

# Stakeholder Communications Plan Template Initial / Secondary Plans

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10:20 am, Jan 14, 2009

Alameda County  
Environmental Health

<b>Site Name</b>	76 Service Station #3072	<b>Site #</b>	3072
<b>Address</b>	2445 Castro Valley Boulevard, Castro Valley, California	<b>Site Manager</b>	Eric Hetrick

**Team Members** RM&R Site Manager (Eric Hetrick), RM&R Area/Regional Manager (Myron Smith), Consultants (TRC), PTTRC Agent (None), COP Business Unit Contact (Brad Craig).

## Brief Written Site Summary (Site History, Overview, Background)

### SITE DESCRIPTION

The site is an operating service station located on the south corner of the intersection of Castro Valley Boulevard and Strobridge Avenue in Castro Valley, California. Current site facilities include a station building, lube bay, and auto service building, three underground fuel storage tanks, one underground waste oil storage tank, and three dispenser islands.

### GEOLOGY AND HYDROGEOLOGY

From previous soil and groundwater investigations conducted at the site, the soil beneath the site consists of silt, clay, and fine sand. Shale has also been observed underlying the clay and fine sand from 10 to 50 feet below grade (fbg).

Groundwater has been encountered at the site historically between 6 and 9 fbg. During the recent baseline investigation, groundwater was encountered at depths between 15 and 25 fbg on the northern portion of the site and 47 to 50 fbg on the southern portion of the site (TRC, 2005). Historically, the groundwater flow direction has been to the northeast (Kaprealian Engineering (KEI), 1991).

### PREVIOUS ASSESSMENTS

November 1989 through February 1990: Three 10,000 gallon underground storage tanks (USTs), one 550 gallon waste oil UST, and product piping were removed and replaced. The UST pits were over excavated to remove impacted soil (KEI, 1991).

November 14, 1989: Six soil samples (A1, A2, B1, B2, C1, and C2) were collected from below the fuel USTs and one soil sample (WO1) was collected from below the waste oil UST. Samples from beneath the gasoline USTs contained concentrations of total petroleum hydrocarbons as gasoline (TPH-g) from non-detect to 11 parts per million (ppm) and non-detect concentrations of benzene, toluene, ethylbenzene, and xylenes (BTEX).

Concentrations of total petroleum hydrocarbons as diesel (TPH-d) were non-detect in the sample collected from below the diesel UST. The soil samples collected from beneath the waste oil tank contained reportable concentrations of TPH-g, metals, and 1,1-dichloroethene (1,1-DCE) and were non-detect for all other constituents analyzed (KEI, 1991).

November 16, 1989: Six sidewall soil samples (SW1 through SW6) and a grab water sample were collected from the fuel UST. Samples SW1 and SW4 contained TPH-g concentrations of 140 ppm and 160 ppm, respectively. TPH-d was detected at a concentration of 24 ppm in sample SW4 (KEI, 1991).

December 22, 1989: Eight soil sidewall samples (SW1 (17), SW2 (17), SW7 through SW11, and SW3 (17)) were collected after additional excavation of the UST pits. Maximum reported TPH-g concentrations were 1,500 ppm and 1,900 ppm (KEI, 1991).

January 18 and 19, 1990: Three 2-inch diameter monitoring wells (MW1, MW2, and MW3) were installed onsite (KEI, 1991).

February 14, 1990: Three soil samples (P1, P2, and P3) were collected from the product pipeline trenches. Low to non-detect concentrations of TPH-g and BTEX were detected with a maximum TPH-g concentration of 87 ppm (KEI, 1991).

March 9, 1990: Three sidewall soil samples (SWB, SWC, and SWD) were collected from the sidewalls of the waste oil UST pit. Low to non-detect concentrations of TPH-g and BTEX were detected with a maximum TPH-g concentration of 37 ppm (KEI, 1991).

April 24 and 25, 1990: Eight exploratory soil borings (EB1 through EB8) were drilled and soil sampled collected. The borings were backfilled with neat cement. Low to non-detect concentrations of TPH-g and BTEX were detected with a maximum TPH-g concentration of 5 ppm (KEI, 1991).

August 13, 1990: Two 2-inch monitoring wells (MW4 and MW5) were installed. Soil samples from the monitoring well pilot borings contained non-detect concentrations of TPH-g and BTEX in all samples. Benzene was detected at a maximum concentration of 3.2 ppb (KEI, 1991).

October 2003: Site environmental consulting responsibilities were transferred to TRC.

January 24, 25 and 31, 2005: TRC conducted a Baseline Site Assessment (TRC, 2005) which involved the advancement of six direct-push borings (SB-1 through SB-6) to assess the presence of hydrocarbon-affected soil and groundwater beneath the site. TPHH was detected in two soil samples at a maximum concentration of 480 ppm in SB-1 at a depth of 8 fbg. MTBE was detected in two soil samples at a maximum concentration of 0.11 ppm in SB-3 at a depth of 18 fbg. MTBE was detected in three of the four grab groundwater samples at a maximum concentration of 87 ppb in boring SB-1.

#### SENSITIVE RECEPTORS

January 31, 2006: TRC completed a sensitive receptor survey for the site. No wells or water bodies identified during the survey are believed to be near enough to the site or in the direct path of groundwater flow from the site to be considered sensitive receptors.

#### MONITORING AND SAMPLING

There are no wells currently installed at the site.

#### REMEDIATION STATUS

Remediation is not currently being conducted at the site.

#### CHARACTERIZATION STATUS

Hydrocarbon impacts to groundwater are not fully delineated. MTBE has been detected in the northwestern portion of the site.

Site Owner: Jagdish M. & Janki J. Moorjani

Operator and Employees: Tower Energy Group

Issues/Concerns: Property Access, On-site Activities, Safety, Regulatory Compliance, Indemnity

Regulatory Authorities:

Alameda County Health Care Services

Issues/Concerns: Regulatory Driven Activities, Regulatory Compliance

Off-Site Affected or Potentially Affected Receptor

None Identified

Issues/Concerns: Property Access, Project Activities, Safety, Indemnity.

Off-Site Directly Affected Landowners

None Identified

Issues/Concerns: Property Access, Project Activities, Safety, Indemnity.

### Overall Communications Strategy

The Site has been designated a Level A Site because there are no potential receptors within a quarter mile of the site.

Offsite Landowners: Meet access agreement requirements. Address questions or concerns promptly within area of responsibility and with guidance from Area Manager, Legal, and External Communications. Meet with representatives of owner as appropriate based on discussions with ConocoPhillips management.

Site Owner/Operator and Employees: Minimize intrusion on operations due to environmental activities.  
Actions: Maintain notification protocols for field work. Remove drums promptly. Be sensitive to business needs. Schedule field work with enough advance notice to avoid conflicts with planned business actions such as re-painting, re-paving, etc.  
Tools: Phone calls, emails, letters, onsite meetings.

Regulatory Authorities: Sustain positive relationship with agency.  
Actions: Maintain compliance with report requirements and deadlines. Obtain required deadline extensions in advance and document in writing. Return questions/comments and address agency action items promptly. Negotiate agency requirements with discretion and a respectful and courteous manner. Consultant reports and documents should be always professional, accurate, complete, and timely.  
Tools: Complete and accurate uploading to GeoTracker, other agency databases, and WebX.  
Phone calls, emails, meetings, letters.

### Public Messages (standby statements)

ConocoPhillips is working cooperatively with the [Alameda County Health Care Services](#) to investigate whether historical operations from a local [site](#) may have impacted the soil or groundwater in this area.

Once we complete our local assessment, we will work with regulators to determine if any corrective action is necessary.

Any work will be done with oversight by [TRC](#).

Our primary concern is the well being of local property owners/residents and we will keep you updated on the progress of our work.

Our company is committed to safe, reliable, environmentally responsible and sustainable operations.

### Notes

Select any of the above statements that are applicable.

**Potential Stakeholders** (Names and contact information for property owners, residents, businesses, schools, regulators government officials)

**Communications Vehicles**

**Responsible**

<p>Ms. Donna Drogos Supervising Hazardous Materials Specialist Alameda County Health Care Services 1131 Harbor Bay Parkway Alameda, California 94502-6577</p>	<p><input checked="" type="checkbox"/> Letters Conversations <input type="checkbox"/> Flyers Meetings <input type="checkbox"/> Brochures Agreements <input type="checkbox"/> Public Meetings</p>	<p><input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Face-to-Face <input type="checkbox"/> Access <input checked="" type="checkbox"/> Quarterly Reports</p>	<p>Consultant</p>
<p>Jagdish M. &amp; Janki J. Moorjani 2445 Castro Valley Boulevard Castro Valley, CA 94546 (property owner)</p>	<p><input checked="" type="checkbox"/> Letters Conversations <input type="checkbox"/> Flyers Meetings <input type="checkbox"/> Brochures Agreements <input type="checkbox"/> Public Meetings</p>	<p><input type="checkbox"/> Phone <input type="checkbox"/> Face-to-Face <input type="checkbox"/> Access</p>	<p>Consultant</p>
<p>Tower Energy Group 2445 Castro Valley Boulevard Castro Valley, CA 94546 (Dealer)</p>	<p><input checked="" type="checkbox"/> Letters Conversations <input type="checkbox"/> Flyers Meetings <input type="checkbox"/> Brochures Agreements <input type="checkbox"/> Public Meetings</p>	<p><input type="checkbox"/> Phone <input type="checkbox"/> Face-to-Face <input type="checkbox"/> Access</p>	<p>Consultant</p>

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| Meetings                                 |                                       |
| <input type="checkbox"/> Brochures       | <input type="checkbox"/> Access       |
| Agreements                               |                                       |
| <input type="checkbox"/> Public Meetings | <input type="checkbox"/>              |
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| <input type="checkbox"/> Public Meetings          | <input type="checkbox"/>              |

**Date Created 5/18/07**

**Date Last Updated**