located at 101 Ski Road. It serves approximately 600 students in Grades pre-K through 8. The student to teacher ratio is relatively low for Montana (13 to 1).
- **Libby High School.** This school is located at 150 Education Way. It serves approximately 460 students in Grades 9 through 12. The student-to-teacher ratio is average for Montana (17:1). There is also an Alternative high school program within the district. The Libby Campus of the Flathead Valley Community College offers adult college education courses at its campus at 225 Commerce Way in Libby.

### 5.1.6 Community Organizations and Groups

There are numerous community organizations and groups in Libby that are not related to the Superfund project. Several have information regarding their mission listed on the internet:

- **Heritage Museum.** The mission is “the recovery of and preservation of historical culture of the Lincoln County area.” The Heritage Museum opened in 1978, staffed by volunteers. Special grants and assistance from agencies, private businesses, individuals and numerous fund raisers helped build the Museum. Contact information is: 1367 US Highway 2 South, Libby, 293-7521, [museum@libby.org](mailto:museum@libby.org).
- **Center for Asbestos Related Disease (CARD).** The CARD is a non-profit community-based specialty clinic that evolved in response to raised awareness of the widespread asbestos exposure in the Libby, Montana area that was revealed in 1999. CARD is devoted to healthcare, research, and outreach to benefit all people impacted by exposure to Libby Amphibole asbestos and CARD is governed by a volunteer community-based board of directors. Their mission is “to provide long-term screening, health monitoring, disease diagnosis, specialized asbestos healthcare and counseling to all people impacted by Libby Amphibole asbestos.” In addition, CARD provides outreach, advocacy, disease prevention and research to benefit all people impacted by asbestos.” Contact information is: 214 E. Third Street, Libby, 293-9274, [www.libbyasbestos.org](http://www.libbyasbestos.org).
- **Libby Chamber of Commerce.** The Libby Area Chamber of Commerce is an organization of businesses and individuals whose mission is to enthusiastically promote economic and community development through a positive attitude which fosters health, growth, and an improved business climate for the greater Libby Area. Contact information is: 905 West 9th, Libby, MT 59923, 293-4167.
- **Kootenai Heritage Council.** The mission is "to preserve and transmit our heritage, enhance culture and contribute to the social, educational and economic well being of Lincoln County through the education, performance, enjoyment, viewing and understanding of all forms of artistic activity." Contact information is: 111 East Lincoln Boulevard, Libby, MT 59923, 293-9643, [khcenter@frontiernet.net](mailto:khcenter@frontiernet.net).

**Other community organizations in Lincoln County include:**

Al-Anon  
Wed. 12 noon  
Christ Lutheran Church  
Contact: Maureen, 293-2965

Alcoholics Anonymous (AA)  
Troy: 7:30 p.m.  
Holy Trinity Episcopal Church  
218 East Missoula Ave.  
Contact: June B. 295-9577

American Legion #97 Auxiliary  
2nd Thurs. 1 p.m.  
319 California Ave. Libby  
Contact: April Laier, 293-3822

Avid Gardeners  
1st Fri. 4:30 p.m.  
Call for meeting location  
Contact: Sue Cox, 293-0991

Bingo  
Tues. 7 p.m.  
Libby VFW  
Contact: 293-7316

Bingo  
Sat. 7 p.m.  
Libby Senior Citizen Center  
Contact: 293-7222

Brain Injury Support Group  
Troy: 3rd Wed. 6 p.m.  
Senior Citizen Center  
Contact: [www.nvsg.org](http://www.nvsg.org)  
Libby: 3rd Thurs. 5pm  
Families in Partnership  
Contact: [www.nvsg.org](http://www.nvsg.org)

Cabinet Back Country Horsemen  
2nd Tues. 7 p.m.  
Heritage Museum cook shack  
Contact: Cindy Betlach, 295-5781

Cabinet Odd Fellows #68  
1st and 3rd Thurs. 7 p.m.  
104 W. 4th St.  
Contact: John Beebe, 293-5187

County Commissioners:  
Wed. 10am-4pm  
Courthouse  
Contact: Tony Berget, 293-1776

David Thompson Search & Rescue  
3rd Tues. 7:30pm  
301 City Service Rd.  
Contact: Susan Ague, 293-3801

Diabetes Awareness & Support  
2nd Tues. 7 p.m.  
Christ Lutheran church  
200 W Larch St.  
Contact; 238-7319

Elks BPOE  
2nd & 4th Tues. 7 p.m.  
Contact: 293-7828

Granny & Grandpa Bowling League  
Wed. 2 p.m. (August -March)  
Lincoln Lanes  
Contact: 293-3123

Igniters Car Club  
1st Wed. 8 p.m.  
Contact: Norma Hanson. 293-2276

Kiwanis  
Tues.12 noon  
Venture Motor Inn  
443 Hwy 2  
Contact: Mary Hebenstreit, 293-9324

Kootenai Pets for Life  
2nd Mon. 6 p.m.  
Lincoln County Campus

Kootenai Bird Club  
2nd Thurs. 7 p.m.  
Libby High School Library  
Contact: Al Bratkovich, 293-7375

Kootenai Stargazers Astronomy Club  
3rd Fri. 6 p.m.  
Contact: Dave Murvin, 293-9660

Kootenai Valley Quilt Guild  
2nd Mon.  
Christ Lutheran Church  
Contact: Sue Meyers, 293-7832

Libby Area Technical Assistance Group  
1st Tues. 6-8 p.m.  
Lincoln County Campus  
Contact: Tracy McNew, 293-9274  
Tjmcnew@gmail.com

Libby City Council  
1st and 3rd Mon. 7 p.m.  
952 E. Spruce St.

Libby Fine Arts, Inc.  
2nd Thurs. 1:30 p.m.  
Contact: Mary 293-9282

Libby Food Pantry  
Tues. & Fri. 10 a.m.-2 p.m.  
724 Louisiana Ave.

Libby Scatter Guns  
Wed. & Sat. 12-4 p.m.  
Farm-to-Market Rifle Range  
Contact: Ed Lewis, 293-8742

Libby School Board  
2nd Mon. 7 p.m.  
724 Louisiana Ave.  
Contact: Kirby Maki, 293-8811

Libby Senior Citizen Activities  
Board meeting: 2nd Thurs, 9 a.m.  
Libby Senior Center  
206 E. 2nd St.  
Contact: 293-7222

Kootenai Valley Christian School  
Contacts: Ted Jewell, 293-1165,  
Verna Johnson, 293-4039

Lincoln County Democrats  
2nd Wed. 6 p.m.  
Contact: 291-1610

Lincoln County Sno-Kats  
1st Thurs. 7pm  
First Montana Bank, Libby  
Contact: David Nitschke, 293-8307

Open Quilting Education  
3rd Sat. 9 a.m.  
Libby High School  
Home Economics Room  
Contact: Mabel, 293-3316

Polar Bear Club  
Sun. 2pm (October-April)  
Libby Creek Bridge  
Farm-to-Market Road  
Contact: 293-5014

Red Cross Blood Drive  
3rd Thurs, every other month  
Libby VFW  
Contact: 293-7316

Republican Club  
Thurs: 12 noon  
Venture Motor Inn  
Contact: Orville Habeck, 293-2246

Rotary Club  
Mon. 12 noon  
Venture Motor Inn  
Contact: George Gerard, 293-9213

St. John's Lutheran Hospital Auxiliary  
2nd Wed. noon  
Contact: Jan Kendall, 293-7048

Sons of Norway, Norhaven536  
3rd Sat. 7 p.m.  
165 Garden Rd.  
Contact: Freda Howard, 293-6761

TOPS #126  
Mon. 6:30 p.m.  
Church of God  
1007 Utah Ave.  
Contact: Millie Duff: 293-5154

TOPS #505  
Thurs. 11 a.m.  
724 Louisiana Ave.  
Contact: Dorothy McCarty, 293-3100

Troy Snowmobile Club  
1st Wed. 7 p.m.  
Troy County Shop  
Contact: Jerry Wandler, 295-4322

U Serve Libby Inc. (tennis)  
1st Wed. 6 p.m.  
724 Louisiana Ave.  
Contact: Laurie Mari, 293-8260

VA Service Officer  
2nd Mon.  
Troy Senior Center 11 a.m.-noon  
Libby Senior Center 1:30-4pm  
Contact: Randy Winter, 404-755-3795

VFW Ladies Auxiliary (Libby)  
1st Wed. 7 p.m.  
Contact: 293-7316

VFW Ladies Auxiliary (Troy)  
1st Tues. 7:30 p.m.  
Contact: Francine, 295-4020

## 5.2 Community Interview Process

To develop a CEP that reflects community interests and concerns, the EPA depends heavily upon information obtained during community interviews. In October 2012 and April 2013, the EPA conducted face-to-face interviews for this CEP.

Interviews were conducted with 46 people, which is well above the typical range of number of interviews for a CEP, especially given the population of the area. Each interview lasted about 30 minutes to an hour. The EPA read the interview questions to the interviewee and took notes throughout the interview to capture the information provided.

## 5.3 Community Interview Results

People participating in the interview were told that the interviews were being conducted so the EPA could get feedback to determine community interests and to find out which information sources work best for locals. The information gathered would be used to develop outreach methods that would best fit the needs and wishes of the community.

### Interview questions were:

1. What has been your involvement/experience with the EPA and MDEQ during the investigation and cleanup in Libby and Troy? Have you had a cleanup done at your property? What is your understanding of the contamination?
2. What are your thoughts about the cleanup in Lincoln County? Is there anything about the investigations and/or cleanup that you like? Anything you dislike?
3. When you want to know what is going on with the project or have questions, who do you contact? Where do you get most of your information about the Superfund Site? Have you ever looked at the EPA's Superfund website for information? Are you aware of the Libby and Troy Information centers?
4. Do you feel you're receiving enough information about the investigations and cleanup? Is there other information about these activities that you would want to receive from the EPA/MDEQ?
5. What is the best way to get information to the community? Which newspaper or radio station do you read/listen to? Do you think email or social media is an appropriate way to provide information to the community? Do you have access to email and if so, would you be interested in receiving information about the site cleanup?
6. In what ways can the EPA/MDEQ help you? Anything you would you like to see the EPA or MDEQ address?
7. How would you like to be more involved with the cleanup? TAG/CAG? etc.?
8. Have you attended any Technical Advisory Group (TAG) or Community Advisory Group (CAG) meetings or EPA/MDEQ public meetings, now or in the past? What do you think is the community level of interest? What do you think could be done to increase more participation?

9. What do you think the community's concerns are regarding potential health risks related to the cleanup and LA? Are you aware of the Environmental Resource Specialist (ERS) who you can call for free advice on how to protect yourself when you are remodeling or excavating your home or yard (i.e. HEPA vacuums, wetting down soil before mowing, etc)? Are you aware of Best Management Practices (BMP's) fact sheets available?
10. What do you see in Libby and Troy's future when the cleanup is completed? How do you think recontamination of a property should be prevented in the future when new development occurs? Do you see ordinances or Institutional Controls working?
11. Are there other people that you think would like to speak with us?
12. Is there anything else you would like to add?

Responses from the community interviews are summarized below and grouped according to similar themes.

### **5.3. 1. What has been your involvement/experience with the EPA and MDEQ doing the investigations and cleanup in the Libby and Troy? What is your understanding of the contamination?**

Interviewees' involvement/experience with the EPA and MDEQ ranged from having an investigation, cleanup, and relocation conducted on their property, to having little to no interaction with the EPA and MDEQ staff. Also, some people interviewed had worked on the project at one point of time.

All of the interviewees indicated that they understood why the cleanup was being done, ranging from very familiar with all the sampling efforts and technical aspects of the cleanup while others had a big picture understanding, that asbestos contamination posed a health risk and that prompted the cleanup. About half had either, directly or had a family member, affected with an asbestos-related disease. Similarly, about half were originally from Libby/Troy and stayed, or had moved away and come back to the area after gaining education/career experience. The other half had ranged from living in Libby/Troy from less than a year to twenty plus years.

### **5.3.2 What are your thoughts about the cleanup in Lincoln County? Is there anything about the investigations and/or cleanup that you like? Anything you dislike?**

The following are some key themes of thoughts, likes and dislikes shared regarding interviewees' experience with the cleanup:

- Soil quality is a concern for people that had their yard cleaned and have had issues with growing plants or a healthy yard.
- The majority of interviewees commented that, *overall*, the cleanup is going okay and are happy that the EPA is cleaning up their community which will help with their property resale values. However, many felt that the EPA's cleanup wasted a lot of money in the beginning by cleaning up shacks and doing work that they had to go back to again. The EPA was too liberal with money in the beginning and now the EPA is too conservative with spending.

- Many interviewees were impressed and very complementary of the contractors' Community Involvement Coordinators.
- Concerned about the negative stigma and media sensationalism. Has had an impact on the economy and businesses.
- Is very empathic to those who have suffered health impacts but also feels over contamination problem is "overblown" and has had an impact on the economy and businesses. Feels town is ready to move on and move forward. Tired of negative press and concerned about the negative stigma and media sensationalism of the town. Overall, would like to see a more positive image for Libby.
- Biggest issue that needs to be understood is the toxicity levels. Recognizes there are background levels.
- Concern with County taking over project. Worried things won't get done.
- Concern with Kootenai River or tremolite asbestos contamination.
- Mike does a great job at getting info out to the community.
- There are so many government employees and contractors involved that it's hard to know who to call or to know who the primary contact is.
- Community was very divided in the beginning. There were those that felt they had some responsibility for taking care of themselves and others that wanted to sue. Cleanup has brought out a lot of whiners and people don't see the economy that the cleanup is bringing to the town.
- The EPA has done a good job at community involvement and getting the word out.
- Have issues with what the EPA is doing with wood waste in Troy.
- Felt satisfied with cleanup but not happy that asbestos was left in eaves and within walls, especially with the rebate program to install new windows. Feels a lot of recontamination is occurring. ERS couldn't remove it or it takes them too long, which causes the independent contractor to lose money.
- Feels like cleanup is moving very slow for the average person. A lot of people don't want to engage, they just want to complain.
- The EPA staff easy to work with, but rollout of staff and changes in project management have been frustrating and had made it difficult with building relationships with the EPA staff. Also, it seems that the EPA has changed direction by changing staff and policies and this often wastes time and money.
- Haven't done a good job with rolling numbers out and providing database to CARD for epidemiology studies.
- Magic line confusion- Why are some people in HazMat suits on one side of the line and people on the other side of the line are wearing street clothes?
- Doesn't understand why some people won't give access to the EPA to clean their home.
- How safe is safe? How clean is clean? Currently, the EPA can't answer those questions.
- Frustrated with the slowness of the site cleanup, how much money project is spending.

### **5.3.3 When you want to know what is going on with the project or have questions, who do you contact? Where do you get most of your information about the Superfund Site? Have you ever looked at the EPA's Superfund website for information? Are you aware of the Libby and Troy Information centers?**

Interviewees named a variety of contacts for questions on the project, with the overwhelming majority choosing the EPA Info Center in Libby. Specific individuals (or other methods of communication) cited as contacts and the number of times they were mentioned is provided below:

- The EPA Information Center, Libby (12)
- The EPA Information Center, Troy (2)
- CDM-Smith Office, Libby (4)
- CDM-Smith Community Involvement Coordinator (2)
- Friends in Town (4)
- Community Groups that the EPA provides regular updates (2)
- Local Newspapers (7)

About half of interviewees said they had used the EPA website. Many commented they had looked at it when deciding to move to Libby or they had external partners that had used it. The other half said they don't use computers or have never accessed the website.

### **5.3.4 Do you feel you're receiving enough information about the investigations and cleanup? Is there other information about these activities that you would want to receive from the EPA/MDEQ?**

All of the interviewees responded that they were or usually were receiving enough information from the EPA about the investigation and cleanup. An interviewee commented that people need to take personal responsibility for getting the information they need.

Overall, people know where to get additional information if they need it and feel the information is out there if you have the interest to obtain it. Most people said that they have no need for additional information and they trust the work is getting done; therefore they have no desire to seek more information. Many people are sick of hearing about the EPA cleanup, feel like it is old news and they are ready to move on.

Numerous people had suggestions for other information that they would like to receive. These suggestions included:

- Information about the toxicity values and the timeline for them to become finalized.
- Would like more information on the ERS Program. Most people interviewed were not aware of the program.

- Want more positive Libby site news in the local and regional media. In addition, people would like to see the EPA provide more outreach to a national audience, people outside of Libby and Troy, and share positive stories and the successes of the cleanup.
- Would like to see more information about plans for dealing with a wildfire event and what air quality impacts there would be and health risks.
- More information about the rationale for re-cleaning properties.
- More information on closeout of cleanup and the EPA leaving. How much longer will be the EPA be in Libby? What will ARP transition look like?
- Would like more info about how the cleanup impacts the local economy.

**5.3.5. What is the best way to get information to the community? Which newspaper or radio station do you read/listen to? Do you think email or social media is an appropriate way to provide information to the community? Do you have access to email and if so, would you be interested in receiving information about the site cleanup?**

Overall, many people thought the EPA was doing a good job at informing the public. One person said it is hard to get the public to pay attention because the EPA is old news. Most people thought newspapers were the best way to get information to the public. The diversification of preferred communication approaches and the varying level of age, education level and interest will require the EPA to continue using all approaches to get information out to the community.

The methods cited and the frequency with which they were cited are listed below:

- |                          |   |
|--------------------------|---|
| • Local Newspapers (23)  | • Community Channel on TV ( 1)                |
| • Radio (4)              | • Internet (7)                                |
| • Fact sheets (1)        | • EPA presentations at Community Meetings (9) |
| • Email (3)              | • Public meetings (1)                         |
| • Facebook/Twitter (2)   | • Word of Mouth (3)                           |
| • Chamber Newsletter (1) |   |

Although almost all felt newspapers were very effective ways to get information out, many people did not think newspapers were a good tool. They felt the newspapers, especially Western News, are misleading and presenting the community with incorrect information, often sensationalized and biased. The Daily Beacon, Interlake, Missoulain and the Montanan were all local newspapers mentioned. They interviewees did not conclude whether the other newspapers also presented biased news, but commented that the free newspapers are the most popular. Many people suggested that the EPA control the message by writing a letter to the editor or submit their own article for publication.

People with an opinion on email updates were almost evenly divided in their belief that it would be effective in Libby. The interviewees were very divided as the “new Libby” is more inclined to use email, but the “old Libby” has not embraced technology.

The biggest advocates for email were professionals who used email in their job. Others that had email access thought it could be a useful tool, although it should be not the main communication method.

Many interviewees commented that the best way to get information out to the community is to do presentations at community meetings or events, like the weekly senior citizen dinners, or setting up a booth at Hot August Nights. Also, try radio interviews (*KLCB-AM/KNTY-PM -Voices of the Kootenai or Swap Shop, 7:45-8:00 a.m.*).

### **5.3.6. In what ways can the EPA/MDEQ help you? Anything you would you like to see the EPA or MDEQ address?**

Many people interviewed commented that had nothing that they would like the EPA or MDEQ addressed. Several people interviewed had issues or concerns they wanted the EPA to address. Many people stated that they want a positive image for Libby and would like the EPA to take a more proactive approach in helping the community get more positive news stories in the media, such as a letter to the editor. Also, many have concerns with what's going to happen to the community when the EPA leaves and the cleanup is over. One person commented that resale and property values to sell home would be helpful. One interviewee commented that he wishes the EPA would tell Libby to take care of itself and the EPA is not responsible for economic wellbeing of community.

A few people commented on the quality of the soil that was used at their property cleanup. They are having problems getting the grass and plants to grow. One interviewee feels it's an unachievable standard to meet and that we're trying to cleanup beyond background levels, but first we need to know what is the area background level is of naturally-occurring asbestos. One person would like more ambient air and asbestosis comparison data to other metropolitan cities so that the community can better understand their risks. One person would like more information on the cleanup science and targeted dates of completion. Several people had concern about forest fires and risks, water standards and asbestos in riverbeds. Last, one person would like more information to understand why properties are re-cleaned and how this may affect them.

### **5.3.7. How would you like to be more involved with the cleanup? TAG/CAG? etc?**

Most the interviewees do not want to be involved with the project. A few indicated that if they really wanted to be more involved, they knew how to increase their involvement. Reasons for not wanting to become involved included: too busy, no interest, already feels informed, interested with what's going on, but doesn't want to serve on another board and feels that community meetings are often a source of negativity and distracted by local naysayers.

**5.3.8. Have you attended any Technical Advisory Group (TAG) or Community Advisory Group (CAG) meetings or the EPA/MDEQ public meetings, now or in the past? What do you think is the community level of interest? What do you think could be done to increase more participation?**

Almost all interviewees had no interest in attending a TAG /CAG meetings or stopped going to the meetings because they generally did not find them to be productive. Reasons cited included: negativity and inner-group conflict, monopolization of the meetings by a small minority or local naysayers (who are not community leaders), ongoing bickering, information too technical and overwhelming, and lack of control by the meeting facilitator.

Of the people who indicated they had never been to a CAG or TAG meeting, most said it was due to a lack of time or interest. One person said that the community doesn't have a "go to meetings" or "join clubs" kind of culture. Many suggested that people feel like the EPA cleanup is old news. As a result, TAG/CAG meetings have lost their momentum. Suggestions for improving meeting attendance were to advertise topics that are new that may interest people, and offer free food and refreshments. There were no suggestions for other venues, and people who had an opinion on the venue thought the current locations were fine.

Many stated that CAG/TAG is not getting information out to the community and would like them report out on their activities and publish their meeting notes. One person stated that they key is a really good mediator to take control of the meetings.

**5.3.9. What do you think the community's concerns are regarding potential health risks related to the cleanup and LA? Are you aware of the Environmental Resource Specialist (ERS) who you can call for free advice on how to protect yourself when you are remodeling or excavating your home or yard (i.e. HEPA vacuums, wetting down soil before mowing, etc)? Are you aware of Best Management Practices (BMP's) fact sheets available?**

Everyone interviewed said they were aware of the public health risks and thought the community was aware also of the risks. There were varying levels of concerns, from not at all to only mildly concerned. By contrast, only several people interviewed knew about the ERS program. Many people feel they can't really understand the risks until the EPA answers the question of "how clean is clean?" and "how safe is safe?"

Many interviewees stated that there is a divide in the community between those that have been directly impacted (i.e. asbestos-related diseases) and those that have not. One person said there needs to be more awareness in the area and had concerns about asthma and the availability of long-term health care to treat asbestos-related diseases in Libby. Many of the interviewees gave their perception that if you weren't involved in past activities then exposures are not a concern and that the EPA will remove all

the asbestos. One interviewee feels things were blown out of proportion and feels that not smoking will reduce risks. Many people are aware of BMPs and use their HEPA vacuum.

### **5.3.10 What do you see in Libby and Troy's future when the cleanup is completed? How do you think recontamination of a property should be prevented in the future when new development occurs? Do you see ordinances or Institutional Controls working?**

Overall, interviewees are concerned about the future of Libby and Troy. Many people are concerned with the declining economy and loss of jobs from the EPA leaving after the cleanup is done. They think the town will struggle when the EPA leaves. The interviewees were much divided. About half felt that re-establishing the once viable manufacturing and natural resources jobs (mining, lumber) would be the future of the community and the other half has a more progressive view, which included developing more recreational and tourism opportunities. The latter half argued that tourism is not enough for the community to survive and it will be slow-going. Any many have concerns that because Libby is very isolated, it may be difficult to get industry and manufacturing industries to locate there. Several others said the town will simply turn into a retirement community. Everyone agreed that something needed to be done and a positive image for Libby was necessary for any type of viable future.

As a result of the dividedness in town, several people stated that Libby is not going to figure out any kind of future for themselves because they can't reach consensus. One person feels that people in the community are very giving and generous when it comes to individuals, but anything political or controversial, the community can't galvanize and come together. Although, several stated that the community has gone through a boom and bust period before and somehow, some way, it will survive. One interviewee stated Libby needs to decide its future; not the EPA, and those with a leadership position in town, need to engage and decide the mission of Libby.

Almost all people are worried about institutional controls (ICs) working, but see the importance of them to protect the remedy. People think that just because the county has a permitting ordinance to protect the remedy, local contractors won't report it. Almost all stated that people in the county don't like things being forced on them, thus voluntary ordinances may work best. Several people are concerned how the ordinances may affect local businesses. One interviewee stated, IC's are not going to be easy and ordinances or laws only as good as the enforcement of them.

### **5.3.11 Are there other people that you think would like to speak with us?**

Several people could think of other people they would like the EPA to interview. The EPA did receive some suggestions for further interviews and plans to follow up during future community interviews.

### **5.3.12. Is there anything else you would like to add?**

Some people did have something else to add at the conclusion of the interview. The EPA received the following comments:

- Improve the EPA website to show more accomplishments with the cleanup on the front page.

- There continues to be soil issues and not enough seed put down.
- Concern with money being spent on cleaning up a building that is ultimately torn down.
- Believes WR Grace was following what was federally legally required of them. Feels the State and OSHA had responsibility to change their standards and you can't legally enforce morals.
- There is a responsibility for due diligence on the community's side to find out what is going on regarding the cleanup.
- Need to better explain the "magic fence."
- The EPA needs to continue to hire locally.
- The EPA should provide compensation for business that has to shut down for clean up.
- Provide outreach to seniors through the senior dinners in Libby and Troy.
- Hauling activities are impacting Rainy Creek but the EPA is not held accountable for those impacts where as private sector would be.
- Good that the EPA is integrating local government with the transition out of the community. The long-term plan will have more continuity.
- People that aren't born and raised in Libby will always be an outsider.
- Sometimes it seems like the EPA and MDEQ not on same page.
- Chamber of Commerce should play a more active role in economic development. The Chamber should be on KRDC board.
- ICs/Long-term Maintenance program is very important.

## **Attachment 4**

### **Top Issues Identified from Community Interviews (conducted Oct. 2012 and Apr. 2013)**

**Libby Asbestos Superfund Site**  
**Top Issues Identified from Community Interviews Conducted Oct. 2012 and Apr. 2013**

TOP ISSUES	EPA SUPPORT
Concern with a positive image for Libby, in the media and nationwide	<ul style="list-style-type: none"> <li>• Support the citizens' Economic Development Group.</li> <li>• Work with Chamber of Commerce and community groups to get positive messages out.</li> <li>• Write letters to the editor or articles for local newspapers with positive, success stories about cleanup.</li> </ul>
Concern with what will happen when the EPA leaves, cleanup is done, and transition to the County	<ul style="list-style-type: none"> <li>• The EPA is collaborating with Lincoln County Asbestos Resource Program to provide opportunities for transition and information exchange.</li> <li>• The EPA and the County are sharing the timeline for transition with the community.</li> <li>• Continue to work with the County and the community on identifying appropriate institutional controls to protect the remedy and reduce exposures.</li> </ul>
Concern with questions of <i>how safe is safe</i> and <i>how clean is clean?</i>	<ul style="list-style-type: none"> <li>• The EPA cannot provide answers to these questions until we have a final risk assessment.</li> <li>• Communicate to the community results of activity-based sampling and once the risk assessment is final, provide recommendations to reduce or eliminate exposures.</li> </ul>
Concern with wildfires and understanding health risks	<ul style="list-style-type: none"> <li>• The EPA can work with stakeholders to develop key messages and collaborate with groups to put messages out to community.</li> <li>• Communicate activity-based sampling results and once the risk assessment is final, provide recommendations to reduce or eliminate exposures.</li> </ul>