



Environmental Quality Office
Sustainability, Environment & Safety
Engineering

Ford Motor Company
Fairlane Plaza North
290 Town Center Drive, Suite 800
Dearborn, MI 48126

May 31, 2019

Mr. Paul Owens
District Supervisor, Warren District Office
EGLE Remediation and Redevelopment Division
27700 Donald Court
Warren, Michigan 48092-2793
owensp@michigan.gov
VIA E-MAIL

Re: Ford Livonia Transmission Plant
Response to EGLE Letter dated May 28, 2019

Dear Paul:

In response to your attached May 28, 2019 letter, I am providing confirmation of implementation of the five (5) items requested. The requested items are listed in italics below followed by the Ford response:

- 1) Establish a specific 24-hour hotline for residents to report issues/concerns with their mitigation systems.*

Ford response: A 24-hour hotline has been maintained since 2016 for this project. The website <https://www.fordlivoniabostonbeaconproject.com> and number have been communicated to the residents on multiple occasions. The toll-free number is (844) 511-1002. In order to clarify that this number can be used to report issues and concerns, the website has been revised to change the home page link from "Contact" to "Report an Issue". The text has also been revised to: "If you have any issues or concerns about this project or regarding mitigation installation please contact us using one of the methods below:" In addition, the description for the toll-free number has been changed from "information line" to "hotline".

- 2) Establish a specific e-mail for residents to report issues/concerns with their mitigation systems.*

Ford response: A specific e-mail has been maintained since 2016 for this project. The website <https://www.fordlivoniabostonbeaconproject.com> and e-mail address have been communicated to the residents on multiple occasions. The e-mail address is info@fordlivoniabostonbeaconproject.com. In order to clarify that the e-mail can be used to report issues and concerns, the website has been revised to change the home page link from "Contact" to "Report an Issue". The text has also been revised to: "If you have any issues or concerns about this project or regarding mitigation installation please contact us using one of the methods below:"

- 3) *Respond to any citizen calls or emails regarding the systems within 24 hours, providing information, an opportunity to discuss with Ford/Arcadis if resident request, and offer a solution to the issue within 48 hours.*

Ford response: Ford will continue to be responsive to resident questions and provide an initial response with 24 hours of receipt. Within 48 hours, Ford/Arcadis will either offer a solution or communicate the schedule to offer a solution for more complex issues.

- 4) *Ford provide a written summary of the complaints received and the response provided to the residents and the resolution to EGLE due to the first of every month.*

Ford response: Ford will provide a written summary of the complaints received and responses provided by the first of every month. There were no calls to the hotline and no e-mails received via the general e-mail in May 2019. Therefore, the first written summary will be submitted on July 1, 2019.

- 5) *Establish a dedicated staff person to be present for all mitigation work and any aspect of the mitigation work (any work outside of or inside a home) within the residences, specifically to be a liaison for the residents to ensure any issues or complaints are responded to within 48 hours by Ford/Arcadis.*

Ford response: Theresa Olechiw of Arcadis has been designated as the liaison for the residents to ensure any issues or complaints are responded to within 48 hours. Due to the expedited nature of our mitigation implementation which involves concurrent installation at multiple locations, it is impractical for one individual to be physically present for all mitigation work. However, this liaison will endeavor to provide such support.

Ford will submit a revised Public Outreach Plan by June 28, 2019. If you have any questions, please feel free to contact me.

Sincerely,



Todd M. Walton
Manager, Global Site Assessment & Remediation

cc: Mr. Kris Hinskey, Arcadis
Mr. Shawn Collins, The Collins Law Firm, PC
Mr. Paul Bernier, City of Livonia
Ms. Maureen Franklin, Wayne County DNVCW
Senator Dayna Polehanki
Representative Laurie Pohutsky
Mr. Brian Negele, MDAG
Mr. Aaron Cooch, DHHS
Ms. Alexandra Rafalski, DHHS
Ms. Beth Vens MDEQ
Mr. Brandon Alger, MDEQ



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF ENVIRONMENTAL QUALITY
WARREN DISTRICT OFFICE



LIESL EICHLER CLARK
DIRECTOR

May 28, 2019

Mr. Todd M. Walton
Ford Motor Company
Fairlane Plaza North, 8F
290 Town Center Drive
Dearborn, Michigan 48126

Dear Mr. Walton:

SUBJECT: RE: Livonia Transmission Plant – Consent Decree No. 2:17112372-GAD-
RSW; 36200 Plymouth Road; Livonia, Wayne County, Michigan;
DEQ Site ID No.: 82002970

In correspondence dated February 1, 2019, the Department of Environmental, Energy & Great Lakes (EGLE), Remediation and Redevelopment Division (RRD), requested Ford Motor Company (Ford) install preemptive mitigation on the off-site properties where a plume was present. The preemptive mitigation is being conducted under paragraph 6.6(d)(iii) of the Consent Decree (CD), which allows Ford, in consultation with the EGLE, to undertake interim response activities as determined appropriate when there may be an immediate risk to human health. Ford hired Arcadis to install mitigation systems of different types within the residential neighborhood.

During the design, installation and operation of the mitigation systems, there have been numerous complaints from residents. These complaints range from appointments not being kept, delays with installation, the length of time for installation, damage to homes, flooding in sealed crawl spaces, and several other issues, including a general lack of communication between Arcadis and the residents.

In response to multiple valid resident complaints and in an effort to resolve and proactively avoid additional issues, EGLE is requiring Ford to update their Public Outreach Plan required under paragraph 6.9 of the CD to include the following items:

- 1) Establish a specific 24-hour hotline for residents to report issues/concerns with their mitigation systems.
- 2) Establish a specific email for residents to report issues/concerns with their mitigation systems.

- 3) Respond to any citizen calls or emails regarding their systems within 24 hours, providing information, an opportunity to discuss the issue with Ford/Arcadis if resident requests, and offer a solution to the issue within 48 hours.
- 4) Ford provide a written summary of the complaints received and the response provided to the residents and the resolution to EGLE due the first of every month.
- 5) Establish a dedicated staff person to be present for all mitigation work and any aspect of the mitigation work (any work outside of or inside a home) within the residences, specifically to be a liaison for the residents to ensure any issues or complaints are responded to within 48 hours by Ford/Arcadis.

Ford is requested to implement these items by May 31, 2019 and submit a revised Public Outreach Plan by June 28, 2019.

If you have any questions, please contact Ms. Beth Vens, Assistant District Supervisor, 586-484-1030, vensb@michigan.gov; or Mr. Brandon Alger, Project Manager, at 586-623-2839, algerb@michigan.gov, or you may contact me.

Sincerely,



Paul Owens, District Supervisor
Warren District Office
Remediation and Redevelopment Division
586-235-6990
owensp@michigan.gov

cc: Senator Dayna Polehanki
Representative Laurie Pohutsky
Mr. Shawn Collins, The Collins Law Firm, PC
Mr. Paul Bernier, City of Livonia
Ms. Maureen Franklin, Wayne County DNVCW
Mr. Kris Hinskey, Arcadis
Ms. Alexandra Rafalski, DHHS
Ms. Cyndi Mollenhour, MDEQ-C&E
Ms. Beth Vens, MDEQ-RRD
Mr. Brandon Alger, MDEQ-RRD